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**Memorandum of Understanding (MOU)**  
**Between**  
**Bangladesh Bureau of Statistics (Represented by Director General)**  
**And**  
**The Department of Social Services**  
**(Represented by Director General)**  
**On Sharing of data listed in the National Household Database**

Sheikh Rafiqul Islam  
Director General  
Department of Social Services, Dhaka

১১/০৫/১৪  
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Whereas Bangladesh Bureau of Statistics (BBS) under Statistics and Informatics Division (hereinafter referred to as Service Provider) has prepared a National Household Database and the Department of Social Services (DSS) under Ministry of Social Welfare (hereinafter referred to as Data User) are to modernize/ digitalize its social safety net programs.

Whereas National Household Database (NHD) Project of BBS are funded by the World Bank (IDA) Credit under the project titled the Safety Net Systems for the Poorest (SNSP) and Cash Transfer Modernization (CTM) Project of DSS are funded by the World Bank (IDA). It has become expedient to develop an operational platform to facilitate for sharing the data from the National Household Database as such.

Whereas both the parties agree to sign a Memorandum of Understanding (MOU) with a view to sharing data from National Household Database, as stated above, for the operation of social safety net programs, under the following terms and conditions:

**1. Definitions:**

**National Household Database:** A register of households in Bangladesh, containing additional information about their member's living standards, created and maintained by the Bangladesh Bureau of Statistics;

**Social safety net programs:** A program, managed by the Data User or its designated agent, providing cash or non-cash benefits to individuals or households based upon their income levels or living conditions;

**Targeting:** Determining the list of persons eligible to receive a social safety net program benefit within a given locality;

**Beneficiaries:** persons receiving benefits in any form of a social safety net program.

**Standard Operating Procedures:** Implying the process to be followed while sharing data as delineated in Appendix 1

**OR**

Under mutual understanding of both parties, any field can be shared on the basis of availability in the database as well as MIS readiness.

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## 2. SCOPE

- 2.1 The Service Provider grants the Data User right to access the National Household Database for the sole purpose of targeting social safety net programs.
- 2.2 The Data user's right to access the data shall be exercised in accordance with the User's Guide/Standard Operating Procedures, which shall form Appendix 1 to this memorandum.
- 2.3 The Data User will endeavor to inform the service provider about beneficiaries enrolled in programs based on the information retrieved from the National Household Database.
- 2.4 The Data user will Endeavour to inform the Service Provider about missing data or other inaccuracies in the database that may influence targeting of social safety net programs beneficiaries.

## 3. COST

- 3.1 No charge will be levied on the Data User for accessing the National Household Database in any form, provided that the Standard Operating Procedures are observed.

## 4. CONFIDENTIALITY

- 4.1 The Data User shall strictly observe and ensure confidentiality of the data shared by the Service Provider and regarding its further sharing to any third party or its leakage to any other party by taking all the necessary measures prevalent in the standard practice of confidentiality.
- 4.2 The disclosure of any data or any confidential information to any third party can be made only if it is expressly permitted in writing by Director-General, BBS, or his designated representative.

## 5. DATA OWNERSHIP

- 5.1 The National Household Database data shall remain the property of the Service Provider.

## 6. DISPUTE RESOLUTION

- 6.1 Dispute, if any, will be settled amicably between the two parties through mutual consultation. Service Provider and Data User shall nominate two representatives each to a committee that shall decide upon any matter where a dispute between the Service Provider and the Data User has arisen.
- 6.2 If the disputed matter cannot be resolved by the committee, Director-General of the Bangladesh Bureau of Statistics and Director General of Department of Social Services (Which to application) shall make a binding decision combinedly on the basis of the MoU and relevant government rules and regulations.

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## 7. AMENDMENTS

- 7.1 Service Provider can update the Standard Operating Procedures to reflect technical changes in the structure or implementation of the National Household Database. However, such updates, within the terms of the agreement, have to be communicated to the data user at the earliest.
- 7.2 Thirty days' notice will be given before the new Standard Operating Procedures become effective.
- 7.3 Changing any other terms of this agreement will require a new memorandum of understanding signed between the service Provider and the Data User.

## 8. TERM AND TERMINATION OF THE AGREEMENT

- 8.1 Any of the parties can terminate the agreement by submitting ninety days written notice.

Signed by

**Sheikh Rafiqul Islam**

Director General (Additional Secretary)  
Department of Social Services  
E-8/B-1, Sher-E-Bangla Nagar  
Agargaon, Dhaka-1207, Bangladesh.

