



# Annual Report 2023

**Information Commission Bangladesh**





# Annual Report 2023

**Information Commission Bangladesh**

**Information Commission Bangladesh**

**Annual Report 2023**

**Planning, writing and editing**

Information Commission Bangladesh

**Printing**

R. J. Printing and Packaging

76/A, Nayapaltan (Masjid Lane), Dhaka-1000

All rights reserved by Information Commission Bangladesh



**Father of the Nation Bangabandhu Sheikh Mujibur Rahman**



## Index

Serial	Subject	Page
	Introduction	VII
	Presentation of Annual Report 2022 to the Honourable President	IX
	Auspicious Inauguration of ‘Information Commission Bhaban’ by Honourable Prime Minister Sheikh Hasina	XI
	Chief Information Commissioner and the Information Commissioners	XIII
	Summary of Annual Report	XV
	A brief description of the activities of Information Commission Bangladesh since its inception	XIX
<b>Chapter 1</b>	<b>Establishment of Right to Information Act and Information Commission Bangladesh</b>	<b>01</b>
1.1	Context of Right to Information Act	02
1.2	Information on construction of Information Commission Bangladesh office building	03
1.3	Current status of organisational structure and manpower	04
<b>Chapter 2</b>	<b>Various activities of the Information Commission Bangladesh on information rights</b>	<b>05</b>
2.1	Various activities of Information Commission Bangladesh in 2023	06
2.2	Public awareness meetings and training	09
2.3	Code number of depositing information fee to Government Treasury	18
2.4	Training of designated officials of Ministries/Departments, various Directorates/Departments, organisations and upazila level	18
2.5	Information regarding training of responsible officers and other officials	18
2.6	Details of providing training to Designated Officers and other officers	20
2.7	Application for obtaining information online	20
<b>Chapter 3</b>	<b>Actions taken by various authorities to implement the Right to Information Act</b>	<b>21</b>
3.1	Activities undertaken by various Ministries/Divisions/Departments/District Administrations/other Institutions to implement the Right to Information Act	22
3.2	Activities of Non-Governmental Organisations in Implementation of Right to Information Act	32
<b>Chapter 4</b>	<b>International Right to Information Day 2023 celebration</b>	<b>47</b>

<b>Chapter 5</b>	<b>Status of Implementation of Right to Information</b>	<b>55</b>
5.1	Number of applications filed with various authorities	56
5.2	Information provided against requests	58
5.3	Number of appeals and disposal	59
5.4	Measures taken by various authorities to implement the Right to Information Act	59
5.5	10 ministries that received most applications	60
5.6	Division-wise applications for access to information	61
5.7	10 districts that settled of most applications	62
5.8	Applications received by NGOs	63
5.9	Analysis of reports received from various authorities	63
5.9.1	Analysis of reports received from ministries	64
5.9.2	Analysis of reports received from districts	64
5.9.3	Analysis of reports received from NGOs	65
5.10	Complaints received and actions taken by the Information Commission Bangladesh	66
5.11	Analysis of complaints filed with Information Commission Bangladesh (year-wise)	66
5.11 (A)	Analysis of complaints (accepted for hearing) filed with the Commission in 2023	69
5.11 (B)	Male-female distribution of all the complainants	72
5.11 (C)	Types of information sought in complaints received for hearing by the Commission	73
5.12	Analysis of complaints not accepted for hearing	76
5.12 (A)	Grounds for non-acceptance of complaints for hearing	76
5.12 (B)	Results of analysis of complaints not taken up for hearing	78
5.13	Income and expenditure of Information Commission Bangladesh	78
5.14	Actions taken against Designated Officers after hearing complaints	79
5.15	Information Commission Bangladesh: Select case studies	79
5.16 (A)	Hurdles and challenges to establishing Right to Information Act	95
5.16 (B)	Information Commission Bangladesh's recommendations for implementation of Right to Information Act	96
	<b>Appendix</b>	<b>99</b>
A.	Other publications including booklets and leaflets published by Information Commission Bangladesh	100
B.	Organisational structure of Information Commission Bangladesh	102
C.	List of employees at Information Commission Bangladesh	103



## Introduction

The Information Commission was established by the enactment of the Right to Information Act, 2009. The main objectives of the Right to Information Act are ensuring the right to access to information for the purpose of empowering people, increasing accountability and transparency of the government and private organisations. As a result of the enactment of the Right to Information Act, the right to access to information has been made easier for the citizens of all classes and professions, including the backwards, the powerful and the weak. Before 2009, there were no ways to learn about the activities, orders and decisions of the government or other organisations except gazettes, notices, and circulars etc. The gazettes were used to convey information with a few orders which did not meet public expectations; these were mere formalities. And that was the only part of the duty of providing official information. Besides, during the military regimes, “Press Note” was the method of providing information by creating fear and terror through national government orders.

Honourable Prime Minister Sheikh Hasina has gifted this law of free and open flow of information to the people by breaking the culture of information secrecy and creation of barriers to providing information. Bangladesh has achieved enviable success in the world today in various indicators of human development. After becoming “Digital Bangladesh”, now the country is moving forward with the strong conviction of building “Smart Bangladesh”.

People have come forward to ensure the desired rule of law, establish fundamental human rights, justice, and social, political and economic rights in state governance by taking advantage of the Right to Information Act. The Information Commission is working tirelessly to establish these rights of the people. But in this case, people of all classes and professions in the country must come forward together. We from the Information Commission help the work to inform the public about this – which we want to do more widely.

Pure and authentic information is the right of the people. Accurate information plays an important role in enhancing transparency and accountability. Misinformation, fabrications, hate-mongering information and rumours on social media create fear in the public mind and increase violence in the society which can be eradicated by ensuring the flow of true and pure information.

The Right to Information Act plays the role of a bridge between the people and the government. The Information Commission always strives to make people aware of their right to information. The role of right to information is immense in the progress of democratic Bangladesh and the establishment of people’s rights. It is necessary to ensure that every public and private organisation, office and institution publishes and disseminates information, daily updates on its own. And the Information Commission is doing just that to ensure this.

The 15th “Annual Report-2023” of the Information Commission Bangladesh has been published on the implementation of the Right to Information Act.



Abdul Malek PhD  
Chief Information Commissioner  
Information Commission Bangladesh



## Presentation of Annual Report 2022 to the Honourable President

According to Section 30 of the Right to Information Act, every year the Information Commission Bangladesh publishes an annual report on the previous year's activities and submits it to the Honourable President. From this obligation, like every year the Information Commission published Bangladesh Annual Report 2022 and submitted it to the Honourable President.

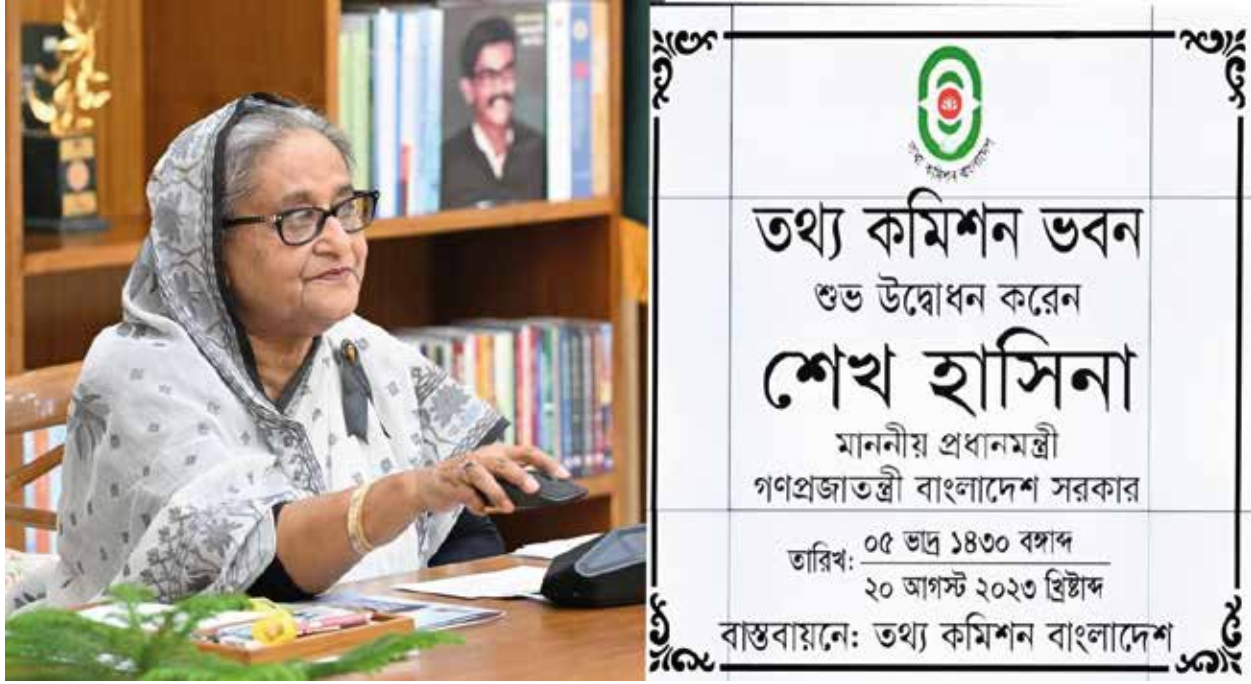


Chief Information Commissioner Abdul Malek PhD presents the Annual Report 2022 of the Information Commission Bangladesh to the Honourable President Mr. Md. Sahabuddin at Bangabhaban in Dhaka. Information Commissioner Mr. Shahidul Alam Zinuk, Information Commissioner Ms. Masuda Bhatti and Commission Secretary Ms. Zubaida Nasreen were present.  
Sunday, 24 September 2023



## The auspicious inauguration of 'Information Commission Bhaban' by Honourable Prime Minister Sheikh Hasina

Honourable Prime Minister Sheikh Hasina inaugurated the newly constructed 'Information Commission Building' on 20 August 2023.



Honourable Prime Minister Sheikh Hasina inaugurates the 'Information Commission Building'.

Prime Minister Sheikh Hasina inaugurated this 13-storey building with modern facilities in Agargaon of the capital through video conference from Ganabhaban. The Chief Information Commissioner of the Information Commission Bangladesh Abdul Malek PhD, three former Chief Information Commissioners, two Information Commissioners, Commission Secretary Zubaida Nasreen and other invited guests were present at the opening ceremony of the building.



## Chief Information Commissioner and Information Commissioners



**Abdul Malek PhD**  
**Chief Information Commissioner**

Abdul Malek PhD Joined on 22 March 2023 and is serving as Chief Information Commissioner.



**Shahidul Alam Zinuk**  
**Information Commissioner**

Mr. Shahidul Alam Zinuk joined on 24 August 2023 and is serving as Information Commissioner.



**Masuda Bhatti**  
**Information Commissioner**

Ms. Masuda Bhatti joined on 03 September 2023 and is serving as Information Commissioner.





# Annual Report 2023

## Summary

In 2009, the government passed the Right to Information Act to ensure the right to information of the people by creating a free flow of information. Right to information is considered as one of the means of empowering the people. According to Article 39 of the Constitution of the People's Republic of Bangladesh, freedom of thought, conscience and speech is one of the fundamental rights of citizens. The right to information is an integral part of a citizen's freedom of thought, conscience and speech. If the practice of this law is increased among the people, the transparency and accountability of all public and private organisations will increase, which will ultimately reduce corruption and help establish good governance in the country. According to Section 11 of the Right to Information Act, 2009, the government established the Information Commission Bangladesh as an implementing agency to ensure the right to information of the people. Information Commission Bangladesh is working towards implementing of the Right to Information Act.

According to Section 30 of the Right to Information Act, every year the Information Commission Bangladesh publishes an annual report on the previous year's activities and submits it to the Honourable President. According to the provision, the Annual Report 2023 has been prepared by collecting information from all the authorities of the country such as the ministries, departments, offices at the divisional, district and upazila levels, and the government and private institutions concerned.

