

# **ANNUAL REPORTS**

**2017 - 2019**

## CEO's Note

For last 18 years Dnet as a not-for-profit social enterprise provided solutions and implemented development projects for improvement of the life of women, children, youth especially supporting those who are marginalized. Registered with the Registrar of Joint Stock Companies and Firms, and with NGO Affairs Bureau of Bangladesh. Dnet has a firm track record to work on the issues of legal and human rights, governance, social accountability and right to information. Although in most of the time Dnet worked as a partner of larger implementing NGO's providing solution and technological and ICT services, Dnet often leveraged the whole project to an extraordinary level by using their research and innovation capacities. In this way, from Dnet's inputs internationally renowned projects and large government initiatives like Aponjon, 999 etc. succeeded in national scale.

With the continuing growth of the economic development indicators of Bangladesh, and for the migration from LDC to developing country or Middle Income Country (MIC), the development ecosystem and funding patterns are rapidly changing. In addition the economic uncertainty of the primary funding countries, as well as the shift of their own priority, from philanthropy to the sense of security more, the donor funding is reducing drastically for Bangladesh. There are assumptions that, in recent years, if we exclude the Rohingya activities, development funding has been reduced to half or less for the rest of the countries. There are assumptions that, there will be fewer and fewer large long term projects will be planned for Bangladesh. To reduce cost, many INGOs are braking up large activities in small parts, and going for commercial bids, which is reducing the scope for technology partnership as a whole. As a follow-through many large INGOs or NGOs scaled down recently to cope with.

Dnet has taken some well-defined steps in policy and practice to fight this extraordinary situation. To continue Dnet's legacy of leading role in solution design in the domain, the new strategy is expanding the horizon from technology to multi-disciplinary knowledge where the country Bangladesh is vastly lagging the experts. There are many social phenomena or challenges which are unique to the culture or the geography. Without understanding the context, applying solutions from other context or culture may not provide results in the long run. Complex social problems like poverty, lack of education, poor health and wellbeing, corruption, security threat, business failure etc. needs proper understanding of the local context from a systems thinking approach. It is very difficult for those who are from the other culture or context to design solutions without understanding the local ecosystem properly. Dnet is now developing tools where data driven digital systems and models will help to understand the ecosystem better, even for the donors and out of context experts. For many projects Dnet is now working with the donors or implementing partners to understand the local ecosystem and context deeper. As an example, in one project partnering with the government of Bangladesh, Dnet is finding ways, how malpractice like false bid or pre-bid nexus of the government contractors can be detected using tender data analysis and network simulation. In another project with micro merchants, we are trying to learn why some of the shopkeepers are so successful in a specific area and some fail. Then using analytical tools, we will try to learn and will feed the learned knowledge to the failing shopkeepers to do better. These are new ideas of leveraging the society to prosper using its own learning re-feeding using domain knowledge and digital technology. Using this process we are becoming more and more knowledge partners in the developing community and it is providing good results.

To achieve this, Dnet needs better knowledge of the domain and ecosystem with research capacity. Needs to keep its superior position in modern technology like software development, AI, IOT and other automation integration, Data analysis, simulation, GIS system, data visualization etc. To have all this handy, Dnet have a large knowledge and technology team which has its own heavy weight to carry. With uncertain and fluctuating donor fund flow, there are challenges to sustain a healthy knowledge-tech team. As a successful solution so far, Dnet is providing delivery based service in parallel to keep the knowledge-tech team sustainable.

To keep the management and the service team up-to-date in knowledge and motivation, Dnet organize regular learning sessions for all staffs in management and knowledge from a multi contextual perspective. Dnet recently acquired ISO 9001 certification for management quality assurance too.

Due to Dnet's recent financial challenges, we have taken some measures to mitigate. As Dnet is an organization that works with the most modern technology and knowledge, youth are the driving force of the Dnet majority HR. There are special challenges managing young people specially who are good in emerging knowledge. The job switching rate is high and salary scale is increasing rapidly for the efficient performers. Working at Dnet is challenging because diverse kind of projects puts excessive demand on the intellectual performer. In this scenario, hierarchical management often is not functional in practice so efficiently. We are now practicing more like startup management style where most of our projects are like startups, where new challenges are more than conventional implementation.

We are also taking various steps of cost savings by reducing unutilized HR, and by improving the capacity and productivity of the core HR by regular training and team motivation. We are trying to reduce investment expanses which has no visible return in near future or high risk of return for some period. Various office expenditures and amenities has been audited and reduced which are not highly necessary. The income generating activities redesigned and optimized to get some return from the idle asset. Regular service like call center and mobile messaging is optimized. Further asset creation to reduce regular expanses and for the support for financial security in the lean period we are working on.

We look forward for a better and sustainable future for Dnet if we can succeed with the current plan of leveraging the partnership with the other ecosystem player, not only with technology service, but more as a local expert in cross domain knowledge. For the systems thinking approach and from the new development philosophy "local experts" are the key for understanding a problem, for developing a solution and for sustainability. We hope if Dnet can succeed with these ideas, it will make a significant impact in the development practice in Bangladesh where local implementers will take a knowledge lead for doing good for people.

