Consultative Workshop on Interactive Platform for Social Security in Bangladesh
Meeting Minutes

Project title:

- Social Protection Policy Support (SSPS) Programme

Meeting date: 27 September 2018

Venue: Cabinet Division Conference Room (Room-1005), Transport pool, Building.

Chair: Mr. A K Mohiuddin Ahmad, Additional Secretary (Coordination), Cabinet Division

Participants: Attached in annex - A

Mr. A K Mohiuddin Ahmad, Additional Secretary (Coordination), Cabinet Division chaired the Consultative Workshop on Consultative Workshop on Interactive Platform for Social Security in Bangladesh. He welcomed Communications & Media and ICT focal points from different ministry/divisions, and the staff members of the SSPS Programme. The succinct part of the presentation and key queries which arose from the discussion and policy directions are all mentioned below:

Introduction

Mr. A K Mohiuddin explained the purpose of the workshop by saying that those who were present work as the Communications & Media and ICT focal points. He then asked for introductions from those who were present. After the introductions were given by everyone present, he said the main aim of the workshop would be facilitated by Khaled Hasan, Deputy Secretary of the Cabinet Division and Social Protection Specialist of the Social Security Policy Support (SSPS) Programme.

The floor was then passed to Khaled Hassan who explained the format of the workshop. The workshop was divided into two parts, the first part was a presentation on the Interactive Platform for Social Protection and then the second part would an exercise by the participants to define their roles and responsibilities in order to make the interactive platform a success. For this, he introduced Mr. Mohammad Mahfuzul Bari who would do the presentation. Mr. Hasan finished by saying that we are all looking for opinions and ideas from everyone present and wants everyone to make the sessions more interactive and ensure that their roles are defined.

The session was then handed over to Mr. Bari.

Presentation on Enhancing Social Protection Governance through Grievance Redress System (GRS):

At the beginning of his presentaiton, Mr. Bari gave a background on the interactive plaform and why an interactive platform is needed. He mentioned that there are currently 35 ministries in social protection in Bangladesh and 114 social protection programmes being implemented in 2018-19 fiscal year. Currently approximately 8 billion US dollar being invested into this field which is 2.53% of country's total GDP. However, there exists no or limited showcasing and limited accountablility. To overcome this, he stated, Central Management Committee (CMC) on social protection, established by the Hon'ble Prime Minister, consisting Secretaries from 35 ministries/divisions as it's members, in 2017 decided that there should be an interactive platform to showcase social protection in Bangladesh. To make it consistent

with the leading website in world on social protection www.socialprotection.org, it was also decided that the website domain would be www.socialprotection.gov.bd. The domain name was acquired from Bangladesh Telecommunications Company Limited (BTCL) for up to 2025 to align with the National Social Protection Strategy (NSSS). He added, The website has now been hosted in Bangladesh Computer Council since December 3, 2017.

Mr. Bari added, this website is currently being maintained by the SSPS Programme and explained one of the objective of this workshop is to discuss ways to make this website an interactive platform where officials from relevant minsitries/divisions can manage ministry/division's own news, articles, blogs, or any other social protection related content into the platform, without needing constant support from the administrators of the platform. He also added that the immediate aim is to build the interactve platform focusing on showcasing 35 ministries/divisions' work on social security with a scope of expanding the focus to NGOs, Civil Society, and others' portfolios on social protection. He added,

He also mentioned that the second objective is to develop terms of reference for the relevant officials of the ministries/divisions on their roles and responsibilities for administering, maintaining the relavant sections in the interactive platform and how they can manage ministry/division's own news, articles, blogs, or any other social protection related content. To achieve this objective, there will be an exercise for the participants at the end of this presentaiton to identify and define the terms of references i.e. roles and responsibilities of relevant ministry/division's officials. For example, who will be responsible for providing the content and who will upload it, coordinate among the focal points and so on.

Mr. Bari then explained the outcomes we want to achieve through successful implementation of this interactive platform. He mentioned the interactive platform would allow the ministry/division to share evidence and knowledge of their work on social protection, thus ensuring accountability. This platform would be a important medium for showcasing the achievments of the government on the field of social protection and help strengthening the social protection system overall.