The Report highlights the number of applications received under the Right to Information Act across the country and provision of information, the number of appeals and disposals thereof, the price charged for providing information, the complaints filed with the Information Commission Bangladesh and their results, the reform proposals received from various authorities related to the establishment of the Right to Information, and activities undertaken by various authorities for the implementation of the Act. Apart from this, the regular programmes of Information Commission Bangladesh in implementing the right to information, its achievements, meetings, seminars, discussions, reports and other publications, activities undertaken in the light of social responsibility, etc. have been highlighted in this Report. As a result, people can learn about the activities of the Right to Information Act and the Information Commission Bangladesh. The Report also details the challenges observed in the implementation of the RTI Act and the recommendations of the Commission for the implementation of the RTI Act.

One of the important tasks of the Information Commission Bangladesh is to increase public awareness through extensive publicity and dissemination of the Right to Information Act. In order to bring the law to people's doorsteps, the Information Commission is conducting public awareness meetings in all districts and upazilas of the country, various educational institutions, journalistic institutions, banks and other institutions and has continued to organise various seminars/symposiums. Training various levels of officials and public representatives is also continuing with the aim of enhancing the skills of officials regarding the Right to Information Act. Apart from this, views-exchange meetings are regularly organised with the secretaries of various ministries, media personalities and senior journalists for their suggestions on how to make the Right to Information Act more effective and helpful for the people.

Although the primary responsibility for the implementation of the Right to Information Act lies with the Information Commission Bangladesh, the participation of other sections of the society namely non-governmental organisations, civil society, print and electronic media, public representatives, politicians, the High Court and, above all, the people at all levels is essential. Various government and private organisations including the Cabinet Department have been assisting the Information Commission in various ways in implementing the Right to Information Act. In order to implement the Right to Information Act, various authorities are undertaking programmes either independently or jointly with the Information Commission Bangladesh, among which are training, public awareness rallies, meetings of the supervision and monitoring departmental committees on the implementation of the right to information at the divisional, district and upazila levels, discussions in these meetings, workshops, updating of website, formulation of guidelines/policy on information release etc. Also, various ministries or departments, directorates, organisations and training academies organise training and seminars on the Right to Information Act, 2009 and the Information Commission regularly sends trainers or resource persons to these events.

To provide information to the people under this law, a designated officer will be engaged in every public and private office, who will provide the public with their required information against their applications for a prescribed price, following the provisions and exceptions of the law. If the designated officer fails to provide the information, the applicant can appeal to the appellate authorities and if aggrieved there too, the Act provides for filing a complaint with the Information Commission Bangladesh.

The Information Commission Bangladesh trains these and other officials concerned across the country.

In 2023, training was provided to 1,587 designated officers (RTI) and alternate designated officers of various ministries, directorates and organisations. Also, from 01 January 2023 to 31 December 2023, a total of 120 designated officers (RTI) and other officials in 02 districts of the country and 518 designated officers (RTI) and other officials in 09 upazilas of one district were provided training on Right to Information Act, 2009. A total of 2,225 officers were trained in 2023. From 01 January 2023 to 31 December 2023, the Commission held public information sessions in 09 upazilas of one district to increase public awareness about the Right to Information Act.

28 September is International Right to Information Day. Information Commission Bangladesh celebrated the ‘International Right to Information Day 2023’ through various programmes in a very stylish atmosphere in collaboration with various public and private organisations, civil society and media. The day is celebrated internationally every year to increase public awareness about the right to information and ensure people’s right to information. This year, ‘International Right to Information Day 2023’ was celebrated through various programmes at the district level, including the capital Dhaka, with the theme “Importance of Internet in free flow of information” and the slogan “If information is available on the Internet, people will find peace”. On the occasion of the day, the Information Commission Bangladesh organised a discussion meeting centrally in Dhaka. At the district level, discussion meetings were organised to celebrate the day with the coordination of all the members of the district supervision and inspection committee and all government and non-governmental organisations. On the occasion of the day, important national dailies published supplements with the speeches of the Honourable President,

Honourable Prime Minister, Honourable Minister of Information and Broadcasting, Chief Information Commissioner, and Senior Secretary of the Ministry of Information and Broadcasting and an article by the Information Commissioner. In celebration of the day, supplements were published in 05 national daily newspapers. The theme of the day was promoted through SMS on mobile phones and nationwide promotional posters, festoons on International Right to Information Day 2023 celebration on the national web portal, while the theme and the slogan of the day and documentaries on Right to Information were displayed through digital scrolls and digital advertising boards in different parts of the country.

From 01 January 2023 to 31 December 2023, the number of applications submitted to various authorities under the Right to Information Act across the country was 8,747. Out of these 8,747 applications, the requested information was provided to the applicants of 7,950 applications which is 90.89% of the total applications. The number of decisions not to provide the requested information is 771, which is 8.81% of the total applications. It should be noted that at the end of the year, 26 i.e. 0.30% of applications for obtaining information were under process.

In 2023, 250 appeals were filed with the appellate authorities due to non-provision of information within the stipulated time or dissatisfaction with the receipt of information in view of the application for obtaining information from various authorities across the country. Out of those, 242 appeals were disposed of and the remaining 08 appeals are under process.

The Information Commission exercises the powers of the Bangladesh Civil Court to dispose of complaints by conducting hearings, issuing summons and following other processes. Under this Act, like the Civil Court, the Information Commission Bangladesh can issue a summon to a person to appear before the Commission and compel them to produce oral or written evidence, documents or any other related thing. If the complaint is proven, the Information Commission can order the officer concerned to provide the information. For delay in providing information or refusal to provide information or for providing wrong, incomplete, misleading or distorted information, the Information Commission can impose a fine on the officer concerned, recommend departmental action against them to the appropriate authority, and order compensation where applicable.

A total of 686 complaints were lodged with the Information Commission from 01 January 2023 to 31 December 2023. The number of complaints taken up for hearing in 2023 was 324, which is 47.23% of the total complaints. A total of 230 complaints were disposed of through virtual hearing and 17 complaints were disposed of through on-site hearing. Besides, 77 complaints are pending for hearing.

Out of the complaints received for hearing, 319 were by male complainants and 05 were by female complainants. An analysis of the occupations of the complainants whose complaints were received for hearing in 2023 shows that the general category has the highest 198 complainants, journalists were in second place with 120, and 02 teachers and 04 other professionals filed complaints.

In 2023, 362 complaints filed with the Information Commission were not taken up for hearing. The reasons for which the Commission could not take into consideration these complaints were: 80 complaints were about requested information that is not covered under Section 2(f) of the Right to Information Act, 2009; in 42 cases, the information/reply provided by the designated

officer (RTI) was satisfactory; 34 appeals were not filed with the appropriate appellate authorities. Also, the Commission did not consider 29 complaints as the information sought lacked clarity/was not specific/was illegible/covered a lot of areas; 20 complaints as they were not filed with the appropriate designated officer (RTI); 19 complaints as they were not filed with the appropriate designated officer (RTI) and the appeals were not filed with the appropriate appellate authorities; 12 complaints where the time period of the requested information was not specified; and 11 complaints regarding information related to court litigation. The complainants were given advice in these cases.

Further, there were cases where there was no direct application for information; the prescribed format was not used; appeal applications were not attached to the complaints; there was no application for both access to information and appeal; it was in accordance with Section 7(k) of the Right to Information Act, 2009; appeals were not filed with the relevant court in accordance with the Land Law; the order/decision passed by the appellate authorities was admissible; departmental case was pending in the matter sought; the application for obtaining information was vague and unreadable and the designated officer (RTI) served notice of inability and the order passed by the appellate authorities was considered for the above reasons. These complainants were apprised of the legal and other deviations noted in their applications and given advice accordingly and subsequently advised to file complaints following the due process.

The Information Commission hears complaints filed regarding access to information. If a citizen is obstructed in obtaining information and the designated officer is found guilty, considering the seriousness of the complaint, the officer concerned is asked to pay compensation as per Section 25 and Section 27 of the Right to Information Act, 2009, fined and, in certain cases, the officer's negligence in providing information is considered as misconduct and departmental punishment is decided. From 2011 to 2023, compensation/fine/departmental punishment was ordered for 96 designated officers considering the severity. In 2023, action was taken against 18 designated officials considering the seriousness of allegations.

In spite of the willingness of the parties concerned including the Commission to ensure the successful implementation of the Right to Information Act and the people's right to obtain information, the lack of awareness of a large part of the public, the lack of proper application of the knowledge gained by the officers on the law, the limited manpower of the Information Commission, etc have been identified during this time as obstacles in the way of the successful implementation of the Right to Information Act. In the implementation of the Right to Information Act and ensuring people's right to information, the participation of the Information Commission as well as other parts of the society, namely non-governmental organisations, civil society, print and electronic media, public representatives, politicians, the High Court, and above all the participation of the people at all levels is essential.

## **A brief description of the activities of Information Commission Bangladesh since its inception**

**01. Passage of the Right to Information Act, 2009 (20th Act of 2009) in the National Parliament, promulgation, and formation of the Information Commission:** “Right to Information Act-2009” was passed by the Bangladesh National Parliament on 29 March 2009 to ensure free flow of information and public information with a view to establishing good governance by reducing corruption by empowering the people and bringing transparency and accountability in the functioning of every public and private authorities. The Honourable President gave his gracious assent to the said Act on 05 April 2009 and the Act was published in the additional issue of Bangladesh Gazette on 06 April 2009. From 01 July 2009, activities started all over Bangladesh and the Information Commission was formed on that date.

**02. Organisational Structure Approval:** The approved manpower strength of Information Commission Bangladesh is 76. There are currently 55 officers and employees working in the Commission, of whom 13 are women. Initiatives have been taken to recruit the remaining vacant posts. In order to increase the manpower of the Information Commission, an initiative to increase the number of posts is already underway.

**03. Number of applications submitted to various authorities under the Right to Information Act:** From 01 January 2023 to 31 December 2023, the number of applications submitted to various authorities under the Right to Information Act across the country is 8,747. Out of these applications, the requested information of 7,950 has been provided to the applicants which is 90.89% of the total applications. The number of applications filed under the Right to Information Act in the country from 2010 to 2023 is 1,56,665.

**04. Action taken on complaints and applications received by the Information Commission Bangladesh:** In 2023, a total of 686 complaints were filed with the Information Commission, out of which 324 complaints (47.23% of total complaints) were taken up for hearing. In 2023, 230 complaints were disposed of through virtual hearings and 17 through on-site hearings. A total of 5,804 complaints were filed with the Information Commission from 2009 to 2023. Of these, 3,233 complaints were taken up for hearing by the Commission and 3,156 complaints were disposed of through hearings and 77 complaints are pending for hearing.

**05. Public awareness meetings and training programmes on right to information:** Since the passing of the Information Commission Bangladesh Act to implement of the Right to Information Act, public awareness meetings and training programmes for designated officials have been implemented in all divisions, districts and upazilas. The Information Commission has so far provided training to a total of 57,449 designated officials including other officials on the Right to Information Act. With the financial support of the Information Commission, public information meetings have been organised in each upazila under the management of the upazila administration and about 300 to 400 people including men and women have participated in each meeting. Also, discussion meetings on the implementation of the Right to Information Act have been held at various times through video conferences with all the divisions and districts of the country.

Online training on the Right to Information Act is currently underway. In this way, the designated officers can easily take online training at home. Officials can avail the training by clicking the link “Online Training of Designated Officials of Government and Private Organisations” on the website of the Information Commission ([www.infocom.gov.bd](http://www.infocom.gov.bd)). The trainee also gets a certificate from the Information Commission on successful completing of the training. So far around 60,923 officers have registered for this online training.

**06. Action taken by the Commission against designated officers for non-disclosure of information:** If any designated officer is found guilty at the end of the hearing on a complaint lodged with the Information Commission under the Right to Information Act, compensation is levied against them considering the seriousness of the complaint, fine is imposed, and disciplinary action is recommended to the authorities concerned considering the non-disclosure of information in appropriate cases a misconduct. From 2011 to 2023, 96 designated officers have been ordered to pay compensation/fine and served departmental punishment considering the severity of their offence. In 2023, action was taken against 18 designated officials considering the seriousness of allegations.

**07. Rules and Regulations issued by the Information Commission Bangladesh, booklets and leaflets and other publications by the Information Commission and promotional activities undertaken by the Information Commission on Right to Information:** Rules and Regulations issued by the Information Commission, booklets and leaflets published by the Information Commission and other publications related to the right to information, and the promotional activities undertaken are annexed in Annexure ‘A’.

**08. RTI Working Group and Committees:** The Working Group on Right to Information (central level) headed by Secretary (Coordination and Reforms) of Cabinet Division is working to define practices and action plans on implementing of the RTI. Besides, with the aim of strengthening the implementation of right to information at the field level, the following three committees have been formed by the Cabinet Division at the division, district and upazila levels:

- a) Divisional Committee for supervision and monitoring of implementation of Right to Information
- b) District Committee for supervision and monitoring of implementation of Right to Information
- c) Upazila Committee for implementation and monitoring of Right to Information

**09. Inauguration of ‘Information Commission Building’:** In 2010, 0.35 acres of plot No. F-17/D in Agargaon Administrative Area, Dhaka was allotted in favour of the Information Commission for the construction of its own building. Honourable Minister of the Ministry of Information and Broadcasting of the Government of the People’s Republic of Bangladesh Hasan Mahmud, MP, inaugurated the foundation stone-laying and construction work of the Information Commission’s own 13-storey building on 24 April 2019. The construction of the building has already been completed at a cost of 71,67,09,000/- (seventy-one crore sixty-seven lakh nine thousand taka). Currently, the activities of the Information Commission are being conducted at the Information Commission Building, F-17/D, Agargaon Administrative Area.

Honourable Prime Minister Sheikh Hasina inaugurated the newly constructed 'Information Commission Building' on 20 August 2023. She inaugurated the 13-storey building with modern facilities in Agargaon of the capital through video conference from Ganabhaban. As a result of the construction of the building, the Information Commission Bangladesh will be able to provide the highest service to the people in a beautiful and pleasant working environment and ensure the people's right to information.

**10. International Right to Information Day Celebration:** International Right to Information Day is celebrated every year to create public awareness about the Right to Information Act. This year, 'International Right to Information Day 2023' was celebrated through various programmes at the district level, including the capital Dhaka, with the theme "Importance of Internet in free flow of information" and the slogan "If information is available on the Internet, people will find peace". On the occasion of the day, publication of supplements in important national dailies, campaigning of the theme of the day through mobile SMS and nationwide poster, promotional festoon of International Right to Information Day 2023 celebration on the national web portal while the theme and the slogan of the day and documentaries on Right to Information were displayed through digital scrolls and digital advertising boards in different parts of the country.

**11. Launch of Online Tracking System:** The Information Commission has continued the process of launching the RTI Online Tracking System in respect of Right to Information Act, 2009. On 06 March 2019, the Honourable Minister of the Ministry of Information and Broadcasting, Hasan Mahmud, MP, launched the Right to Information Act online tracking system and on 27 July 2019, Honourable Minister of Foreign Affairs Dr. A. K. Abdul Momen, MP, inaugurated its piloting programme in Sylhet. The RTI Online Tracking System is being phased in for use in all public and private institutions covered by Right to Information Act, 2009 with the help of a2i. This initiative will facilitate the use of the Right to Information Act, 2009 digitally manner.

**12. Participation in State Activities:** In addition to Right to Information Act activities, the Information Commission participates in various state activities. The Information Commission organises special discussion meetings on the occasion of the inclusion of the historical 07 March speech of Father of the Nation Bangabandhu Sheikh Mujibur Rahman in the UNESCO "International Memory of the World Register", celebration of the birth centenary of the Father of the Nation and the National Children's Day, Mujib Year, Golden Jubilee of Independence, 21 February Martyrs Day and International Mother Language Day, Independence and National Day on 26 March, discussion meeting and doa mahfil at Information Commission on 15 August on the occasion of the martyrdom anniversary of Father of the Nation Bangabandhu Sheikh Mujibur Rahman, discussion meeting on Sheikh Russell Day on 18 October, and Victory Day on 16 December.

**13. Member of the Executive Committee of the ICIC:** Bangladesh has been elected a member of the 9-member Executive Committee of the International Conference of Information Commissioners (ICIC). Bangladesh is the first and only country in the Asian continent to gain membership. This is a great achievement and a matter of pride for us. The term of membership is for the next three years. Bangladesh has been elected a member of this committee through the voting of 83 members of the UN at the 14th ICIC conference in Manila, the capital of the Philippines, on 21 June 2023.

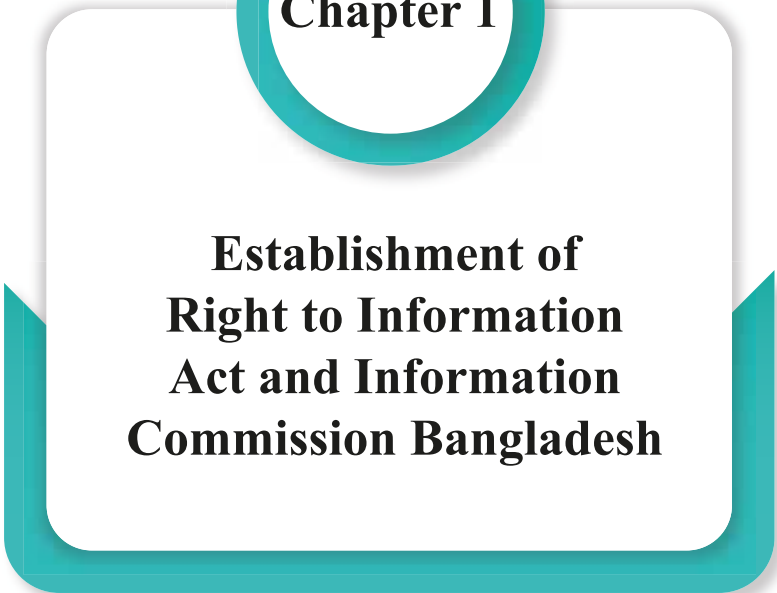
**14. Signing of MOU/MOC with various institutions:** The Information Commission has signed MOU/MOC with various government and private institutions to create widespread public awareness about the right to information in light of the Right to Information Act, 2009 and facilitate the implementation of the RTI Act.

**15. Budget:** In the financial year 2023-2024, the budget of the Information Commission Bangladesh was 9,29,00,000/- (nine crore thirty-nine lakh). The total expenditure till December 2023 is 2,33,12,000/- (two crore thirty-three lakh twelve thousand).



A teal circular graphic with a white center, containing the text 'Chapter 1'.

## **Chapter 1**

A teal rectangular graphic with rounded corners and a white center, containing the text 'Establishment of Right to Information Act and Information Commission Bangladesh'.

# **Establishment of Right to Information Act and Information Commission Bangladesh**

# **Establishment of Right to Information Act and Information Commission Bangladesh**

## **1.1 Context of Right to Information Act**

In 1766, the formal journey of ensuring public access to government information began through legislation in Sweden. One of the most noteworthy events in the history of establishing citizens' right to information internationally is the Universal Declaration of Human Rights by the United Nations. Article 19 of the United Nations Universal Declaration of Human Rights (UDHR), adopted on 10 December 1948, states, "Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers." Currently, 137 countries around the world have enacted Right to Information laws.

The greatest Bengali Father of the Nation Bangabandhu Sheikh Mujibur Rahman said in his historic 07 March 1971 speech, "Today the people of Bengal want freedom, the people of Bengal want to live. The people of Bengal want their rights." Later, based on this speech, the seventh article of the Constitution of the People's Republic of Bangladesh mentions that "the people own all the powers of the Republic" for the purpose of establishing people's rights and empowering them.

In Article 39 of the Constitution of the People's Republic of Bangladesh, 'freedom of thought, conscience and speech' has been recognised as one of the fundamental rights of citizens. And the right to information is an integral part of freedom of thought, conscience and speech. The Right to Information Act was initiated to establish people's rights and to ensure transparency and accountability of government, autonomous and statutory bodies and non-governmental organisations created or run with government and foreign funding.

The Right to Information Ordinance was finalised by reviewing the existing laws of the right to information of different countries of the world and taking the opinions of various organisations in the country and abroad. After all the formalities, the 'Right to Information Ordinance, 2008' was promulgated on 20 October 2008. After the 9th National Parliament elections held on 29 December 2008, the elected government took the initiative to enact the 'Right to Information Ordinance, 2008' and the 'Right to Information Act, 2009' was one of the many ordinances passed into law in the first session of the 9th National Parliament. The session passed the Right to Information Act, 2009 on 29 March 2009. The Honourable President gave his gracious assent to the Act on 05 April 2009 and the Right to Information Act, 2009 was published in the Bangladesh Gazette on 06 April 2009. According to the provisions of subsection 11(1) of the Right to Information Act, 2009, within 90 days of the promulgation of the Act, on 01 July 2009, the Information Commission was constituted consisting of a Chief Information Commissioner and two Information Commissioners, one of whom was a woman commissioner, and from 01 July 2009 Bangladesh started practicing 'Right to Information Act, 2009'.

## **1.2 Information on construction of Information Commission Bangladesh office building**

After the establishment of the Information Commission Bangladesh in 2009, initially the activities of the commission were started in three rooms of the National Institute of Mass-communication under the Ministry of Information and Broadcasting. Later, the Information Commission office was set up on a rented floor on the 3rd floor of the former building under the Ministry of Culture located in the administrative area of Agargaon in Sher-e-Bangla Nagar.

In 2010, 0.35 acres of plot No. F-17/D in Agargaon Administrative Area, Dhaka was allotted in favour of the Information Commission Bangladesh for the construction of its own building. Honourable Minister of the Ministry of Information and Broadcasting of the Government of the People's Republic of Bangladesh Hasan Mahmud, MP, inaugurated the foundation stone laying and construction work of the Information Commission's own 13-storey building on 24 April 2019. The construction of the building has already been completed at a cost of 71,67,09,000/- (seventy-one crore sixty-seven lakh nine thousand taka). As the construction work of the building was completed, Honourable Prime Minister Sheikh Hasina inaugurated the newly constructed 'Information Commission Bhaban' on 20 August 2023. At present the activities of the Information Commission Bangladesh are being conducted in that building at F-17/D, Agargaon administrative area.



The newly constructed building of the Information Commission Bangladesh

## Features of the building

- 7,866.40 square-metre floor space
- RTI Training Institute, Digital Library, and air-conditioned Resource Room
- 300-seat air-conditioned auditorium
- Acoustic Multipurpose Hall and Session/Court Room
- Dormitory for accommodation of trainees
- Modern fire protection facilities
- AC and forced ventilation
- 1,250kg, 13-stop passenger lift, 3-stop car lift facilities
- Car parking management system
- Installation of 1,250 KVA sub-station and 400 KVA generator
- Own pumphouse and deep tube well
- Spectacular fountain
- Lush green grass around the building

### 1.3. Current status of organisational structure and manpower

The number of authorised manpower of the Information Commission Bangladesh is 76. There are currently 55 officers and employees working in the commission, of whom 13 (thirteen) are women. At present, recruitment process is going on for vacant posts. The organisational structure of the Information Commission is shown in **Appendix B** and the Chief Information Commissioner and Information Commissioners currently working in the Information Commission, the officers and employees of the Information Commission and the manpower engaged in the outsourcing system are shown in **Appendix C**.

Currently, the activities of the Information Commission have increased to a great extent. The training programme of the designated officers and other officers is going on regularly. The issue of digital record management is also taken seriously and training arrangements are being made in this regard as well. Public awareness sessions are being held to motivate people to use the Right to Information Act. Steps have been taken for disclosure of self-motivated information. A lot of information is being published by each ministry and subordinate departments on their websites. On the other hand, the number of complaints filed with the Commission is increasing every year. As sufficient manpower is required for the smooth execution and monitoring of all these activities, a proposal for increasing the manpower along with revision of TO&E of the Information Commission has been accepted at the Commission level and sent to the Ministry of Information and Broadcasting.

Bangladesh has been elected a member of the Executive Committee of the International Conference of Information Commissioners (ICIC). On 21 June 2023, at the 14th ICIC conference in Manila, the capital of the Philippines, Bangladesh was elected a member of this committee by the votes of 83 members for the next three years.

A teal circular graphic with a white center, containing the text 'Chapter 2'.

## **Chapter 2**

A teal rectangular graphic with rounded corners and a white center, containing the text 'Various activities of the Information Commission Bangladesh on information rights'.