Witness:

**1. Golam Mostofa**

Additional Director and Deputy Project Director  
Cash Transfer Modernization (CTM) Project  
Department of Social Services  
E-8/B-1, Sher-E-Bangla Nagar, Dhaka-1207

**2. Farid Ahmed Mollah**

Additional Director  
Social Safety Net Wing  
Department of Social Services  
E-8/B-1, Sher-E-Bangla Nagar, Dhaka-1207

Signed by

**Mohammad Tajul Islam**

Director General (Additional Secretary)  
Bangladesh Bureau of Statistics (BBS)  
Parishankhyan Bhaban, E-27/A, Agargaon  
Sher-e-Bangla Nagar, Dhaka-1207, Bangladesh.

Witness:

**1. H.M Firoz**

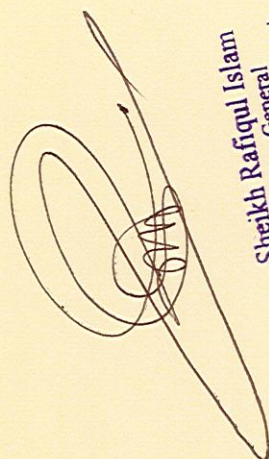
Joint Director  
National Household Database (NHD) Project  
Bangladesh Bureau of Statistics  
E-27/A, Sher-E-Bangla Nagar, Dhaka-1207

**2. Md. Arif Hossain**

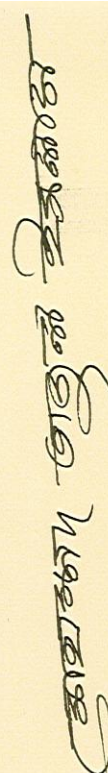
Deputy Director  
National Household Database (NHD) Project  
Bangladesh Bureau of Statistics  
E-27/A, Agargaon, Dhaka-1207

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## Appendix 1

### DATA SHARING STANDARD OPERATING PROCEDURES AND PROTOCOLS

#### A. APPLICATION PROGRAMMING INTERFACE (API)

National Household Database allows IT systems managing social safety net programs to directly access information on potential beneficiaries and their poverty scores. The infrastructure allowing that is known as the NHD Application Programming Interface.

Currently, in addition to providing the API to exchange the information between the systems, the BBS allows social safety net programs staff download lists of targeted beneficiaries manually (through a web application). The API, however, remains the preferred way of accessing data.

#### B. NATIONAL ENTERPRISE ARCHITECTURE (NEA)

Bangladesh Computer Council is developing the **National Enterprise Architecture**-a standard for data exchange and interoperability between government-managed data sets and databases. When the NEA standards are published and approved by the Government of Bangladesh, this document will be updated to ensure that NHD data exchange standards remain compliant with the NEA guidelines. NHD users will be given a tentative timeline, according to which they will have to update their MIS system to adopt the NEA protocols.

#### C. NHD-BASED TARGETING CYCLE

Patterns of using the NHD will differ across different programs and line ministries. A number of steps necessary to start the work with the database will, however, remain uniform.

They will include:

- a) Registration of the partner institution with Bangladesh Bureau of Statistics
- b) Registration of the social safety net program
- c) Choice of beneficiary types
- d) Choice of targeting criteria
- e) Choice of the ranking method
- f) Data retrieval





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After retrieving the data, the program can notify the NHD about the beneficiaries and any changes in their circumstances. That could include:

- Notifying the NHD about program participants
- Providing information about possible inaccuracies in NHD information:
  - Household not included in the database
  - Household that dissolved, cannot be found or otherwise ceased to exist
  - Changes in household composition, such as:
    - New household member
    - Member leaving the household
    - New household address
    - Contested poverty assessment
    - Other inaccuracies

If the program reported the list of beneficiaries to the NHD, the NHD will also provide update whenever the socio-economic score or the household composition of the beneficiary changes.

#### **D. REGISTRATION OF THE PARTNER INSTITUTION**

An institution, such as a ministry or a government agency will have to register as a NHD user by signing a memorandum of understanding with the Bangladesh Bureau of Statistics.

While there is no single form or phrasing that the memorandum should adhere to, at the minimum, it should include statements on the following:

- Purpose and scope of data exchange;
- Duration of the agreement;
- Data security and confidentiality;
- Dispute resolution mechanisms.

If no start date has been specified in the MoU, it becomes effective upon being signed by the Director General of the Bangladesh Bureau of Statistics or his/her designated representative.