## **2017-2018**

### ***Mental Well-being Programme***

Created a new portfolio of Dnet “Mental Wellbeing Program (MWP)’ started in October 2016. Under mental well-being program, the first phase of the project titled “Enhancing Tolerance and Inclusion through Mental Wellbeing (ETIMW)” has successfully been completed in March 2018. Fund volume US\$ 50,000. An agreement has been signed with Democracy International for the second phase of ETIMW for the period of May to September 2018. It has the possibility of extension until December 2018. Fund volume US\$ 30,000. The goal of this project is to contribute to preventing violent extremism through enhancing the capacity and awareness of teachers, parents and students in secondary grade on mental wellbeing in Dhaka and Lalmonirhat districts.

#### **First phase achievement (May 2017 to March 2018)**

1. Developed a handbook on mental-wellbeing for secondary school teachers and parents.
2. Trained 75 teachers (men 60 and women 15), oriented 385 parents (Men-135, Women-250) and 362 students (Boys-176, Girl-186) in the selected 15 schools of Dhaka and Lalmonirhat in September 2017.
3. Produced teachers’ reflection video on the change stories that they made.

#### **Second phase progress (May to June 2018)**

1. Advance course module developed on the issues of mental well-being.

### ***Astha: Sustho Hoboi***

“Astha: Sustho Hoboi” is led by Management science for health (MSH) and funded by USAID. Under the surveillance of “Innovation for wellbeing foundation” along with the technical assistance from Dnet, the project is completed on 30<sup>th</sup> April 2018.

#### **First phase achievement (April 2018)**

*Astha: Sustho Hoboi* is an android application which is developed with the following features:

TB and mental wellbeing related information – User will be able to grab information about TB and mental wellbeing. There will be a sufficient amount of contents through which the user can explore the reason, causes and the prevention of such diseases.

Games, Videos, Songs – User can able to view games, video and songs from this application. They can even download these if they want to.

Admin panel – There will be an admin panel from where information and tools can be uploaded and edited.

Option to ask a generic question and call into hotline number – The application contains the option to ask a generic question. If the user has any question, then they can easily send the question from the application. Alternatively, they can call into a hotline number.

### ***SHIFT-MDDRM***

UNCDF, Dnet, FBCCI, and BDMS are implementing a three years project named “Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets in Bangladesh (SHIFT-MDDRM)” with the support from the European Union. The project aims to enhance growth and competitiveness of retail merchants in rural Bangladesh through vertical integration with FMCG value chains and horizontal integration with financial service value chains, especially through the introduction and use of digital business technologies and services. SHIFT-MDDRM targets 10,000 rural merchants in four districts (Sirajgonj, Tangail, Jamalpur, and Sherpur) to enhance their business competitiveness and growth. Total award value is US\$ 1,154,613 for the period of May 2017 to January 2020.

#### **Progress (July 2017 to June 2018)**

1. 4 research accomplished on micro-merchants capacity needs, behaviour and financial decision of micro-merchants, communication channels, and BDS mapping.
2. 25 master trainers trained, 256 women entrepreneurs (Kallyani) trained
3. 4 community-based awareness fair and 41 community-based campaign on the issues of digital financial service and consumer rights organized and reached approximately 53,000 community people.
4. Micro-merchant landscape dataset web tool produced for the decision makers to have access to the dataset for business development of micro-merchants.
5. Mobile app wireframe produced for business development knowledge support and business record management for the micro-merchants.
6. Business development pictorial knowledge booklet produced for the micro-merchants.
7. 9 items of promotional materials Brochure, Event Pad, Executive Notebook, Folder, Bag, Sticker, Pen, wall clock and Hand fan produced.

### ***Amar Dokan & Micro Entrepreneur Website***

Micro entrepreneur Asia data platform arose from implementing a three-year long project named “Shaping Inclusive Finance Transformations in SAARC: Merchants Development Driving Rural Markets in Bangladesh (SHIFT-MDDRM)” funded by the European Union. UNCDF spearheads the implementation of the project with Dnet, The Federation of Bangladesh Chambers of Commerce and Industry [FBCCI] and Bangladesh Dokan Malik Samity [BDMS]. The project aims to enhance growth and competitiveness of retail merchants in rural Bangladesh through vertical integration with FMCG value chains and horizontal integration with financial service value chains, especially through introduction and use of digital business technologies and services. MDDRM targets to reach 10,000 Micro merchants, in four districts (Sirajgonj, Tangail, Jamalpur, and Sherpur) by 2020-21.

#### **First phase achievement (April-July, 2018):**

Dnet also worked on Micro Entrepreneur Asia website that depicts the analytics on different data set on Micro merchants. The website is synchronized with detailed and summary data on micro merchant all over the Bangladesh. The development phase started on April, 2018 and completed on July, 2018.

## **Second phase achievement (July – September, 2018):**

In creating the desired impact on Micro merchants, the project prioritizes a behavioral research at the first phase. After directly communicating with micro merchants and analyzing their present scenario, the conclusion addresses to help them by developing a light weight application that will enhance their growth in business. The application for Micro merchants named as “Amar Dokan”. Dnet initiates the development procedure for the application from the end of July, 2018.