He then went on to explain how these objectives and outcomes could be achieved through this platform. This interactive platform would have a portfolio of each ministry/division working with social protection which would allow ministries to publish details of any workshops, meetings, interviews, dialogues, field visits, exposure visits or any other acvities related to social protection into their respective portfolios. This would also allow them to share any news, op-ed, report, documents in electonic fortmat published in print media through the platform.

Mr. Bari added each ministry/division's portfolio in the interactive platform would allow them to publish or link videos/clips on social protection aired in electronic media such as television, radio, flims or even public awareness campaign of social security progammes. In addition, he mentioned, social media has become an important means of communication and advocacy and can be vital in showcasing ministry/division's work on social protection and we have created social media accounts in Facebook, Twitter and Instagram where news, articles, blogs, reports, pictures can now be shared. He also mentioned anything posted on this interactive platform will need to be moderated and once approved will be published into the platform website. Once publshed into this website, this would also result in the articles to be shared in our social media accounts thus boosting the reach of the article to much larger audience.

Mr. Bari added this platform will also facilitate publishing inter-organization communications material such as meeting notifications, meeting minutes of Central Management Committee (CMC), CMC focal points, Communciatoin, ICT, M&E, Gender and GRS focal point, Thematic Clusters and any such relevant meetings. He mentioned that once the platform is fully developed, any such document uploaded into the platform would result in notifications via the interactive platform and emails. For example, meeting notification of an upcoming Social Allowance Thematic Cluster meeting posted by the coordinating Ministry of Social Welfare, would result in notification being sent to all the ministries/divisions of the cluster via email or through the interactive platform. For Intra-Organizational Communications, Coordination Meetings, Project Implementation Committee (PIC), Project Steering Committee PSC), Review Committee news, minutes, notifications can also be posted in this platform in the separate section dedicated to each of these committes. For Cross-cutting committee meetings, relevant documents will also be reflected in participating ministries/divisions' portfolios.

Ms. Keya Khan, Joint Secretary form Ministry of Industries inquired if this platform would be used as a tool for monitoring and evaluation. Mr. A K Mohiuddin Ahmad, in response, evaluation related to social protecion is processed separately and not within the scope of this platform. In response to her query, he also said that all kinds of reports including any report and research documents on monitoring and evaluations can be uploaded into this platform. Mr. Khaled Hasan, at this point said an outline for monitoring and evaluation framework is being prepared and once the framework is ready, information related to it can be embedded into this platform. This would allow information such as impact of social protection programme, how many beneficiaries received benefits can be shared through this platform.

Mr. Bari also mentioned there is an e-learning feature incorporated into this platform. Beginners to advanced level online courses on social security can be offered through this feature. There might even be scope for partnership with universities for diploma courses in the future.

Mr. Bari notified that there will be a Social Protection Conference on 4th of November this year where minsitries/divisions working with social protection will have the opportunity to publish their work on social protection. Social protection focal points are resonsible for showcasing their ministries/divisions. However, ICT focal points are expected to contribute and assist the social protection focal points in this regard. Mr. Mohammad Khaled Hassan, at this point, took over from Mr. Bari and gave more details of the conference. He said, conference will be held for 3 days and will be opened by the Hon'ble Speaker of the Pariliament. Ministries/Divisions will be displaying different types materials to showcase their social protection work. These materials would also include audio/video documents or any other docuements in electronic form. And Communication/ICT focal points will need work closely with the Social Proteciton Focal points to properly showcase their ministry/division's work. There will be another workshop to help prepare the participating ministries/divisions on how to better showcase their work on social protection.

Continuing with the presentaiton, Mr. Bari then asked the participants specific questions such as currently who updates social protection information in each ministry/divison's website, who maintains and administers this process.

Mr. Md. Monayem Uddin Chowdhury System Analyst from Rural Development and Co-operatives Division said ministries update content following the National Web Portal Framework and if this platform is built following the same framework, it will become easier for the ministry/division focal

points to upload content. In addtion, he also suggested instead of using different login/pasword for this system, the system should allow users to login using the same account credentials of the E-filing ('Nothi'). He also said there is also a service box in national web portal where ministries updates sevice information related to their ministries/divisions.

