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Statistics and Informatics Division
Ministry of Planning

Census Report on

Union Information and Service Centres (UISCs)

May 2014



UISC Census 2013

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AHM Mustafa Kamal (Lotus Kamal), FCA, MP
Minister
Ministry of Planning
Government of the People's Republic of Bangladesh

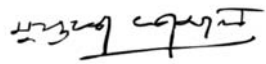
Message

It is a rare honour for me to write this message for the first Census Report on Union Information and Service Centres (UISCs) 2013, which is being published by Bangladesh Bureau of Statistics (BBS). Our government unveiled UISCs across rural areas of Bangladesh, as a milestone to achieve the goals articulated in the “Digital Bangladesh” agenda, pertaining to delivering services to citizens’ doorsteps. I think, this report is a useful document considering the information on e-services, which has been prepared for improving the overall social well-being of Bangladesh as a nation.

The government had introduced the concept of “Digital Bangladesh” in 2008; after six years, I am happy to state that many giant strides have been made in this journey. This Census report offers a clear picture about UISCs success in moving the nation closer to the vision of “Digital Bangladesh.” UISCs are contributing towards transformation of Union Parishad’s traditional roles and functions.

Rural citizens are today enjoying hassle-free, easy and affordable public and private services through these government-owned micro-enterprises. I am very pleased that BBS, under the active guidance of Secretary, Statistics and Informatics Division (SID) and Director General, BBS, for the first time has successfully conducted a full-fledged UISC Census. I am confident that this Census will be instrumental in developing a comprehensive plan, identifying opportunities and addressing challenges hindering UISCs sustainability.

Dhaka
May 2014


AHM Mustafa Kamal, FCA, MP
Minister



M.A. Mannan, MP
Minister of State
Ministry of Finance &
Ministry of Planning
Government of the People's Republic of Bangladesh

Message

I am glad to learn that the Bangladesh Bureau of Statistics (BBS), under the Statistics and Informatics Division (SID) of Ministry of Planning, Government of Bangladesh, is going to launch the 1st Census report on Union Information and Service Centres (UISCs), on the basis of a survey conducted in 2013. I am confident that this publication will further strengthen the efforts of Government of Bangladesh, towards building a “Digital Bangladesh,” using the latest information and communication technology. This will also benefit all citizens of our country particularly those living in the rural areas. The UISC will, in the near future, become a centre of knowledge serving the needs of the people across the country.

In this context, I record my appreciation of the leadership of Md. Nojibur Rahman, Secretary, Statistics and Informatics Division and his officers and staff, who have all contributed in the completion of this difficult task. I would like to further congratulate everyone in the SID and wish them well.

Dhaka
May 2014


M.A. Mannan, MP
State Minister



Abdus Sobhan Sikder
Principal Secretary
Prime Minister's Office
Government of the People's Republic of Bangladesh


Message

To materialise Vision 2021 as reflected in the election manifesto, Hon'ble Prime Minister Sheikh Hasina inaugurated Union Information and Service Centres (UISCs) at every Union Parishad along with other time worthy programmes in 2010. The objective is to take public services to the doorsteps of citizens. Establishment of these one-stop service centres has achieved immense positive change in the rural communities of Bangladesh. In light of their success Pourashova Information and Service Centres (PISCs) and City Information and Service Centres (CISCs) have been established in every Pourashova and City corporation ward level, respectively.

The Access to Information (A2I) Programme of the Prime Minister's Office (PMO) is undertaking and successfully implementing similar initiatives in order to facilitate the delivery of services through leveraging use of information and communications technology (ICT); for instance, the e-Tathyakosh is serving as a national e-content repository; paper-Purjee replaced by an e-Purjee system; development of the National Portal, an e-architecture aimed at the creation of harmonised public websites; smart/multimedia classrooms and a Teacher's Portal; and, many other ICT-induced innovative and indigenous initiatives.

I believe that the present Census, jointly conducted by Bangladesh Bureau of Statistics (BBS) and A2I to evaluate the current status of UISCs, will guide our future work plans.

Dhaka
May 2014



Abdus Sobhan Sikder
Principal Secretary



Monzur Hossain
Senior Secretary
Local Govt. Division
Ministry of Local Government,
Rural Development and Co-operatives
Government of the People's Republic of Bangladesh

Message

Union Parishad is one of the oldest and crucial tiers of local government. It is closest to the citizens at the grassroots level. Union Information and Service Centres (UISCs), established at every Union Parishad, have added a new dimension to the Parishad's activities. The goal of UISCs is to transform Union Parishads into information and knowledge-based institutions so that they can play a vital role in establishing a knowledge-based country by 2021. These one-stop information and service delivery centres have an important role in bringing private and public services at citizens' doorsteps by eliminating digital divide. The UISCs have enabled citizens to access necessary services within short time period, little costs, and fewer visits.

A census was conducted by Bangladesh Bureau of Statistics (BBS) and Access to Information (AZI) Programme of the Prime Minister's Office (PMO) to assess and evaluate the performance of UISCs. I strongly believe the UISC Census will facilitate future policy decisions of the Local Government Division (LGD).

Dhaka
May 2014


Monzur Hossain
Senior Secretary



Md. Nojibur Rahman
Secretary
Statistics and Informatics Division
Ministry of Planning
Government of the People's Republic of Bangladesh

Foreword

By turning our vision a few years back, it may be recalled that Bangladesh Government along with other governments, reaffirmed their dedication to the foundation of Information Society articulated in the Tunis Commitment, which outlined the basis for implementation and follow-up of the Tunis Agenda. In pursuant of the latter, in the present government's election manifesto "Vision 2021 Bangladesh: A new Horizon," the incumbent introduced the concept of "Digital Bangladesh", which is a mirror image of the Information Society idea. Digital Bangladesh rests on two pillars - connecting citizens and facilitating pro-poor services at citizen's doorsteps.

Having guided with the idea previously stated, the government established Union Information and Service Centres (UISCs) in 2009 in 30 Union Parishads through partnership between Local Government Division and Access to Information (A2I) Programme of the Hon'ble Prime Minister's Office of Bangladesh. At present, UISCs are government owned micro-enterprises, working as one-stop information and service delivery outlets across all Union Parishads, the lowest tier of the government. These micro-enterprises, through its various activities, are helping to move the government closer to its citizens.

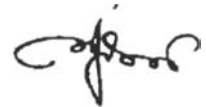
This UISC Census has revealed, among other things, a guideline to develop a strategic plan, identify future directions and possible interventions for the

sustainability of UISCs, which is the most crucial factor. It is the first of its kind to make such an evaluation since UISCs inauguration in November 2010 by the Hon'ble Prime Minister Sheikh Hasina and UNDP Administrator Helen Clerk.

I thank A2I Programme for providing financial and technical support to Bangladesh Bureau of Statistics (BBS) for conducting the Census. I also thank the working group for their relentless effort to make the Census successful. I congratulate the Director General of BBS and his team, distinguished members of the Technical Committee for completing the Census successfully and also bringing out this report on time.

I believe that this report will be of significance to concerned authorities who are committed towards making public service delivery responsive to the needs of underserved communities.

Dhaka
May 2014



Md. Nojibur Rahman
Secretary



Golam Mostafa Kamal
Director General
Bangladesh Bureau of Statistics
Statistics and Informatics Division
Ministry of Planning
Government of the People's Republic of Bangladesh

Preface

Bangladesh Bureau of Statistics (BBS) has conducted an inclusive survey covering all Union Information and Service Centres (UISCs), which are in operation since 2010 across rural Bangladesh. UISCs were established by the Local Government Division (LGD) in partnership with the government's Access to Information (A2I) Programme. The specific objectives of the present Census report are to: (a) identify proportion of operational UISCs providing services on a regular basis; (b) elicit the number and categories of service seekers; (c) identify popular services being delivered by UISCs; and, (d) broaden financial and operational understanding about UISCs in terms of their roles and functions, alongside income and expenditure patterns. It may be mentioned that during questionnaire designing, a Technical Committee, comprising of senior level government officials from relevant ministries, provided advisory and constructive support.

Data were captured from filled-in questionnaires through a data entry programme. Data processing, data analysis and report writing were done by experts of BBS and A2I. The report was finalised by the "report editorial committee" and Editor's Forum of BBS.

I sincerely thank Mr. Kabir Bin Anwar, Director General (Administration), Prime Minister's Office (PMO) and Project Director, A2I for his leadership in executing the Census.

My gratitude to colleagues of BBS, especially Ms. Aziza Parvin, Director, IT Wing and Senior System Analyst Mr. Md. Nazrul Islam, IT Wing, for organising the survey, processing and analysing the data and bringing out this final report. Members of the working group deserve special thanks for their input in the analytical improvement of the report.

I hope the analysis presented in this Census will enable LGD, A2I and other interested authorities to conceive a holistic intervention for making UISCs the agents of service delivery transformation.

Dhaka
May 2014



Golam Mostafa Kamal
Director General



Kabir Bin Anwar
Director General (Admin)
Prime Minister's Office
Government of the People's Republic of Bangladesh

Acknowledgements

On 11 November 2010, Sheikh Hasina, the Hon'ble Prime Minister of Government People's Republic of Bangladesh, inaugurated Union Information and Service Centres (UISCs) as last mile service delivery agents. The initiative has enabled rural citizenry to avail of necessary public and private information and services. At present, UISCs are providing around 60 services including birth and death registrations, land records, mobile banking, life insurance, computer literacy training and different internet-based services.

The role of UISCs is exemplary in moving Bangladesh closer to 'Vision 2021.' Bangladesh Bureau of Statistics (BBS) support in conducting 'UISC Census 2013' was crucial to analyse and evaluate the performance and long-term sustainability of all UISCs operating across all Union Parishads. BBS is the National Statistics Office (NSO) and I would like to express my sincere gratitude to the Secretary of Statistics and Informatics Division (SID), and the Director General of BBS for conducting and completing this Census on time.

I would like to register my deep appreciation to the officials of Access to Information (A2I) Programme of Prime Minister's Office (PMO) for their hard work in bringing out this publication.

I believe the results obtained from this Census will help to enrich policymaking decisions and strengthen the foundations of Digital Bangladesh by nurturing UISCs as the agents of change.

Dhaka
May 2014



Kabir Bin Anwar
Director General

Executive Summary

The foremost effort of socio-economic development of a nation crucially hinges around making information and services conveniently accessible to the remote, rural and underserved communities. Union Information and Service Centres (UISCs), one-stop information and service delivery outlets located at the lowest tier of local government, have been in operation across all Union Parishads since 2010. These government-owned, micro-enterprises have become a hub for rural communities seeking a multitude of livelihood related information and services. Today, a citizen has to neither travel long distances nor depend on market intermediaries to avail of public information and services, to which they are entitled.

The UISC Census 2013, carried out by Bangladesh Bureau of Statistics (BBS), in partnership with the government's Access to Information (A2I) Programme, endeavours to provide an evaluation of UISCs as last mile service delivery agents. In the UISC Census, out of a total 4,547 Union Parishads, 4,492 UISCs are reported to be functional with 41 inactive. Findings show that female entrepreneurs are proactive, i.e., they work all 5 days in 494 UISCs. An astounding 84% of UISCs reported to have electricity supply. The extent of private ownership over equipment like laptops, multimedia projectors and photocopy machine varies whilst mobile phones are the only device that enjoys almost 100% private ownership in almost all UISCs.

A total of 3.91 million citizens are directly receiving information and services from UISCs every month. Of these, it has been estimated that total 949,120 are women, 16,160 ethnic or religious minorities, 62,266 physically challenged persons and approximately 237,282 citizens of aged over 50 years are receiving services in various types of information from these centres saving their time, cost and hassle free environment. UISCs reported to generate about BDT 41.65 million (over half a million dollar, USD 545,337.00) on a monthly basis.

UISCs, which are operating on a public-private partnership (PPP) modality, provide a wide array of internet-based services ranging from information about almost all types of public services beginning with agriculture commodity products and its input consultation, to simply sending/receiving emails and reading or downloading books or newspapers. Chandpur and Panchagarh are observed to have the highest rate of

internet activities, followed by Magura and Narsingdi. Sending/receiving emails and instant messaging are the two most popular internet-based services and it ensures long-standing demand for the right information at the right time at the right place, a key attribute of a democratic and responsive governance process. Apart from internet, the most popular services being rendered through 75% of UISCs are birth registration, followed by composing works 65% and citizen's certification 42%.

Proper guidance and support from local government representatives are extremely important for efficient functioning of UISCs and their long-term sustainability. Analysis of the findings reveals that UISCs of Jhalokati enjoys the maximum patronage from representatives of the local government.

About 81% of the total 4,506 Union Parishad Chairpersons reported that they are either 'very content' or 'content' with the work of UISCs. A total number of 4,500 secretaries have been interviewed during the UISC Census 2013. Based on their responses, it is estimated that 77% of UISCs performance is at the satisfactory level.

This Census depicts the role and functions of UISCs as the last source of information reservoirs and service delivery agents, whose role will be unparalleled to local level sustainable development tools. Data presented in this Census will allow exploration of more information and services towards connecting citizens, especially those at the bottom of the geographic pyramid residing and working in rural and remote areas, with the entire government machinery.

Acronyms

A2I	Access to Information
ADC	Additional Deputy Commissioner
BDT	Bangladeshi Taka
BBS	Bangladesh Bureau of Statistics
DC	Deputy Commissioner
DDLG	Deputy Director, Local Government
DivSO	Divisional Statistics Offices
ICT	Information and Communication Technology (ICT)
ITU	International Telecommunication Union
LGD	Local Government Division
NSDS	National Strategy for the Development of Statistics
NSO	National Statistical Organisation
PMO	Prime Minister's Office
PPP	Public Private Partnership
SID	Statistics and Informatics Division
UISC	Union Information and Service Centres
UNDP	United Nations Development Programme
UNO	Upazila Nirbahi Officer
UP	Union Parishad
VGD	Vulnerable Group Development
VGF	Vulnerable Group Feeding
VoIP	Voice over Internet Protocol

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1. INTRODUCTION

Union Information and Service Centres (UISCs), established in 2010, are government-owned, micro-enterprises working as one-stop information and service delivery outlets, across all Union Parishads (UP), the lowest tier of local government. Each centre is run by two young local entrepreneurs – a male and a female. It is under the supervision of a local advisory board headed by the elected UP Chairman. These micro-enterprises are operating under the public-private partnership (PPP) modality where the private sector is considered a key partner in each of the initiatives undertaken by UISCs. Services are being offered by both government organisations (land records, birth registration, telemedicine, life insurance, overseas job application) as well as private sector companies (mobile banking, English learning, telephone services, etc.). The depth and breadth of PPP around UISCs is unprecedented in Bangladesh's development history.

Today, citizens neither have to travel long distances nor depend on market intermediaries to avail of public information and services, to which they are entitled. UISCs, hosted by the Local Government Division (LGD), are connected to all 64 Deputy Commissioners' (DC), i.e., district administrators' offices. Over the last couple of years, the number of services being delivered through UISCs has witnessed an exponential growth and it has become imperative today to collect and analyse data in order to develop a strategic plan, identify future directions and possible interventions for UISCs long-term sustainability. There is broad agreement that these government owned micro-enterprises are helping to transform traditional processes of delivering public and private services to the rural citizenry.

This report investigates responsiveness of the aforesaid claims and at the same time, sheds some light on the factors governing UISCs' roles, functions and financial strength. It is the first of its kind to make such an evaluation since the UISCs inauguration in November 2010. The Bangladesh Bureau of Statistics (BBS), in partnership with the government's Access to Information (A2I) Programme, carried out the Census on the 4,500+UISCs which are de jure required to be established across all 4,547 Union Parishads.

1.1 Objectives and methodology

The overarching objective of the UISC Census 2013 is to generate an assessment of UISCs as a one-stop information and service delivery access point. The specific objectives include:

- Identifying proportion of operational UISCs providing services on a regular basis;
- Estimating the number and categories of service seekers visiting UISCs;
- Ascertaining popular services being delivered by UISCs;
- Depicting UISCs income and expenditure patterns;
- Assessing the role of administrators at the district and Upazila administrative levels, including Union Parishad chairpersons and Union Parishad secretaries, in the overall promotion of UISCs; and,
- Providing a qualitative evaluation of the works and services being rendered through UISCs from the aforesaid authorities' perspectives.

In implementing the Census, two committees were formed (Annex I).

- An Implementation Committee comprising members of BBS and A2I was made responsible for administering and executing the UISC Census 2013 activities.
- A Technical Committee comprising senior level government officials from relevant ministries of the government provided advisory and constructive support to the Implementation Committee. It also approved activities of the Implementation Committee.

The present Census enumerated all UISCs. The list of UPs used for the development of the National Portal of Bangladesh served as the primary reference for sampling frame. Based on the category of respondents, the Census was divided into three parts: UISCs' entrepreneurs, UP Chairperson and UP Secretary. A separate questionnaire was designed for each stakeholder (Annex II). To ensure all-embracing coverage, all 64 districts of the country were considered which allows for further division-wise analysis. The present report presents a district-wise analysis which will enable

further nurturing of the present DC-UISC relations in decentralising service delivery for transparent and accountable governance.

The Divisional Statistics Offices (DivSOs) of BBS were responsible for data collection. A total of 64 district level statistics officers, under 7 DSOs at the divisional office, appointed 459 data collectors. These 7 master trainers trained 64 district-level officers, who later trained data collectors over a three-day period from 27-29 October 2013. The data collection took place between 01 and 12 November, 2013. Upon receipt of collected data, it was manually scrutinised and edited at the BBS. A separate computer programme was developed for the purpose of data entry. Later data was cleaned for classification, non-response adjustment and other inconsistencies. The data was then presented in the final tabulation format. After receipt of the final tabulation, the report was drafted and the final version vetted by both committees before its publication in July 2014.

1.2 Audience

Since the overall objective of this Census is to facilitate better understanding of UISCs as a last mile service delivery agent, knowledge generated will benefit various stakeholders. Thus, multiple audiences can use this report. Firstly, the report is addressed to public officials in Bangladesh (and developing countries) who are tasked to transform public service delivery processes. It is hoped that discussion and debate will be generated amongst the government departments about the issues and suggestions raised by the study. Secondly, it is addressed to an academic audience. We present latest data and offer new indicators for understanding the role of government-owned micro-enterprises in the context of a developing country like Bangladesh, which contributes toward new knowledge. Finally, the study is addressed to concerned citizens who are keen on uplifting Bangladesh in the 21st century into a middle-income economy through better outreach and inclusion in terms of public service delivery provisions.

2. KEY FINDINGS

2.1 UISCs' Entrepreneurs

2.1.1 General attributes

In the UISC Census, out of a total 4,547 Union Parishads, 4,492 UISCs are reported to be functional with 41 inactive, and no response received from 14 (see Table 1 in Annex III). In other words, 99% of UISCs are working across Bangladesh's rural areas that is home to nearly three-quarters of its population. Most of these, about 63%, are located on the ground floor whilst the remaining in either first floor, 22%, or in an outer location, 15%. There are 40 districts where all UISCs are reported to be open: Bagerhat, Barguna, Barisal, Bhola, Bogra, Comilla, Chapai Nawabganj, Chittagong, Chuadanga, Cox's Bazar, Dinajpur, Dhaka, Faridpur, Gopalganj, Habiganj, Jessore, Jhalokati, Khagrachhari, Kishoreganj, Kurigram, Kushtia, Lakshmipur, Lalmonirhat, Madaripur, Meherpur, Munshiganj, Mymensingh, Narail, Narsingdi, Naogaon, Natore, Netrakona, Noakhali, Panchagarh, Pirojpur, Rajbari, Rajshahi, Shariatpur, Sunamganj and Thakurgaon.

On the other hand, Jhenaidah, Patuakhali and Tangail had the highest number of closed UISCs recording at 6, 5 and 3 respectively. 2 UISCs are closed in the following 6 districts – Brahmanbaria, Gaibandha, Narayanganj, Rangamati, Sherpur and Sirajganj. A total of 15 districts have one closed UISC – Bandarban, Chandpur, Feni, Gazipur, Jamalpur, Joypurhat, Khulna, Magura, Manikganj, Maulvibazar, Nilphamari, Pabna, Rangpur, Satkhira, and Sylhet.