### ***Right to Information***

Dnet has developed RTI online application tracking system as per the RTI Act 2009. This solution is an online platform, where general citizens directly (or via assistance) can file applications to respective authorities (Designated Officer) for desired information online and get SMS alert on every end data transaction. They can file appeal applications to next level authorities and complain to Information Commission, and can track the responses real-time. Respective authorities can respond to citizen's application online, can monitor the overall status for smart management decisions. Information Commission can centrally monitor the country status using the system dashboard and produce consolidate report.

### **Progress (July 2017 to June 2018)**

1. RTI online application tracking system (RTIOTS) has already been handed over to Information Commission, Bangladesh.
2. Dnet provided training to 20 Information Commission officials on the use of RTIOTS (using FNF fund).

### ***RMG Workers' Complaint Management System***

In January 2017, Bangladesh Legal Aid and Services Trust (BLAST) has started a new project Worker Empowerment and Advocacy in the RMG Sector (WEARS) funded by C&A foundation. The goal of this initiative is to empower individual workers, and members of workers' and rights organizations, in particular women, to increase their voice and raise concerns and demands with private employers and public authorities to seek legal protection, and thereby increase access to justice with respect to working conditions in RMG factories.

### **Progress (July 2017 - August 2018)**

- Dnet prepared and delivered a complaint management system and a mobile application named “Sromik Jigyasha” for BLAST.
- The app focused on strengthening and building the capacity of workers to enable them to raise their voice and have access to legal remedies. It aimed to:
  - Strengthen workers', women workers', in knowledge and negotiating skills
  - Establish RMG workers self-help-groups
  - Provide advice, training and legal representation

### ***Complaint management system for Migrant Workers***

“International Labor Organization” in Bangladesh aimed to respond on the issues that migrant workers are facing every day. The project was led by Bureau of Manpower Employment Training (BMET). The

requirement analysis and technical intervention was proposed and implemented by Dnet. The project was completed on 30<sup>th</sup> April, 2018. An integrated web-based complaint mechanism enabling the Bangladeshi migrants working in different countries to submit their complaints to appropriate authorities. The project consists of two web platform dedicated to migrant workers and administrative process.

Additionally, the project includes a mobile application where migrant worker can ask for query or send their complaint through the medium of text, audio or video. The aim of this system is to ease the access of migrant workers to lodge complaints against dedicated authorities, recruitment agencies as well as any particular individual where the whole complaint will be treated and the progress can be tracked down by the complainer and the authority.

#### **First phase achievement (November 2017 - 30<sup>th</sup> April 2018)**

1. Dnet participated in various workshop led by ILO and BMET regarding the topic of “Strengthening the complaint mechanism for Migrant Workers”. Dnet facilitated various session with technical ideas, wireframes, and prototypes on the project for “Strengthening the mechanism for Migrant workers”.
2. Dnet handed over the “Probashi Oviog” public website, administrative website along with “Probashi Oviog” Mobile application to ILO, Bangladesh.
3. Developed the user manual for migrant workers and administrative concerned bodies.

#### ***Capacity Building for Complaint Mechanism***

Inspired by the project “Complain mechanism for migrant workers”, ILO, Bangladesh fund the next project which is “Capacity Building for Complaint Mechanism”. In association with the previous project of complain mechanism for migrant workers, Dnet with the coordination of ILO and BMET will initiate the project with training sustainability. The project is aim to start by Dnet from 1st October, 2018 to 30<sup>th</sup> November, 2018.

The overall objective of the project is to provide capacity development in order to establish “An Integrated Complaint Mechanism for Migrant Workers with capacity development”. The specific objectives are:

- To conduct a brief training need assessment on the integrated complain mechanism system.
- To develop an overall capacity building strategy for BMET to implement the integrated complaint mechanism for migrant workers based on which BMET can do its own training on the system for its staff.
- To do training of trainers in various step in order to strengthen the integrated complain mechanism for migrant workers.

#### ***Online Performance management system for the Labor Attaché***

The project “Online performance management system for the Labor Attaché” is led by Ministry of Expatriates Welfare and Overseas Employment (MoEWOE). Presently, Dnet is working with MoEWOE in order to develop an online performance management system for Labor Attaché. The project is initiated by Dnet from the mid of the month July, 2018 and in target to complete it by October, 2018. “Labour Attaché Performance Monitoring System” solution can be segmented into three functional sections. The first part is to ease the process of report generation for labor attaché, second one is to enlist all the services available to Bangladeshi workers in the embassies of Bangladesh in selected Countries, and the third one is for the analytics on activities of labor attaché.

## **Progress (July - October, 2018)**

We have elaborated our idea on these three segments –

- Ease the report generation process: The current monthly report generation process is manual and it takes a lot of time for each labor attaché. The report generation form will be provided with the uses of dropdown and subsection for easier insertion of information: From admin section this form can be customizable. Upon submission of a monthly report, the data will be populated in database and will be aggregated with previous data.
- Enlist available services for Bangladeshi worker in: This can be publicly visible to see the services available to Bangladeshi workers in the embassies of Bangladesh in select Countries.
- Analytics of the report: Different analytics and indicators can be visible from the report in the admin panel. Monthly, Yearly or date wise statistical data can be viewed and actions can be taken based on that. A comparison can be illustrated between the Targets set and the achievements made. Thus the performance can be improved with proper indication.

### ***Repatriation Information Management System (RIMS)***

‘Missing Child Alert’ (MCA) aimed to respond to the grave issue of child trafficking and the ‘missing children’ in South Asia. The project was led by Plan International and SAIEVAC (South Asia Initiative to End Violence against Children) with financial support from Post Code Loterij of the Netherlands. The pilot phase of the project had commenced in July 2012. The project was implemented in Bangladesh, India, and Nepal. The project was completed in 2016-17.

#### **Second Phase progress:**

- A demonstration of RIMS was shown on Jan 21, 2018 in Nepal with the advanced features. Multiple feedback arises during the demonstration time. As a result, slight changes in development initiates.
- Third technical review meeting of RIMS held in India on 11th June, 2018. The agenda of the meeting is to understand the technical concept along with the demonstration of RIMS in order to incorporated further with the administration.

### ***DSMS for iSocial***

#### **CRM and FAQ System:**

Developed a Customer relationship management system individually to answer to queries arising from callers calling the Call center service. We had to customize our basic CRM to fit with the requirements. The CMS included provisions to record all kinds of categories FAQ made and to be used independently with the call center management software of the Dnet. CMS is an independent platform. FAQ's has been developed to be updated as provided by iSocial on demand. All real time and recorded data would be co-owned by both Dnet and Client and all the data must go through a regular transfer system towards the iSocial for its own data analysis operations.

#### **E-commerce:**

- Main functionality to receive order details placed by customers through the ecommerce website.
- Calling the customer to verify and confirm the order, or cancel if otherwise
- Receiving call from customers who want to place an order



- Confirming customer gender and location
- Registering the customer to process the order

**Scheduler:**

- This system has been developed to view Kallyani (KL) availability and assign for e-commerce product delivery along with ...
- Sending cancelation notification to the KLs through the scheduler if any order gets cancelled
- Calling those KLs who remained silent, or requested a negotiation to reschedule (from the pending calls lists)
- Using the scheduler to assign dispatch requests

**Ticketing System-**

Dnet has developed a live online ticketing system with option for iSocial to be able to view in real time at all times to report any complaints or queries raised by customers. This system shall communicate with iSocial via email. The issues will be resolved primarily through FAQ provided by iSocial and secondarily shall be forwarded in real time to agent supervisor, and in case of subsequent inability to address, be forwarded to iSocial concern for answers. All these system kicked off on mid-September 2017, and has been delivered on the end of March, 2018.

***DAM: “Empowering Local and National Humanitarian Actors (ELNHA)” project***

Dhaka Ahsania Mission (DAM) is implementing, “Empowering Local and National Humanitarian Actors (ELNHA)” project with the financial support of Oxfam in Bangladesh. The project has intended for coordination among the government and other stakeholders to work together in a potential area’s to develop, activate and make sure the effectiveness of the collective efforts. As part of this process, DAM-ELNHA project in consultation with the Department of Disaster Management (DDM) is developing the National Level Information Sharing Platform (GIS and Web based) on Community Risk Assessment (CRA) & Urban Community Risk Assessment (UCRA). This platform will be accessible for all and can be used by different stakeholders. CRA and UCRA have been conducted in many areas of Bangladesh by different organizations. But there was no common platform to share and preserve these documents. This initiative will create an opportunity to establish a national platform to share and preserve these documents where everyone will have open access for using this information.

**First phase achievement (December 2017 – March 2018)**

The main target of this system is now to have a centralized system that will take risk assessment document together centrally. These risk assessment documents can be of many categories, such as –Drought and water shortage, Emergency diseases, Extreme heat, Floods, Hurricanes and tropical storms, Landslides & debris flow, Thunderstorms and lightning, Tornadoes, Tsunamis etc. Only Admin can submit these document. These document will be in PDF format. The target is to make a standard format after government decision through which user can able to submit the document and in that case the system will be very easy to handle for normal user. The overall GIS based system will act as repository where the documents will submitted as a whole. General user can search, read and download these documents in website. The duration of the collaboration start from 24 December, 2017 to 31 March, 2018 for activities implementation and final report submission.

## ***Aponjon***

### **Aponjon Prepaid:**

Dnet designed and implemented platform level solution for Service Delivery of the Aponjon Prepaid service through IPTSP through Bridge.

### **Aponjon Registration App:**

Dnet re-designed and re-developed one android app for registration of Aponjon subscribers. The App now has provision of registering users in the newest packages along with the prepaid model. Besides the registration, this app also provides reports on the acquisition to the agents working on the subscriber registration. It also works as the Learning Platform through tutorial section and a notice board through news and notification section.