### **Various activities of the Information Commission Bangladesh on information rights**

## **Various activities of the Information Commission Bangladesh on information rights**

The Right to Information Act. The necessary rules and regulations have already been prepared along with the infrastructure of the Information Commission. An important function of the Information Commission is to increase public awareness of the Right to Information Act through extensive publicity and promotion. In order to bring this law to the people's doorsteps, the Information Commission is conducting public awareness meetings in all districts and upazilas of the country, various educational institutions, journalistic institutions, and banks and other institutions and has continued to organise seminars/symposiums. The programme of imparting training to various levels of officials/public representatives is continuing with the aim of enhancing the skills of officials regarding the Right to Information Act. Apart from this, views-exchange meetings are organised with secretaries of various ministries, media personalities and senior journalists for necessary suggestions on making the Right to Information Act more effective and helpful for the people.

### **2.1 Various activities of Information Commission Bangladesh in 2023**

According to Article 39 of the Constitution of the People's Republic of Bangladesh, freedom of thought, conscience and speech is one of the fundamental rights of citizens. The right to information is an integral part of a citizen's freedom of thought, conscience and speech. The right to information is considered as one of the means of empowering the people. If the practice of this law is increased among the people, the transparency and accountability of all public and private organisations will increase, and as a result corruption will be reduced and good governance will be established in the country. Based on this established concept, the government passed the Right to Information Act in 2009. According to Section 11 of the Act, the government has established the Information Commission as an implementing agency to execute the law. Various public and private organisations have been assisting the Information Commission in various ways in implementing the Right to Information Act. The Cabinet Division has always been assisting the Commission in numerous ways. Various steps are being taken by different authorities, jointly with the Information Commission or on their own, to implement the Right to Information Act, notable among which are training, public awareness meetings, divisional supervision and monitoring committee on the implementation of the Right to Information Act, district committee and meetings of the upazila implementation and monitoring committee on the Right to Information, discussion on right to information, workshops, website updating, and formulation of information disclosure guidelines/policy etc. Also, different Ministries or Divisions, Directorates, organisations and training academies organise training and seminars on the Right to Information Act, 2009 and trainers or resource persons are regularly dispatched from the Information Commission.

### 2.1.1 Discussion and Views-Exchange Meeting on “Right to Information Law and Human Rights”

A discussion and views-exchange meeting on “Right to Information Act and Human Rights” was held on Sunday, 12 November 2023, at the Information Commission Bangladesh in Agargaon. The discussion was organised with the participation of senior journalists, NGO representatives and representatives of relevant ministries to gather views of different stakeholders to ensure greater use of the Right to Information Act to uphold people’s human rights.



The guests present at the discussion and views-exchange meeting on “Right to Information Act and Human Rights”.

In the discussion meeting, the Chief Information Commissioner said that the Honourable Prime Minister Sheikh Hasina passed the Right to Information Act in 2009 as part of the rights given to the people by Father of the Nation Bangabandhu Sheikh Mujibur Rahman through the Constitution. Implementation of the Right to Information Act will bring benefits as a corollary to good governance, transparency and accountability. All information of government offices/departments/organisations as well as foreign-funded NGOs should be made readily available and accessible to all. Self-motivated information disclosure programmes are essential to meet public expectations.

The Chief Information Commissioner also said that maximum information disclosure and least privacy should be the institutional mantra. The society and the people have the right to know pure and true information; on the other hand, distorted information, falsehood, dissemination of hateful and venomous information and rumours, etc are harmful to the society. People’s rights are being ensured through successful and proper implementation of the Right to Information Act. Human rights of people should be upheld through the Right to Information Act.

Information Commissioner Ms. Masuda Bhatti said that information *is* a human right and it is recognised as a human right. Access to information is recognised as a human right in modern state systems so that people can be protected from harm in any way. The Information Commission in Bangladesh is doing the job of protecting human rights by ensuring access to information.

Mr. Shamim Reza, Professor of Mass Communication and Journalism, University of Dhaka, requested NGOs to conduct research on Right to Information. He said that disclosure of information on land, social security, passport, NID, birth registration etc should be increased voluntarily.

Mr. Naeem Nizam, editor of Bangladesh Protidin, said that the people are getting the opportunity to get information as a result of the enactment of the Right to Information Act. Journalists are able to use this law to gather information necessary to publish a report.

Mr. Shyamal Dutta, General Secretary of National Press Club, said that new journalists should be given training on the Right to Information Act, 2009.

Information Commissioner Mr. Shahidul Alam Zinuk, Information Commissioner Ms. Masuda Bhatti, Secretary of Information Commission Ms. Zubaida Nasreen, Director General of Press Institute Bangladesh Mr. Zafar Wazed, General Secretary of National Press Club Mr. Shyamal Dutta attended the discussion and views-exchange meeting under the chairmanship of Chief Information Commissioner Abdul Malek PhD, Editor of Bangladesh Protidin Mr. Naeem Nizam, Professor of Mass Communication and Journalism Department of Dhaka University Mr. Shamim Reza, Head of Current Affairs of Ekattar Television Ms. Farzana Mithila, Assistant Professor of Mass Communication and Journalism Department of Jagannath University Mr. Md. Minhaj Uddin, Director General of Ministry of Foreign Affairs (Public Diplomacy) Ms. Soheli Sabreen, CEO of BNNRC Mr. AHM Bazlur Rahman, Executive Director of MRDI Mr. Hasibur Rahman Mukur and representatives of various ministries were present.

## **2.1.2 Actions were taken to increase public awareness about Right to Information**

### **(a) Formation of committees at division, district and upazila levels**

Divisional supervision and monitoring committee led by the Divisional Commissioner, District supervision and monitoring committee led by the Deputy Commissioner, and Upazila supervision and monitoring committee led by the Upazila Executive Officer have been formed to implement activities such as raising public awareness about the Right to Information Act and its regulations, providing necessary advice to the public about the protection of one who discloses or demands information, appointing responsible officers of all the authorities concerned and taking measures for their training, celebrating the National and International Right to Information Day, taking appropriate measures to ensure women's information rights. These committees are working with the aim of increasing public awareness at the field level. These committees take initiatives to train officials of various departments at the district and upazila levels on the Right to Information Act, 2009. Also, each committee holds meetings with the committee members at regular intervals.



## **(b) Publicity in print and electronic media**

In order to make people aware of the Right to Information Act, talk Shows and discussion meetings are organised on Bangladesh Television and other private television channels from time to time. Bangladesh Betar is broadcasting a programme called “Right to Information Act People’s Act” every month. Besides, programmes are aired on different community radio and FM radio stations.

## **(c) Inclusion of Right to Information Act in the curriculum of secondary schools, colleges and universities**

In order to make students aware of the Right to Information Act, the Information Commission has taken initiatives to include the Act in the curriculum of secondary schools, colleges and universities and it has already been included in the syllabuses of secondary and higher secondary levels. Also, various activities related to the Right to Information Act, 2009 such as public awareness meetings, training programmes, International Right to Information Day celebrations etc are regularly published in the print media.

### **2.1.3 Hearing and disposal of complaints lodged with the Information Commission**

A very important activity of the Information Commission is to hear and dispose of the complaints filed with the Commission. A total of 807 complaints were filed with the Information Commission from 2009 to 2014, 336 in 2015, 539 in 2016, 530 in 2017, 732 in 2018, 628 in 2019, 290 in 2020, 463 in 2021, 791 in 2022, and 686 in 2023. Complaints are heard and disposed of in the Information Commission every month.

## **2.2 Public awareness meetings and training**

### **A. Public awareness meeting**

After the Right to Information Act 2009 had been passed, public awareness meetings were organised in 64 districts of the country at the initiative of the Information Commission. Later, initiatives were taken to implement public awareness meetings in all upazilas of the country. Accordingly, such meetings were held in 12 upazilas of Tangail district in 2015, 102 upazilas of 16 districts in 2016, 154 upazilas of 20 districts in 2017, 73 upazilas of 08 districts in 2018, 131 upazilas of 17 districts in 2019, 09 upazilas of 02 districts in 2020, 29 upazilas of 05 districts in 2021, 70 upazilas of 11 districts in 2022 and 09 upazilas of 01 district from January 01 to December 31, 2023. The meetings held in upazilas during the year of this report are:

<b>Serial No.</b>	<b>Division</b>	<b>District</b>	<b>Upazilas</b>
01	Sylhet	Habiganj	Shayestaganj, Ajmiriganj, Nabiganj, Lakhai, Chunarughat, Habiganj Sadar, Baniyachang, Bahubal, Madhavpur



Chief Information Commissioner of Information Commission Bangladesh Abdul Malek PhD speaks as the chief guest at the public awareness meeting on the Right to Information Act, 2009 at the district level in Habiganj. District Commissioner Ms. Ishrat Jahan presided over the public awareness meeting; District Superintendent of Police, district level officials, members of the district supervision and monitoring committee on implementation of the Right to Information Act, public representatives, journalists, teachers, NGO representatives and people from all walks of life were present at the meeting. 08 June 2023



Chief Information Commissioner of Information Commission Bangladesh Abdul Malek PhD speaks as the chief guest at the public awareness meeting on the Right to Information Act, 2009 at Madhavpur upazila of Habiganj district. Chaired by the Upazila Nirbahi Officer of Madhavpur upazila, the officer-in-charge of the upazila, upazila level officials, members of the upazila committee on implementation and monitoring of the Right to Information Act, public representatives, journalists, teachers, NGO representatives and people from all walks of life were present the public awareness meeting. 08 June 2023



Chief Information Commissioner of Information Commission Bangladesh Abdul Malek PhD speaks as the chief guest at the public awareness meeting on the Right to Information Act, 2009 at the district level in Patuakhali. Chaired by Deputy Commissioner of Patuakhali District Mr. Md. Noor Kutubul Alam, Superintendent of Police of Patuakhali District Mr. Saidul Islam, BPM, PPM, Chairman of Patuakhali Zilla Parishad Mr. Advocate Hafizur Rahman, Mayor Mr. Mohiuddin Ahmed, officials of various departments, members of the district supervision and monitoring committee on the Right to Information Act, public representatives, journalists, teachers, NGO representatives and people from all walks of life were present at the meeting.

19 September 2023



A views-exchange meeting under the Right to Information Act, 2009 with the members of the District Supervision and Monitoring Committee on the implementation of the Right to Information in Madaripur district. Chief Information Commissioner of Information Commission Bangladesh Dr. Abdul Malek PhD spoke as the chief guest in the meeting. Information Commissioner Ms. Masuda Bhatti was also present as special guest. The meeting was presided over by Mr. Md. Nazrul Islam, Deputy Director (Deputy Secretary), Local Government Department, Madaripur. The members of the District Supervision and Inspection Committee on Right to Information were present at the meeting. 18 September 2023

It should be noted that from 2015 to 2023 public awareness meetings were held in all upazilas of 64 districts and a total of 608 public awareness meetings were held at the upazila level. With the financial support of the Information Commission, public awareness meetings were organised in each upazila under the management of the upazila administration and about 300 to 400 people participated in each meeting



Sylhet Agricultural University (SAU) Seminar on promotion of Right to Information Act and laws was held on Tuesday 26 December 2023 in the Conference Hall of the Faculty of Veterinary Animal and Biomedical Sciences of the University. In the seminar, moderated by Deputy Registrar Sujan Chandra Sarkar, and chaired by Professor Dr. Pijush Kanti Sarkar, Director of IQAC, President of SAU Information Rights Committee Prof. Dr. Safi Ullah Bhuiyan presented the keynote paper. Mr. Shahidul Alam Zinuk, Information Commissioner of Information Commission Bangladesh, was present as the chief guest of the programme, and Prof. Dr. Md. Jamal Uddin Bhuiyan, Vice Chancellor of Sylhet Agricultural University, was present as the chief patron.