The Census in particular opted to study the participation of female entrepreneurs in UISCs (Table 2). In 933 UISCs, no female entrepreneurs report to their work whilst in 1,355 UISCs, female entrepreneurs work for 1-2 days. Here, the top performers are: Comilla with 116 UISCs, Tangail 71, Sunamganj 59, Barisal 51 and Sirajganj 45. On the other end of the spectrum, there are 16 districts with less than 10 UISCs where female entrepreneurs work for 1-2 days. These are: Narayanganj and Narsingdi 1, Barguna and Chapai Nawabganj 3, Faridpur 4, Rangamati, Lalmonirhat and Cox's Bazar 5, Madaripur and Habiganj 6, Maulvibazar 7, Joypurhat and Gopalganj 8, Noakhali, Rajbari and Thakurgaon with 9 UISCs.

With regard to female entrepreneurs' participation in all five working days, the top districts are – with 19 UISCs Tangail and Comilla, 15 for Barisal and Sunamganj, 14 for Sylhet, Rajshahi, Manikganj, Shariatpur and Sirajganj, 13 for Jhenaidah, Khulna, Rangpur and Kushtia, and 12 for Jessore and Feni 12. On the other end of the spectrum, female participation with regard to all 5 working days is zero for Joypurhat; this is followed by 1 UISC for Narayanganj, Narsingdi, Barguna and Chapai Nawabganj, 2 UISCs for Faridpur, Rangamati and Lalmonirhat, 3 for Cox's Bazar, Madaripur, Habiganj and Maulvibazar, 4 for Gopalganj, Noakhali, Rajbari, Thakurgaon and Magura. It is encouraging that female entrepreneurs are proactive in all 5 working days in 494 UISCs.

2.1.2 Power and equipment

An astounding 84% of UISCs have electricity supply whilst a total of 736 UISCs, or 16%, responded positively to the question on access to a solar system (Table 3). A total of 20 or more UISCs in the following 12 districts reported that they have solar system backup support: Kurigram 30 UISCs, Sunamganj 28, Patuakhali and Gopalganj 25 respectively, Chandpur 24, Shariatpur and Mymensingh 23 respectively, Rangamati 23, Cox's Bazar and Bhola 21 respectively, and Kushtia and Chittagong 20 each.

The following districts have less than 10 UISCs owning a solar power supported system – Dhaka 1 UISC, Natore, Pabna, Sylhet, Joypurhat, Lakshmipur and Meherpur 3 UISCs each, Feni, Jhenaidah, Maulvibazar, Rajshahi, Jhalokati and Rajbari 4 each, 5 UISCs in Chapai Nawabganj, Magura, Narail and Thakurgaon, Jessore and Pirojpur 6 each, Narsingdi and Bandarban 7 each, Rangpur, Panchagarh and Sirajganj 8 respectively, and 9 UISCs in Narayanganj, Barguna, Brahmanbaria, Nilphamari, Noakhali and Naogaon.

The top performers, in terms of district-wise proportion of UISCs having working solar systems are Bandarban, Joypurhat, Jhalokati, Lakshmipur, Meherpur, Rajbari and Thakurgaon with 100%, Chittagong 85%, Narsingdi 86%, Chandpur 88%, Satkhira 92%. The bottom performers are Dhaka with 0% working solar system, at 33% Jessore, Natore, Pabna and Sylhet, Chuadanga 40%, Gopalganj 44% and half of the reported UISCs in Jamalpur.

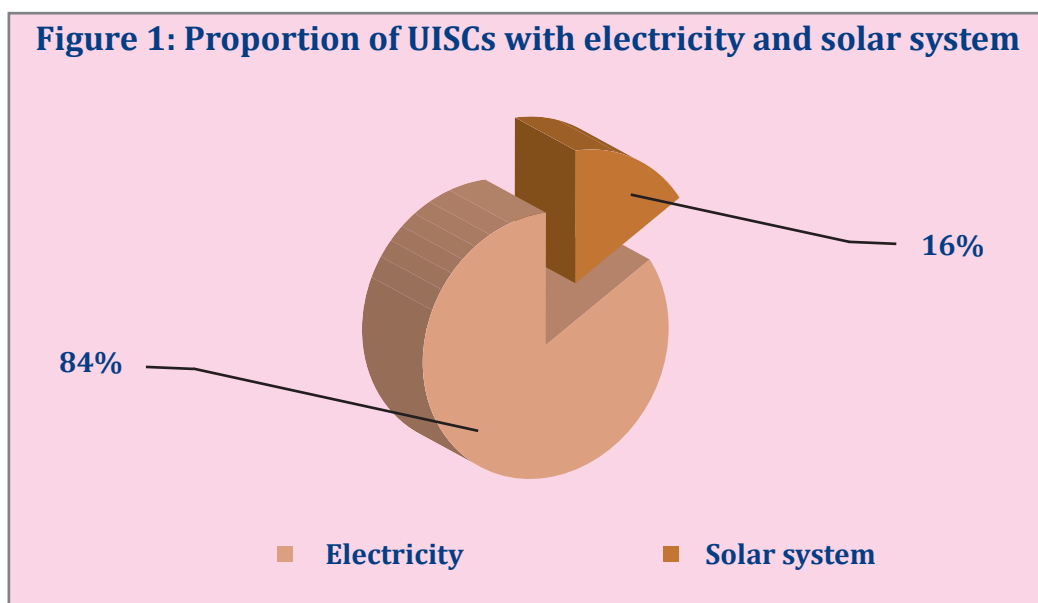


Table 4 reports on the entrepreneurs' ownership over their equipment. The response helps to determine how well equipped the UISCs are to provide the services. On average, about one-fifth, i.e., 22% of the respondents confirmed that they own desktop computers available at their UISCs. Ownership is highest in Rangamati at 45%, followed by Narsingdi 43%, Noakhali and Comilla 42%, and Sherpur and Khulna 41%. On the other hand only 2% of the available desktop computers in Joypurhat are owned by entrepreneurs, followed by Khagrachhari 6%, Bandarban 7%, Jhenaidah and Gazipur 8%, Chuadanga and Natore 10%.

Of the total number of laptops available in all UISCs, only 12% on average are owned by entrepreneurs. The highest private ownership is recorded in Narsingdi at 47%, and the lowest is zero in Joypurhat.

On average, only 2% of total respondents confirmed they own multimedia projectors used in their UISCs. None of the owners in 33 districts owns any of the multimedia projectors available in their districts. Habiganj and Rajbari are exceptions to this trend where 21% and 20% of projectors are owned by entrepreneurs themselves, respectively.

Over half of the respondents in Meherpur, 55%, privately own digital cameras used in their UISCs, making it the top ranking district in this indicator. Noakhali 39%,

Rangamati 38%, Shariatpur 32%, Comilla and Habiganj 30% are also among the top five districts. The bottom five districts comprise Bogra and Chapai Nawabganj 2%, Feni, Manikganj and Joypurhat 3%, Gazipur 5%, Thakurgaon and Khagrachhari 6% and Jhalokati, Chuadanga and Rajbari 7%.

An overwhelming 93% of the total number of mobile phones used in all UISCs is owned by the entrepreneurs themselves. 100% private ownership was recorded in 12 districts. These are: Barguna, Chapai Nawabganj, Chuadanga, Dinajpur, Faridpur, Jhenaidah, Jamalpur, Khagrachhari, Khulna, Magura, Netrakona and Sunamganj. The lowest private ownership is in Nilphamari at 62%.

Internet modem is another less privately owned device. Pabna with 67% tops this category. It is closely followed by Sathkhira 66%, Meherpur 65%, Magura 60% and Dhaka 58%. Thakurgaon and Khagrachhari fall at the bottom with only 8% each. Bandarban 15%, Manikganj 17%, Pirojpur and Bagerhat 20% and Natore and Mymensingh with 21% each, comprised the bottom five districts.

In Meherpur, more than three-quarters of the respondents, 76%, own the printer available at their UISCs, making it the top district. Magura 58%, Noakhali 50% and Pabna 43% came in at second, third and fourth positions. Rangamati and Chapai Nawabganj with 39% are the last districts among the top five in this indicator. Only 3% of printers available in Jhenaidah are owned by the entrepreneurs making it the lowest performing district.

Scanners are another kind of device rarely owned by the informants. Meherpur also tops this indicator with a score at 45%. Besides Meherpur, Dhaka 40%, Magura 39%, Narsingdi 34%, Bhola and Noakhali 26% make up the top five districts. Zero entrepreneurs own a scanner in Narail, while only 2% own this equipment in Sylhet. Only 3% informants in Jhenaidah, Khagrachhari, Kurigram, Chuadanga, Natore and Nilphamari and 4% informants in Dinajpur, Satkhira, Bandarban and Bogra reported that they own scanners.

Meherpur 77%, Jhalokati 44%, Tangail 33%, Habiganj 32% and Barguna 31% comprised the top five districts in providing internet enabled webcam communication services predominantly for expatriates' families, while, Chuadanga 0%, Lakshmipur

2%, Bagerhat, Jamalpur, Dinajpur, Narail and Thakurgaon at 4%, Gazipur and Bogra 5%, and Khagrachhari, Joypurhat and Panchagarh 6% made up the bottom five.

78% of the respondents in Rajbari said they own the photocopy machine available at their UISCs, making it the top scoring district. Eight districts recorded zero in this indicator – Bandarban, Barguna, Feni, Jhenaidah, Joypurhat, Natore, Thakurgaon and Sylhet. These are followed by Dinajpur and Bogra at 1% and Manikganj and Bagerhat 2%.

A staggering 90% of the total laminating machines available in Meherpur are owned by the respondents. Meherpur is followed by Dhaka 82%, Barguna 75%, Shatkhira and Narsingdi 74%, and Noakhali 70%. Manikganj 2%, Nilphamari 3% and Chandpur 4% are the low performers, followed by Feni and Bogra 5%, and Lalmonirhat and Thakurgaon 6%.

All respondents in three districts - Narail, Bagerhat and Narayanganj – are owners of standby generators. On the other hand, respondents in 13 districts affirmed they do not own standby generators used in their UISCs – Bhola, Bandarban, Chuadanga, Feni, Joypurhat, Khagrachhari, Kushtia, Lalmonirhat, Maulvibazar, Rangpur, Rajbari, Sherpur and Sylhet.

Entrepreneurs in Dhaka and Magura (63%) own the maximum number of instant power supply (IPS). A total of 11 districts reported to own no IPS – Bandarban, Barguna, Chandpur, Feni, Gazipur, Joypurhat, Lalmonirhat, Manikganj, Narayanganj, Sirajganj and Sylhet. Less than half, 45%, entrepreneurs in Magura own the maximum number of uninterruptible power supply (UPS) with Narail, Nilphamari and Thakurgaon at the opposite end of the spectrum.

Table 5 shows the type of equipment that are being supported by the solar power backup system. Computers came in as one of the most commonly supported equipment by solar system with more than three-quarters of the UISCs' entrepreneurs making this claim. More than 70% of UISCs responded that lights, scanners and printers are being supported by solar power system. It is observed that solar powered systems are facing problems due to inverter, overloading and other technical problems, according to nearly 70% of respondents.

Table I: Ownership over equipment (% of UISCs)

Equipment	Top District(s)	Bottom District(s)
Desktop computer	Rangamati (45)	Joypurhat (2)
Laptop	Narsingdi (47)	Joypurhat (0)
Multimedia projector ^a	Habiganj (21)	Bagerhat, Bandarban, Barguna, Barisal, Bhola, Bogra, Chapai Nawabganj, Cox's Bazar, Feni, Gaibandha, Jamalpur, Jhalokati, Jhenaidah, Joypurhat, Khagrachhari, Kurigram, Lakshmipur, Magura, Meherpur, Narayanganj, Natore, Nilphamari, Pabna, Panchagarh, Patuakhali, Pirojpur, Rajshahi, Rangpur, Satkhira, Shariatpur, Sirajganj, Tangail And Thakurgaon
Digital camera	Meherpur (55)	Bogra and Chapai Nawabganj (2 respectively)
Mobile phone ^b	Barguna, Chapai Nawabganj, Chuadanga, Dinajpur, Faridpur, Jhenaidah, Jamalpur, Khagrachhari, Khulna, Magura, Netrakona and Sunamganj	Nilphamari (62)
Internet modem	Pabna (67)	Thakurgaon and Khagrachhari (8% respectively)
Printer	Meherpur (76)	Jhenaidah (3)
Scanner	Meherpur (45)	Narail (0)
Webcam	Meherpur (77)	Chuadanga (0)
Photocopy machine ^c	Rajbari (78)	Bandarban, Barguna, Feni, Jhenaidah, Joypurhat, Natore, Thakurgaon and Sylhet
Laminating machine	Meherpur (90)	Manikganj (2)
Standby generators ^d	Narail, Bagerhat and Narayanganj (100 respectively)	Bhola, Bandarban, Chuadanga, Feni, Joypurhat, Khagrachhari, Kushtia, Lalmonirhat, Maulvibazar, Rangpur, Rajbari, Sherpur and Sylhet
IPS ^e	Dhaka and Magura (63 respectively)	Bandarban, Barguna, Chandpur, Feni, Gazipur, Joypurhat, Lalmonirhat, Manikganj, Narayanganj, Sirajganj and Sylhet
UPS	Magura (45)	Narail, Nilphamari and Thakurgaon (0 each)

Note: ^a33 districts recorded 0.^b12 districts recorded 100%.^c8 districts recorded 0.^d13 districts recorded 0%.^e11 districts recorded 0% ownership.

2.1.3 Number and type of citizens availing of services

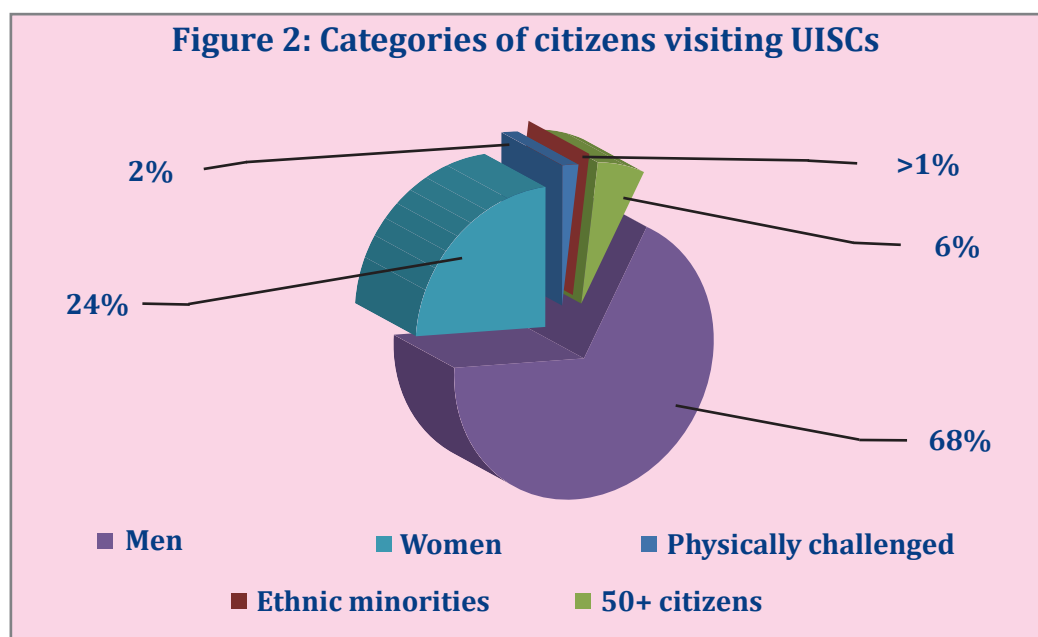
It is estimated that on a monthly basis, 3.91 million citizens are availing of different services through UISCs (Table 6). In other words, each of the 4,492 open UISCs is serving 870 citizens per month. In particular, there are 7 districts where UISCs are serving more than 100,000 citizens– Comilla (181 UISCs) 223,222, Mymensingh (145 UISCs) 198,789, Dinajpur (102 UISCs) 126,620, Rangpur (75 UISCs) 113,308, Jessore (91 UISCs) 112,450, Narsingdi (71 UISCs) 107,554 and Chittagong (194 UISCs) 107,516 citizens. On the other end, five districts serving the lowest number of citizens are: Bandarban (30 UISCs) 11,032, Narail (37 UISCs) 21,582, Rajbari (42 UISCs) 23,515, Feni (43 UISCs) 24,506 and Khagrachhari (37 UISCs) 28,253.

The total number of citizens accessing information and services through UISCs can be further separated into five categories:

- a. A total of 2.64 million men visit the UISCs per month. The top-five districts are: Comilla 155,640, Mymensingh 135,000, Dinajpur 83,340, Jessore 79,000 and Rangpur 78,120. The bottom 5 districts comprise: Bandarban 6,500, Narail 14,340, Rajbari 15,100, Feni 17,040 and Rangamati (48 UISCs) 17,780.
- b. It is estimated that 949,120 women are receiving information and services from the UISCs every month. This means that on average one UISC is serving around 211 women. The best performers in this category are: Mymensingh 54,040, Comilla 54,020, Rangpur 30,220, Dinajpur 28,960 and Narsingdi 28,620. The other end of the spectrum consists of the following five districts: Narail 5,800, Feni 5,300, Rajbari 5,140, Khagrachhari 4,440 and Bandarban 2,180. Except Khagrachhari, all the other four districts also come in the bottom with regard to the first category.
- c. A total of 62,266 physically challenged persons are visiting UISCs. The top-five districts are Dinajpur 2,827, Mymensingh 2,301, Jessore 2,151, Comilla 1,982 and Kishoreganj (108 UISCs) 1,922. On the other hand, Jhalokati (32 UISCs) 202, Khagrachhari 201, Rangamati 158, Shariatpur (65 UISCs) 132, and Narail with only 90 citizens, are positioned last.
- d. With regard to ethnic/religious minorities, which is less than 1% depicted in Figure 2, all UISCs reported to serve around 16,160 citizens on a monthly basis.

The top-five districts are: Dinajpur 2,061, Rangamati 1,611, Khagrachhari 1,404, Naogaon 1,199 and Bandarban 1,176. The three districts making up the Chittagong Hill Tracts, home to the largest portion of ethnic groups in Bangladesh, fare well in this category. Bhola and Narail report zero here.

- e. Approximately 237,282 citizens aged over 50 are served through the 4,492 UISCs across Bangladesh. This means that on average, each UISC is serving around 53 citizens belonging to this group. The five best performers are Comilla 11,106, Gopalganj 9,836, Dinajpur 9,432, Chittagong 7,331 and Mymensingh 7,192. On the other end of the spectrum, the five are Khagrachhari 608, Bandarban 937, Magura 1,014, Narail 1,352 and Rangamati 1,486.



2.1.4 Income and expenditure

Table 7 presents the location-wise income of UISCs operating across 64 districts of Bangladesh. It is estimated that these government-owned micro-enterprises earn about BDT 41.65 million (approximately half a million dollars, USD 545,337.00) on a monthly basis.¹ It is evident that UISCs working on the ground floor constitutes the

¹Exchange rate USD 1 = BDT 76.35 for May, 2014 (Bangladesh Bank).

lion's share of 64%, followed by first floor 21%, and outside UISCs making up 14%. The districts earning at least or more than BDT 1 million are the following: Narsingdi (71 UISCs) BDT 1.85 million, Comilla (181 UISCs) BDT 1.77 million, Kishoreganj (108 UISCs) BDT 1.47 million, Chandpur (88 UISCs) BDT 1.38 million, Dhaka (78 UISCs) BDT 1.35 million, Munshiganj (67 UISCs) BDT 1.20 million, Tangail (107 UISCs) BDT 1.19 million, Dinajpur (102 UISCs) BDT 1.18 million, Chittagong (194 UISCs) BDT 1.06 million and Brahmanbaria (99 UISCs) BDT 1.00 million. The low earners are Bandarban (30 UISCs) BDT 82,840.00, Khagrachhari (37 UISCs) BDT 160,644.00, Meherpur (18 UISCs) BDT 187,125.00, Narail (37 UISCs) BDT 205,219.00 and Feni (43 UISCs) BDT 256,677.00.