### **Aponjon Chatbot:**

Through the bridge platform, Dnet designed and implemented a customized platform solution for Service Delivery through Facebook chat messenger. The solution is being used by LifeChord to deliver Aponjon service through the front developed by MCC. Besides the Content delivery service, the platform has provision for service on trial basis, service gifting to others, automatic recommendation of the service feature.

### **World Vision MAMA Messaging:**

Dnet designed and implemented a customized solution for Service Delivery of a special package with custom designed with different delivery modality for World Vision Bangladesh through IPTSP through Bridge. Dnet also performed the about twenty two thousand Data entry for the project on behalf of LifeChord. Dnet developed a separate customized panel for World Vision and LifeChord for providing the custom dashboard and monitoring along with some management tools for subscribers.

## 2018-2019

### 1. OUR REACH:

Sl.	Name	Area	Female	Male	Girl	Boy
1	Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets: SHIFT-MDDRM (UNCDF)	Tangail, Sirajgonj, Jamalpur and Sherpur	66,875	77,100	-	-
2	Promoting Right to Information (FNF)	Jahangirnagar University	122	148	-	-
3	e-Awareness for Students against Extremism (USAID via MSI)	Dhaka, Rajshahi, Chattogram	NA	NA	NA	NA
4	Empowering Underprivileged Adolescents through ICT Skills (UNICEF)	24 districts	NA	NA	NA	NA
5	Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (SOS)	Khulna, Rajshahi, Chattogram, Sylhet, Bogra	NA	NA	NA	NA
6	Advancing Women's Right of Access to Information in Bangladesh Program (Carter Center)	Sylhet	NA	NA	NA	NA
7	Road (to) Inclusive Governance (through) Harmonized Technical Solutions (UKAid via MJF)	Country wide	NA	NA	NA	NA
8	MaMoni Maternal Newborn Care Strengthening Project-MaMoni MNCSP (USAID via Save the Children)	Madhabpur, Habiganj, Sylhet and Manikganj	NA	NA	NA	NA

### 2. The Projects

**SHIFT-MDDRM (UNCDF):** SHIFT-MDDRM is an initiative of UNCDF, Dnet, FBCCI and BDMS supported by the European Union for three years from February 2017 to January 2020. SHIFT-MDDRM aims to enhance growth and competitiveness of retail merchants in rural Bangladesh through vertical integration with FMCG value chains and horizontal integration with financial service value chains, especially through the introduction and use of digital business technologies. SHIFT-MDDRM targets to reach 10,000 micro-merchants through knowledge, awareness and capacity solutions, and 100,000 consumers through awareness events in 4 districts e.g. Sirajgonj, Tangail, Jamalpur, and Sherpur of Bangladesh by 2020.

**Promoting Right to Information (FNF):** Promote Right to Information Act among university students in order to disseminate the knowhow on Right to Information Act so that they can apply this act in daily life to improve quality of public services for the citizens.

**e-Awareness for Students Against Extremism (USAID via MSI):** This project aims to promote the prevention of violent extremism (PVE) in school communities by focusing on internet safety through formal partnerships with key stakeholders. It mainly targeted to promote PVE focused safer use of the internet among students and teachers from 100 education institutions (Bangla medium, English medium

institutions, Colleges, and Madrasahs) through developing curriculum, content, e-learning portal, learning sessions, e-Olympiad and partnership with key stakeholders.

**Empowering Underprivileged Adolescents through ICT Skills (UNICEF):** The goals of this project is to enhancing the capacities of underprivileged adolescents in 24 districts through training on ICT, life skills and career skills; and organizing targeted trainees for career growth and employability through linkage with opportunities.

**Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (SOS):** Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (MIRA BUBU) is a service for the beneficiaries (primary caregivers) under the Family Strengthening Programme of SOS Children's Villages International. The objective of this project is to aware and educate the beneficiaries through mobile technology (mainly SMS) on their daily household activity including child care and management.

**Advancing Women's Right of Access to Information in Bangladesh Program (Carter Center):** This project aims to enhancing capacity of supply side authorities (Designated Officers, Appellate Authority) and demand side people (NGO representatives, UDC representatives) through training and on-job assistance on the use Right to Information Online Tracking System (RTI-OTS). This project is targeted to promote the usage of RTI Act through the RTI-OTS.

**Road (to) Inclusive Governance (through) Harmonized Technical Solutions (UKAid via MJF):** The goal of this project is to capacitate public institutions with technology solutions to comply with the provisions of the RTI Act and effective service planning for the PwDs towards better governance. This project has three main components: a) modify the Right to Information Online Tracking System (RTI-OTS) for national level scale-up, b) develop the mobile app version of RTI-OTS, and c) GIS based information hub (e.g. accessibility and availability) of services for people with disabilities (PwDs).

**MaMoni Maternal Newborn Care Strengthening Project-MaMoni MNCSP (USAID via Save the Children):** MaMoni MNCSP is a five-year project to advance learning, expand and scale up effective maternal and newborn care (MNC) interventions to substantially improve outcomes for mothers and newborns in Bangladesh. Dnet, as a technical partner is working to expand evidences and to formulate and test a number of innovations. These are: a) Integration of customized mHealth Services for strengthening eMIS, b) Capture client feedback on public healthcare services using ICT tools, c) Developing facilitated referral model for patient transport, d) Improve patient queue management through ICT based intervention, e) Provide Technical Assistance to eMIS team.