#### **E. REGISTRATION OF THE PROGRAM**

After a partner institution's representatives have signed a memorandum of understanding with the Bangladesh Bureau of Statistics, their staff responsible for liaising with the BBS will receive username and password to the MIS system where requests for potential beneficiaries data can be uploaded and managed.



  
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As a first step, the representatives of the agency or ministry should register the social safety net program for which a list of targeted beneficiaries is sought.

The following form is to be uploaded to the NHD's MIS's system or shared with the NHD project through secure email communications.

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Bangladesh Bureau of Statistics  
National Household Database  
**Form 1: Social Safety Net Program Registration Request**

Name of the Institution:

Institution code:

Name of the program:

Summary description of the program:

Program duration:

Beneficiaries profile:

Program contact person:

[Phone], [Email]

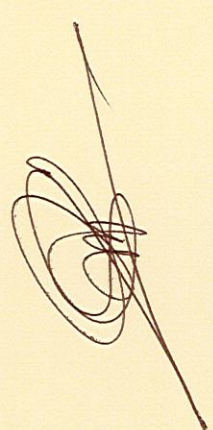
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When the form is successfully submitted, the system will register the program and assign it a unique ID/code that can be used for future targeting requests.

#### F. DATA SHARING REQUEST

After an agreement between the BBS and the data user is signed, a request for data of potential beneficiaries can be submitted. Form 2, replicated below, can be submitted through the MIS of the NHD or through secure email.





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Bangladesh Bureau of Statistics  
National Household Database (NHD) Project  
**Form 2: Social Safety Net targeting request**

Name of the institution:  
Institution code:  
Name of the Program:  
Program code:

**Beneficiary's profile**

Beneficiary type: [Individual -Household]  
*Individual targeting* [Used for targeting?] [Yes - No]

Gender	[Male-Female-Hijra] [Yes - No]
Minimal age	[.....] [Yes - No]
Maximal age	[.....] [Yes - No]
Has children?	[.....] [Yes - No]
Minimal number of children	[.....] [Yes - No]
Maximal number of Children	[.....] [Yes - No]
Minimal age of the child	[.....] [Yes - No]
Maximal age of the child	[.....] [Yes - No]
Relationship to the household head	[.....] [Yes - No]
Marital status	[.....] [Yes - No]

*Household targeting* Used for targeting?

Minimal household size	[.....] [Yes - No]
Household head gender	[Female] [Yes - No]

*Targeted location*

Division:  
District: Upazila:  
Union/Ward:  
Mauza/Mahalla:  
Village:

*Thresholds*

Maximal number of beneficiaries:  
Maximal poverty score:

Ranking method:





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As evident from the form, the data user needs to make several decisions before submitting the form.

**Choice of beneficiary types** Social safety net programs can be addressed to individual or households. If the ‘household’ method is used, the database will yield a list of eligible households identified by the name of the household head, his or her NID/BIN number, as well as the household address. Household-targeted benefits can be claimed by the household head or any person designated by them.

**Choice of the targeting criteria** The pool of beneficiaries can be limited according to gender, marital status, age, household size, household head’s gender, relationship of the beneficiary to the household head, number of children and their ages.

For any of the criteria used by the social safety net program, “Yes” needs to be selected in the “Used for targeting” column on Form 2.

The list of beneficiaries can be generated nationwide or limited to a specific location. In the case of the latter, the “Targeted location” part of Form 2 has to be filled in. Targeting criteria other than the ones listed in Form 2 are not supported.

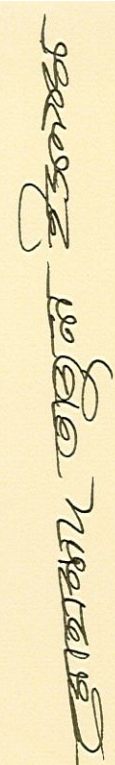
**Choice of the ranking method** The program may specify a maximum number of beneficiaries that will be listed, as well as the maximal poverty score that beneficiaries can obtain to remain eligible. In addition to that, the system may impose limits on the number of beneficiaries that can be listed at once.

Normally, the beneficiaries will be ranked according to the Socio-economic score of the household. If a maximal poverty score and a maximal number of beneficiaries have been provided, the system can also generate a random ranking of beneficiaries.





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**G. DATA RETRIEVAL**

Upon submission of Form 2, the following list of prospective beneficiaries will be made available to the program.