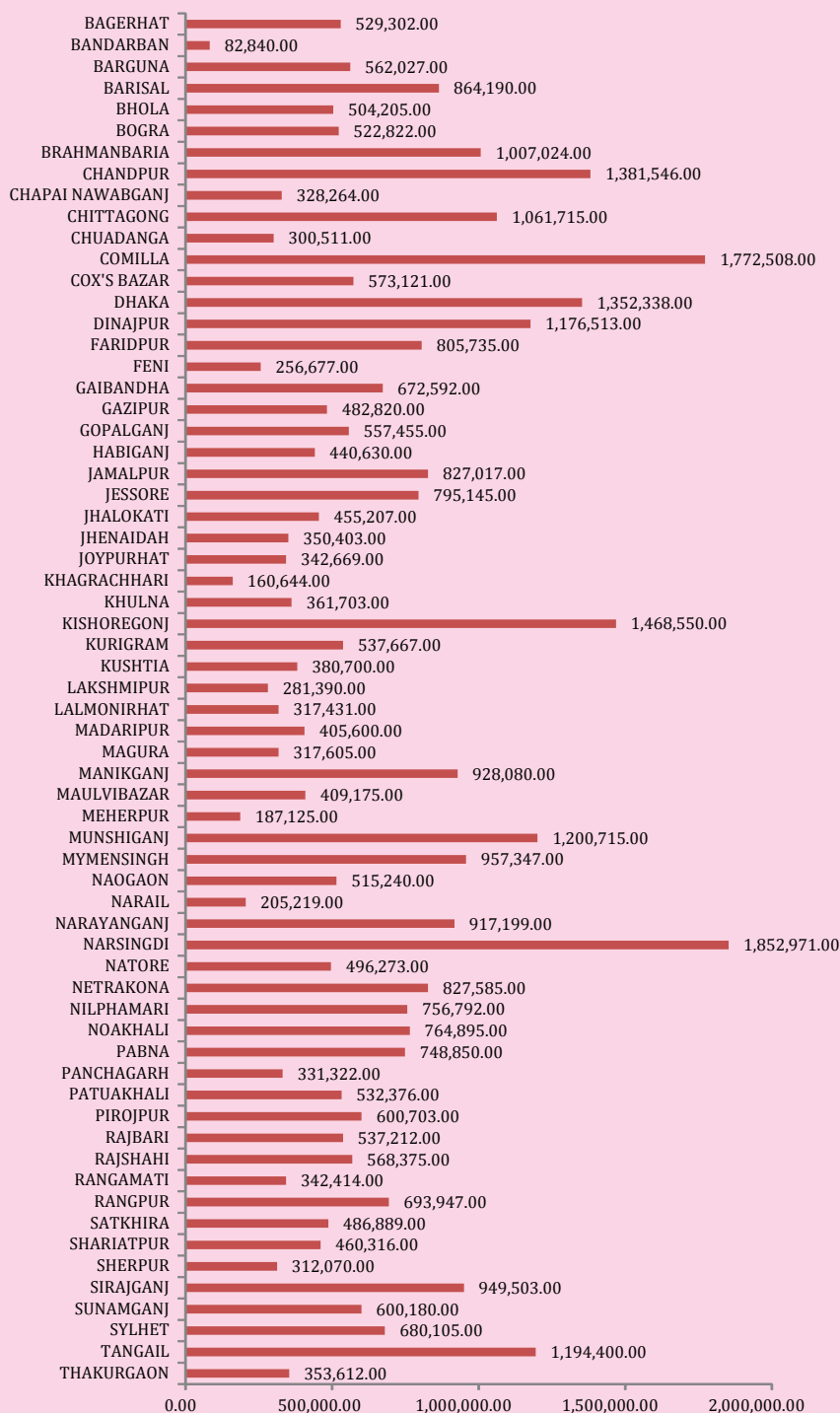
In terms of expenditure, it is estimated by the Census that UISCs spend about BDT 17.34 million per month (Table 8). This means broadly that UISCs are making a profit of BDT 24.30 million per month and each earning about BDT 5,410.26. About 22% is spent on repairing equipment or buying new equipment. Internet bill and advertisement costs are the two other major expenditure heads. The Census also estimated that 3,859 UISCs are making a profit which indicates their sustainability levels; on the other hand, 633 UISCs are reported to have higher expenditure vis-à-vis their earnings.

2.1.5 Type of internet activities

In assessing different types of internet activities taking place in UISCs, the Census refers to ITU's relevant "household" indicator containing 13 areas (Table 9). Findings show that Chandpur and Panchagarh top all indicators with an overall average of 82%. They are closely followed by Magura and Narsingdi at 80% and 79% respectively. Both Netrakona and Thakurgaon recorded 78% while Dinajpur came in at 77%. On the other hand, Bandarban 55%, Khagrachhari and Lalmonirhat 58%, Gazipur 59%, Barisal 60% and Rangpur 61% rank at the lower end of the spectrum.

When each indicator is considered separately, Panchagarh at 88% provides maximum digital information about goods and services, followed by Maulvibazar 81%, Dhaka 77%, Magura and Narsingdi 75%, with Feni and Netrakona at 74%. Meanwhile, only 30% service seekers seek information about goods and services over the internet in Khagrachhari and Gazipur, which is also confirmed from their

Figure 3: UISCs district-wise total income (BDT)



overall low position. Jamalpur, Lalmonirhat, Manikganj and Pirojpur at 31% rank a little higher on this first indicator, followed by Madaripur and Chapai Nawabganj 33%, Bhola 35% and Kushtia 37%.

Information related to agriculture, education, and other social services is the least internet-based sought service. Chandpur at 63% is first followed by Magura 53%, Dhaka 50%, Gopalganj 43% and Joypurhat 41%. Chapai Nawabganj has zero activities in this second indicator; Khagrachhari 5%, Jamalpur, Faridpur and Pirojpur 6%, Lalmonirhat and Bagerhat 9% and Sherpur 10% make up the bottom five districts.

Information seekers are interested in receiving information from general government organisations through the internet. The service is most popular in Sirajganj at 99%, followed closely by Nilphamari, Jessore, Feni, Panchagarh and Rajbari 98%. Munshiganj, Maulvibazar, Shariatpur and Joypurhat jointly secured the third place at 97% with Netrakona, Noakhali, Bagerhat, Satkhira, Cox's Bazar and Jhenaidah locked at 96%, followed by Narail, Dinajpur and Chandpur at 95%. Gazipur 64%, Khagrachhari 68%, Bandarban 70%, Brahmanbaria 72% and Faridpur 75% comprised the bottom-five districts.

Interaction with general government organisations is another popular internet-related service. All UISCs in Feni and Panchagarh provide this service to rural citizens. A staggering 99% in Sirajganj and Maulvibazar also reported that they provide this interactive service. These districts are followed by Natore 98%, Joypurhat 97%, with Pabna and Gopalganj both at 96%. In keeping with the overall trend, Gazipur and Khagrachhari are the poorest performers with 54% and 57% respectively. Lalmonirhat at 69%, Barisal, Bandarban and Manikganj 70%, and Pirojpur 71% make up the bottom three positions respectively from the bottom-up.

Sending and receiving email is by far the most popular internet-related service. 100% of the respondents in 17 districts confirmed that citizens use this service. These are: Barguna, Chuadanga, Cox's Bazar, Dhaka, Habiganj, Jessore, Joypurhat, Khulna, Kushtia, Lakshmipur, Meherpur, Nilphamari, Pabna, Rajbari, Rajshahi, Shariatpur and Sherpur. Almost all districts recorded above 90% on this indicator. Bandarban ranked lowest at 80%, followed by Khagrachhari 89%.

Telephoning over the internet or VOIP is another less sought internet-based service. Panchagarh, which outperforms all the other districts in overall estimates, is the top district at 56%. Chandpur came in second at 51% followed by Dinajpur 50%, Narayanganj 44% and Meherpur 39%. Noakhali 5%, Joypurhat 6%, Munshiganj 7%, Rangamati 8% and Bhola 10% were the bottom five districts on this sixth indicator.

Another popular internet-based service is the instant messaging service. All of the respondents in 12 districts use internet at UISCs for instant messaging - Chuadanga, Joypurhat, Khulna, Lakshmipur, Magura, Meherpur, Nilphamari, Noakhali, Panchagarh, Pirojpur, Rajbari and Rangamati. Almost all districts recorded above 90%, on average, with respect to this indicator. Bandarban, which comes in last in overall rankings, is positioned at the bottom at 83% followed by Rangamati 87%.

An astounding 97% of the total respondents in Joypurhat provide internet banking facilities to rural citizens, making it the top district. It is followed by Thakurgaon 96%, Noakhali and Sirajganj 94%, Rajbari and Rajshahi 93%, and Dinajpur and Magura both recording 92%. Chapai Nawabganj at 60% is the lowest performer, followed by Barisal and Faridpur 61%. Khagrachhari, Kurigram and Madaripur recorded 62%, 65% and 66% respectively.

Thakurgaon 92%, Magura and Panchagarh 86%, Chandpur 77%, Netrakona 74% and Bogra 73% are top five districts providing internet-based services for education and learning activities; on the other hand, Bandarban and Chuadanga 33%, Maulvibazar and Rangamati 39%, Chapai Nawabganj 40%, Shariatpur and Feni 42% and Noakhali and Tangail 44% are the lowest performers.

A total of 86% respondents in Chandpur and Panchagarh reported that citizens use the internet to play or download video games or computer games. Magura and Narsingdi 83%, Thakurgaon 82%, Sunamganj and Meherpur 78%, Bogra and Bhola 75%, also come on the top five. The bottom five districts are Bandarban 33%, Feni 40%, Rangamati 42%, Kurigram 44% and Madaripur 45%.

Internet is also quite frequently used to download movies, images, music, watch TV or video, or to listen to radio or music. All UISCs in Panchagarh used internet for delivering this service. An overwhelming 97% of UISCs in Nilphamari also provide

this service. They are followed by Natore, Satkhira, Narsingdi 96%, Feni 95%, and Sunamganj, Jamalpur, Khulna, Joypuorhat and Habiganj 94%. Jhalokati was the poorest performer at 56%, followed by Bandarban 67%, Chuadanga and Manikganj 73%, Rangamati 74% and Gazipur 77%.

Feni 86%, Munshiganj 85%, Dhaka 83%, Lakshmipur 81% and Sirajganj 73% rank at the top five with regard to using internet for downloading software; on the other end of the spectrum, Kishoreganj 29%, Lalmonirhat 31%, Pabna 33%, Bagerhat, Narail and Rangamati 35%, and Faridpur 38% come in the last five.

The final indicator concerns use of internet to read or download online newspapers, magazines and electronic books. A staggering 99% of UISCs in Narsingdi and Kushtia districts reported that citizens use this service. Jessore, Feni and Panchagargh 98%, Munshiganj and Shariatpur 97%, Khulna, Jamalpur, Maulvibazar and Gopalganj 96%, Rajbari, Barguna, Nilphamari and Habiganj 95%, are also among the top five. The bottom five districts are Jhalokati 59%, Barisal 61%, Rangamati 62%, Lalmonirhat 62%, Narayanganj 71% and Bandarban 73%.

The broad findings from set of ITU's household indicators are as follows:

- Sending/receiving email and instant messaging are the two most popular services followed by information from general government organisations and downloading movies, images, music, watching TV or video, or listening to radio or music.
- The two least popular internet activities are getting information related to agriculture, education, and other social services, and telephoning over the internet/VoIP.
- UISCs in Chittagong, amongst all seven divisions, are providing the lowest quantity of internet-based services. Most of its districts, especially, Bandarban, Rangamati and Khagrachhari are among the bottom five across all indicators.

In terms of services, it is evident that the most popular services being rendered through 75% of UISCs is birth registration, followed by composing works 65% and citizen's certification 42% (Table 10).

Table II: Internet activities and services provided through UISCs (% of UISCs)

Category	Top District(s)	Bottom District(s)
Getting information about goods or services	Panchagarh (88)	Khagrachhari and Gazipur (30)
Getting information related to agriculture, education and other social services	Chandpur (63)	Chapai Nawabganj (0)
Getting information from general government organisations	Sirajganj (99)	Gazipur (64)
Interacting with general government organisations	Feni and Panchagarh (100)	Lalmonirhat (69)
Sending or receiving email	17 districts (100)	Bandarban (80)
Telephoning over the internet/ VoIP	Panchagarh (56)	Noakhali (5)
Posting information or instant messaging	12 districts (100)	Bandarban (83)
Internet banking	Joypurhat (97)	Chapai Nawabganj (60)
Education or learning activities	Thakurgaon (92)	Bandarban and Chuadanga (33)
Playing or downloading video games or computer games	Chandpur and Panchagarh (86)	Bandarban (33)
Downloading movies, images, music, watching TV or video, or listening to radio or music	Panchagarh (100)	Jhalokati (56)
Downloading software	Feni (86)	Kishoreganj (29)
Reading or downloading online newspapers or magazines, electronic books	Narsingdi and Kushtia (99)	Jhalokati (59)

2.1.6 Independent promotion activities

Table 11 presents different steps UISCs are taking to market their offered services. Findings revealed that Joypurhat and Panchagarh top all indicators with an overall average of 85%. They are followed by Chandpur at 81% and Magura 78%. Feni, Thakurgaon and Meherpur recorded an overall average of 75%, with Netrakona

74%. The low performers are Gazipur 38%, Khagrachhari 45%, Chuadanga 46%, Chapai Nawabganj and Rangamati 49%, and Bandarban 51%.

Individual analysis of each indicator shows that Barguna at 71% mostly uses Uthan Boithok (yard meeting) as a medium for disseminating information about UISCs. This district is followed by Nilphamari 68%, Habiganj 66%, Sirajganj and Jhalokati 63%, and Bhola 62%. Gazipur 10%, Munshiganj and Chuadanga 18%, Narayanganj 22%, Khulna and Jamalpur 26%, Maguura and Bagerhat 28% comprised the bottom-five districts in this indicator.

A staggering 97% of UISCs in Chandpur use banners as a mode of publicity, making it the top district on this indicator. It is closely followed by Thakurgaon 96%, Panchagarh and Sathkhira 95%, Magura, Sherpur and Joypurhat 94%, and Nilphamari 93%. Chapai Nawabganj and Khagrachhari at 51% are the poorest performers, followed by Bandarban 53%, Patuakhali and Gazipur 56%, Chuadanga 58% and Bhola 63%.

Video presentation is one of the less preferred modes of publicity. Panchagarh at 98% topped the indicator, followed by Meherpur at 94%, Thakurgaon and Jessore 90%, Dinajpur 88% and Sathkhira and Lalmonirhat at 87%. Khagrachhari 24%, Chittagong 28%, Barisal 30%, Gazipur 33% and Rangamati 35% make up the bottom five districts.

Signboards are a popular method of advertisement as opined by UISCs' entrepreneurs. All respondents in Thakurgaon, Joypurhat and Jamalpur affirmed that they use this method. They are closely followed by Manikganj and Sherpur 98%, Magura, Shariatpur, Jhalokati, Chandpur and Lakshmipur 97%, Rajbari 95% and Jhenaidah 94%. Chapai Nawabganj at 44% is the poorest performer on this indicator. Gazipur 49%, Gaibandha 61%, Chuadanga 64% and Khagrachhari 68% make up the second, third, fourth and fifth positions respectively.

Seminars are most popular in Panchagarh with 99% UISCs, followed by Joypurhat at 84%. Jhalokati and Magura at 78% jointly secured the third place. Narayanganj at 76% and Feni and Chandpur at 72% made up the top fourth and fifth positions. Khagrachhari 14%, Gazipur 26%, Chuadanga 27%, Chapai Nawabganj and Pirojpur 29% and Faridpur 31% comprised the bottom-five districts.

Public announcement (or miking) at 91%, on average, is by far the most popular mode of advertisement preferred by UISCs' entrepreneurs. All respondents in 8 districts confirmed that they prefer to use this method – Chapai Nawabganj, Gaibandha, Jhalokati, Joypurhat, Magura, Nilphamari, Pabna and Thakurgaon. Almost all districts recorded above 80% in this indicator except for Rangamati, Bandarban, Khagrachhari, Sylhet and Narayanganj which recorded 35%, 50%, 62%, 77% and 78% respectively.

On average, 60% UISCs reported to have used public gatherings and meetings to advertise about UISC services. Panchagarh and Joypurhat 88%, Meherpur and Madaripur 83%, Chandpur 81%, Shariatpur 80% and Feni 77% are top five; on the other hand, Gazipur 23%, Munshiganj 31%, Chuadanga 33%, Manikganj, Noakhali and Naogaon 42% and Khulna 43% make up the bottom five.

SMS with an overall average of 38% is the least preferred method of marketing. Joypurhat at 75% ranks first, closely followed by Magura 72%, Satkhira 71%, Panchagarh 70% and Rajbari 69%. Khagrachhari 3%, Chapai Nawabganj 7%, Gazipur 13%, Feni 14% and Gaibandha 15% rank the lowest in this indicator.

UISC entrepreneurs also distribute leaflets containing information about UISC services on a regular basis. Chandpur at 92% is the top district followed by Lakshmipur 91%, Dhaka and Munshiganj 90%, Dinajpur 89%, Rangpur and Joypurhat 88% respectively. Bandarban 27%, Lalmonirhat 40%, Gazipur 44%, Chuadanga 45% and Patuakhali 52% make up the bottom five districts.

61% of UISCs use posters as a mode of publicity. 89% in Magura and 87% in Rangpur use posters followed by Rajshahi 86% Thakurgaon 84% and Panchagarh 81%. Bandarban 17% was the poorest performer, followed by Patuakhali 31%, Jamalpur 35%, Gazipur 36 % and Habiganj 38%.

An overwhelming 94% UISCs in Joypurhat reported that they use public communication for promotional purposes. Sunamganj 92%, Panchagarh 91%, Narail and Meherpur 89%, Natore, Feni and Madaripur locked at 88% come on the top five. The bottom five districts in this indicator are Jhalokati 33%, Khulna 46%, Gazipur and Chapai Nawabganj 49%, Kushtia 55% and Lalmonirhat 56%.

Ward meetings is another less preferred mode of promotion with an overall average of 54%. Joypurhat, which outperforms all the other districts in overall estimates, is the top district at 94%. Feni comes in second at 93% followed by Panchagarh 86%, Netrakona 80% and Meherpur 78%. Gazipur 26%, Kuirgram 29%, Chapai Nawabganj 31%, Maulvibazar, Cox's Bazar and Chuadanga tied at 33%, and Jhalokati 34%, are bottom five districts.

Table III: Methods for advocating awareness about UISCs (% of UISCs)

Category	Top District(s)	Bottom District(s)
Uthan boithok (yard meeting)	Barguna (71)	Gazipur (10)
Banner	Chandpur (97)	Chapai Nawabganj and Khagrachhari (51)
Video presentation	Panchagarh (98)	Khagrachhari (24)
Signboard	Thakurgaon, Joypurhat and Jamalpur (100)	Gazipur (49)
Seminar	Panchagarh (99)	Khagrachhari (14)
Miking public announcement	8 districts (100)	Rangamati (35)
Gathering-meeting	Panchagarh and Joypurhat (88)	Gazipur (23)
SMS	Joypurhat (75)	Khagrachhari (3)
Leaflet	Chandpur (92)	Bandarban(27)
Poster	Magura (89)	Bandarban (17)
Public communication	Joypurhat (94)	Jhalokati (33)
Ward meetings	Joypurhat (94)	Gazipur (26)

2.1.7 Support from local government authorities

In total, 68% UISCs entrepreneurs' affirmed that the Information Officers get engaged in their works. Table 12 reveals the extent of support that UISCs receive from different representatives of the local government. Proper backing and assistance from local representatives is extremely important for efficient functioning and sustainability of UISCs. Analysis of the findings showed that Jhalokati tops all indicators with an overall average of 73%. It is followed by Netrakona, Narayanganj, Sherpur and Meherpur with 72%, 71%, 69% and 65% respectively. Khagrachhari 25%, Rangamati 30% and Bagerhat, Patuakhali and Lalmonirhat at 32% are on the opposite end of the spectrum. Thakurgaon, Mymensingh and Noakhali with

34% each and Bhola and Narail with 35% each, also rank among the bottom five performers.

Individual analysis of the indicators reveals that UISCs' entrepreneurs receive the most support from Union Parishad Chairman and Secretary. An astounding 100% of the respondents in Joypurhat said they receive full support from the Union Parishad Chairman. Thakurgaon and Lalmonirhat 96%, Panchagarh and Rangpur 95%, Dinajpur 94%, Bandarban and Pabna 93% together comprise the top five districts. The bottom five districts in this indicator are Rangamati 63%, Noakhali 66%, Chapai Nawabganj 71%, Jhenaidah 72% and Khagrachhari 73%.