### **Impacts (both qualitative and quantitative)**

#### **SHIFT-MDDRM (UNCDF)**

- 88% of stakeholders were highly satisfied about the usefulness, relevance and quality of data portal ([www.microentrepreneursasia.com](http://www.microentrepreneursasia.com)) that has been developed and promoted. Total around 6,000 people visited the portal, mostly from Bangladesh (42%), Nepal (31%) and Myanmar (14%). In addition, people from USA, India, Canada, Australia, China, United Kingdom and Singapore visited the data portal.

- 141,632 community people reached through 83 community campaigns and 11 fairs in four districts. Around 88% visitors were satisfied and 76% showed interest to uptake product and services (Digital Financial Services) during the community fair and community campaign.
- A total of 2063 micro-merchants, association members, and BD providers were trained. The level of knowledge was average 2.67 (on a 5 point scale) before the training. It reached to 4.45 after the training sessions conducted. It means the knowledge among micro-merchants was improved from 53% to 89%. Nonetheless, 7.9% of participants didn't show any improvement, i.e. their pre and post assessment score was leveled same.

No impact data and stories are available for other projects as these are being implemented for less than one year.

## FUTURE PLAN

Sl.	Name	Area
1	Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets: SHIFT-MDDRM (UNCDF)	<ul style="list-style-type: none"> <li>• One of the output of this project is the Micro-entrepreneurs Asia data portal, it will be handed over to UNCDF.</li> <li>• Amar Dokan mobile app is developed, the future of this app will be determined after 6 months promotional activities, which has a business potential. UNCDF is willing to leave the ownership of this product with Dnet.</li> <li>• Ripple effect of this project is created, i.e. a partnership opportunity with Unilever is explored for similar type of capacity building initiative for the micro-merchants.</li> <li>• In addition, a discussion held with UNCDF, who has agreed to explore new project opportunities jointly.</li> </ul>
2	Promoting Right to Information (FNF)	<ul style="list-style-type: none"> <li>• There is a high opportunity to extend partnership with FNF to implement similar type of activities.</li> </ul>
3	e-Awareness for Students against Extremism (USAID via MSI)	<ul style="list-style-type: none"> <li>• This project is just being started. Success of this project can create extension of further funding to scale-up.</li> </ul>
4	Empowering Underprivileged Adolescents through ICT Skills (UNICEF)	<ul style="list-style-type: none"> <li>• This project is just being started. Success of this project can create extension of further funding to scale-up.</li> </ul>
5	Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (SOS)	<ul style="list-style-type: none"> <li>• This project is just being started. Success of this project can create extension to reach all of their beneficiaries.</li> </ul>
6	Advancing Women's Right of Access to Information in Bangladesh Program (Carter Center)	<ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>

7	Road (to) Inclusive Governance (through) Harmonized Technical Solutions (UKAid via MJF)	<ul style="list-style-type: none"> <li>• Right to Information Online Tracking System (RTI-OTS) and mobile app will be handed over to Information Commission Bangladesh. Partnership opportunity can be created with government to provide regular maintenance support of this system. In addition, new project opportunities can be created to build capacity of Designated Officers, Appellate Authorities and Support Providers.</li> <li>• GIS based information hub on PwDs will be an example for the government, it can further create opportunity to scale-up this system, and replicate similar one for other department of the government.</li> </ul>
8	MaMoni Maternal Newborn Care Strengthening Project-MaMoni MNCSP (USAID via Save the Children)	<ul style="list-style-type: none"> <li>• This is an innovation project, which will be continued for the next 2-4 years.</li> <li>• Innovations under this project that will be produced and tested with success, will have the opportunity to scale-up regionally or nation-wide.</li> </ul>

## OUR PARTNERS

Sl.	Name	Donor and Strategic/ Implementing Partners	Duration
1	Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets: SHIFT-MDDRM	<ul style="list-style-type: none"> <li>• Donor: European Union via UNCDF</li> <li>• Partner: FBCCI and BDMS</li> </ul>	May 2017 to January 2020
2	Promoting Right to Information	<ul style="list-style-type: none"> <li>• Donor: FNF</li> <li>• Partner: NA</li> </ul>	January to December 2019
3	e-Awareness for Students against Extremism	<ul style="list-style-type: none"> <li>• Donor: USAID via MSI</li> <li>• Partner: MoE, ICT Division, BASIS, BCC, Telco, Universities, Media</li> </ul>	June 2019 to June 2020
4	Empowering Underprivileged Adolescents through ICT Skills	<ul style="list-style-type: none"> <li>• Donor: UNICEF</li> <li>• Partner: ICT Division</li> </ul>	April 2019 to November 2020
5	Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding	<ul style="list-style-type: none"> <li>• Donor: SOS Children's Village International</li> <li>• Partner: NA</li> </ul>	July 2019 to June 2020
6	Advancing Women's Right of Access to Information in Bangladesh Program	<ul style="list-style-type: none"> <li>• Donor: USAID via The Carter Center</li> <li>• Partner: NA</li> </ul>	March to August 2019
7	Road (to) Inclusive Governance (through) Harmonized Technical Solutions	<ul style="list-style-type: none"> <li>• Donor: UKAid via Manusher Jonno Foundation</li> <li>• Partner: Information Commission, Social Welfare Department</li> </ul>	January 2019 to December 2021
8	MaMoni Maternal Newborn Care Strengthening Project-MaMoni MNCSP	<ul style="list-style-type: none"> <li>• Donor: USAID via Save the Children</li> <li>• Partner: MoHFW</li> </ul>	October 2018 to September 2019 (to be renewed)

## OUR COVERAGE

Sl.	Name	Geographic areas
1	Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets: SHIFT-MDDRM (UNCDF)	Tangail, Sirajgonj, Jamalpur and Sherpur
2	Promoting Right to Information (FNF)	Dhaka
3	e-Awareness for Students against Extremism (USAID via MSI)	Dhaka, Rajshahi, Chattogram
4	Empowering Underprivileged Adolescents through ICT Skills (UNICEF)	24 districts
5	Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (SOS)	5 districts
6	Advancing Women's Right of Access to Information in Bangladesh Program (Carter Center)	Sylhet
7	Road (to) Inclusive Governance (through) Harmonized Technical Solutions (UKAid via MJF)	Country wide
8	MaMoni Maternal Newborn Care Strengthening Project- MaMoni MNCSP (USAID via Save the Children)	Madhabpur, Habiganj, Sylhet and Manikganj

## WE, IN MEDIA

Sl.	Name	Theme	Major Output
1	Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets: SHIFT-MDDRM (UNCDF)	Financial Inclusion	<ul style="list-style-type: none"> <li>Web based data portal on micro-merchants (<a href="http://www.microentrepreneursasia.com">www.microentrepreneursasia.com</a>) information is officially launched. The site visitors is more than 5000.</li> <li>A total of 1,736 micro-merchants and 262 members of micro-merchants associations trained. As a result of training, knowledge among micro-merchants improved from 53% to 89%.</li> <li>A total of 141,632 community people reached through 83 community campaigns and 11 fairs in four districts. Around 88% visitors were satisfied about the messages disseminated.</li> <li>A booklet 'Amar Dokan' for business knowledge produced (10,000 copies) and disseminated among micro-merchants</li> <li>A mobile app 'Amar Dokan' for business record management produced. Total download is more than 5000.</li> </ul>
2	Promoting Right to Information (FNF)	Governance	<ul style="list-style-type: none"> <li>Two workshops were organized at Dhaka University and Jahangirnagar University, where a total of 270 students participated, among them 122 were female.</li> </ul>

3	e-Awareness for Students against Extremism (USAID via MSI)	Awareness	Not applicable for this year.
4	Empowering Underprivileged Adolescents through ICT Skills (UNICEF)	Skills	Not applicable for this year.
5	Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (SOS)	Awareness	Not applicable for this year.
6	Advancing Women's Right of Access to Information in Bangladesh Program (Carter Center)	Governance	Not applicable for this year.
7	Road (to) Inclusive Governance (through) Harmonized Technical Solutions (UKAid via MJF)	Governance	Not applicable for this year.
8	MaMoni Maternal Newborn Care Strengthening Project- MaMoni MNCSP (USAID via Save the Children)	Health	<ul style="list-style-type: none"> <li>• Integration of Dnet's mHealth Gateway with Save the Children managed eMIS for both single and group SMS services completed and field level piloting started. This enabled the mHealth Gateway to receive mobile phone numbers from eMIS for sending SMS notifications to beneficiaries.</li> <li>• API development for Voice Push service completed and tested. This enables the mHealth Gateway to push Voice Calls into Mobile Network Operators' servers for delivery.</li> <li>• A Content Management Portal developed, it made possible to easily upload Voice Call files for delivery to patients.</li> <li>• Formative research completed for innovation of Client Feedback system on health service. Four (4) feedback models drafted for consultation with potential stakeholders including government.</li> </ul>



## KEY LEARNINGS

Sl.	Name	Key learning
1	Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets: SHIFT-MDDRM (UNCDF)	<ul style="list-style-type: none"> <li>Young micro-merchants were highly positive to bring changes in their business and to adopt new technologies and tools for enhancing their business competitiveness.</li> <li>Micro-merchants and associations accepted the capacity building (training, booklet, OBD, mobile app) activities for them. Follow-up activities could be integrated in the project to continue the effect of actions for their business growth.</li> <li>Partnership with service providers (for example: DFS providers business development service providers) could enhance the outcome further for the growth of micro-merchants.</li> <li>Fairs and campaign that were organized (Melandah, Jamalpur and Sirajgonj Sadar), faced unpredicted bad weather (heavy rain and thunderstorm). For any future projects, outdoor events should be planned considering the seasons and weather forecast. The preferable time for the outdoor events could be during November to January.</li> </ul>
2	Promoting Right to Information (FNF)	Not applicable for this year.
3	e-Awareness for Students against Extremism (USAID via MSI)	Not applicable for this year.
4	Empowering Underprivileged Adolescents through ICT Skills (UNICEF)	Not applicable for this year.
5	Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (SOS)	Not applicable for this year.
6	Advancing Women's Right of Access to Information in Bangladesh Program (Carter Center)	Not applicable for this year.
7	Road (to) Inclusive Governance (through) Harmonized Technical Solutions (UKAid via MJF)	Not applicable for this year.
8	MaMoni Maternal Newborn Care Strengthening Project-MaMoni MNCSP (USAID via Save the Children)	<ul style="list-style-type: none"> <li>Using mobile phones for making calls and messages is quite commonplace but more research will be needed to gather a more comprehensive understanding of the 'ease' of use.</li> <li>A large level campaign is needed to acknowledge the patients and other local population about the feedback.</li> </ul>