Md. Yusuf Harun Khan, Programmer from Ministry of Water Resources, asked why should there be another website for social protection. He pointed out ICT focal points already have to maintain multiple websites such as GRS, APA, a different website for social protection would increase the workload, he instead suggested to create a provision in the National Portal for social protection. He said having social protection information in respective ministry/division websites will suffice and suggested there is no need for any additional website on social protection. Mr. A K Mohiuddin Ahmad said every ministry/division's work should get prioritized in their website, where social protection might not get priority in these websites. However, to showcase social protection in Bangladesh, there should be a single point, and this platform will do that. ICT focal points already maintains multiple websites and this website, considering its importance, should have a separate website too. One of the participants suggested if it was possible to make a provision so that once information updated in ministry website, can they also automatically have posted into this website. Mr. Ahmad replied that is our objective and this system will be API based making it possible to interlink with National Web Portal Framework. Mr. Md. Enamul Haque, Programmer from Ministry of Women and Children Affairs, suggested to include APA data specifically quarterly, annual reports on social protection targets for individual mintries/divisions. He also suggested this interactive platform should follow the Open Government Data (OGD) principles. In addtion, he suggested that ther should be a YouTube Channel showcasing quality social protection information

One of the participants suggested this platform should also support Bengali content to which Mr. A K Mohiuddin Ahmad replied the process of work on supporting Bengali content is in process.

He then went to demonstrate some of the features currently avaiable in the platform. After a general overview of the platorm, he focused on draft portfolio design of each ministry/division and showed the features such as blogs, articles, documents, social security programmes displayed in the portforlio for each ministry/division.

He then sought suggestions, ideas the participants might have on authentication (login/password), ow to keep the platform up to date with latest information on social protection, how the contents such as blogs, news, events can be moderated, how effective coordination between social protection focal points and communicaiton & media and ICT focal can be ensured, any capacity buidling training needed and other relevant matters.

Mr. Bari then requested the participants to write down what could be their roles and responsibilities to administer and maintain the interactive platform and how they can effectively manage their ministry/division's news, articles, blogs, or any other social protection related content, in papers that were distributed among them earlier. He said, their suggestions will be reviewed and compiled and will be placed in the Central Management Committee meeting as the Terms of Reference of the Social Protection, ICT and Communication & Media Focal points for their approval of the committee. Upon the

completion of the exercise, the suggestions for Terms of reference were collected formteh participants. Mr. Bari then thanked all the participants and ended his presentation on the interactive platform.

Mr. Mohammad Khaled Hassan then sought opionions from the audience on some of the important aspects relevant to the specific objectives of this workshop.

Suggested Terms of Reference (Roles and Responsibilities of the focal points in relation to the Interactive Platform)

- Update ministry/division's portfolio with updated content on social protection regularly in addition to updating social protection section in the ministry/division's websites.

- Regularly update all focal points information including their contact information in the interactive platform.

- Maintain close coordination with social protection focal point for updating social protection information in interactive platform.

- Ensure approval from relevant officials before updating any content in the platform.

- Assist and advice officials relevant to social protection in resolving any technical issue on the interactive platform.

- Assist relevant administrative personnel of the interactive platform in troubleshooting any technical issues relating the interactive platform.

1. <u>Recommendations</u>

- Everybody agreed, an interactive platform for social protection is imperative to showcase social protection in Bangladesh under a single platform.

- Interactive platform should support content both in Bengali and English in a uniform and consistent format.

- Each ministry/division should have their own separate portfolio in the platform where they can update social security information.

- ICT focal points suggested there should be single point of data entry for social security information and recommended to integrate the interactive platform with the ministry/divisions websites, so that adding content would result in automatic feeding into corresponding ministry/division's portfolio in the interactive platform.

- It was also recommended to same login credentials for signing into the interactive platform, possibly integrating it with the login mechanism of the 'e-filing' system of the government.

- Adding meeting notification to the interactive platform should result in notification sent to relevant officials via email.

- While providing quality content on social protection, the platform should consider the contents be easily and quickly viewable by users with low-bandwidth.

- The interactive platform should follow the Open Government Data (OGD) principles to promote transparency, accountability and value creation by making social protection data available to all.

- Social protection related article, blog or any other content uploaded into the platform should not result in automatic publishing into the platform, there should be some form of moderation mechanism in place before publishing.

- Social protection related article, blog or any other content uploaded into the platform should also result in automatic update of the content into the social media accounts of this platform.

- In addition to the social media features, the platform should also include a YouTube Channel showcasing quality social protection information in the form of video.

- Establish links of the interactive platform in every ministry/division's webpage working in social protection.

- The platform should showcase success stories in social security in the interactive platform.