Unsurprisingly, Joypurhat and Lalmonirhat at 100% also top the second indicator, i.e., support from Union Parishad Secretary, which is equally popular among the respondents. Shariatpur at 97% ranks second, followed by Chuadanga and Satkhira at 94%, Panchagarh, Rajbari, Narayanganj, Kushtia at 93% and Dinajpur, Rangamati and Narail at 92%. Noakhali 64%, Nilphamari 65%, Feni 67%, Patuakhali 70% and Faridpur 71% make up the five districts from the bottom-up.

With an overall average of only 23%, Upazila Nirbahi Officers (UNOs), or sub-district officers, provide the least backing to UISCs. Netrakona and Jhalokati with a modest 66% of UISCs top the indicator. They are followed by Joypurhat 53%, Dinajpur 52%, Narayanganj 46% and Meherpur 44%. Khagrachhari and Lalmonirhat report zero, Nilphamari 3%, Bagerhat 4%, Bogra and Bhola 5%, and Natore 6% are positioned at the other end.

UISCs receive extensive support from Deputy Director, Local Government (DDLG). They are most popular in Jhalokati at 84%, followed closely by Rangamati 83% and Joypurhat 81%. Sherpur 79%, Meherpur and Lakshmipur 78%, makes up the remaining top five districts. DDLG are least popular in Khagrachhari 22%. It is followed by Lalmonirhat 31%, Madaripur 34%, Thakurgaon 35% and Kushtia 37%.

Narayanganj outperforms all districts at 76% when it comes to receiving support from Additional Deputy Commissioner (ADC) (General). Jhalokati comes in second at 69% followed by Meherpur 61%, Sherpur 60% and Netrakona 58%. ADCs

(General) are least helpful in Lalmonirhat with 4% UISCs followed by Sathkhira 6% and Kushtia 7%. Bagura, Thakurgaon and Khagrachhari are tied at fourth position with 8%, while Mymensingh and Brahmanbaria positioned fifth with 9% each.

Similarly, ADC (ICT) is also unsupportive with an overall indicator average of 28%. Meherpur at 72% tops this indicator. It is closely followed by Narayanganj 71%, Jhalokati 63%, Sherpur 62% and Sirajganj and Netrakona 61%. Natore shows zero activities in this indicator. Lalmonirhat 2% and Khagrachhari 5% are in the second and third lowest positions respectively. Shariatpur, Gazipur, Thakurgaon, Brahmanbaria and Mymensingh are locked at 8% with Bagerhat at 9%.

DCs are also not too supportive towards UISCs. Sherpur is the top district at 69%. Narayanganj, Jhalokati and Kurigram second at 63%, followed by Netrakona 60%, Sirajganj 55% and Meherpur 50%. Thakurgaon 2%, Bagerhat and Khagrachhari 3%, Lalmonirhat 4%, Gazipur 5% and Patuakhali 6% are bottom five districts.

The final indicator concerns support from other sources. Jhalokati, which ranks among the top performing districts across all indicators, tops this indicator as well, with 88% response rate. Netrakona 78%, Narayanganj 66%, Sherpur 62% and Chandpur 55% are also among the top five. The bottom five districts in this indicator are Narail 5%, Shariatpur 6%, Mymensingh 9%, Bogra 10% and Naogaon 12%.

Table IV: Support from local government representatives (% of UISCs)

Category	Top District(s)	Bottom District(s)
UP Chairman	Joypurhat (100)	Rangamati (63)
UP Secretary	Joypurhat and Lalmonirhat (100)	Noakhali (64)
UNO	Netrakona and Jhalokati (66)	Khagrachhari and Lalmonirhat (0)
DDLG	Jhalokati (84)	Khagrachhari (22)
ADC (General)	Narayanganj (76)	Lalmonirhat (4)
ADC (ICT)	Meherpur (72)	Natore (0)
DC	Sherpur (69)	Thakurgaon (2)
Others	Jhalokati (88)	Narail (5)

2.1.8 Popular services

Table 13 presents the type of services which are playing a pivotal role in helping UISCs remain financially solvent. Birth certificates, as noted earlier in Table 10, is by far the most popular service and it is 100% in case of more than a quarter of UISCs – Bagerhat, Barguna, Cox’s Bazar, Chuadanga, Habiganj, Joypurhat, Jhalokati, Kishoreganj, Kurigram, Magura, Munshiganj, Narail, Narayanganj, Netrakona Satkhira, Rajbari and Sherpur. In case of the remaining districts, all of them score minimum 80% in this category.

The list of Vulnerable Group Development (VGD) is another financially viable service offered by UISCs. All respondents in Narail and Panchagarh responded that they provide this service to the rural citizenry. A staggering 99% UISCs in Pabna and Munshiganj also reported that they provide this popular service. These districts are followed by Lakshmipur, Thakurgaon and Narayanganj at 98%, Kurigram, Magura, Kushtia and Shariatpur 97%, and Joypurhat, Gaibandha, Sherpur, Rangpur and Lalmonirhat at 96%. Khulna 48%, Sylhet 60%, Patuakhali 69%, Khagrachhari 71% and Noakhali 72% are the bottom five districts in this indicator.

All respondents in Magura and Joypurhat offer this service followed by a staggering 98% in Narsingdi, Kushtia, Chuadanga and Bandarban. Thakurgaon and Brahmanbaria follow at 96%, and Narayanganj and Madaripur at 95% complete the top five. The bottom five districts in this indicator are Meherpur 50%, Naogaon 55%, Noakhali 59%, Chapai Nawabganj 60% and Jessore 63%.

The list of Vulnerable Group Feeding (VGF) programme is another good source of income for the respondents. All UISCs in Panchagarh and 99% in Pabna said they provide this service. 98% respondents in Thakurgaon, Sirajganj and Narayanganj also confirmed they deliver this service for a fee, followed by Narail, Munshiganj and Joypurhat 97%, and Kushtia 96%. Sylhet 62%, Patuakhali 64%, Madaripur 67%, Barguna, Noakhali and Kishoreganj 69% and Lalmonirhat 71% comprised the bottom five districts.

Another very popular service is the delivery of the citizens’ charter. This service is most in demand in Nilphamari at 99%, followed closely by Sherpur and Thakurgaon

96%. Madaripur and Kushtia with 93% each, jointly hold the third place. Magura and Mymensingh at 92% and 91% respectively, make up the remaining top five districts. Khulna 33%, Jessore 36%, Chapai Nawabganj 40%, Cox's Bazar 44% and Rajbari 48% forms the tail end.

All UISCs in seven districts confirmed that citizens seek compose works related service. These are – Bandarban, Chapai Nawabganj, Joypurhat, Meherpur, Nilphamari, Panchagarh and Shariatpur. Almost all districts recorded above 80% on this indicator excluding Sunamganj at 74%.

Apart from the ones mentioned above, UISCs do not have any other major source of income. Nilphamari 92%, Panchagarh 91%, Feni 74%, Barguna 70% and Tangail 54% provide other miscellaneous services in exchange for a fee. Seven districts recorded zero in this category – Gazipur, Gopalganj, Jhenaidah, Munshiganj, Netrakona, Rajshahi and Sunamganj. Sirajganj 1%, Noakhali 2%, Joypurhat and Bhola 3%, Narayanganj and Habiganj 5%, and Sylhet and Chuadanga recorded 6% each.

Table V: Financial mechanisms sustaining UISCs operation (% of UISCs)

Category	Top District(s)	Bottom District(s)
Birth Certificate	17 districts (100)	None (all score minimum 80)
VGD	Narail and Panchagarh (100)	Khulna (48)
Death Certificate	Magura and Joypurhat (100)	Meherpur (50)
VGF	Panchagarh (100)	Sylhet (62)
Citizen's charter	Nilphamari (99)	Khulna (33)
Compose work	7 districts (100)	Sunamganj (74)
Others	Nilphamari (92)	7 districts (0)

2.2 Union Parishad Chairman

2.2.1 Contention with UISCs works

The UISC Census interviewed 4,506 UP chairmen and reported their satisfaction level with UISCs' works (Table 14). A total of 1,496 and 2,145 chairmen reported that they are 'very content' and 'content' with UISCs. This comes altogether to

3,641 UISCs or 81%. A total of 49 and 67 chairmen reported that they were 'very discontent' and 'discontent' respectively. About 749 UISCs works are considered to be neither content nor discontent, accounting for 17% of the total respondents.

The highest number of 'vey content' UISCs are reported in the following districts: Mymensingh with 53 UISCs, followed by Chittagong 49, Tangail 48, Habiganj 44, and 37 UISCs in case of Chandpur, Kishoreganj and Madaripur. On the other hand, 4 chairmen in Sunamganj and Natore reported high dissatisfaction with the UISCs' works.

The top five districts which reported satisfaction with the UISCs are Chittagong with 112 UISCs, Comilla 93, Mymensingh 69, Bogra 52 and Brahmanbaria 61.

Out of the 49 UISCs whose works are not deemed content, i.e., 'discontent' category, the top districts are: Comilla with 6 UISCs, Kurigram 5, Sylhet and Manikganj each 4, Khagrachhari, Patuakhali, Naogaon and Kishoreganj 3 respectively, and 2 UISCs in Rajshahi, Sherpur, Khulna, Munshiganj, Jamalpur, Tangail, Noakhali, Netrakona, Bogra and Chittagong.

The districts with the five highest 'indifferent' opinions with regard to UISCs' workers are Comilla 49, Chittagong and Naogaon 28 respectively, Jessore 27, Bogra 25, Noakhali and Sylhet each with 23 UISCs.

2.2.2 Number of entrepreneurs

Table 15 presents the number of entrepreneurs working in UISCs across the 64 districts in Bangladesh. It is found that out of the 4,506 UISCs, 3,511 UISCs are run by two entrepreneurs. This represents 78% of all UISCs. Besides, 991 UISCs are being run by 1 entrepreneur whilst 4 UISCs are reported to have no entrepreneur. The top-five districts where UISCs are being run by two entrepreneurs are: Mymensingh 120 UISCs, Chittagong 101, Comilla 105, Dinajpur 100 and Kishoreganj 95. Districts where UISCs are being run by 1 entrepreneur are: Chittagong 92, Comilla 76, Tangail 56, Faridpur 45 and Sylhet 41. In terms of availability of an alternative entrepreneur, districts with the highest number of UISCs are: Jessore 56, Sirajganj 50, Nilphamari 43, Narsingdi 42 and Joypurhat 40.

2.2.3 Appointment of entrepreneurs

Finally, chairmen were asked to report to identify the authority making the decisions on entrepreneurs' appointment (Table 16). Here, it is found that in 1,861 UISCs, chairmen appointed entrepreneurs, which is about 41% of all UISCs. This is followed by UNO recorded at 1,204 UISCs or 27%. In case of 771 UISCs, appointment decision is made by UP Committee. More than 50 UP chairmen responded that the decision was taken by them in the following districts: Mymensingh 77 UISCs, Comilla 60, Dinajpur 57, Netrakona 56, Kishoreganj 55, Chittagong 53, and 50 UISCs in Pabna and Tangail. In case of UNOs, their decision is most strongly felt in the following five districts: Comilla at the top with 81 UISCs, Bogra 53, Noakhali 45, Sylhet 41 and Chittagong 38. Committees are playing an important role in the following districts with the highest number of reported UISCs: Khulna 35, Narsingdi 34, Chittagong 32, Dinajpur 29, and Maulvibazar and Sunamganj 28 respectively.

The 'others' category needs to be interpreted with a degree of caution because it has serious policy implications with regard to updating the prevailing system of UISCs' entrepreneurs appointment. Almost 15% or 670 Union Parishad chairmen reported that the entrepreneurs are appointed by 'others' and not the stipulated, designated authorities, i.e., Union Parishad. Here, the outliers are Chittagong with 70 UISCs, Mymensingh 48, Kishoreganj 33, Tangail 31 and Comilla 26.

4. Key Findings: Union Parishad Secretary

2.3 Union Parishad Secretary

2.3.1 Contention with UISCs' works

The Census interviewed a total of 4,500 UP secretaries who were asked to provide opinions on the quality of UISCs' operations. Table 17 presents the satisfaction level with regard to UISCs' works. A staggering 1,296 and 2,163 secretaries opined that the work done by UISCs is 'very content' and 'content' respectively. This implies that 77% of UISCs works are at the satisfactory level. On the other hand, only 46 and 75 secretaries set the work of UISCs at 'very discontent' and 'discontent' levels. Interestingly, 920 secretaries were indifferent about the UISCs' workers which represent about 20% of the government-owned micro-enterprises.

According to UP secretaries' perceptions, Tangail and Mymensingh outperform all other districts with 46 UISCs each, followed by Chittagong 43, Habiganj and Chandpur 40, Brahmanbaria 36 and Dhaka 32, for the 'very content' category. With regard to 'content,' top performers are Chittagong 112, Comilla 91, Mymensingh 70, Dinajpur 58, Bogra 50 and Brahmanbaria 50.

2.3.2 Contention with services

Table 18 presents the UP secretaries' satisfaction with the services being rendered through UISCs. A total of 1,269 and 2,194 respondents reported that they found the services to be 'very content' and 'content' respectively. This represents 77% of all UISCs. At the other extreme, only 22 and 62 secretaries affirmed that they found the services 'very discontent' and 'discontent' respectively. Interestingly, 953 secretaries could not decide on the satisfaction level and thus reported as 'indifferent.' This is about 21% of all government-owned, one-stop information and service delivery centres.

The five best performers for the 'very content' category are Chittagong 48, Brahmanbaria 41, Tangail 40 and Chandpur, Mymensingh 39, and Habiganj 36. Chittagong also tops the 'content' category with 111 Union Parishad secretaries making this opinion. It is followed by Comilla 87, Mymensingh 69, Dinajpur 59, and, Netrakona and Bogra with 52 each. The highest number of UISCs for the 'very discontent' category is found to be 4, in Pirojpur district. An astounding 47 districts' Union Parishad secretaries reported 0 for the 'very discontent' category; in other words, these districts have embraced UISCs with adequacy in terms of the demand being serviced for public information and services. The highest number of 'discontent' secretaries is found to be 7 in Comilla.

3. CONCLUSION

The underlying objective of the present findings is to allow *ab initio* offer a broad scenario of UISCs performance and also provide scope for revision of the methodology, categories and indicators for reflecting use of core statistics in future censuses to learn more about the government-owned micro-enterprises. By the virtue of Statistics Act 2013, the LGD will have to partner with BBS and SID in undertaking periodic exercises of UISCs in order to give effect to the provisions articulated in the National Strategy for Development of Statistics (NSDS) 2013. Conducting annual or bi-annual census of the UPs through or with regard to UISCs across the country will inevitably translate, in particular, two out of four priority areas mentioned in the National Strategy for Development of Statistics (NSDS) 2013. These pertain to (a) improving the quality, coverage and use of core statistics for national planning, macroeconomic management and resource mobilisation; and, (b) enhancing capacity to collect, compile, disseminate and use statistics at the local level to help empower citizens.

The overall scenario provided by the Census is the key to move ahead with further strengthening of the position and functions of UISCs as last mile service delivery agents. The analysis presented in this Census report will enable LGD, A2I and other concerned authorities towards developing a strategic plan which could assume a more holistic intervention. These interventions would aid to strengthen the lagging districts in further streamlining service delivery processes to the rural citizenry. In the short run, the district-wise findings will allow attending to those issues which will increase the relevancy of UISCs for rural citizenry, through further integration of public and private services which could be delivered at citizens' doorsteps. In addition, it will enable identifying immediate directions and required policy, financial and technical interventions ensuring UISCs sustainability. It is finally hoped that the findings will allow exploration of more services connecting those citizens at the bottom of the geographic pyramid, i.e., residing and working in rural and remote areas, with the entire government machinery.

ANNEX I: UISC CENSUS 2013 COMMITTEES

Editor's Forum Bangladesh Bureau of Statistics

SL. No.	Name	Designation	Organisation
1.	Mr. Jafor Ahmed Khan	Director, (Deputy Secretary) Demography and Health Wing	Convener
2.	Ms. Aziza Parvin	Director, IT Wing	Member
3.	Mr. Md. Moniruzzaman	Director (Deputy Secretary), Statistical Staff Training Institute	Member
4.	Ms. Salima Sultana	Director (Deputy Secretary) , Agriculture Wing	Member
5.	Mr. Md. Altaf Hossain	Project Director (Deputy Secretary) , Population & Housing Census 2011 Project	Member
6.	Mr. Md. Zahidul Hoque Sardar	Director, Census Wing	Member
7.	Mr. Ghose Subobrata	Director , FA & MIS Wing	Member
8.	Mr. Md Shamsul Alam	Director (CC), Industry and Labour Wing	Member
9.	Mr. Abul Kalam Azad	Director, National Accounting Wing	Member
10.	Mr. Dilip Kumar Bhadra	Joint Director, Industry and Labour Wing	Member
11.	Dr. Dipankar Roy	Deputy Director, National Accounting Wing	Member
12.	Mr. Mohammad Shaheen	Deputy Director, Demography and Health Wing	Member

PD's Forum Bangladesh Bureau of Statistics

SL. No.	Name	Designation	Office
1.	Md. Mashud Alam	Project Director, FS-NSC Project	Convener
2.	Mr. Md. Zahidul Hoque Sardar	Project Director, GIS Project	Member
3.	Mr. Altaf Hossain	Project Director, Population & Housing Census 2011 Project	Member

4.	Mr. Kabir Uddin Ahmed	Project Director, SISB Project	Member
5.	Mr. Bidhan Baral	Project Director , HDUAPS Project	Member
6.	Dr. Dipankar Roy	Project Director , MSCW Project	Member
7.	Mr. Dilder Hossain	Project Director , Economic Census 2013 Project	Member
8.	Mr. Jatan Kumar Saha	Project Director, DIS Project	Member
9.	Mr. A K M Ashraful Haque	Project Director, MSVSB Project	Member

Technical Committee of UISC Census 2013

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3.	Ms. Sabiha Parvin, Deputy Secretary, Cabinet Division	Member
4.	Mr. Tahmid Hasnat Khan, Deputy Secretary, SID	Member
5.	Ms. Aziza Parvin, Director, IT Wing, BBS	Member
6.	Mr. Md. Zahidul Hoque Sardar, Director, Census Wing, BBS	Member
7.	Mr. Md. Shamsul Alam, Director (CC), Industry and Labour Wing, BBS	Member
8.	Mr. Satya Ranjan Mondal, Director, National Accounting Wing, BBS	Member
9.	Ms. Farzana Sultana, Monitoring and Evaluation Officer, A2I	Member
10.	Mr. Md. Abu Abdullah, National Consultant	Member
11.	Mr. Asad-uz-zaman, Consultant, A2I	Member
12.	Mr. Md. Nazrul Islam, Senior System Analyst & Focal Point Officer, BBS	Member -Secretary

Data Processing Committee

SL. No.	Name and Designation	
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2.	Mr. Md. Karamat Ali, Senior Programmer, BBS	Member
3.	Mr. S M Ahasan Kabir, Programmer	Member

Implementation Committee of UISC Census 2013

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4.	Mr. Md. Zahidul Hoque Sardar, Director, Census Wing, BBS	Member
5.	Mr. Md. Nazrul Islam, Senior System Analyst & Focal Point Officer, BBS	Member
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8.	Ms. Farzana Sultana, Monitoring and Evaluation Officer, A2I	Member
9.	Mr. Asad-uz-zaman, Consultant, A2I	Member
10.	Mr. Md. Mofizul Islam, Programmer, BBS	Member
11.	Mr. Md. Abdul Kadir Miah, Joint Director, BBS	Member-Secretary

ANNEX II: QUESTIONNAIRE



গোপনীয়

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার
বাংলাদেশ পরিসংখ্যান ব্যুরো
পরিসংখ্যান ও তথ্য ব্যবস্থাপনা বিভাগ
পরিকল্পনা মন্ত্রণালয়
ইউআইএসসি শুমারি ২০১৩

এলাকার পরিচিতি:

জিও কোড পরিচিতি	এলাকার বিবরণ	কোড
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ইউআইএসসি (UISC)		