Bangladesh Bureau of Statistics  
National Household Database (NHD) Project  
**Form 3: List of prospective social safety net program beneficiaries**

Division: District:  
Upazila:  
Union/Ward:

Rank NID BIN Name, Father’s name, Mother’s name, Date of birth, Address

If the NID or BIN number of the prospective beneficiary are missing, a “case number” will be listed instead. Program staff should encourage the beneficiary to register themselves in both databases; after the registration, they will be able to quote the case number and the new NID/BIN number to the NHD administration to update the records.

**H. DATA ON PROGRAM PARTICIPATION**

If the data user has used the NHD data to nominate beneficiaries for a social protection program, they are encouraged to report their program participation back to the NHD administration. The following form may be used.

Bangladesh Bureau of Statistics  
National Household Database (NHD) Project  
**Form 4: Program participation report**

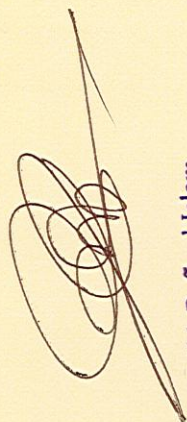
Reporting institution:  
Name of the program:  
Program code:

The following persons have been registered as beneficiaries of the programs.

NID BIN Name, Father’s name, Mother’s name, Date of birth, Individual/Household

The NHD will use the program registration data to report the changes in poverty scores or other personal circumstances back to the data user.





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## I. GRIEVANCES AND NOTIFYING NHD ABOUT INACCURATE INFORMATION OR CHANGES IN PERSONAL CIRCUMSTANCES

While the NHD itself cannot be changed or altered by any party except for the BBS, data user's staff can report the information on perceived inaccuracies, which will be fact-checked by the NHD operators and may be included in the update of the database.

The most common problems encountered by the data users can include:

- Missing household;
- Members missing from households;
- Other inaccuracies in household composition;
- Wrong household address;
- Contested poverty score (eligibility grievance).

### I.1 Missing household

If a data user encountered a household that has not been included in the NHD, they should report it to the Upazila Committee and BBS using Form 5, who will determine the next includes, including dispatching the NHD Operator to verify the household's location and assess its poverty score during the annual update exercise.

Bangladesh Bureau of Statistics  
National Household Database (NHD) Project  
**Form 5: Missing household report**

Institution name:

Program name:

Program code:

Division:

District:

Upazila:

Union/Ward:

Mauza/Mohalla:

Village:

Address:

Name of the household head:

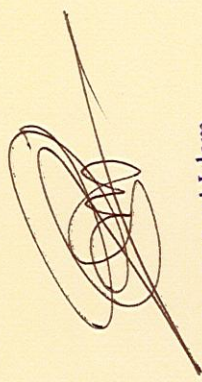
NID of the household head:

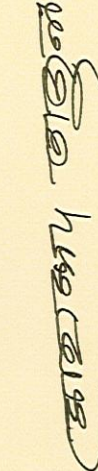
### Household members

NID BIN Name, Father's name, Mother's name, Date of birth, Address

Upon the receipt of the form, the BBS will generate a case number allowing the data user to check the status of the report. The data user will be notified when the household has been added to the database.



  
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## I.2 Missing household member/inaccurate household composition

Reporting a missing household member or inaccurate household composition follows the same procedure as reporting household missing from the NHD (I.1). The following form may be used.

Bangladesh Bureau of Statistics  
National Household Database (NHD) Project  
**Form 6: Change in household composition report**

Institution name:

Program name:

Program code:

Division:

District:

Upazila:

Union/Ward:

Mauza/Mohalla:

Village:

Address:


Name of the household head:

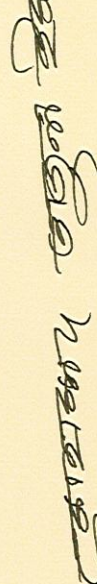
NID of the household head:

### Household members

NID BIN Name, Father's name, Mother's name, Date of birth, Address



  
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### I.3 New household address

The data user or its agents can also report if the household address listed in the NHD is not up to date. The procedure is similar to the one to be used for missing households/ household members. The following form may be used:

Bangladesh Bureau of Statistics  
National Household Database (NHD) Project  
**Form 7: Address change**

Institution name:

Program name:

Program code:

Name of the household head:

NID of the household head:

Address information

#### **Old address**

Division:

District:

Upazila:

Union/Ward:

Mauza/Mohalla:

Village:

Address:

#### **New address**

Division:

District:

Upazila:

Union/Ward:

Mauza/Mohalla:

Village:

Address: