

Simplifying the Process of Receiving Citizenship Certificate

Problems:

Citizen faced problems in receiving citizenship certificate because of the complexity of the process. On that process at first a citizen needed to submit a manual application to mayor at the Pourashava Office. Since it was not possible to recognize all the person of the area by mayor, thus the application was sent to the local representatives for the identification of the applicant. In order to get the identification and recommendation from the respective public representatives, sometimes a citizen faced different complexities to get it and needed to spend extra money. Then the recommendation letter obtained from the local representative had to submit at pourashava office which was latter verified by the Pourashava secretary. Then the application was sent to mayor for the final endorsement. After completion of all procedures certificate was provided to the applicant. Thus the whole process took much time, cost and several visits.

for the purpose of social and economic of disable people in the rural areas of Bangladesh, as well as access to information with Community Digital Information and Service Booth (CDISB). All the beneficiaries of the project are physically impaired and socially discriminated. This project will be helpful to ensure access to information from various services providing organization, employment and income generation, training, capacity & skill development for the people with disabilities and it will ensure their development in a sustainable manner.

Solution:

In order to reduce the sufferings of the citizen to get the citizenship certificate, a new system has been adopted where a citizen can receive the certificate by only his or her verbal request and displaying the birth certificate or by providing necessary information.

Then Poura authority verifies the information with the information kept in the national web portal (bris.lgd.gov.bd.com) of birth registration or by justifying the permanent addresses and then provide the certificate to the applicants.

Result:

After implementing the project, the process of certificate receiving system becomes more simple and hassle free. The project able to save time, cost and visit of the service by 98.96%, 90% and 83.33% respectively. Besides the TCV, the project able to obtain some other outcomes like,

- Prevention of false certification and recommendation.
- Identification of the person whom birth registration is not completed yet and then helping them to complete their registration with a right procedure in a short time.