26 December 2023

## B. Training

From 01 January 2023 to 31 December 2023, training programmes were organised for the heads of offices along with the officials concerned of various departments in 09 upazilas of 01 district of the country and each upazila at least 60 officials were given a one-day training. The upazilas where training courses were organised in 2023 are mentioned in the table below:

Serial No.	Division	District	Upazilas
01	Sylhet	Habiganj	Shayestaganj, Ajmiriganj, Nabiganj, Lakhai, Chunarughat, Habiganj Sadar, Baniyachang, Bahubal, Madhavpur



Training programme on Right to Information Act in Habiganj district. Chief Information Commissioner of Information Commission Bangladesh Abdul Malek PhD speaks as the chief guest in the training programme. Presided over by Habiganj Deputy Commissioner Ms. Ishrat Jahan, the district Superintendent of Police, district level officials, journalists, teachers and NGO representatives participated in the programme. 08 June 2023



Training Programme on Right to Information Act in Patuakhali District. Chief Information Commissioner of Information Commission Bangladesh Abdul Malek PhD speaks as the chief guest in the training programme. They were presided over by Patuakhali Deputy Commissioner Mr. Md. Noor Kutubul Alam, Patuakhali District Police Superintendent Md. Saidul Islam, BPM, PPM, Chairman of Patuakhali District Zilla Parishad Advocate Mr. Hafizur Rahman, Mayor Mr. Mohiuddin Ahmed, and district level officials, journalists, teachers and NGO representatives participated in the event. 19 September 2023



At the initiative of the Information Commission, letters have been issued to public and private departments to appoint designated officers since the enactment of the Right to Information Act, 2009. Various Ministries and Directorates were urged in this regard during discussions in various forums and through official/semi-official letters. On behalf of the Chief Information Commissioner, DO letters were sent to the secretaries of various ministries and Cabinet Secretary. According to the calculations received by the Information Commission, the total number of designated officers and alternate designated officers as of 31 December 2023 is 42,732. The complete list of Designated Officers and Alternate Designated Officers from all over the country has been uploaded on the website of the Information Commission ([www.infocom.gov.bd](http://www.infocom.gov.bd)) and is being updated regularly upon receipt of new appointments.

**According to the database of the Information Commission, the number of designated officers per year**

Year	Government	NGO	Total
2010	4616	1134	5750
2011	3222	1338	4560
2012	2246	613	2859
2013	4529	583	5112
2014	1774	101	1875
2015	275	3088	3363
2016	582	02	584
2017	57	00	57
2018	17092	41	17133
2019	890	05	895
2020	99	03	102
2021	180	08	188
2022	135	17	152
2023	102	00	102
Total	35799	6933	42732

**Information Commission Officer (RTI) and Appellate Authority (RTI)**

Designated Officer (RTI)	Mr. Md. Salah Uddin Assistant Director (Training) Information Commission Bangladesh	Phone: 02-41025409 Mobile: 01710-685987 Email: doinfocom@gmail.com
Alternate Designated Officer (RTI)	Mr. Helal Ahmed Assistant Director (Admin) Information Commission Bangladesh	Phone: 02-41025410 Mobile: 01718-783588 Email: ad.admin@infocom.gov.bd
Appeal authorities (RTI)	Ms. Zubaida Nasreen Secretary Information Commission Bangladesh	Phone: 02-41024625 Fax: 02-9110638 Email: secretary@infocom.gov.bd

The Designated Officer (RTI) of the Information Commission received a total of 13 requests for information in 2023, and 12 of these requests were disposed of by providing information. One applicant sought information through photocopy (hard copy), but the information was not supplied as he did not pay the information fee. Other applicants requested information via email and were provided with information. No information fee was charged for providing information through email.

### **2.3 Code number of depositing information fee to Government Treasury**

Access to Information Fee 1422308

### **2.4 Training of designated officials of Ministries/Departments, various Directorates/Departments, organisations and upazila level**

Since 2010, the Information Commission has been organising training for designated officers across the country. These training are organised at the upazila level with the cooperation of the upazila administration and at the Information Commission at the initiative of the Information Commission. The Information Commission imparted training on the Right to Information Act to 152 designated officers of various Ministries/Divisions in 2010 and 52 officials in 2011. Complications often arise in providing information due to transfers of designated officers and the Information Commission has decided to train officials other than the designated officers on the Right to Information Act, 2009 to ensure free flow of information. In view of this decision, training has been provided to other officers and teachers, journalists, UP secretaries since 2013 besides the designated officers. So far, 5,920 designated officers and other officers were given training on Right to Information in 2016, 8,820 people in 2017, 4,656 in 2018, 7,757 in 2019, 1,170 in 2020, 3,085 in 2021, 5,002 in 2022, and 2,225 in 2023. In 2023, 1,587 Designated Officers(RTI) and Alternate Designated Officers (RTI) of various ministries/Directorates/Organisations were trained. Besides, from 01 January 2023 to 31 December 2023, a total of 120 people in 02 districts of the country and 518 Designated Officers (RTI) and other officials at the upazila level in 09 upazilas of 01 district were provided training on the Right to Information Act, 2009.

Moreover, various Ministries, Head Offices of Directorates, Offices of some Deputy Commissioners have organised training programmes on the Right to Information Act for their officers. Further, RTI training has been imparted under various courses conducted in various training institutes, especially BPATC, RPATC, NILG, BARD, BCS Training Academy, Land Administration Training Centre, Police Staff College, Detective Training School, NAPD and other training academies. In some cases, the Chief Information Commissioner, the Information Commissioners and expert officials of the Commission conducted the training programmes as invited guests.

### **2.5 Information regarding training of responsible officers and other officials**

In 2010, 152 Designated Officers and other officials of various ministries were trained on the Right to Information Act, 2009. In 2011, training was provided to 2,094 Designated Officers and other officials of various ministries, districts and upazilas. In 2012, training was provided to 2,067 Designated Officers at the district and upazila levels. In 2013, in addition to various districts, upazilas, ministries and departments, training was provided to a total of 4,287 Designated Officers and other officials including teachers, Dhaka Reporters Unity, Sub-Editors, and Police Detective Training School. In 2014, training was provided to 7,601 Designated Officers at the district and upazila levels. In 2015, the number of trained Designated Officers and other officers was 2,613. Apart from officials from districts and upazilas, officials from Ministry of Defence, North South University, Directorate of Mass Communication, Bangladesh Press Institute, Sub-Inspectors (Detective Training School), Land Administration Training Centre, Public Health Institute participated in these programmes. In 2016, the number of trained

Designated Officers and other officers was 5,920. Apart from officials from various districts and upazilas, those who took part included the Department of Environment, Bangladesh Agricultural Development Corporation (BADC), Janata Bank Ltd, Bangladesh Bureau of Statistics, BAPEX, IMED, Bangladesh Press Institute, YJFB journalists and women journalists. In 2017, the number of Designated Officers and other officers trained on the Right to Information Act, 2009 was 8,820. In 2018, the number was 4,656, and in 2019 it was 7,757. In 2020, the number of Designated Officers and other officers trained on RTI Act 2009 was 1,170. In 2021, there were 3,085 Designated Officers and other officers trained on RTI Act 2009. In 2022, the number of Designated Officers and other officers trained on RTI Act 2009 was 5,002. In 2023, the number of Designated Officers and other officers trained on RTI Act 2009 was 2,225. Also, the Information Commissioners and other officials of the Information Commission regularly visit different training institutes, Bangladesh Public Administration Training Centre (BPATC), National Academy of Planning and Development (NAPD), BCS Admin Academy, National Institute of Local Government (NILG) etc as resource persons.

**Number of Designated Officers and other officers trained on Right to Information Act 2009 in 2023**

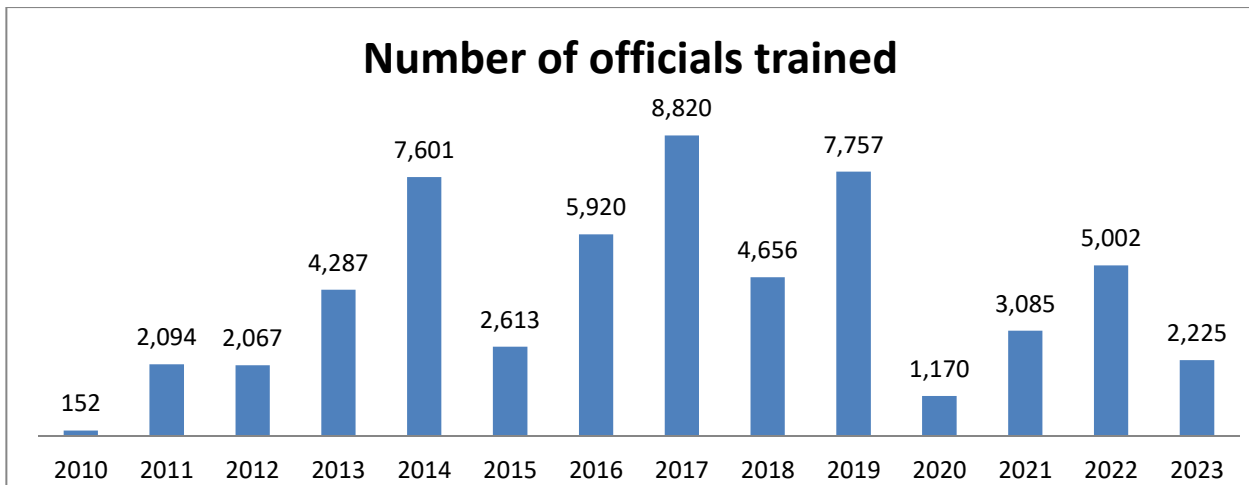
Division	District	Trainees at District level	Upazila and number of Trainees		Total Trainees
Sylhet	Habiganj	60	Shayestaganj	54	518
			Ajmeriganj	58	
			Nabiganj	60	
			Lakhai	60	
			Chunarughat	56	
			Habiganj Sadar	58	
			Baniyachang	59	
			Bahubal	55	
			Madhavpur	58	
Barishal	Patuakhali	60	-	-	-

By 2023, a total of 57,449 including Designated Officers and other officers have been trained on the Right to Information Act, 2009. Also, so far around 60,923 officials have registered for this online training and 46,232 of them have completed the training and received the certificate.

Year	Number of trained Designated Officers	Ministry/ Directorates/ Organisations	District	Upazila
2023	2,225	1,587	Training is given to 120 Designated Officers of 02 districts	Training is given to 518 Designated Officers of 09 upazilas of 01 district

## 2.6 Details of providing training to Designated Officers and other officers

Year	Number of officials trained
2010	152
2011	2,094
2012	2,067
2013	4,287
2014	7,601
2015	2,613
2016	5,920
2017	8,820
2018	4,656
2019	7,757
2020	1,170
2021	3,085
2022	5,002
2023	2,225
<b>Total</b>	<b>57,449</b>



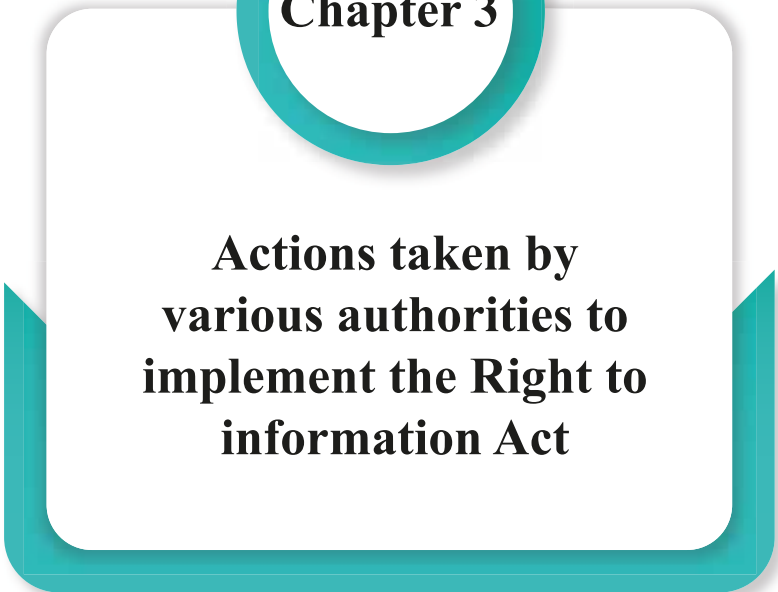
Out of the total 57,449 trained Designated Officers and other officers, 152 in 2010, 2,094 in 2011, 2,067 in 2012, 4,287 in 2013, 7,601 in 2014, 2,613 in 2015, 5,920 in 2016, 8,820 in 2017, 4,656 in 2018, 7,757 in 2019, 1,170 in 2020, 3,085 in 2021, 5,002 in 2022, and 2,225 in 2023 were trained as shown in the above chart.