তথ্য সংগ্রহকারীর নাম: স্বাক্ষর :

তথ্য সংগ্রহকারীর মোবাইল :

সুপারভাইজিং কর্মকর্তার নামঃ স্বাক্ষর :

ডাটা এন্ট্রি অপারেটরের নামঃ স্বাক্ষর :



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Page 2

15. ইউআইএসসিতে ব্যবহৃত যন্ত্রপাতিঃ

যন্ত্রপাতির নাম	মোট সংখ্যা	নিজস্ব সংখ্যা	যন্ত্রপাতির নাম	মোট সংখ্যা	নিজস্ব সংখ্যা	যন্ত্রপাতির নাম	মোট সংখ্যা	নিজস্ব সংখ্যা	যন্ত্রপাতির নাম	মোট সংখ্যা	নিজস্ব সংখ্যা
a. ডেস্কটপ কম্পিউটার:	<input type="text"/>	<input type="text"/>	e. মোবাইল ফোন :	<input type="text"/>	<input type="text"/>	i. ওয়েবক্যাম:	<input type="text"/>	<input type="text"/>	m. আই পি এস:	<input type="text"/>	<input type="text"/>
b. ল্যাপটপ কম্পিউটার:	<input type="text"/>	<input type="text"/>	f. মডেম:	<input type="text"/>	<input type="text"/>	j. ফটোকপি :	<input type="text"/>	<input type="text"/>	n. ইউ পি এস:	<input type="text"/>	<input type="text"/>
c. মাল্টিমিডিয়া প্রজেক্টর:	<input type="text"/>	<input type="text"/>	g. প্রিন্টার :	<input type="text"/>	<input type="text"/>	k. পেমিনেটিং:	<input type="text"/>	<input type="text"/>	o. সোলার সিস্টেম:	<input type="text"/>	<input type="text"/>
d. ডিজিটাল ক্যাসেট:	<input type="text"/>	<input type="text"/>	h. স্ক্যানার:	<input type="text"/>	<input type="text"/>	l. জেনারেটর:	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>

প্রশ্ন 15.0 সোলার সিস্টেম -এর উত্তরে সংখ্যা '00' হলে 17. নং প্রশ্নে যান।16. আপনি বাংলাদেশ কম্পিউটার কাউন্সিল (বিসিসি) থেকে সোলার সিস্টেম পেয়েছেন কি না? 1= 'হ্যাঁ' 2= 'না'

প্রশ্ন 16. -এ উত্তর 'না' হলে 17. নং প্রশ্নে যান।

16.1. প্রশ্ন 16 -এ উত্তর 'হ্যাঁ' হলে, সেটি তিকমতো কাজ করছে কি না? 1= 'হ্যাঁ' 2= 'না'16.2. প্রশ্ন 16.1 এ উত্তর 'হ্যাঁ' হলে, সোলার সিস্টেমের মাধ্যমে নিচের যন্ত্রপাতিগুলো চালাতে পারেন কি? 1= 'হ্যাঁ' 2= 'না'a. কম্পিউটার b. প্রিন্টার c. স্ক্যানার d. লাইট e. ফ্যান f. প্রজেক্টর 16.3. প্রশ্ন 16.1-এ উত্তর 'হ্যাঁ' হলে, সোলার সিস্টেমের মাধ্যমে কত ঘন্টা চলে / ব্যাকআপ পান? 16.4. প্রশ্ন 16.1-এ উত্তর 'না' হলে, সোলার সিস্টেম ইউআইএসসিতে ব্যবহার না হয়ে অন্যত্র ব্যবহার হচ্ছে কি? 1= 'হ্যাঁ' 2= 'না'16.5. প্রশ্ন 16.4-এ উত্তর 'হ্যাঁ' হলে, সোলার সিস্টেম কোথায় ব্যবহার হচ্ছে? (কোড লিখুন) চেয়ারম্যানের বাড়িতে = 116.6. কি যান্ত্রিক ত্রুটির জন্য সোলার সিস্টেম ব্যবহার হচ্ছে না? (কোড লিখুন) সচিবের বাড়িতে = 2ব্যাটারির পানি কমে গেলে / ব্যাটারি নষ্ট হলে = 1 ইনভার্টার নষ্ট হলে/ত্রুটি দেখা দিলে = 2 নির্দিষ্ট লোডের বেশি নিলে = 3 বেশি সময় ব্যবহার করলে = 4 অন্যান্য = 5 (উল্লেখ করুন): 17. ইউআইএসসিতে বিদ্যুৎ সংযোগ আছে কি? 1= 'হ্যাঁ' 2= 'না' 18. ১ম উদ্যোক্তা কত টাকা বিনিয়োগ করেছে? 19. ২য় উদ্যোক্তা কত বিনিয়োগ করেছে?

20. প্রথম উদ্যোক্তা কি নিম্নোক্ত উৎস থেকে টাকা বিনিয়োগ করেছে? 1= 'হ্যাঁ' 2= 'না'

a. ব্যাংক লোন b. মহাজন c. নিজস্ব টাকা d. এনজিও অন্যান্য (উল্লেখ করুন):

21. দ্বিতীয় উদ্যোক্তা কি নিম্নোক্ত উৎস থেকে টাকা বিনিয়োগ করেছে? 1= 'হ্যাঁ' 2= 'না'

a. ব্যাংক লোন b. মহাজন c. নিজস্ব টাকা d. এনজিও অন্যান্য (উল্লেখ করুন):

22. ইউআইএসসি পরিচালনার কাজে নিচের কর্মকর্তাদের কতটুকু সহযোগিতা পেয়ে থাকেন? (কোড লিখুন):

a. চেয়ারম্যান d. উপজেলা নির্বাহী কর্মকর্তা g. এসি (আইসিটি)

b. সচিব e. এডিসি (জেনারেল) h. জেলা প্রশাসক

c. ডিডিএলজি f. এডিসি (আইসিটি) i. অন্যান্য (উল্লেখ করুন)

নিয়মিত = 1
মাঝে-মধ্যে = 2
কখনই না = 3

Set Code:

(ইউআইএসসি উদ্যোক্তার জন্য)

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23. ইউআইএসসি'র প্রচারের জন্য গত এক বছরে নিম্নোক্ত উদ্যোগ/পদক্ষেপসমূহ গ্রহণ করা হয়েছে কি? 1= 'হ্যাঁ' 2= 'না'

- a. উঠান বৈঠক c. ভিডিও প্রদর্শনী e. সেমিনার g. সভা-সমাবেশ i. লিফলেট k. জনসংযোগ
- b. ব্যানার d. সাইনবোর্ড f. মাইকিং h. এসএমএস পাঠানো j. পোস্টার l. ওয়ার্ড সভা

24. ইউআইএসসি'র প্রচারের কাজে জেলা তথ্য অফিস সম্পৃক্ত কি না? 1= 'হ্যাঁ' 2= 'না' 3= 'জানা নাই'

25. ইন্টারনেট ব্যবহার করে আপনি নিম্নোক্ত সেবাগুলো গ্রহণ করেন কি? 1= 'হ্যাঁ' 2= 'না'

- a. পণ্য অথবা সেবা সম্পর্কে তথ্য নেওয়া g. ইন্টারনেট ব্রাউজিং করা l. সোসাল নেটওয়ার্কে তথ্য পোস্ট করা অথবা ইপস্টার্ট মেসেজিং করা
- b. পণ্য বা সেবা ক্রয় করা h. শিক্ষা ও শিক্ণ বিষয়ক কার্যক্রম
- c. সরকারী প্রতিষ্ঠান সম্পর্কে তথ্য নেওয়া i. ভিডিও গেম খেলা/ডাউনলোড করা m. অন লাইন নিউজপেপার/ম্যাগাজিন/ই-বুক পড়া অথবা ডাউনলোড করা
- d. সরকারী প্রতিষ্ঠানের সংশ্লিষ্ট যোগাযোগ করা j. মুভি/ইমেজ/মিউজিক/টিভি/রেডিও ডাউনলোড করা
- e. ই-মেইল আদান প্রদান করা k. সফটওয়্যার ডাউনলোড করা
- f. ভিওআইপি ব্যবহার করে ফোন করা

26. ইউআইএসসি পরিচালনায় আপনার কি কি সমস্যা হয় লিখুন ?

a.	<input type="text"/>	<input type="text"/>
b.	<input type="text"/>	<input type="text"/>
c.	<input type="text"/>	<input type="text"/>
d.	<input type="text"/>	<input type="text"/>

27. সমস্যা হলে তার সমাধান কিভাবে করেন ?

a.	<input type="text"/>	<input type="text"/>
b.	<input type="text"/>	<input type="text"/>
c.	<input type="text"/>	<input type="text"/>
d.	<input type="text"/>	<input type="text"/>

28. ইউআইএসসি পরিচালনার জন্য এ যাবৎ কি কি প্রশিক্ষণ পেয়েছেন?

a.	<input type="text"/>	<input type="text"/>
b.	<input type="text"/>	<input type="text"/>
c.	<input type="text"/>	<input type="text"/>

29. ভালভাবে সেবা দেওয়ার ক্ষেত্রে আপনার কোন বিষয়ে দক্ষতা বাড়ানো প্রয়োজন বলে মনে করেন?

a.	<input type="text"/>	<input type="text"/>
b.	<input type="text"/>	<input type="text"/>
c.	<input type="text"/>	<input type="text"/>

Set Code: ইউনিয়ন তথ্য ও সেবাকেন্দ্র প্রশ্নমালা জরিপ/শুমারি
প্রশ্নমালা (ইউনিয়ন পরিষদ চেয়ারম্যানের জন্য)

চেয়ারম্যানের নাম:	<input type="text"/>	ফোন নম্বর:	<input type="text"/>
তথ্য প্রদানকারীর নাম:	<input type="text"/>	ফোন নম্বর:	<input type="text"/>
(যদি চেয়ারম্যানকে না পাওয়া যায়, তবে ইউনিয়ন পরিষদের অন্য একজন সদস্যের নিকট থেকে তথ্য সংগ্রহ করুন):			
তথ্য সংগ্রহের সময়:	<input type="text"/>	তথ্য সংগ্রহের তারিখ:	<input type="text"/>

1. ইউআইএসসি খোলা/চালু থাকে কি? 1= 'হ্যাঁ' 2= 'না' (প্রথম প্রশ্নের উত্তর 'না' হলে পরবর্তী কোন প্রশ্ন করার প্রয়োজন নেই।)2. ইউআইএসসি দৈনিক কতঘণ্টা খোলা থাকে? 3. ইউআইএসসি সপ্তাহে কতদিন খোলা থাকে? 4. আপনার কেন্দ্রে কয়জন উদ্যোক্তা আছেন? (নাম উল্লেখ করুন) 5. উদ্যোক্তাদের কার্যক্রমে আপনি সবুট কি না? (কোড লিখুন) 6. বিকল্প উদ্যোক্তা আছে কি? 1= 'হ্যাঁ' 2= 'না' নুবই সবুট = 1, সবুট = 2, মোটাসুট সবুট = 3,
তেমন সবুট না = 4, অসবুট = 5.7. উদ্যোক্তা কিভাবে নির্বাচিত হয়েছিল? (কোড লিখুন)

পূর্বের চেয়ারম্যানের মাধ্যমে = 1

উপজেলা নির্বাহী কর্মকর্তার মাধ্যমে = 2

কমিটির মাধ্যমে নির্বাচন করেছি = 3

অন্যান্য (উল্লেখ করুন): = 4

8. উদ্যোক্তা চলে যাওয়া রোধ করতে কি কি পদক্ষেপ নেয়া যেতে পারে লিখুন?

a.	<input type="text"/>	<input type="text"/>
b.	<input type="text"/>	<input type="text"/>
c.	<input type="text"/>	<input type="text"/>
d.	<input type="text"/>	<input type="text"/>

9. ইউআইএসসি থেকে অধিক সেবা প্রদানের জন্য ইউনিয়ন পরিষদের কি কি পরিকল্পনা আছে? (উল্লেখ করুন)

a.	<input type="text"/>	<input type="text"/>
b.	<input type="text"/>	<input type="text"/>
c.	<input type="text"/>	<input type="text"/>
d.	<input type="text"/>	<input type="text"/>

Set Code: ইউনিয়ন তথ্য ও সেবাকেন্দ্র প্রশ্নমালা জরিপ/শুমারি
প্রশ্নমালা (ইউনিয়ন পরিষদ সচিবের জন্য)

সচিবের নাম: মোবাইল নম্বর:

তথ্য সংগ্রহের সময়: তথ্য সংগ্রহের তারিখ:

1. ইউআইএসসি খোলা/চালু থাকে কি? 1= 'হ্যাঁ' 2= 'না' ☐ (প্রথম প্রশ্নের উত্তর 'না' হলে পরবর্তী কোন প্রশ্ন করার প্রয়োজন নেই।)

2. ইউআইএসসি দৈনিক কতঘণ্টা খোলা থাকে? ☐ 3. ইউআইএসসি সপ্তাহে কতদিন খোলা থাকে? ☐

4. আপনার কেন্দ্রে কয়জন উদ্যোক্তা আছেন (সংখ্যা ও নাম উল্লেখ করুন) ☐

5. উদ্যোক্তাদের কার্যক্রমে আপনি সবুট কি না? (কোড লিখুন) ☐

খুবই সবুট = 1, সবুট = 2, মোটামুটি সবুট = 3,
তেমন সবুট না = 4, অসবুট = 5.

6. বিকল্প উদ্যোক্তা আছে কি? 1= 'হ্যাঁ' 2= 'না' ☐

(নাম উল্লেখ করুন)

7. ইউআইএসসি'র প্রচারের জন্য গত এক বছরে নিম্নোক্ত উদ্যোগ/পদক্ষেপসমূহ গ্রহণ করা হয়েছে কি? 1= 'হ্যাঁ' 2= 'না'

a. উঠান বৈঠক ☐ c. ভিডিও প্রদর্শনী ☐ e. সেমিনার ☐ g. সভা-সমাবেশ ☐ i. লিফলেট ☐ k. জনসংযোগ ☐

b. ব্যানার ☐ d. সাইনবোর্ড ☐ f. মাইকিং ☐ h. এসএমএস পাঠানো ☐ j. পোস্টার ☐ l. ওয়ার্ড সভা ☐

8. ইউআইএসসি থেকে সেবার মান সম্পর্কে আপনার মতামত কি? (কোড লিখুন) ☐

খুবই সবুট = 1, সবুট = 2, মোটামুটি সবুট = 3, তেমন সবুট না = 4, অসবুট = 5.

9. ইউআইএসসি ভালভাবে চালু রাখা ও টেকসইকরণের জন্য আপনি কি নিম্নোক্ত সেবা/কাজসমূহ একেবারে মাধ্যমে করিয়ে থাকেন? 1= 'হ্যাঁ' 2= 'না'

a. জন্ম নিবন্ধন ☐ c. মৃত্যু নিবন্ধন ☐ e. নাগরিক সনদ ☐

b. ভিজিডি কার্ডের তালিকা ☐ d. ভিজিএফ কার্ডের তালিকা ☐ f. কম্পোজ করা ☐

g. অন্যান্য (নাম উল্লেখ করুন)-

10. ইউআইএসসি ভালভাবে চালু রাখা ও টেকসইকরণের জন্য কি কি সেবা দেওয়া উচিত বলে আপনি মনে করেন? (উল্লেখ করুন)

a.	<input type="text"/>	<input type="text"/>
b.	<input type="text"/>	<input type="text"/>
c.	<input type="text"/>	<input type="text"/>
d.	<input type="text"/>	<input type="text"/>

Set Code: ইউনিয়ন তথ্য ও সেবাকেন্দ্র প্রশ্নমালা জরিপ/শুমারি
প্রশ্নমালা (ইউনিয়নের সচেতন নাগরিকের জন্য)নাগরিকের নাম: বয়সঃ লিঙ্গা:

1=পুরুষ 2=নারী

তথ্য সংগ্রহের সময়: তথ্য সংগ্রহের তারিখ: 1. আপনার ইউনিয়নের নাম কি ? 2. আপনার ইউনিয়ন পরিষদে একটি ইউনিয়ন তথ্য ও সেবাকেন্দ্র রয়েছে। এটি জানেন কি?

1= 'হ্যাঁ' 2= 'না'

উত্তর না হলে আর কোন প্রশ্ন করার প্রয়োজন নেই

3. আপনার ইউনিয়নের ইউআইএসসি কোথায় অবস্থিত ?

(কোড লিখুন):

1ম তলা = 1

2য় তলা = 2

পরিষদের বাইরে = 3

4. আপনার ইউনিয়নের ইউআইএসসি খোলা/চালু থাকে কি?

1= 'হ্যাঁ' 2= 'না'

5. উত্তর 'হ্যাঁ' হলে, ইউআইএসসি সপ্তাহে কয়দিন খোলা থাকে? 6. ইউআইএসসি থেকে আপনি বা আপনার পরিচিত কেউ কোন সেবা নিয়েছেন কি ?

1= 'হ্যাঁ' 2= 'না'

7. উত্তর 'হ্যাঁ' হলে, নিম্নোক্ত সেবাগুলো নিয়েছেন কি ? 1= 'হ্যাঁ' 2= 'না'

a. স্ক্যান করা h. মাটি পরীক্ষা o. জন্ম-মৃত্যু নিবন্ধন v. বিভিন্ন পরীক্ষার ফলাফল b. স্ট্যাম্প বিক্রয় i. পানি পরীক্ষা p. কম্পিউটার ট্রেনিং w. বিশ্ববিদ্যালয়ে ভর্তির আবেদন c. নাগরিক সনদ j. ছবি তোলা q. চাকুরি বিষয়ক তথ্য x. ভিসা প্রসেসিং/ফরম প্রিন্টিং d. জমির পর্চা k. স্বাস্থ্য তথ্য r. শুমারির ডাটা এন্ট্রি y. ই-মেইল/ইন্টারনেট ব্রাউজিং e. সরকারি ফরম l. কৃষি তথ্য s. ফটো/ভিডিও এডিটিং z. সরকারি পরিষেবার বিল প্রদান f. প্রজেক্টর ভাড়া m. ফটোকপি t. ভিডিও কনফারেন্স aa. কম্পোজ করা g. জীবন বীমা n. ফোন সার্ভিস u. মোবাইল ব্যাংকিং bb. ল্যামিনেটিং

8. ইউআইএসসি থেকে দেওয়া সেবাগুলোর মান সম্পর্কে আপনার মতামত কি ? (কোড লিখুন)

খুবই সন্তুষ্ট = 1, সন্তুষ্ট = 2, মোটাসুটি সন্তুষ্ট = 3, তেমন সন্তুষ্ট না = 4, অসন্তুষ্ট = 5.

9. উদ্যোক্তাদের কার্যক্রমে আপনি সন্তুষ্ট কি না? (কোড লিখুন)

খুবই সন্তুষ্ট = 1, সন্তুষ্ট = 2, মোটাসুটি সন্তুষ্ট = 3, তেমন সন্তুষ্ট না = 4, অসন্তুষ্ট = 5.