The workshop ended with thanks from the Chair Mr. A.K. Mohiuddin Ahmad for excellent support provided by all present and officials from SSPS Programme.

Annex – A: List of Participants

1. A.K. Mohiuddin Ahmad, Additional Secretary, Cabinet Division
2. O. N. Siddiqua Khanom, Additional Secretary, Ministry of Chittagong Hill Tracts Affairs, Bangladesh
3. Kajal Islam ndc, Additional Secretary, Planning Division
4. Sayeda Nayem Jahan, Additional Secretary, Ministry of Social Welfare
5. Mostafa Kamal Pasha, Senior Information Officer, Ministry of Environment, Forest and Climate Change
6. Quazi Md. Anwarful Hakim, Joint Secretary, Ministry of Chittagong Hill Tracts Affairs
7. Muhammad Istiaque Jahan, System Analyst, Ministry of Industries
8. Masudul Haque, System Analyst, Ministry of Social Welfare
9. Ahmed Latiful Hossain, System Analyst, Health Services Division
10. Md. Yusuf Harun Khan, Programmer, Ministry of Water Resources
11. Md. Jahangir Alam, Public Relations Officer, Ministry of Water Resources
12. Md. Salauddin Sarker, Programmer
13. Md. Shafiqul Islam, Programmer, Local Government Division
14. Md. Tarikul Alam, Joint Secretary, Statistics and Informatics Division
15. Md. Faizul Islam, Joint Chief, Joint Chief, General Economics Division, Planning Commission and National Project Director, SSPS Programme
16. Md. Enamul Haque, Programmer, Ministry of Women and Children Affairs
17. Mohammed Shahidul Islam, Deputy Secretary, Cabinet Division
18. Md. Abdullah Al Mamun, Deputy Secretary, Secondary & Higher Education Division
19. Md. A. Jalil, Deputy Secretary, Ministry of Land
20. Khandaker Mohammad Ali, Director (Deputy Secretary), Implementation Monitoring and Evaluation Division

21. Rafat Afrin Dina, Senior Assistant Secretary, Ministry of Expatriates' Welfare and Overseas Employment
22. Sardar Md. Soyed, Deputy Secretary, Ministry of Youth and Sports
23. Goutom Kumar, Joint Secretary (Law), Medical Education Division
24. Md. Shah Alam, Joint Secretary, Ministry of Industries
25. Keya Khan, Joint Secretary, Ministry of Industries
26. Md. Fazlul Karim, Joint Secretary, Posts and Telecommunications Division
27. Dilip Kumar Banik, Joint Secretary, Ministry of Liberation War Affairs
28. Mohammad Zakir Hossain, Additional Secretary, Ministry off Agriculture
29. Md. Rafiqul Islam, Director General, Implementation Monitoring and Evaluation Division
30. Md. Mobarak Hossain, Programmer, Ministry of Food
31. Md. Shahin Miah, Maintenance Engineer, Cabinet Division
32. Md. Abdullah Al-Mamun, Director, Implementation Monitoring and Evaluation Division
33. Amalundu Biswas, Programmer, Ministry of Youth and Sports
34. Md. Ariful Alam, Programmer, Financial Institutions Division, Ministry of Finance
35. Md. Serajul Islam, Assistant Programmer, Economic Relations Division
36. Md. Olid-Bin-Asad, System Analyst, Ministry of Disaster Management & Relief
37. Md. Elias Hossain, System Analyst, Ministry of Fisheries & Livestock
38. Mohammad Wahiduzzaman Khan, System Analyst, Cabinet Division
39. Md. Shahgir Alam, Deputy Secretary, Cabinet Division
40. Md. Khabir Uddin khan, System Analyst, Ministry of Environment, Forest
41. Md. Monayem Uddin Chowdhury, System Analyst, Rural Development and Co-operatives Division
42. Ratan Chandra Pal, Assistant Programmer, Ministry of Cultural Affairs
43. Md. Ashfaqul Amin Mukut, Deputy Secretary, Cabinet Division
44. Mohammad Khaled Hassan, Social Protection Specialist, SSPS Programme
45. Mohammad Mahfuzul Bari, ICT Specialist, SSPS Programme
46. Raiqah Khan, Communications Officer, SSPS Programme
47. Farid Ahmed, , Communications Specialist, SSPS Programme
48. S.M. Siam, Administrative Assistant, SSPS Programme