## OUR REACH

Sl.	Name	Area	Female	Male	Girl	Boy
1	Shaping Inclusive Finance Transformations: Merchants Development Driving Rural Markets (SHIFT-MDDRM)	Tangail, Sirajgonj, Jamalpur and Sherpur	200	500	-	-
2	Promoting Right to Information (FNF)	Dhaka	30	30		
3	e-Awareness for Students against Extremism (USAID via MSI)	Dhaka, Rajshahi, Chattogram	2940	4460		
4	Empowering Underprivileged Adolescents through ICT Skills (UNICEF)	24 districts	22500	15000		
5	Mobile based Intervention for Raising Awareness to Bring Useful and Balanced Understanding (SOS)	Khulna, Rajshahi, Chattogram, Sylhet, Bogra	250	-		
6	Advancing Women's Right of Access to Information in Bangladesh Program (Carter Center)	Sylhet	20	60		
7	Road (to) Inclusive Governance (through) Harmonized Technical Solutions (UKAid via MJF)	Countrywide	1500	3500		
8	MaMoni Maternal Newborn Care Strengthening Project-MaMoni MNCSP (USAID via Save the Children)	Madhabpur, Habiganj, Sylhet and Manikganj	-	-		

### Dnet's Service Projects 2017-2019

Sl.	Name	Theme	Donor	Major Output
1	"Application on Capacity Building to Strengthen the Complaint Mechanism for Migrant Workers"	Complaint Mechanism for Migrant workers	International Labour Organization and Swiss Agency for Development and Cooperation	- Build capacity of BMET officials to operate the admin panel of complaint management system
2	Online performance management system for the Labor Attaché	Ease the reporting and monitoring	International Labour Organization	- Ease the report generation process - Overall report analytics for better understanding
3	Data for peace (Phase - 2)	VE insights Hub	USAID	-Developing a VE Insights Hub for making the tools, concepts and findings more accessible to users
4	Amar Dokan	Business Record management and business analytics module.	UNCDF	-Enhance the business to grow with "Business Record Management" and "Business Analytics" Module. -Build knowledge among micro merchants and enable them to interact efficiently. -App Download: 6.42k
5	Voter Adda – A web application for election awareness	Election Awareness	USAID and Democracy International	-252387 visitors reached -3378 users participated in Quiz
6	Women's Mental Health	Women mental health support	Access to Information and Innovation for wellbeing foundation.	- 9626 visitors reached
7	Youth Knowledge	Content Repository collected by different partners		A dynamic, responsive website has been designed to make a repository by collecting data from organizations, who are working on youth in Bangladesh.

## Dnet's Service Projects 2019-2020

### **CPTU's Citizens' Portal**

The Government of Bangladesh (GOB) since July 1, 2019 has been implementing a World Bank financed project titled: "Digitizing Implementation Monitoring and Public Procurement Project (DIMAPPP) to improve overall public procurement management in the country.

Under Component 3 of DIMAPPP Dnet has been engaged as Consultant to carry out a 39-month assignment titled, "Developing Citizen Portal and Integrating with Present CPTU Website, upgradation of CPTU Mobile App and Social Media Engagement including Maintenance." Citizens are the direct beneficiaries of procurement output.

To provide better services for citizens, social accountability is instrumental in ensuring the effectiveness of the procurement process and strengthening both national and local government. The procurement authority is responsible for taking care of public interest in service delivery, while considering transparency and accountability.

Engaging citizens in the procurement process, especially in the implementation phase of procurement, is expected to ensure social accountability of public procurement activities. By designing or upgrading existing CPTU system, it also eases business intelligence, analysis, data sharing, and monitoring that assists stakeholders, policy makers and procurement practitioners to improve procurement practices.

Dnet is planning to launch the project "Citizen Portal" in December 2019. The process is ongoing. This project is aimed to engage citizens in a structured and cautious way to get better output in public procurement.

**Impact:** To promote transparency, accountability, and efficiency in implementation of procurement.

**Donor:** World Bank

Sl.	Name	Theme	Donor	Budget	Major output
1	Citizen Portal	Portal for citizens and stakeholders	World Bank	Tk. 41,707,767-	To engage citizens in a structured and cautious way to get better output and value for money in public procurement.