Set Code: ইউনিয়ন তথ্য ও সেবাকেন্দ্র প্রশ্নমালা জরিপ/শুমারি
প্রশ্নমালা (ইউনিয়নের সচেতন নাগরিকের জন্য)

নাগরিকের নাম: বয়সঃ লিঙ্গঃ 1=পুরুষ 2=নারী
তথ্য সংগ্রহের সময়: তথ্য সংগ্রহের তারিখ:

1. আপনার ইউনিয়নের নাম কি ?
 2. আপনার ইউনিয়ন পরিষদে একটি ইউনিয়ন তথ্য ও সেবাকেন্দ্র রয়েছে। এটি জানেন কি? ☐ 1= 'হ্যাঁ' 2= 'না'
উত্তর না হলে আর কোন প্রশ্ন করার প্রয়োজন নেই
 3. আপনার ইউনিয়নের ইউআইএসসি কোথায় অবস্থিত ? (কোড লিখুন): ☐ 1ম তলা = 1
2য় তলা = 2
পরিষদের বাইরে = 3
 4. আপনার ইউনিয়নের ইউআইএসসি খোলা/চালু থাকে কি? 1= 'হ্যাঁ' 2= 'না' ☐
 5. উত্তর 'হ্যাঁ' হলে, ইউআইএসসি সপ্তাহে কয়দিন খোলা থাকে? ☐
 6. ইউআইএসসি থেকে আপনি বা আপনার পরিচিত কেউ কোন সেবা নিয়েছেন কি ? ☐ 1= 'হ্যাঁ' 2= 'না'
 7. উত্তর 'হ্যাঁ' হলে, নিম্নোক্ত সেবাগুলো নিয়েছেন কি ? 1= 'হ্যাঁ' 2= 'না'
- | | | | |
|---|--|--|--|
| a. স্ক্যান করা <input type="checkbox"/> | h. মাটি পরীক্ষা <input type="checkbox"/> | o. জন্ম-মৃত্যু নিবন্ধন <input type="checkbox"/> | v. বিভিন্ন পরীক্ষার ফলাফল <input type="checkbox"/> |
| b. স্ট্যাম্প বিক্রয় <input type="checkbox"/> | i. পানি পরীক্ষা <input type="checkbox"/> | p. কম্পিউটার ট্রেনিং <input type="checkbox"/> | w. বিশ্ববিদ্যালয়ে ভর্তির আবেদন <input type="checkbox"/> |
| c. নাগরিক সনদ <input type="checkbox"/> | j. ছবি তোলা <input type="checkbox"/> | q. চাকুরি বিষয়ক তথ্য <input type="checkbox"/> | x. ভিসা প্রসেসিং/ফরম প্রিন্টিং <input type="checkbox"/> |
| d. জমির পর্চা <input type="checkbox"/> | k. স্বাস্থ্য তথ্য <input type="checkbox"/> | r. শুমারির ডাটা এন্ট্রি <input type="checkbox"/> | y. ই-মেইল/ইন্টারনেট ব্রাউজিং <input type="checkbox"/> |
| e. সরকারি ফরম <input type="checkbox"/> | l. কৃষি তথ্য <input type="checkbox"/> | s. ফটো/ভিডিও এডিটিং <input type="checkbox"/> | z. সরকারি পরিষেবার বিল প্রদান <input type="checkbox"/> |
| f. প্রজেক্টর ভাড়া <input type="checkbox"/> | m. ফটোকপি <input type="checkbox"/> | t. ভিডিও কনফারেন্স <input type="checkbox"/> | aa. কম্পোজ করা <input type="checkbox"/> |
| g. জীবন বীমা <input type="checkbox"/> | n. ফোন সার্ভিস <input type="checkbox"/> | u. মোবাইল ব্যাংকিং <input type="checkbox"/> | bb. ল্যামিনেটিং <input type="checkbox"/> |
8. ইউআইএসসি থেকে দেওয়া সেবাগুলোর মান সম্পর্কে আপনার মতামত কি ? (কোড লিখুন) ☐
খুবই সন্তুষ্ট = 1, সন্তুষ্ট = 2, মোটামুটি সন্তুষ্ট = 3, তেমন সন্তুষ্ট না = 4, অসন্তুষ্ট = 5.
 9. উদ্যোক্তাদের কার্যক্রমে আপনি সন্তুষ্ট কি না? (কোড লিখুন) ☐
খুবই সন্তুষ্ট = 1, সন্তুষ্ট = 2, মোটামুটি সন্তুষ্ট = 3, তেমন সন্তুষ্ট না = 4, অসন্তুষ্ট = 5.

ANNEX III: UISC CENSUS DATA

Table 1: UISCs across Bangladesh

Districts	Open	Close	Total	Functional (%)
BAGERHAT	74	0	74	100
BANDARBAN	30	1	31	97
BARGUNA	42	0	42	100
BARISAL	82	0	82	100
BHOLA	63	0	63	100
BOGRA	106	0	106	100
BRAHMANBARIA	99	2	101	98
CHANDPUR	88	1	89	99
CHAPAI NAWABGANJ	45	0	45	100
CHITTAGONG	194	0	194	100
CHUADANGA	33	0	33	100
COMILLA	181	0	181	100
COX'S BAZAR	69	0	69	100
DHAKA	78	0	78	100
DINAJPUR	102	0	102	100
FARIDPUR	77	0	77	100
FENI	43	1	44	98
GAIBANDHA	82	2	84	98
GAZIPUR	39	1	40	98
GOPALGANJ	67	0	67	100
HABIGANJ	77	0	77	100
JAMALPUR	68	1	69	99
JESSORE	91	0	91	100
JHALOKATI	32	0	32	100
JHENAIDAH	67	5	72	93
JOYPURHAT	32	1	33	97
KHAGRACHHARI	37	0	37	100
KHULNA	68	1	69	99
KISHOREGANJ	108	0	108	100
KURIGRAM	72	0	72	100
KUSHTIA	67	0	67	100
LAKSHMIPUR	58	0	58	100
LALMONIRHAT	45	0	45	100
MADARIPUR	58	0	58	100

MAGURA	34	1	35	97
MANIKGANJ	64	1	65	99
MAULVIBAZAR	67	1	68	99
MEHERPUR	18	0	18	100
MUNSHIGANJ	67	0	67	100
MYMENSINGH	145	0	145	100
NAOGAON	97	0	97	100
NARAIL	37	0	37	100
NARAYANGANJ	41	2	43	95
NARSINGDI	71	0	71	100
NATORE	52	0	52	100
NETRAKONA	83	0	83	100
NILPHAMARI	60	1	61	98
NOAKHALI	85	0	85	100
PABNA	73	1	74	99
PANCHAGARH	43	0	43	100
PATUAKHALI	71	6	77	92
PIROJPUR	51	0	51	100
RAJBARI	42	0	42	100
RAJSHAHI	70	0	70	100
RANGAMATI	48	2	50	96
RANGPUR	75	1	76	99
SATKHIRA	78	1	79	99
SHARIATPUR	65	0	65	100
SHERPUR	52	2	54	96
SIRAJGANJ	83	2	85	98
SUNAMGANJ	87	0	87	100
SYLHET	101	1	102	99
TANGAIL	107	3	110	97
THAKURGAON	51	0	51	100
Total	4,492	41	4,533	

Table 2: Level of female entrepreneurs' participation in UISCs

Districts	1-2 working days	3-4 working days	5 working days	7 working days
BAGERHAT	18	14	8	2
BANDARBAN	18	-	4	-
BARGUNA	3	6	5	3

BARISAL	51	7	7	4
BHOLA	12	10	10	8
BOGRA	12	18	9	10
BRAHMANBARIA	17	44	15	-
CHANDPUR	11	13	19	3
CHAPAI NAWABGANJ	3	5	6	1
CHITTAGONG	15	22	8	1
CHUADANGA	15	7	1	-
COMILLA	116	27	13	6
COX'S BAZAR	5	4	11	-
DHAKA	14	7	3	5
DINAJPUR	23	22	13	18
FARIDPUR	4	3	2	1
FENI	30	5	5	-
GAIBANDHA	14	12	7	8
GAZIPUR	22	4	4	3
GOPALGANJ	8	7	6	6
HABIGANJ	6	7	7	-
JOYPURHAT	8	2	0	3
JAMALPUR	24	10	11	-
JESSORE	29	11	15	5
JHALOKATI	12	8	1	1
JHENAIDAH	31	9	10	5
KHAGRACHHARI	22	5	6	-
KHULNA	32	22	2	-
KISHOREGANJ	17	27	19	8
KURIGRAM	11	19	11	6
KUSHTIA	34	5	11	3
LAKSHMIPUR	14	10	5	1
LALMONIRHAT	5	12	9	7
MADARIPUR	6	9	3	2
MAGURA	10	8	5	2
MANIKGANJ	41	6	12	3
MEHERPUR	13	1	3	-
MAULVIBAZAR	7	1	14	1
MUNSHIGANJ	28	16	9	1
MYMENSINGH	27	26	6	3

NAOGAON	13	10	14	7
NARAIL	28	8	1	-
NARAYANGANJ	1	9	6	1
NARSINGDI	1	7	6	3
NATORE	20	5	6	3
NETRAKONA	26	14	12	9
NILPHAMARI	13	19	8	9
NOAKHALI	9	11	4	1
PABNA	20	20	14	4
PANCHAGARH	12	10	2	5
PATUAKHALI	13	9	9	6
PIROJPUR	18	8	10	-
RAJSHAHI	41	18	5	2
RAJBARI	9	13	4	2
RANGAMATI	5	10	1	1
RANGPUR	32	14	5	10
SHARIATPUR	43	8	5	1
SATKHIRA	19	11	14	8
SIRAJGANJ	45	9	6	4
SHERPUR	25	15	3	1
SUNAMGANJ	59	5	14	1
SYLHET	35	7	13	6
TANGAIL	71	10	13	1
THAKURGAON	9	9	4	2
Total	1,355	710	494	217

***Note:** In 933 UISCs, female entrepreneurs are reported not to work. In 783 UISCs female entrepreneurs come for 6 days in a week. These are not included in calculations.

Table 3: UISCs with solar system support (response %)

Districts	Response		If yes, is it working	
	Yes	No	Number	Percentage
BAGERHAT	13	-	7	54
BANDARBAN	7	3	7	100

BARGUNA	9	3	6	67
BARISAL	12	2	10	83
BHOLA	21	9	13	62
BOGRA	17	-	13	77
BRAHMANBARIA	9	-	6	67
CHANDPUR	24	-	21	88
CHAPAI NAWABGANJ	5	1	3	60
CHITTAGONG	20	1	17	85
CHUADANGA	10	-	4	40
COMILLA	16	6	12	75
COX'S BAZAR	21	-	16	76
DHAKA	1	-		0
DINAJPUR	17	-	13	77
FARIDPUR	13	3	10	77
FENI	4	-	3	75
GAIBANDHA	16	7	11	69
GOPALGANJ	25	1	11	44
HABIGANJ	13	-	11	85
JOYPURHAT	3	1	3	100
JAMALPUR	14	7	7	50
JESSORE	6	2	2	33
JHALOKATI	4	-	4	100
JHENAIDAH	4	2	3	75
KHAGRACHHARI	12	1	9	75
KHULNA	19	-	15	79
KISHOREGANJ	14	2	8	57
KURIGRAM	30	3	24	80
KUSHTIA	20	1	16	80
LAKSHMIPUR	3	-	3	100
LALMONIRHAT	10	-	6	60
MADARIPUR	14	1	8	57
MAGURA	5	-	4	80
MANIKGANJ	13	5	11	85
MEHERPUR	3	1	3	100
MAULVIBAZAR	4	2	3	75
MUNSHIGANJ	-	1	-	-
MYMENSINGH	23	2	17	74

NAOGAON	9	1	7	78
NARAIL	5	1	4	80
NARAYANGANJ	9	1	5	56
NARSINGDI	7	-	6	86
NATORE	3	-	1	33
NETRAKONA	18	10	10	56
NILPHAMARI	9	-	6	67
NOAKHALI	9	14	6	67
PABNA	3	-	1	33
PANCHAGARH	8	2	6	75
PATUAKHALI	25	3	16	64
PIROJPUR	6	1	3	50
RAJSHAHI	4	6	3	75
RAJBARI	4	1	4	100
RANGAMATI	23	-	16	70
RANGPUR	8	2	5	63
SHARIATPUR	23	1	17	74
SATKHIRA	13	1	12	92
SIRAJGANJ	8	6	6	75
SHERPUR	19	2	12	63
SUNAMGANJ	28	8	23	82
SYLHET	3	2	1	33
TANGAIL	13	3	11	85
THAKURGAON	5	-	5	100
Total	736	132	526	

Table 4: Equipment owned by UISCs' entrepreneurs (response %)

Districts	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII	XIV
BAGERHAT	16	10	0	11	95	20	17	9	4	2	25	100	13	5
BANDARBAN	7	3	0	12	91	15	11	4	8	0	38	0	0	11
BARGUNA	25	8	0	20	100	22	20	23	31	0	75	22	0	14
BARISAL	16	31	0	16	91	31	22	10	16	22	41	25	13	14
BHOLA	24	12	0	22	98	32	26	26	11	12	25	0	11	14
BOGRA	12	2	0	2	97	27	8	4	5	1	5	25	7	3
BRAHMANBARIA	16	17	6	28	77	25	18	9	13	9	21	18	17	25
CHANDPUR	28	7	1	11	92	30	14	13	12	4	4	23	0	16

CHAPAI	24	6	0	2	100	31	39	16	22	21	40	5	9	12
NAWABGANJ														
CHITTAGONG	20	27	3	23	91	28	14	7	15	4	16	20	7	12
CHUADANGA	10	5	3	7	100	29	16	3	0	4	44	0	11	7
COMILLA	42	23	5	30	94	47	29	21	21	15	63	50	35	36
COX'S BAZAR	20	24	0	24	89	34	23	11	10	6	19	2	13	15
DHAKA	20	36	11	20	96	58	37	40	7	17	82	5	63	12
DINAJPUR	21	6	1	15	103	26	22	4	4	1	13	4	10	7
FARIDPUR	25	10	2	16	109	23	13	11	15	16	46	8	40	8
FENI	15	9	0	3	82	25	6	9	10	0	5	0	0	4
GAIBANDHA	29	4	0	19	94	27	33	15	18	6	62	38	10	27
GAZIPUR	8	6	3	5	87	32	12	6	5	5	25	8	0	0
GOPALGANJ	36	8	3	22	98	33	31	15	21	7	54	17	45	17
HABIGANJ	32	22	21	30	97	35	30	18	32	28	33	17	37	32
JAMALPUR	22	6	0	18	100	25	24	8	4	7	56	5	19	8
JESSORE	26	10	2	15	94	35	18	10	23	9	56	4	25	11
JHALOKATI	33	13	0	7	96	38	28	23	44	8	27	20	33	13
JHENAIDAH	8	3	0	12	100	22	3	3	20	0	8	82	4	3
JOYPURHAT	2	0	0	3	96	30	8	7	6	0	17	0	0	4
KHAGRACHHARI	6	6	0	6	100	8	9	3	6	5	15	0	8	4
KHULNA	41	7	2	25	110	42	37	15	12	24	57	75	46	28
KISHOREGANJ	16	12	5	17	95	28	22	22	12	45	54	9	15	13
KURIGRAM	36	14	0	14	97	31	19	3	23	7	31	9	7	13
KUSHTIA	13	8	2	8	98	24	12	13	15	17	62	0	29	3
LAKSHMIPUR	24	19	0	11	65	33	22	11	2	10	18	8	8	21
LALMONIRHAT	23	2	3	13	97	39	21	11	10	4	6	0	0	13
MADARIPUR	17	21	3	13	97	26	19	10	14	7	50	33	25	8
MAGURA	14	9	0	13	100	60	58	39	26	54	42	50	63	45
MANIKGANJ	22	5	2	3	95	17	8	6	9	2	2	21	0	7
MAULVIBAZAR	20	16	4	12	98	28	19	7	11	7	43	0	9	18
MEHERPUR	44	37	0	55	91	65	76	45	77	21	90	18	13	39
MUNSHIGANJ	20	17	2	10	77	37	17	17	19	11	31	50	59	16
MYMENSINGH	19	20	2	8	86	21	27	9	14	5	7	11	15	14
NAOGAON	27	12	1	17	87	40	38	15	24	7	38	36	33	12
NARAIL	27	13	3	21	93	30	8	0	4	29	57	100	30	0
NARAYANGANJ	21	6	0	26	65	51	33	10	13	10	19	100	0	11
NARSINGDI	43	47	9	28	89	46	32	34	27	26	74	17	19	20

NATORE	10	3	0	8	63	21	9	3	8	0	7	8	3	5
NETRAKONA	16	23	2	11	100	22	19	7	9	7	28	21	3	8
NILPHAMARI	20	6	0	9	62	31	13	3	9	5	3	4	2	1
NOAKHALI	42	14	11	39	88	52	50	26	29	14	70	60	21	25
PABNA	30	12	0	21	99	67	43	11	21	3	14	15	18	8
PANCHAGARH	18	1	0	9	87	26	18	23	6	9	35	8	22	3
PATUAKHALI	27	7	0	18	88	32	25	10	12	15	45	20	13	16
PIROJPUR	13	10	0	18	93	20	22	13	20	22	27	44	8	2
RAJBARI	18	4	20	7	97	25	10	7	25	78	47	0	25	5
RAJSHAHI	29	12	0	17	98	35	25	9	7	3	32	22	10	20
RANGAMATI	45	7	5	38	98	26	39	19	27	12	68	33	15	29
RANGPUR	11	11	0	15	96	38	17	10	22	4	17	0	4	4
SATKHIRA	31	8	0	12	93	66	34	4	10	33	74	9	19	6
SHARIATPUR	19	5	0	32	89	25	22	13	13	11	54	14	6	11
SHERPUR	41	7	4	19	88	26	23	8	18	9	44	0	53	6
SIRAJGANJ	11	11	0	11	99	31	18	11	8	8	21	14	0	3
SUNAMGANJ	20	25	3	14	114	27	24	15	9	38	34	13	15	20
SYLHET	21	16	3	13	88	36	18	2	12	0	22	0	0	16
TANGAIL	35	9	0	21	95	47	34	22	33	12	38	14	9	10
THAKURGAON	12	3	0	6	98	8	14	9	4	0	6	5	6	2

Note:

I. Desktop computer

II. Laptop

III. Multimedia projector

IV. Digital camera

V. Mobile phone

VI. Modem

VII. Printer

VIII. Scanner

IX. Webcam

X. Photocopy machine

XI. Laminating

XII. Generator

XIII. IPS

XIV. UPS

Table 5: Solar system backed-up equipment in UISCs

Equipments	Yes	No	Total	Percentage of Yes
Computer	559	177	736	76
Printer	529	207	736	72
Scanner	532	204	736	72
Light	536	200	736	73
Fan	355	381	736	48
Projector	296	440	736	40

Table 6: Number and type of citizens availing of information and services through UISCs (per month)

District	Men	Women	Disabled	Ethnic	Age 50+
BAGERHAT	33,700	14,800	571	32	2,685
BANDARBAN	6,500	2,180	239	1,176	937
BARGUNA	21,340	7,560	863	53	2,478
BARISAL	45,960	16,400	625	2	2,258
BHOLA	28,500	10,680	860	-	2,282
BOGRA	44,040	15,560	776	244	2,523
BRAHMANBARIA	56,900	21,240	1,692	5	3,605
CHANDPUR	56,900	17,360	713	232	4,577
CHAPAI NAWABGANJ	26,060	7,560	815	155	2,988
CHITTAGONG	70,680	27,820	1,209	476	7,331
CHUADANGA	20,520	6,860	526	41	2,587
COMILLA	155,640	54,020	1,982	474	11,106
COX'S BAZAR	42,020	14,100	1,476	295	3,055
DHAKA	50,800	22,160	748	76	2,979
DINAJPUR	83,340	28,960	2,827	2,061	9,432
FARIDPUR	22,820	8,940	636	13	2,624
FENI	17,040	5,300	231	9	1,926
GAIBANDHA	46,660	17,200	1,276	45	4,717
GAZIPUR	28,900	10,220	641	157	2,050
GOPALGANJ	46,680	22,240	411	116	9,836
HABIGANJ	34,980	14,360	1,541	273	2,699
JAMALPUR	25,160	8,740	994	26	3,532
JESSORE	79,000	25,000	2,151	138	6,161
JHALOKATI	19,320	7,700	202	8	2,590
JHENAIDAH	31,860	8,900	975	43	2,294
JOYPURHAT	17,900	7,180	948	658	1,628
KHAGRACHHARI	21,600	4,440	201	1,404	608
KHULNA	36,560	14,300	827	62	3,323
KISHOREGANJ	40,460	15,860	1,922	4	3,717
KURIGRAM	27,960	8,600	1,058	29	3,318
KUSHTIA	27,460	9,700	1,120	51	4,141
LAKSHMIPUR	27,160	15,960	615	29	1,726
LALMONIRHAT	26,660	8,760	1,101	2	1,963
MADARIPUR	31,120	13,200	1,147	20	3,402