## 2.7 Application for obtaining information online

In 2019, the RTI Online Tracking System was launched on a trial basis. At present, the system of submitting applications for information online through myGov platform developed by a2i is in operation. Platform link: <https://www.mygov.bd/>

A teal circular graphic with a white center, containing the text 'Chapter 3'.

## **Chapter 3**

A teal rectangular graphic with rounded corners and a white center, containing the text 'Actions taken by various authorities to implement the Right to information Act'.

**Actions taken by  
various authorities to  
implement the Right to  
information Act**

## **Actions taken by various authorities to implement the Right to Information Act**

The Right to Information Act, 2009 has been enacted to ensure people’s right to information is recognised as an integral part of one of the fundamental rights enshrined in the Constitution – freedom of thought, conscience and speech. The main objective of this law is to establish good governance by ensuring the free flow of information and people’s right to information by empowering the people, who hold all the powers of the republic, and by ensuring transparency and accountability in all the activities of the authorities.

Using the Right to Information Act, various authorities work to formulate and implement contemporary action plans to ensure people’s free access to services, resources and safety nets adopted by different Ministries/Divisions/Departments/Directorates and non-governmental organisations and to bring all communities into the mainstream of development, various authorities are working on formulating and implementing contemporary action plans.

### **3.1 Activities undertaken by various Ministries/Divisions/Departments/District Administrations/other Institutions to implement the Right to Information Act**

<b>Name of authorities</b>	<b>Actions taken by the authorities regarding RTI Act</b>
<b>Ministry of Expatriates’ Welfare and Overseas Employment</b>	<ol style="list-style-type: none"> <li>1. The annual report is published on the Ministry’s website.</li> <li>2. Employment authorisation letters issued for sending migrant workers abroad is regularly uploaded on the website for public information.</li> <li>3. Leaflets are being distributed to increase public awareness about RTI laws and regulations.</li> <li>4. Training has been organised for the officials/employees of the ministry on information rights.</li> <li>5. Documents have been classified as per Secretariat guidelines.</li> </ol>
<b>Ministry of Textiles and Jute</b>	<ol style="list-style-type: none"> <li>1. Organisational structure, activities of the Ministry, Citizen’s Charter, budget, annual report, officials’ names, designations, phone numbers and emails, and update notifications, circulars, office orders and Release of Information Guidelines, 2018 have been published on the website of the Ministry.</li> </ol>
<b>Ministry of Water Resources</b>	<ol style="list-style-type: none"> <li>1. All departments/organisations under the Ministry of Water Resources have been instructed to facilitate timely disposal of requests for information and to facilitate access to information.</li> <li>2. The website of the Ministry and its information rights service section are regularly updated.</li> <li>3. Quarterly/half-yearly/annual report of work plan on right to information implemented by the Ministry of Water Resources under the Annual Performance Agreement and the reports sent by organisations are sent to Cabinet Department after evaluation.</li> </ol>

<b>Ministry of Labour and Employment</b>	<ol style="list-style-type: none"> <li>1. Publishing information on the Ministry's website.</li> <li>2. Continuation of the process of providing information after receipt of information request.</li> <li>3. Guidelines have been formulated for voluntary information disclosure and published on the website.</li> <li>4. Information of appeal authorities, Designated Officer and Alternate Designated Officer has been updated on the website.</li> </ol>
<b>Ministry of Industries</b>	<ol style="list-style-type: none"> <li>1. Organising meetings with stakeholders and departments/organisations under the Ministry of Industries to increase public awareness about Right to Information Act and regulations.</li> <li>2. Updating the service box.</li> <li>3. Implementation of the Action Plan 2022-2023 regarding the right to information of the Annual Performance Agreement of the Ministry of Industries.</li> <li>4. Providing training to the employees of the Ministry on rights to information.</li> </ol>
<b>Ministry of Railways</b>	<ol style="list-style-type: none"> <li>1. In implementing the Right to Information Act, 2009, disposal of requests for access to information within the prescribed period in the Act.</li> <li>2. Updating and publishing all voluntarily publishable information on the website.</li> </ol>
<b>Ministry of Cultural Affairs</b>	<ol style="list-style-type: none"> <li>1. Public awareness campaigns on RTI laws and regulations have been held and promoted through social media.</li> <li>2. Officers/employees have been trained on Right to Information Act, 2009 and related issues.</li> </ol>
<b>Ministry of Civil Aviation and Tourism</b>	<ol style="list-style-type: none"> <li>1. All voluntary disclosure of information is regularly uploaded to the designated service box.</li> <li>2. Organised workshops on creating public awareness about RTI laws and regulations.</li> </ol>
<b>Ministry of Social Welfare</b>	<ol style="list-style-type: none"> <li>1. According to Section 10 of the Right to Information Act, 2009, the Ministry's Designated Officers and Alternate Designated Officers have been appointed.</li> <li>2. Voluntary information disclosure guidelines have been formulated.</li> </ol>
<b>Ministry of Women and Children Affairs</b>	<ol style="list-style-type: none"> <li>1. Designated Officers have been appointed to the Ministry and all its departments.</li> <li>2. The Designated Officers of the Ministry and all its departments have been given training on right to information and provision of information.</li> <li>3. As part of the campaign, field level discussions have been organised and leaflets have been distributed to sensitise the public about Right to Information.</li> <li>4. Information rights are included in Annual Performance Agreements.</li> <li>5. A complaint box is reserved in the Ministry for receiving complaints.</li> </ol>
<b>Ministry of Primary and Mass Education</b>	<ol style="list-style-type: none"> <li>1. Conducted 2 trainings for RTI officers and employees.</li> <li>2. Catalogues and indexes of all branches of the Ministry have been prepared and updated and kept with the officer who disseminates information.</li> </ol>

<b>Ministry of Foreign Affairs</b>	<ol style="list-style-type: none"> <li>02 (two) training sessions were organised in 2023 for the officials of the Ministry of Foreign Affairs to inform them about the Right to Information Act, 2009.</li> </ol>
<b>Ministry of Food</b>	<ol style="list-style-type: none"> <li>An updated list of voluntary disclosures has been published.</li> <li>Annual report published.</li> <li>Annual Action Plan Report published.</li> <li>Conducted awareness training for officers and employees on RTI laws and regulations.</li> <li>Followed guidelines on voluntary disclosure of information.</li> <li>The Citizen's Charter of the Ministry of Food has been published.</li> <li>Information regarding grievance redressal has been published.</li> </ol>
<b>Economic Relations Division</b>	<ol style="list-style-type: none"> <li>Officers and employees have been trained on Right to Information.</li> <li>Promotional activities have been undertaken to increase public awareness of RTI.</li> <li>An index and catalogue of all information has been prepared.</li> </ol>
<b>Legislative and Parliamentary Affairs Division</b>	<ol style="list-style-type: none"> <li>A presentation on the Right to Information Act and regulations was presented at a stakeholder consultation on constitutional and statutory rights to raise public awareness about RTI Act and regulations.</li> <li>Training has been organised on related issues including the Right to Information Act and its rules, regulations and voluntary information disclosure guidelines.</li> <li>The annual report of the Legislative and Parliamentary Affairs Division has been published.</li> </ol>
<b>Implementation Monitoring and Evaluation Division</b>	<ol style="list-style-type: none"> <li>09 training sessions have been completed for the officers/employees of the Division in related matters including the Right to Information Act, 2009 and its rules, regulations and voluntary information disclosure guidelines.</li> <li>3 meetings were held on raising public awareness about RTI Act and its regulations.</li> </ol>
<b>Medical Education and Family Welfare Division</b>	<ol style="list-style-type: none"> <li>Catalogue and index of information prepared.</li> <li>Annual report published on time.</li> <li>Awareness meetings have been organised at the upazila level.</li> <li>Conducted training on Right to Information Act, 2009.</li> </ol>
<b>Statistics and Informatics Division</b>	<ol style="list-style-type: none"> <li>First stakeholder meeting held on public awareness of the Right to Information Act and its regulations.</li> </ol>
<b>Bangladesh Television (BTV)</b>	<ol style="list-style-type: none"> <li>Various information and forms related to the services of Bangladesh Television have been published through BTV's website <a href="http://www.btv.gov.bd">www.btv.gov.bd</a>.</li> <li>BTV's Citizen's Charter has been published on its website.</li> <li>Information related to special services is being published in the form of circulars while BTV news is continuing to promote various news related to RTI.</li> <li>In order to create public awareness about the Right to Information Act, TV spots/fillers are being aired regularly on Bangladesh Television under titles such as Your Right to Information, Information My Right – Information Now Everyone's, Information Right – People's Right,</li> </ol>



	Helpline 10921, and Elderly Allowance (Right to Information) etc.
<b>Bangladesh Tourism Board</b>	<ol style="list-style-type: none"> <li>1. Training of officers/employees on related issues along with voluntary information disclosure guidelines is organised.</li> <li>2. Quarterly reports on Right to Information are published in the Service Box on the website at scheduled times.</li> <li>3. Annual report is published.</li> <li>4. Information is updated and published on the website.</li> </ol>
<b>Bangladesh Institute of Nuclear Agriculture</b>	<ol style="list-style-type: none"> <li>1. Various information is published voluntarily on the website of the organisation.</li> <li>2. Organised training and awareness sessions on Right to Information Act, 2009.</li> <li>3. A catalogue of information is prepared and published on the website.</li> <li>4. RTI Action Plan activities under the Annual Performance Agreements are being implemented.</li> </ol>
<b>Soil Resource Development Institute</b>	<ol style="list-style-type: none"> <li>1. Disposing of requests for access to information within the prescribed period as per the Right to Information Act.</li> <li>2. Voluntarily publishable information is updated and published on the website.</li> <li>3. Organising public awareness meetings, seminars and workshops on RTI laws and regulations.</li> <li>4. Organising training of officers/employees on related issues.</li> </ol>
<b>Bangladesh Wheat and Maize Research Institute</b>	<ol style="list-style-type: none"> <li>1. Annual Report 2023 has been published on the website.</li> <li>2. The Information Disclosure Guidelines 2023 has been updated and published on the website.</li> <li>3. The list of voluntary information is published.</li> <li>4. 02 awareness meetings have been held on the right to information</li> <li>5. 02 training workshops have been conducted on Right to Information.</li> </ol>
<b>Bangladesh Securities and Exchange Commission</b>	<ol style="list-style-type: none"> <li>1. Information has been provided in due time as per RTI Act.</li> <li>2. Workshops are organised on a quarterly basis to increase public awareness about RTI laws and regulations.</li> <li>3. Training on right to information has been organised for the officers and employees of the Commission on a quarterly basis.</li> <li>4. The “Right to Information Service Box” on the Commission’s website has been developed to provide comprehensive and easy-to-use information as per the Right to Information Act.</li> </ol>
<b>Roads and Highways Department</b>	<ol style="list-style-type: none"> <li>1. Publication of Annual Report by Road Transport and Highways Department.</li> <li>2. Creation of a catalogue of information.</li> <li>3. Organising meetings to increase public awareness about RTI laws and regulations.</li> <li>4. Conducting training on Right to Information.</li> </ol>
<b>Department of Social Services</b>	<ol style="list-style-type: none"> <li>1. In light of the Right to Information Act, 2009, publishing and updating the list of Designated Officers and Alternate Designated Officers and Appeal Officers of the head office/all departmental offices/institutions/units of the Department of Social Services on the websites of the respective offices.</li> </ol>

