



Digitization Efficiency Estimation

Service Name: Online Certificate Correction and Duplicate Certificate Management System
Organization Name: NTRCA, Ministry of Education
Citizen Existing Challenges VS Possible Benefits

	SL	Existing Challenges	Possible Benefits
Service Recipient	1	Insufficient and improper document submission with Application	The proposed automated system will ensure application submission with proper document.
	2	To receive any service, Service Recipients have to visit physically	There will be provision in the new proposed system, where service recipients will be able to apply online for all types of services without harassment and unnecessary delay through web and mobile application
	3	Solely Dhaka Office to provide the service. Great challenge for Service Recipient	The service recipient will be able to apply online from anywhere.
	4	Service Recipient have to make multiple visits to submit correct application.	In the proposed system the service recipients will need to visit once to collect the desire certificate.

	SL	Existing Challenges	Possible Benefits
Service Provider	1	Service provider has to prepare all the letter, note, instruction and necessary documents manually	The proposed System will have option to prepare and generate all required documents in defined format which will reduced significant clerical job hour of Service Providers.
	2	It is difficult for service provider and high officials to monitor the number of application submitted, number of application approved, number of application pending and number of application rejected.	There will be a service tracker and service monitoring engine through which service provider and high officials will be able to track status of individual application and monitor the number of application submitted, number of application approved, number of application pending and number of application rejected.
	3	Verification of application information of multiple agencies	The proposed system will be able to verify information of multiple agencies through online database connectivity
	4	Availability of concerned officer for approval.	In the proposed system concerned officer will be able to approve from anywhere through online system.

Existing Service Delivery & Beneficiary Information			
Service Name: Online Certificate Correction and Duplicate Certificate Management System			
Organization Name: NTRCA, Ministry of Education			
No. of Service Delivery Offices	No. of Service Delivery Users (Officials)	No. of Beneficiaries	No. of Service Delivery (Yearly)
1	60	700000	2000

Manual Service TCV Study & Analysis			
Service Name: Online Certificate Correction and Duplicate Certificate Management System			
Organization Name: NTRCA, Ministry of Education			
	Time (Day)	Cost (BDT)	Visit
Manual	30	1550	3
Digital	7	185	1
Estimated Efficiency	23	1365	2
Efficiency in %	77%	88%	67%