MAGURA	19,840	7,160	619	171	1,014
MANIKGANJ	41,560	14,660	1,018	23	4,938
MAULVIBAZAR	43,260	15,620	1,085	444	3,626
MEHERPUR	21,540	7,460	343	35	2,580
MUNSHIGANJ	34,040	11,080	1,132	35	3,078
MYMENSINGH	135,000	54,040	2,301	256	7,192
NAOGAON	46,020	14,500	901	1,199	3,622
NARAIL	14,340	5,800	90	-	1,352
NARAYANGANJ	31,640	11,400	287	2	3,116
NARSINGDI	70,960	28,620	981	2	6,991
NATORE	26,900	11,560	954	357	2,283
NETRAKONA	54,180	16,580	1,868	271	5,872
NILPHAMARI	37,920	12,820	935	20	3,245
NOAKHALI	39,760	11,820	807	6	5,979
PABNA	59,880	19,120	1,042	13	6,192
PANCHAGARH	30,460	8,200	551	152	6,044
PATUAKHALI	50,960	14,900	471	62	3,408
PIROJPUR	21,900	9,620	619	107	2,375
RAJBARI	15,100	5,140	907	234	2,134
RAJSHAHI	36,660	11,580	633	492	3,603
RANGAMATI	17,780	7,280	158	1,611	1,486
RANGPUR	78,120	30,220	1,536	377	3,055
SATKHIRA	42,360	16,360	991	448	3,388
SHARIATPUR	34,460	13,300	132	16	2,998
SHERPUR	33,220	10,880	906	366	2,678
SIRAJGANJ	57,260	21,160	1,743	320	5,516
SUNAMGANJ	48,520	15,780	1,597	112	3,931
SYLHET	62,280	19,320	1,853	214	4,809
TANGAIL	49,240	15,880	1,546	158	5,658
THAKURGAON	35,600	13,400	341	248	2,041
Total	2,642,960	949,120	62,266	16,160	237,282

Table 7: District-wise UISCs income distribution (BDT per month)

District	Ground	Ist Floor	Outside	Total Income
BAGERHAT	286,580.00	137,658.00	105,064.00	529,302.00
BANDARBAN	62,840.00	-	20,000.00	82,840.00
BARGUNA	183,337.00	331,690.00	47,000.00	562,027.00

BARISAL	368,050.00	316,440.00	179,700.00	864,190.00
BHOLA	46,500.00	366,985.00	90,720.00	504,205.00
BOGRA	364,697.00	119,875.00	38,250.00	522,822.00
BRAHMANBARIA	763,184.00	133,840.00	110,000.00	1,007,024.00
CHANDPUR	949,657.00	334,601.00	97,288.00	1,381,546.00
CHAPAI NAWABGANJ	215,332.00	70,272.00	42,660.00	328,264.00
CHITTAGONG	712,680.00	261,835.00	87,200.00	1,061,715.00
CHUADANGA	245,061.00	30,200.00	25,250.00	300,511.00
COMILLA	1,246,665.00	210,761.00	315,082.00	1,772,508.00
COX'S BAZAR	326,776.00	228,494.00	17,851.00	573,121.00
DHAKA	747,766.00	429,122.00	175,450.00	1,352,338.00
DINAJPUR	638,010.00	243,820.00	294,683.00	1,176,513.00
FARIDPUR	564,415.00	105,770.00	135,550.00	805,735.00
FENI	217,270.00	39,407.00	-	256,677.00
GAIBANDHA	386,362.00	64,060.00	222,170.00	672,592.00
GAZIPUR	319,320.00	91,500.00	72,000.00	482,820.00
GOPALGANJ	255,400.00	85,465.00	216,590.00	557,455.00
HABIGANJ	279,400.00	113,430.00	47,800.00	440,630.00
JOYPURHAT	217,505.00	125,164.00	-	342,669.00
JAMALPUR	622,480.00	188,537.00	16,000.00	827,017.00
JESSORE	478,765.00	134,200.00	182,180.00	795,145.00
JHALOKATI	269,157.00	186,050.00	-	455,207.00
JHENAIDAH	196,750.00	121,950.00	31,703.00	350,403.00
KHAGRACHHARI	136,353.00	2,420.00	21,871.00	160,644.00
KHULNA	191,633.00	66,347.00	103,723.00	361,703.00
KISHOREGANJ	1,072,050.00	301,200.00	95,300.00	1,468,550.00
KURIGRAM	360,887.00	131,470.00	45,310.00	537,667.00
KUSHTIA	297,500.00	59,700.00	23,500.00	380,700.00
LAKSHMIPUR	161,920.00	105,770.00	13,700.00	281,390.00
LALMONIRHAT	219,061.00	80,970.00	17,400.00	317,431.00
MADARIPUR	161,200.00	108,800.00	135,600.00	405,600.00
MAGURA	212,450.00	89,400.00	15,755.00	317,605.00
MANIKGANJ	781,780.00	140,000.00	6,300.00	928,080.00
MEHERPUR	127,325.00	24,000.00	35,800.00	187,125.00
MAULVIBAZAR	328,325.00	60,450.00	20,400.00	409,175.00
MUNSHIGANJ	922,440.00	152,275.00	126,000.00	1,200,715.00
MYMENSINGH	682,447.00	161,700.00	113,200.00	957,347.00

NAOGAON	275,496.00	176,544.00	63,200.00	515,240.00
NARAIL	147,212.00	22,007.00	36,000.00	205,219.00
NARAYANGANJ	811,925.00	17,000.00	88,274.00	917,199.00
NARSINGDI	1,120,796.00	185,360.00	546,815.00	1,852,971.00
NATORE	433,773.00	31,500.00	31,000.00	496,273.00
NETRAKONA	602,300.00	62,500.00	162,785.00	827,585.00
NILPHAMARI	629,457.00	127,335.00	-	756,792.00
NOAKHALI	431,592.00	190,485.00	142,818.00	764,895.00
PABNA	492,061.00	39,100.00	217,689.00	748,850.00
PANCHAGARH	159,786.00	113,036.00	58,500.00	331,322.00
PATUAKHALI	235,406.00	130,070.00	166,900.00	532,376.00
PIROJPUR	418,418.00	132,810.00	49,475.00	600,703.00
RAJSHAHI	386,375.00	95,100.00	86,900.00	568,375.00
RAJBARI	347,897.00	141,805.00	47,510.00	537,212.00
RANGAMATI	155,791.00	19,200.00	167,423.00	342,414.00
RANGPUR	460,249.00	184,198.00	49,500.00	693,947.00
SHARIATPUR	200,220.00	71,000.00	189,096.00	460,316.00
SATKHIRA	271,250.00	151,135.00	64,504.00	486,889.00
SIRAJGANJ	615,219.00	216,000.00	118,284.00	949,503.00
SHERPUR	180,970.00	7,000.00	124,100.00	312,070.00
SUNAMGANJ	229,460.00	81,720.00	289,000.00	600,180.00
SYLHET	502,400.00	146,205.00	31,500.00	680,105.00
TANGAIL	765,500.00	355,900.00	73,000.00	1,194,400.00
THAKURGAON	257,712.00	74,900.00	21,000.00	353,612.00
Total	26,750,595.00	8,727,538.00	6,169,323.00	41,647,456.00

Table 8: UISCs' monthly expenditure

Item(s)	Total amount (BDT)	Percentage in total income
Electricity bill	1,450,798.00	3.48
Internet bill	2,680,939.00	6.44
Repairing/service	4,337,447.00	10.41
Equipments	4,594,010.00	11.03
Rent for centre	535,141.00	1.28
Rent for generator	349,753.00	0.84
Entertainment	2,302,459.00	5.53
Others	1,094,018.00	2.63
Total	17,344,565	41.65

Table 9: Internet activities and services provided through UISCs (response %)

Districts	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII
BAGERHAT	47	9	96	93	99	24	99	75	47	60	93	35	91
BANDARBAN	50	10	70	70	80	20	83	67	33	33	67	60	73
BARGUNA	62	14	88	83	100	17	95	74	64	64	88	40	95
BARISAL	52	17	76	70	95	13	93	61	55	59	83	44	61
BHOLA	35	19	89	86	98	10	98	78	60	75	92	59	87
BOGRA	46	22	90	87	94	33	98	89	73	75	93	62	81
BRAHMANBARIA	53	32	72	81	98	26	97	90	52	56	84	62	84
CHANDPUR	73	63	95	94	93	51	98	85	77	86	91	67	88
CHAPAI NAWABGANJ	33	0	89	76	91	13	96	60	40	60	89	71	91
CHITTAGONG	55	16	87	81	96	16	96	82	60	60	90	46	84
CHUADANGA	48	15	91	94	100	21	100	73	33	48	73	52	85
COMILLA	62	35	90	80	97	22	97	86	48	62	90	52	86
COX'S BAZAR	61	29	96	93	100	23	99	84	59	63	91	53	79
DHAKA	77	50	92	88	100	35	99	87	45	49	90	83	86
DINAJPUR	62	23	95	95	97	50	97	92	72	74	93	62	89
FARIDPUR	45	6	75	77	95	17	96	61	52	64	83	38	91
FENI	74	26	98	100	95	21	98	91	42	40	95	86	98
GAIBANDHA	51	11	88	76	98	28	94	74	52	55	82	62	93
GAZIPUR	31	23	64	54	95	15	95	74	59	62	77	46	74
GOPALGANJ	63	43	94	96	94	36	99	84	61	66	91	52	96
HABIGANJ	55	18	88	91	100	19	94	75	53	55	94	61	95
JAMALPUR	31	6	88	82	97	28	97	88	66	71	94	54	96
JESSORE	54	16	98	93	100	36	99	84	60	59	93	38	98
JHALOKATI	69	31	91	88	97	16	94	91	56	53	56	50	59
JHENAIDAH	54	18	96	90	99	16	99	69	51	63	88	52	94
JOYPURHAT	47	41	97	97	100	6	100	97	53	66	94	41	75
KHAGRACHHARI	30	5	68	57	89	11	97	62	57	62	81	54	84
KHULNA	60	19	93	90	100	21	100	75	50	71	94	65	96
KISHOREGANJ	54	19	86	77	93	32	93	81	64	69	83	29	75
KURIGRAM	53	19	86	78	94	19	94	65	56	44	86	63	90
KUSHTIA	37	19	85	88	100	24	97	81	51	51	91	57	99
LAKSHMIPUR	62	24	88	90	100	19	100	90	47	67	91	81	93
LALMOIRHAT	31	9	76	69	93	18	91	69	67	64	78	31	62
MADARIPUR	33	12	84	91	97	14	97	66	47	45	83	53	88
MAGURA	75	53	92	94	97	28	100	92	86	83	92	58	89

MANIKGANJ	31	14	83	70	97	14	98	89	50	53	73	72	89
MAULVIBAZAR	81	24	97	99	99	36	99	91	39	48	85	63	96
MEHERPUR	72	33	89	89	100	39	100	83	61	78	78	67	78
MUNSHIGANJ	67	34	97	94	99	7	96	79	55	73	88	85	97
MYMENSINGH	56	28	87	81	91	26	92	79	59	57	79	43	74
NARAIL	38	24	95	95	97	30	92	73	59	62	92	35	89
NARAYANGANJ	49	37	88	83	98	44	95	83	61	63	90	66	71
NARSINGDI	75	35	89	92	99	37	99	90	65	83	96	72	99
NATORE	48	31	92	98	96	21	96	90	56	58	96	42	81
NETRAKONA	74	39	96	86	99	26	99	86	74	73	92	71	94
NILPHAMARI	48	12	98	95	100	18	100	87	68	62	97	72	95
NAOGAON	43	16	85	82	99	38	98	72	52	60	85	48	91
NOAKHALI	66	22	96	93	99	5	100	94	44	71	93	66	92
PABNA	51	19	93	96	100	19	96	86	55	47	82	33	79
PANCHAGARH	88	19	98	100	98	56	100	91	86	86	100	49	98
PATUAKHALI	56	25	85	80	96	13	94	73	70	72	86	66	87
PIROJPUR	31	6	86	71	92	12	100	80	63	69	92	61	92
RAJBARI	60	19	98	90	100	26	100	93	69	60	90	48	95
RAJSHAHI	57	20	93	86	100	23	94	93	57	51	93	69	91
RANGAMATI	67	33	94	90	96	8	100	69	60	67	83	35	75
RANGPUR	55	32	88	82	97	18	87	75	39	42	74	39	62
SATKHIRA	44	26	96	95	97	19	96	82	49	56	96	41	94
SHARIATPUR	63	31	97	92	100	28	98	85	42	48	89	52	97
SHERPUR	58	10	92	92	100	23	98	87	50	62	90	63	83
SIRAJGANJ	53	28	99	99	98	37	98	94	67	61	88	73	92
SUNAMGANJ	41	23	78	76	94	34	97	85	72	78	94	66	85
SYLHET	40	31	87	88	94	24	94	81	53	62	85	51	83
TANGAIL	44	19	82	75	98	14	96	71	44	55	82	40	84
THAKURGAON	61	27	92	90	98	31	98	96	92	82	92	61	90

Note:

- I. Getting information about goods or services
- II. Getting information related to agriculture, education, and other social services
- III. Getting information from general government organisations
- IV. Interacting with general government organisations
- V. Sending or receiving e-mail
- VI. Telephoning over the Internet/VoIP

- VII. Posting information or instant messaging
- VIII. Internet banking
- IX. Education or learning activities
- X. Playing or downloading video games or computer games
- XI. Downloading movies, images, music, watching TV or video, or listening to radio or music
- XII. Downloading software
- XIII. Reading or downloading online newspapers or magazines, electronic books

Table 10: Top 10 Services

Service	Number of UISCs	Percentage of UISCs
Birth Registration	3,368	75
Composing	2,926	65
Citizen Certificate	1,885	42
Snapshot	1,602	36
Photocopy	1,715	38
Death Registration	1,462	33
e-mail/Internet browsing	1,427	32
Examination Result	1,211	27
Scanning	932	21
Employment Information	645	14

Table 11: Methods for advocating awareness about UISCs (response %)

Districts	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII
BAGERHAT	28	84	36	89	39	88	47	39	64	61	72	49
BANDARBAN	47	53	43	83	53	50	57	33	27	17	77	77
BARGUNA	71	79	67	93	52	93	74	45	69	64	71	64
BARISAL	32	79	30	85	40	87	57	32	63	59	57	38
BHOLA	62	63	46	83	67	98	62	48	79	60	83	62
BOGRA	58	89	68	92	53	92	63	37	68	68	77	64
BRAHMANBARIA	36	86	40	80	52	95	63	27	74	78	66	61
CHANDPUR	56	97	86	97	72	94	81	63	92	75	84	72
CHAPAI NAWABGANJ	36	51	60	44	29	100	47	7	76	53	49	31
CHITTAGONG	41	90	28	84	48	87	50	27	66	66	73	52
CHUADANGA	18	58	52	64	27	88	33	24	45	45	64	33
COMILLA	43	81	56	81	57	93	66	36	73	51	66	45
COX'S BAZAR	31	84	81	91	64	91	67	44	84	56	71	33
DHAKA	46	91	79	90	64	94	51	31	90	58	78	60
DINAJPUR	58	84	88	92	54	99	55	25	89	70	74	48
FARIDPUR	55	82	52	87	31	91	60	42	57	42	71	52
FENI	60	86	65	86	72	98	77	14	86	72	88	93
GAIBANDHA	50	77	62	61	46	100	48	15	62	55	59	50
GAZIPUR	10	56	33	49	26	90	23	13	44	36	49	26
GOPALGANJ	60	84	67	88	57	96	66	55	73	72	78	66

HABIGANJ	66	66	55	92	52	94	61	26	62	38	78	77
JAMALPUR	26	68	68	100	53	97	56	28	56	35	68	40
JESSORE	35	90	90	73	56	99	65	49	80	65	76	35
JHALOKATI	63	81	78	97	78	100	69	25	59	44	34	34
JHENAIDAH	34	84	61	94	49	93	58	51	84	70	72	37
JOYPURHAT	47	94	75	100	84	100	88	75	88	81	94	94
KHAGRACHHARI	30	51	24	68	14	62	46	3	73	54	73	46
KHULNA	26	79	62	84	32	88	43	35	72	60	46	50
KISHOREGANJ	43	71	65	72	55	81	57	17	58	44	74	65
KURIGRAM	33	81	63	92	36	94	58	33	76	67	71	29
KUSHTIA	37	81	60	85	36	99	57	24	55	66	55	51
LAKSHMIPUR	36	83	55	97	71	83	66	59	91	62	76	64
LALMOIRHAT	42	89	87	82	44	91	47	33	40	62	56	40
MADARIPUR	41	79	41	79	40	83	83	33	72	40	88	45
MAGURA	28	94	86	97	78	100	72	72	81	89	83	61
MANIKGANJ	47	84	67	98	44	94	42	1	77	66	59	42
MAULVIBAZAR	31	67	51	79	52	94	60	40	85	57	84	33
MEHERPUR	44	89	94	89	67	94	83	44	72	50	89	78
MUNSHIGANJ	18	87	45	78	45	88	31	16	90	51	78	46
MYMENSINGH	32	85	58	88	60	92	63	41	66	62	78	65
NARAIL	30	92	59	92	38	89	68	59	73	73	89	38
NARAYANGANJ	22	76	59	68	76	78	63	46	73	49	73	39
NARSINGDI	49	87	61	92	63	99	69	34	82	61	73	58
NATORE	44	88	85	83	67	94	65	31	63	63	88	48
NETRAKONA	60	91	81	86	60	96	72	53	61	67	78	80
NILPHAMARI	68	93	80	93	60	100	67	48	57	67	75	52
NAOGAON	33	74	66	88	41	99	42	44	60	63	65	37
NOAKHALI	45	85	80	86	60	92	42	39	86	69	74	48
PABNA	53	84	81	86	71	100	67	29	84	78	84	62
PANCHAGARH	51	95	98	93	86	98	88	70	84	81	91	86
PATUAKHALI	59	56	58	79	48	90	66	49	52	31	76	48
PIROJPUR	37	78	63	78	29	92	55	24	80	63	73	47
RAJBARI	43	69	74	95	57	93	57	69	67	64	69	52
RAJSHAHI	53	83	73	69	53	97	57	59	69	86	59	76
RANGAMATI	48	65	35	77	31	35	48	31	58	54	69	42
RANGPUR	59	89	46	89	49	87	59	34	88	87	76	45
SATKHIRA	33	95	87	92	59	94	63	71	82	72	65	59
SHARIATPUR	35	89	58	97	45	89	80	34	80	49	74	52

SHERPUR	56	94	73	98	46	96	46	56	63	63	77	71
SIRAJGANJ	63	84	76	88	65	96	65	28	72	75	76	65
SUNAMGANJ	52	90	57	91	51	93	71	48	79	54	92	75
SYLHET	38	75	49	79	50	77	62	43	83	70	61	45
TANGAIL	54	89	54	81	49	98	61	26	64	50	80	61
THAKURGAON	45	96	90	100	61	100	73	57	78	84	75	37

Note:

I. Uthan Boithok

II. Banner

III. Video presentation

IV. Signboard

V. Seminar

VI. Miking

VII. Gathering-meeting

VIII. SMS

IX. Leaflet

X. Poster

XI. Public communication

XII. Ward meetings

Table 12: Support from local government representatives (response %)

Districts	I	II	III	IV	V	VI	VII	VIII
BAGERHAT	88	88	4	37	13	9	3	13
BANDARBAN	93	80	40	50	33	23	10	37
BARGUNA	81	81	29	62	31	31	19	31
BARISAL	87	83	20	66	24	29	15	38
BHOLA	79	81	5	46	22	14	10	19
BOGRA	89	88	5	65	8	11	11	10
BRAHMANBARIA	88	89	8	47	9	8	8	30
CHANDPUR	90	90	36	70	52	47	48	55
CHAPAI NAWABGANJ	71	78	24	60	24	33	33	18
CHITTAGONG	87	88	22	63	22	19	20	26
CHUADANGA	76	94	24	70	21	27	30	55
COMILLA	78	76	19	64	18	12	10	21
COX'S BAZAR	90	80	33	57	23	24	20	27
DHAKA	85	91	32	74	40	29	29	32
DINAJPUR	94	92	52	69	42	50	34	29
FARIDPUR	78	71	21	48	40	38	31	35
FENI	88	67	19	74	35	37	37	23
GAIBANDHA	84	83	34	57	33	23	23	23
GAZIPUR	79	85	31	56	10	8	5	51
GOPALGANJ	84	85	27	72	36	45	36	42