	<ol style="list-style-type: none"> <li>Instructing the Department's unit that provides information to be diligent in providing information on time.</li> </ol>
<b>Department of Fisheries</b>	<ol style="list-style-type: none"> <li>Information about the Designated Officers and appeal authorities of all the subordinate departments has been updated and uploaded on the website.</li> </ol>
<b>Department of Labour</b>	<ol style="list-style-type: none"> <li>Regular training on data rights is provided to officers/employees as per Annual Performance Agreement.</li> <li>The Information Rights Service box is regularly updated.</li> <li>Stakeholders are informed about right to information laws and regulations.</li> </ol>
<b>Department of Agricultural Marketing</b>	<ol style="list-style-type: none"> <li>The names, addresses and phone numbers of the Designated Officer and Alternate Designated Officer of the Department of Agricultural Marketing have been published on the website of the Department and sent to the Information Commission.</li> <li>A complaint box open to the general public has been set up at the head office of the Department.</li> <li>The information related to the Department of Agricultural Marketing is automatically updated every three months.</li> </ol>
<b>Bangladesh Telecommunication Regulatory Commission (BTRC)</b>	<ol style="list-style-type: none"> <li>Providing information within the prescribed period as per Right to Information Act.</li> <li>Voluntarily publishable information is updated and published on the website.</li> <li>Publication of annual report.</li> <li>Cataloguing of all data.</li> <li>Raising public awareness about RTI laws and regulations and imparting training to officers of the Commission.</li> </ol>
<b>Bangladesh Agricultural Research Council</b>	<ol style="list-style-type: none"> <li>Designated Officers have been appointed.</li> <li>According to the instructions of the Information Commission, the information disclosure guidelines have been formulated and updated and uploaded on the website of Bangladesh Agricultural Research Council.</li> <li>The mission, objectives, organisational structure etc, activities of the organisation are published and disseminated on the website of the organisation and the website is updated regularly.</li> </ol>
<b>Bangladesh Textile Mills Corporation (BTMC)</b>	<ol style="list-style-type: none"> <li>04 awareness sessions on RTI Act and regulations have been organised.</li> <li>A daylong training has been organised for officers and employees.</li> <li>The website is being updated regularly.</li> </ol>
<b>Bangladesh Fisheries Research Institute</b>	<ol style="list-style-type: none"> <li>Voluntary information disclosure.</li> <li>Publication of annual report.</li> <li>Preparing the catalogue and publishing it on the website of the institute.</li> <li>Organising meetings to increase public awareness about Right to Information Act and regulations.</li> <li>Providing training to officers and employees on right to information.</li> </ol>

<b>Bangladesh Institute of Development Studies (BIDS)</b>	<ol style="list-style-type: none"> <li>1. Providing training to 37 (thirty-seven) officers/employees working in Bangladesh Institute of Development Research (BIDS) on Right to Information Act.</li> <li>2. Leaflets have been distributed to increase public awareness.</li> </ol>
<b>BASIC Bank Limited</b>	<ol style="list-style-type: none"> <li>1. Updating voluntarily publishable information and publishing it on the website.</li> <li>2. Publication of annual report.</li> <li>3. Creation/updating of catalogue and index of all information as per Section 5 of the Right to Information Act, 2009.</li> <li>4. Organising training of officers/employees on related matters to the Right to Information Act, 2009 including its rules, regulations, voluntary information disclosure guidelines.</li> <li>5. Publication of every quarterly progress report on Right to Information in the Right to Information Service Box of the website.</li> </ol>
<b>Office of the Divisional Commissioner, Dhaka</b>	<ol style="list-style-type: none"> <li>1. The notices and minutes of the meetings of the divisional supervision and monitoring committees are being regularly uploaded on the website.</li> <li>2. Applications for obtaining information and information appeal applications are being disposed of within the stipulated time.</li> </ol>
<b>Office of the Divisional Commissioner, Rajshahi</b>	<ol style="list-style-type: none"> <li>1. Celebrating Right to Information Day 2023 in all districts and upazilas under this division with due dignity.</li> <li>2. Updating the Right to Information Service Box as per the guidelines of the Cabinet Division.</li> <li>3. Conducting various campaigns, using banners/festoons, organising meetings and seminars to increase public awareness about the Right to Information Act, 2009 and related regulations.</li> <li>4. Ensuring online training of Designated Officers and Alternate Designated Officers.</li> </ol>
<b>Office of the Divisional Commissioner, Barishal</b>	<ol style="list-style-type: none"> <li>1. Annual report published.</li> <li>2. Meetings held to increase public awareness about the Right to Information Act and its regulations.</li> <li>3. Requested information has been provided by the Designated Officer of this office.</li> <li>4. Regular meetings of divisional supervision and monitoring committees held for the implementation of right to information.</li> </ol>
<b>Office of the Divisional Commissioner, Sylhet</b>	<ol style="list-style-type: none"> <li>1. Divisional committee meetings are held regularly for implementation of the RTI Act.</li> <li>2. During the Sylhet Divisional Innovation Fair, 2023 held on 18 June 2023, campaigns and leaflets were distributed about the Right to Information Act.</li> </ol>
<b>Office of the Divisional Commissioner, Mymensingh</b>	<ol style="list-style-type: none"> <li>1. Updating of information.</li> <li>2. Publication of the Citizen's Charter.</li> </ol>
<b>Education Engineering Department, Dhaka</b>	<ol style="list-style-type: none"> <li>1. Disposing of requests for access to information within the prescribed period under the Right to Information Act, 2009.</li> <li>2. Maintenance of registers relating to requests for access to information</li> </ol>

<b>Metro Circle, Dhaka</b>	<p>and disposal thereof as per the Right to Information Act, 2009.</p> <ol style="list-style-type: none"> <li>3. Regular uploading of the department's annual reports on information related matters on the website.</li> <li>4. Participating in meetings with stakeholders as part of an awareness campaign about the provisions of the Right to Information Act, 2009.</li> <li>5. Preparation of the Annual Action Plan 2023-2024 regarding implementation and evaluation of right to information and sending evaluation reports to higher authorities.</li> </ol>
<b>Bangladesh Sericulture Development Board, Rajshahi</b>	<ol style="list-style-type: none"> <li>1. Information on sericulture is being provided to mulberry growers/sericulture/persons involved in sericulture.</li> <li>2. Everyone is being made aware of the Right to Information Act through training, workshops and stakeholder meetings at the Board Head Office and field level offices.</li> </ol>
<b>BSTI, Divisional Office, Rajshahi</b>	<ol style="list-style-type: none"> <li>1. Participation in online training workshops on the Right to Information Act.</li> <li>2. One-stop service and providing information online.</li> <li>3. Timely provision of information requested by applicants.</li> <li>4. Organised 02 meetings for the implementation of the Right to Information Act.</li> </ol>
<b>Divisional Labour Office, Khulna</b>	<ol style="list-style-type: none"> <li>1. The Right to Information Services box has been updated.</li> <li>2. Details of Designated Officer, Alternative Designated Officer and Appellate Officer are published on the website of the Office.</li> <li>3. List of voluntarily publishable and non-publishable information has been prepared and published on the website.</li> <li>4. Incorporation of the RTI Act, 2009 into the Citizen's Charter of the Office.</li> <li>5. Inclusion of special sessions on Right to Information Act, 2009 in internal training programmes of the Office.</li> </ol>
<b>Bangladesh Employees Welfare Board, Divisional Office, Dhaka</b>	<ol style="list-style-type: none"> <li>1. Annual Report of Bangladesh Employees Welfare Board, Divisional Office, Dhaka for the financial year 2023-24 has been published.</li> <li>2. Categories of information are created and published on the website.</li> </ol>
<b>Divisional Savings Office, Mymensingh Office</b>	<ol style="list-style-type: none"> <li>1. Appointment of appellate authorities and Designated Officer.</li> <li>2. Distribution of application forms for obtaining information among the public with the aim of increasing public awareness about the Right to Information Act and its various regulations.</li> <li>3. Disclosure of voluntarily published information on the website.</li> </ol>
<b>Department of Environment, Mymensingh Divisional Office</b>	<ol style="list-style-type: none"> <li>1. Leaflets and festoons containing various information related to the laws, rules and services of this Department are printed, displayed and distributed in order for service recipients to obtain information.</li> <li>2. Organised 04 training sessions in this financial year in coordination with stakeholders to inform them about RTI laws and regulations.</li> <li>3. Organised 04 training sessions for employees in this financial year to implement the Right to Information Act.</li> </ol>
<b>Office of the Divisional Deputy</b>	<ol style="list-style-type: none"> <li>1. According to Section 6 of the Right to Information Act, 2009, the information of the Designated Officer has been published on the website</li> </ol>

<b>Director, Primary Education, Sylhet</b>	of this office. 2. Signboards have been put up and information has been updated on the web Portal.
<b>Office of the Divisional Deputy Director, Primary Education, Barishal Division, Barishal</b>	1. Training has been provided to the office head and Designated Officers. 2. Information is disclosed voluntarily. 3. Information provided on time.
<b>Deputy Commissioner's Office, Manikganj</b>	1. Front desks have been set up in district and upazila level offices and land offices to facilitate common people's access to information. 2. In order to create public awareness about the Right to Information Act, 2009, regular advertisement campaigns on the Right to Information Act, 2009 have been played on the digital display installed in this office. 3. To create awareness about the Right to Information Act, 2009, views-exchange meetings have been held in the upazilas/unions of Manikganj district. 4. International Right to Information Day 2023 has been duly celebrated. 5. Designated Officers and Appeal Officers have been appointed in this office and upazila level offices to facilitate people's access to information.
<b>Deputy Commissioner's Office, Patuakhali</b>	1. Designated Officers have been trained as per the Right to Information Act, 2009. 2. Form 'A' is provided free of cost.
<b>Deputy Commissioner's Office, Magura</b>	1. In order to implement the Right to Information Act, 2009, the members present in the meetings of the District Information Advisory Committee/Upazila Information Advisory Committee were given a proper idea about the Right to Information Act. 2. Instructions are being issued to the public to provide information as per Section 10 of the Right to Information Act, 2009. 3. Public awareness campaigns on the Right to Information Act, 2009 continue. 4. International Right to Information Day 2023 was observed on 27 September 2023.
<b>Deputy Commissioner's Office, Chandpur</b>	1. International Right to Information Day 2023 was celebrated. 2. The webportal has been updated. 3. Service recipients are informed about the service delivery time through the Citizen Service Centre.
<b>Deputy Commissioner's Office, Hill District, Rangamati</b>	1. Appointment of Designated Officer. 2. Publication of names, designations, phone numbers, e-mail addresses of Appellate Officer and Designated Officer on the website. 3. Voluntarily disclosed information is published on the office's website. 4. Supplying information application forms free. 5. Providing information within a reasonable time following a request for information. 6. The procedure for getting inheritance certificate and permanent

	residence certificate service as per the instructions regarding the implementation of making services easy is published on the website.
<b>Deputy Commissioner's Office, Rajbari</b>	1. The Voluntary Information Disclosure Guidelines, 2023 are uploaded to the relevant service box of this office's website (www.rajbari.gov.bd).
<b>Bangladesh Betar, Rajshahi</b>	1. A 20-minute programme named 'Batayan' aired on the 4th Saturday of every month at 2:30 pm featuring discussions, interviews, documentaries and magazines to sensitise the public on Right to Information. 2. Publication of Annual Report on Right to Information website. 3. 09 officers have undergone RTI online training. 4. Training provided as part of implementation of the Annual Action Plan on Right to Information.
<b>Department of Women Affairs, Sylhet</b>	1. Name of the person who provides information is publicly displayed and published on the website. 2. Online training has been completed. 3. Information services are provided regularly.
<b>Department of Social Services, Chandpur</b>	1. Appointment of Designated Officer and Alternate Designated Officer. 2. Regular updating of website. 3. Voluntary information disclosure guidelines have been published on the website. 4. Participation in information fairs.
<b>District Education Office, Magura</b>	1. Disclosure of information through the website. 2. Disclosure of information through Citizen's Charter. 3. Disclosure of information through notice boards.
<b>Office of Upazila Nirbahi Officer, Nikli, Kishoreganj</b>	1. Citizen's Charter has been published on the website and notice boards 2. Information about agriculture, field days and various training sessions has been published on the website and notice boards.
<b>Office of Upazila Nirbahi Officer, Dewanganj, Jamalpur</b>	1. Meetings of the upazila supervision and monitoring committees have been regularly organised for the implementation of the right to information. 2. Awareness meetings and seminars have been organised. 3. Organised training and workshops. 4. Leaflets have been distributed. 5. Booklets on the Right to Information Act 2009 have been distributed. 6. Information is updated regularly. 7. The Citizen's Charter is publicly displayed.
<b>Office of the Upazila Nirbahi Officer, Sadar, Lakshmipur</b>	1. People's right to information has been discussed in public awareness meetings, courtyard meetings, monthly general meetings and various forums of the upazila administration to encourage the use of this Act
<b>Office of Upazila Nirbahi Officer, Sadar, Bandarban Hill District</b>	1. Organised training on Right to Information. 2. Various official information including names of Designated Officer/Alternate Designated Officer and appellate authorities is uploaded to the web portal and displayed on notice board. 3. The Citizen's Charter containing official services is hung at the entrance of the office.