HABIGANJ	91	90	30	60	30	26	25	26
JAMALPUR	82	81	21	38	19	24	16	18
JESSORE	76	75	12	54	23	22	14	43
JHALOKATI	81	75	66	84	69	63	63	88
JHENAIDAH	72	90	13	49	33	19	9	30
JOYPURHAT	100	100	53	81	47	50	44	38
KHAGRACHHARI	73	73	0	22	8	5	3	16
KHULNA	90	90	13	68	25	35	26	31
KISHOREGANJ	92	88	24	56	22	28	26	25
KURIGRAM	83	85	25	54	47	46	63	38
KUSHTIA	84	93	16	37	7	18	27	33
LAKSHMIPUR	74	74	9	78	36	36	34	36
LALMONIRHAT	96	100	0	31	4	2	4	20
MADARIPUR	81	81	12	34	29	29	22	34
MAGURA	81	86	28	75	36	36	31	39
MANIKGANJ	84	83	42	70	33	31	28	33
MAULVIBAZAR	85	81	7	51	25	18	13	27
MEHERPUR	78	83	44	78	61	72	50	50
MUNSHIGANJ	88	90	13	72	19	18	15	28
MYMENSINGH	83	88	14	54	9	8	8	9
NARAIL	86	92	24	41	14	11	8	5
NARAYANGANJ	80	93	46	71	76	71	63	66
NARSINGDI	90	85	24	55	44	32	31	46
NATORE	83	87	6	73	21	0	13	19
NETRAKONA	88	87	66	76	58	61	60	78
NILPHAMARI	83	65	3	77	20	17	7	27
NAOGAON	84	82	16	61	27	14	10	12
NOAKHALI	66	64	12	67	12	13	14	27
PABNA	93	86	34	62	36	33	36	33
PANCHAGARH	95	93	9	70	23	30	26	21
PATUAKHALI	73	70	15	42	15	18	6	17
PIROJPUR	78	80	10	45	18	31	20	14
RAJBARI	88	93	38	57	45	45	38	48
RAJSHAHI	79	83	19	76	24	39	20	34
RANGAMATI	63	75	10	48	15	10	10	13
RANGPUR	95	92	21	83	26	38	32	41
SATKHIRA	88	94	18	51	21	28	45	29
SHARIATPUR	89	97	11	63	6	8	9	6

SHERPUR	90	87	42	79	60	62	69	62
SIRAJGANJ	76	73	22	64	53	61	55	54
SUNAMGANJ	86	83	21	71	45	32	32	53
SYLHET	82	77	28	60	27	22	22	39
TANGAIL	86	86	17	49	11	13	9	18
THAKURGAON	96	86	22	35	8	8	2	16

Note:

I. Chairman

II. Secretary

III. UNO

IV. DDLG

V. ADC (General)

VI. ADC (ICT)

VII. Deputy Commissioner

VIII. Others

Table 13: Financial mechanisms sustaining UISCs operation (response %)

Districts	Birth certificate	VGD list	Death certificate	VGF list	Citizens charter	Compose work	Others
BAGERHAT	100	93	93	91	59	93	33
BANDARBAN	93	79	97	79	83	100	24
BARGUNA	100	74	81	69	62	98	70
BARISAL	99	89	84	90	54	93	22
BHOLA	92	91	76	89	83	91	3
BOGRA	95	94	79	93	65	89	20
BRAHMANBARIA	98	95	96	94	91	97	35
CHANDPUR	99	94	91	93	86	99	43
CHAPAI NAWABGANJ	96	93	60	89	40	100	7
CHITTAGONG	97	84	87	81	80	86	42
CHUADANGA	100	91	97	94	59	97	6
COMILLA	98	82	83	82	73	90	29
COX'S BAZAR	100	84	86	83	44	91	26
DHAKA	95	86	84	86	76	97	44
DINAJPUR	96	84	84	92	77	99	41
FARIDPUR	99	91	73	82	63	92	33
FENI	88	81	76	83	79	95	74
GAIBANDHA	99	96	86	93	70	95	18
GAZIPUR	89	77	79	74	87	92	0
GOPALGANJ	99	79	72	82	66	96	0
HABIGANJ	100	94	94	91	73	91	5

JAMALPUR	97	85	88	88	63	91	37
JESSORE	97	85	63	88	36	99	20
JHALOKATI	100	84	72	72	72	97	31
JHENAIDAH	94	94	73	90	64	97	0
JOYPURHAT	100	97	100	97	91	100	3
KHAGRACHHARI	97	71	92	79	53	95	26
KHULNA	86	48	71	88	33	94	9
KISHOREGANJ	100	76	87	69	66	92	38
KURIGRAM	100	97	83	94	86	94	36
KUSHTIA	99	97	97	96	93	94	39
LAKSHMIPUR	97	98	79	95	85	97	38
LALMONIRHAT	98	96	64	71	73	98	38
MADARIPUR	97	76	95	67	93	91	31
MAGURA	100	97	100	89	92	97	17
MANIKGANJ	98	89	84	86	78	97	46
MAULVIBAZAR	96	81	75	75	70	94	21
MEHERPUR	83	89	50	89	61	100	17
MEMENSINGH	97	95	89	94	91	95	26
MUNSHIGANJ	100	99	87	97	76	97	0
NAOGAON	96	86	55	83	49	90	40
NARAIL	100	100	68	97	73	97	8
NARAYANGANJ	100	98	95	98	73	98	5
NARSINGDI	99	83	97	79	80	96	45
NATORE	98	81	87	79	50	89	14
NETRAKONA	100	95	92	88	88	93	0
NILPHAMARI	98	83	80	78	99	100	92
NOAKHALI	82	72	59	69	58	91	2
PABNA	90	99	82	99	71	97	14
PANCHAGARH	95	100	67	100	60	100	91
PATUAKHALI	93	69	67	64	74	90	14
PIROJPUR	94	86	84	84	63	98	12
RAJBARI	100	95	91	88	48	98	48
RAJSHAHI	96	94	80	91	66	96	0
RANGAMATI	83	88	71	85	58	96	15
RANGPUR	99	96	90	93	91	95	18
SATKHIRA	100	95	81	94	56	89	8
SHARIATPUR	95	97	83	85	83	100	37

SHERPUR	100	96	98	89	96	98	10
SIRAJGANJ	95	95	92	98	83	98	12
SUNAMGANJ	97	76	92	73	83	74	0
SYLHET	91	60	82	62	76	81	6
TANGAIL	97	80	81	80	69	97	54
THAKURGAON	98	98	96	98	96	94	22

Table 14: UP chairmen's satisfaction with UISCs' works (response %)

Districts	Very Content	Content	Indifferent	Discontent	Very Discontent
BAGERHAT	32	31	12	0	0
BANDARBAN	6	23	0	0	0
BARGUNA	22	16	4	0	0
BARISAL	20	46	15	1	0
BHOLA	22	26	13	1	1
BOGRA	28	52	25	2	0
BRAHMANBARIA	29	61	10	0	0
CHANDPUR	37	40	11	0	0
CHAPAI NAWABGANJ	16	21	7	0	1
CHITTAGONG	49	112	28	2	2
CHUADANGA	12	20	1	0	0
COMILLA	30	93	49	6	3
COX'S BAZAR	21	40	9		0
DHAKA	32	35	9	1	1
DINAJPUR	35	50	17	0	0
FARIDPUR	35	30	13	0	1
FENI	15	18	10	0	0
GAIBANDHA	35	36	8	1	2
GAZIPUR	3	31	4	1	0
GOPALGANJ	34	27	6	1	0
HABIGANJ	44	21	12	0	0
JOYPURHAT	17	12	3	0	0
JAMALPUR	20	36	10	2	0
JESSORE	22	41	27	1	0
JHALOKATI	20	8	3	1	0
JHENAIDAH	25	36	3	1	2
KHAGRACHHARI	13	7	14	3	0

KHULNA	24	28	14	2	0
KISHOREGJ	37	46	21	3	1
KURIGRAM	21	34	11	5	1
KUSHTIA	24	39	4	0	0
LAKSHMIPUR	26	23	8	0	1
LALMONIRHAT	5	32	8	0	0
MADARIPUR	37	17	3	1	0
MAGURA	24	12	0	0	0
MANIKGANJ	22	31	7	4	0
MEHERPUR	8	7	1	0	2
MAULVIBAZAR	14	44	8	0	1
MUNSHIGANJ	28	32	5	2	0
MYMENSINGH	53	69	20	1	2
NAOGAON	21	43	28	3	2
NARAIL	9	24	4	0	0
NARAYANGANJ	13	24	3	1	0
NARSINGDI	27	32	12	0	0
NATORE	14	15	18	1	4
NETRAKONA	20	43	17	2	3
NILPHAMARI	20	28	12	0	0
NOAKHALI	20	39	23	2	1
PABNA	16	39	16	1	1
PANCHAGARH	20	19	4	0	0
PATUAKHALI	28	30	9	3	2
PIROJPUR	22	22	7	0	1
RAJSHAHI	23	25	20	2	0
RAJBARI	14	21	7	0	0
RANGAMATI	20	16	11	0	1
RANGPUR	18	46	12	0	0
SHARIATPUR	13	38	14	0	0
SATKHIRA	16	42	17	1	2
SIRAJGANJ	30	40	13	0	0
SHERPUR	15	26	7	2	2
SUNAMGANJ	27	41	15	0	4
SYLHET	28	45	23	4	2
TANGAIL	48	38	18	2	2
THAKURGAON	17	26	6	1	1
Total	1496	2145	749	67	49

Table 15: Number of entrepreneurs operating UISCs (UP chairmen's perspectives)

Districts	Zero(0)	One(1)	Two(2)
BAGERHAT	2	8	65
BANDARBAN	2	14	15
BARGUNA	0	7	35
BARISAL	3	21	61
BHOLA	5	12	51
BOGRA	1	18	89
BRAHMANBARIA	0	37	63
CHANDPUR	0	6	82
CHAPAI NAWABGANJ	0	6	39
CHITTAGONG	1	92	101
CHUADANGA	2	3	30
COMILLA	4	76	105
COX'S BAZAR	1	12	58
DHAKA	0	9	69
DINAJPUR	0	2	100
FARIDPUR	0	45	34
FENI	0	17	26
GAIBANDHA	0	12	70
GAZIPUR	0	13	26
GOPALGANJ	0	14	54
HABIGANJ	0	38	39
JOYPURHAT	0	4	28
JAMALPUR	0	15	53
JESSORE	0	18	73
JHALOKATI	0	4	28
JHENAIDAH	0	5	62
KHAGRACHHARI	1	5	32
KHULNA	0	9	59
KISHOREGANJ	0	13	95
KURIGRAM	0	9	63
KUSHTIA	0	10	57
LAKSHMIPUR	0	2	56
LALMONIRHAT	0	2	43
MADARIPUR	1	28	30
MAGURA	0	0	36

MANIKGANJ	1	15	49
MEHERPUR	0	1	17
MAULVIBAZAR	0	30	37
MUNSHIGANJ	0	22	45
MYMENSINGH	1	25	120
NAOGAON	2	5	92
NARAIL	2	4	33
NARAYANGANJ	0	5	36
NARSINGDI	0	6	65
NATORE	0	7	45
NETRAKONA	1	8	77
NILPHAMARI	0	6	54
NOAKHALI	6	12	73
PABNA	1	11	61
PANCHAGARH	0	7	36
PATUAKHALI	0	22	50
PIROJPUR	0	4	48
RAJSHAHI	1	5	65
RAJBARI	0	2	40
RANGAMATI	2	18	29
RANGPUR	0	1	75
SHARIATPUR	0	23	42
SATKHIRA	0	10	68
SIRAJGANJ	0	8	75
SHERPUR	0	8	44
SUNAMGANJ	0	40	47
SYLHET	1	41	61
TANGAIL	2	56	52
THAKURGAON	2	3	48
Total	45	991	3511

Table 16: Appointment of UISCs' entrepreneurs (response %)

Districts	Chairman	UNO	Committee	Others
BAGERHAT	14	24	21	16
BANDARBAN	6	2	5	16
BARGUNA	18	14	5	5
BARISAL	24	22	19	17

BHOLA	27	30	5	1
BOGRA	36	53	5	13
BRAHMANBARIA	31	36	17	16
CHANDPUR	40	28	3	17
CHAPAI NAWABGANJ	15	12	7	11
CHITTAGONG	53	38	32	70
CHUADANGA	7	4	18	4
COMILLA	60	81	14	26
COX'S BAZAR	44	21	0	5
DHAKA	17	35	16	10
DINAJPUR	57	16	29	0
FARIDPUR	33	18	17	11
FENI	8	7	14	14
GAIBANDHA	39	20	21	2
GAZIPUR	17	5	6	11
GOPALGANJ	25	34	7	2
HABIGANJ	32	21	21	3
JOYPURHAT	17	11	1	3
JAMALPUR	26	28	4	10
JESSORE	39	35	16	1
JHALOKATI	8	13	11	0
JHENAIDAH	29	19	10	9
KHAGRACHHARI	12	15	4	6
KHULNA	17	15	35	1
KISHOREGANJ	55	7	13	33
KURIGRAM	42	16	5	9
KUSHTIA	20	26	14	7
LAKSHMIPUR	21	12	3	22
LALMONIRHAT	29	11	5	0
MADARIPUR	36	4	7	11
MAGURA	24	12	0	0
MANIKGANJ	30	4	14	16
MEHERPUR	8	2	2	6
MAULVIBAZAR	15	14	28	10
MUNSHIGANJ	26	16	6	19
MYMENSINGH	77	14	6	48

NAOGAON	48	25	14	10
NARAIL	8	17	10	2
NARAYANGANJ	30	4	5	2
NARSINGDI	22	14	34	1
NATORE	18	22	10	2
NETRAKONA	56	12	13	4
NILPHAMARI	25	32	2	1
NOAKHALI	19	45	16	5
PABNA	50	14	6	3
PANCHAGARH	21	2	9	11
PATUAKHALI	39	21	4	8
PIROJPUR	28	9	13	2
RAJSHAHI	24	10	23	13
RAJBARI	16	10	15	1
RANGAMATI	24	13	9	2
RANGPUR	47	8	19	2
SHARIATPUR	29	4	7	25
SATKHIRA	28	27	15	8
SIRAJGANJ	37	18	9	19
SHERPUR	20	8	14	10
SUNAMGANJ	17	35	28	7
SYLHET	30	41	15	16
TANGAIL	50	14	13	31
THAKURGAON	41	4	2	4
Total	1861	1204	771	670

Table 17: UP secretaries' satisfaction with entrepreneurs' works (response %)

Districts	Very Content	Content	Indifferent	Discontent	Very Discontent
BAGERHAT	24	39	11	1	0
BANDARBAN	2	22	4	1	0
BARGUNA	19	10	13	0	0
BARISAL	17	40	23	2	0
BHOLA	18	32	10	2	1
BOGRA	29	50	26	1	1
BRAHMANBARIA	36	50	12	1	1
CHANDPUR	40	38	9	1	0

CHAPAI	13	24	8	0	0
NAWABGANJ					
CHITTAGONG	43	112	35	2	1
CHUADANGA	13	13	5	1	0
COMILLA	21	91	56	11	2
COX'S BAZAR	16	42	10	1	1
DHAKA	32	34	12	0	0
DINAJPUR	30	58	14	0	0
FARIDPUR	31	32	11	2	2
FENI	9	21	12	1	0
GAIBANDHA	27	44	8	2	0
GAZIPUR	2	23	11	2	1
GOPALGANJ	26	34	7	0	1
HABIGANJ	40	24	12	0	1
JOYPURHAT	10	12	10	0	0
JAMALPUR	16	40	11	1	0
JESSORE	17	38	35	0	1
JHALOKATI	12	12	7	1	0
JHENAIDAH	25	29	10	2	1
KHAGRACHHARI	13	12	11	2	0
KHULNA	28	21	13	4	0
KISHOREGANJ	30	46	30	0	2
KURIGRAM	16	44	11	1	0
KUSHTIA	19	38	10	0	0
LAKSHMIPUR	17	30	10	1	0
LALMONIRHAT	4	31	10	0	0
MADARIPUR	25	27	5	1	0
MAGURA	21	14	1	0	0
MANIKGANJ	25	26	9	1	2
MEHERPUR	7	10	1	0	0
MAULVIBAZAR	15	33	17	1	1
MUNSHIGANJ	18	36	13	0	0
MYMENSINGH	46	70	23	4	2
NAOGAON	21	41	31	1	3
NARAIL	10	21	6	0	0
NARAYANGANJ	12	21	5	3	0
NARSINGDI	24	29	18	0	0

NATORE	5	21	19	3	4
NETRAKONA	15	45	21	2	2
NILPHAMARI	19	21	19	1	0
NOAKHALI	19	44	20	0	2
PABNA	16	38	17	1	1
PANCHAGARH	17	22	4	0	0
PATUAKHALI	20	34	12	3	3
PIROJPUR	19	24	7	1	0
RAJSHAHI	19	29	20	2	0
RAJBARI	7	26	8	0	1
RANGAMATI	21	14	12	0	1
RANGPUR	13	43	19	1	0
SHARIATPUR	19	31	14	1	0
SATKHIRA	15	42	21	0	0
SIRAJGANJ	31	30	20	1	1
SHERPUR	16	25	10	0	1
SUNAMGANJ	20	42	18	2	4
SYLHET	26	47	29	1	0
TANGAIL	46	43	15	2	2
THAKURGAON	14	28	9	0	0
Total	1296	2163	920	75	46

Table 18: UP secretaries' satisfaction with UISCs' services (response %)

Districts	Very Content	Content	Indifferent	Not Content	Very Discontent
BAGERHAT	23	38	13	1	0
BANDARBAN	3	20	6	0	0
BARGUNA	24	9	9	0	0
BARISAL	15	39	28	0	0
BHOLA	17	32	12	1	1
BOGRA	27	52	27	1	0
BRAHMANBARIA	41	44	12	2	1
CHANDPUR	40	42	5	1	0
CHAPAI NAWABGANJ	14	13	16	1	1
CHITTAGONG	48	111	33	1	0
CHUADANGA	11	16	4	1	0

COMILLA	34	87	52	7	1
COX'S BAZAR	14	44	10	1	1
DHAKA	32	32	12	2	0
DINAJPUR	28	59	14	1	0
FARIDPUR	19	40	15	2	2
FENI	7	18	17	1	0
GAIBANDHA	25	44	8	3	1
GAZIPUR	2	25	10	1	1
GOPALGANJ	24	36	8	0	0
HABIGANJ	36	25	16	0	0
JAMALPUR	20	37	9	2	0
JESSORE	21	38	31	0	1
JHALOKATI	8	17	7	0	0
JHENAIDAH	22	33	9	3	0
JOYPURHAT	11	13	8	0	0
KHAGRACHHARI	11	12	14	1	0
KHULNA	25	29	11	1	0
KISHOREGANJ	32	46	29	0	1
KURIGRAM	21	35	15	1	0
KUSHTIA	18	43	6	0	0
LAKSHMIPUR	13	36	8	1	0
LALMONIRHAT	8	29	8	0	0
MADARIPUR	27	23	7	1	0
MAGURA	20	16	0	0	0
MANIKGANJ	24	30	8	1	0
MAULVIBAZAR	16	39	11	0	1
MEHERPUR	7	10	1	0	0
MUNSHIGANJ	14	37	16	0	0
MYMENSINGH	39	69	31	5	1
NAOGAON	23	42	28	3	1
NARAIL	7	18	11	1	0
NARAYANGANJ	15	21	5	0	0
NARSINGDI	26	29	16	0	0
NATORE	13	22	14	1	2
NETRAKONA	10	52	23	0	0
NILPHAMARI	17	21	21	1	0
NOAKHALI	14	40	28	2	1

PABNA	18	33	21	1	0
PANCHAGARH	19	17	7	0	0
PATUAKHALI	19	34	13	2	4
PIROJPUR	20	21	10	0	0
RAJBARI	10	23	9	0	0
RAJSHAHI	20	27	22	1	0
RANGAMATI	15	21	12	0	0
RANGPUR	14	47	15	0	0
SATKHIRA	13	47	18	0	0
SHARIATPUR	14	36	15	0	0
SHERPUR	20	26	6	0	0
SIRAJGANJ	30	31	20	2	0
SUNAMGANJ	21	44	20	0	1
SYLHET	22	47	31	3	0
TANGAIL	40	48	19	1	0
THAKURGAON	8	29	13	1	0