### 3.2 Activities of Non-Governmental Organisations in Implementation of Right to Information Act

In addition to government departments/organisations, government-aided private institutions including non-governmental development organisations or NGOs conduct various types of developmental activities in the service of the people with grants from the government or foreign donor organisations. The Right to Information Act has given the public the right to know all the information about the organisation including the allocation received for all these works and the actual expenditure information.

#### A. MRDI

##### Details of various activities undertaken by MRDI in 2023 to implement Right to Information Act

The various activities conducted by the MRDI for the implementation of Right to Information Act in 2023 are given here in detail. The Information Commission Bangladesh was the strategic partner of the MRDI in implementing all these activities.

##### More Information More Accountability– Phase Two project activities in collaboration with The Asia Foundation

###### 1. Workshop on importance of voluntary disclosure of information in the Right to Information Act

The underlying spirit of the Right to Information Act is maximum disclosure and minimum protection. Voluntary disclosure of information ensures transparency and accountability of authorities while meeting the public's need for information. Considering the importance of the issue, a day-long workshop on the importance of voluntary disclosure of information under the Right to Information Act was organised under the project jointly with the Jashore district administration to develop the skills of NGOs in voluntary disclosure of information. The chief executives and senior officials of 76 NGOs of 08 upazilas of Jashore participated in the event organised in the meeting room of Jashore Deputy Commissioner.



Chief Information Commissioner Abdul Malek PhD was present as the chief guest on the occasion. Director General (Grade-1) of NGO Affairs Bureau Sheikh Md Moniruzzaman was present as a special guest. The Jashore Deputy Commissioner presided over the event. In the workshop Mr. Hasibur Rahman, Executive

Director of MRDI, conducted the session on the importance of voluntary disclosure of information under the Right to Information Act. Jashore district director (local government), additional deputy commissioner (general) and Upazila Nirbahi Officers of Abhaynagar and Keshabpur upazilas were present among others.

## **2. Awareness programme on Right to Information Act for school students**

Discussions on the Right to Information Act were held in 8 schools of Jashore's 8 upazilas with the aim of creating awareness among the students studying in the ninth and tenth classes. Around 900 students studying in 9th and 10th standard of 8 schools participated in it. Handouts on the RTI Act 'Now It's Easy to Get Information' and leaflets containing the message of RTI Act were distributed among the participating students.

## **3. Community mobilisation meeting**

Eight discussion meetings were organised in 8 upazilas of Jashore as part of the project activities to create awareness among the marginal people at the upazila level about the Right to Information Act with the aim of assisting them in obtaining necessary information. About 700 people participated in these meetings organised for different communities including fishermen, farmers, Dalits, youth, cultural workers, mothers and teachers. Booklets containing the Right to Information Act's message 'Now It's Easy to Get Information' and leaflets on the Right to Information Act were distributed among the participants.

## **4. Socheton Nagorik Committee (Sonak) and Youth Group to implement Right to Information Act**

MRDI's citizen's group Sonak is working in 8 upazilas of Jashore to implement the Right to Information Act. A youth group consisting of 11 youths from Jashore is also working.

## **5. Discussion meeting organised on the occasion of Right to Information Day celebration**

On the occasion of International Right to Information Day, MRDI organised a rally and discussion meeting in association with the Jashore district administration. Information Commissioner Mr. Shahidul Alam Zinuk was present at the event as chief guest. The function was presided over by the Additional Deputy Commissioner (General) of Jashore. In the discussion meeting, Mr. Hasibur Rahman, Executive Director of MRDI, discussed the status of the implementation of the Right to Information Act and activities of MRDI.



District administration officials, Jashore Additional Superintendent of Police, woman Vice Chairman of Upazila Parishad, Upazila Nirbahi Officer, Dainik Gramer Kagoj editor, NGO representatives, Sonak members and members of Jashore Youth Group were present in the event among others. Besides, on the occasion of the day, Sonak members of other seven upazilas of Jashore organised rallies, discussion meetings, cultural programmes, painting competitions and leaflet campaigns jointly with the upazila administration.

## **6. Online course competition on Right to Information Act**

As part of the project activities on the occasion of Right to Information Day 2023 celebration, MRDI in collaboration with Jashore District Administration and District Education Office organised a Right to Information Act online course competition to increase awareness of 9th and 10th class students of 8 upazilas of Jashore. The 1st, 2nd and 3rd winners from each upazila were selected algorithmically from among the participants who scored the most marks in the shortest



time. Information Commissioner Mr. Shahidul Alam Zinuk attended a function organised at Jashore Deputy Commissioner's office as the chief guest and handed over the prizes to the winners. Additional Deputy Commissioner of Jashore presided over the event.

### **Activities of the Advancing Women's Right of Access to Information in Bangladesh project in collaboration with The Carter Center**

#### **1. Web-based voluntary disclosure assessment programme of NGOs**

In order to monitor the current status of voluntary information disclosure of NGOs and to determine what kind of initiatives are required to improve the situation in the future, evaluation activities of voluntary information disclosure status of NGOs are being conducted through the website under the project. A meeting is organised to finalise the methodology before the evaluation process begins.

#### **2. Awareness programme on Right to Information Act for school students**

Today's students will lead the country in the future. A clear understanding of the Right to Information Act will help them develop as responsible citizens. Considering the importance of the issue, a discussion was held at YWCA Higher Secondary Girls School, Mohammadpur, as part of the awareness programme on the Right to Information Act for school students under the project. 125 students and 20 teachers of the school participated in it.

### **Activities of Improving Qualitative Journalism in Bangladesh – Phase Two in collaboration with Fojo Media Institute**

#### **1. Training of lawyers on Right to Information Act**

A four-day training session on the Right to Information Act was conducted for 10 lawyers regularly practising in the High Court to assist RTI users in obtaining legal assistance in cases of need.

#### **2. Session on Right to Information Act in training journalists**

Sessions on the Right to Information Act were conducted for in-house training on public interest reporting for district correspondents under the Media Strengthening Democracy Project in collaboration with the European Union in Bangladesh. A total of 180 journalists participated in these training sessions. In collaboration with the Tara Climate Foundation, the Climate, Energy and the Media project organised a Right to Information Act session for training young journalists on in-depth reporting on climate change and renewable energy. 15 journalists were present in it.

### **RTI Help Desk to provide Right to Information Act assistance**

MRDI is operating a help desk to provide assistance regarding the Right to Information Act. It is operated through the mobile number 01727549686. Any person can call this number from Sunday to Thursday, 9am to 5pm, seeking any information related to the Right to Information Act and seeking expert advice. Both the applicant and the information provider can seek assistance by calling the RTI help desk. The help desk provides answers to any legal questions including determination of authority, assistance in filling forms in case of applications and appeals. This help desk provides all kinds of support to the course participants including registration in the course in conducting online training for government officials and NGO officials. This year 89 applications, 46 appeals and 25 complaints were assisted through the help desk. Then 545 general assistance regarding RTI Act is provided through this desk.

## **B. TIB**

### **Details of various activities undertaken by TIB in 2023 to implement Right to Information Act**

#### **1. Workshop on Right to Information for ethnic youths**

On the initiative of TIB and with the cooperation of Kapaeeng Foundation, a day-long workshop on information rights was organised on 26 September with the aim of creating awareness about information rights among the ethnic youth of Bangladesh. A total of 29 (14 women and 15 men) youths from different ethnic communities from different districts of the country participated in the workshop.

#### **2. Concept paper**

On the occasion of International Right to Information Day 2023, like every year, a concept paper titled “International Right to Information Day 2023: Seek equal rights of all citizens to access information online” is prepared, which was read in discussions in 45 of TIB’s Conscious Citizen Committees or SANAC regions and published on the website.

#### **3. Release of cartoon stickers on information rights**

Like every year, TIB released 10,000 copies of cartoon stickers to create awareness about the Right to Information Act on the occasion of “International Right to Information Day 2023”. These were distributed among the stakeholders concerned in 45 SANAC regions as well as at various national level events.

#### **4. Web portal monitoring of government offices**

On the occasion of Right to Information Day celebrations on 28 September 2023, besides other programmes, updated information on the web portals of government offices at the local level was monitored. This programme was conducted by the initiative of Youth Engagement and Support (YES) members in 38 districts and 07 upazilas in a total of 45 SANAC regions. 76 studies were conducted in the light of a total of 07 indicators/indexes (notice board, news, information on office head, officer/employee information, services information, Designated Officer information, and communication), through which a total of 4,150 government institutions’ web portals at the district and upazila levels were monitored. In the light of the observed results, specific recommendations to make the web portals of government institutions more effective and efficient are discussed with the relevant authorities at the local level the initiatives of each SANAC. On the basis of SANAC’s report, 42 office orders from the district and upazila administrations concerned were issued to the departments concerned to eliminate the inadequacies of their web portals. Following this, many organisations have taken initiatives to update their web portals.

## **5. Information fair**

With the aim of effective implementation of the Right to Information Act, 2009 and free flow of information, a total of 14 information fairs were held between January and December 2023 at the initiative of SANAC and with the support of the local administration. In the information fairs, a total of 443 government and private organisations (371 government organisations and 72 private organisations) displayed and provided information about their services to the visitors at their respective stalls. A total of about 30,016 citizens visited the information fairs, including 12,205 women.

## **6. Campaign/promotional programmes**

During January to December 2023, 129 campaigns/promotional programmes were conducted to create public awareness about the Right to Information Act, 2009 under the initiative of SANAC and Dhaka-based YES Groups and Active Citizens Group (ACG). A total of 27,855 citizens were involved in all these programmes, of which 12,727 were women.

## **7. Orientation on Right to Information Act**

67 orientation programmes on the Right to Information Act, 2009 were organised during January to December 2023. A total of 7,286 people participated in these orientations, and 3,432 of them were women. In the orientation programmes, the participants were made aware of the Right to Information Act, taught how to apply for information and fill appeal forms as per the rules, as well as motivated and assisted in applying for information. After receiving the orientation, they filed a total of 1,301 applications under the Right to Information Act, 2009.

## **8. Celebrating Right to Information Day**

On the occasion of Right to Information Day on 28 September 2023, human chains, rallies, discussion meetings, information fairs, quizzes/debate competitions, campaigns and discussions through community radio, mobile information and advice desk, campaigns etc were held in 45 SANAC areas jointly with the district/upazila administration concerned and various local institutions.

## **9. Reform proposal related to establishment of Right to Information under Section 30(02)(g) of the Right to Information Act**

- Arranging publication of regular updates on penalties against agencies for failure to comply with the Right to Information Act, 2009.
- Abolition of information fee and creation of information cost sector of the office concerned.
- Payment can be made through convenient methods such as mobile banking, online banking etc.

## C. Manusher Jonno Foundation (MJF)

### Details of various activities undertaken by Manusher Jonno Foundation (MJF) in 2023 to implement Right to Information Act

Manusher Jonno Foundation (MJF) has been working with various public and private organisations to promote human rights and good governance in Bangladesh for nearly two decades. It provides capacity building and practical support to institutions to increase transparency, accountability and public participation in governance and service delivery. MJF conducted nationally representative sample surveys on Bangladesh’s Right to Information Act in 2011 and 2019 and presented survey reports to all stakeholders including the Government, the Information Commission by organising RTI conventions. MJF has always supported the Information Commission in the implementation of the Right to Information Act in Bangladesh through effective consultation and implementation of the Act through public opinion formation and civil society mobilisation. MJF is providing overall support in realisation of public’s right to information through formation and operation of Right to Information Forum. Through partnerships with more than 400 local organisations, MJF has been directly involved in the empowerment of nearly 3 million ultra-poor and underprivileged people across the country over the past 20 years. The Right to Information Act 2009 has been used as an important tool in this process. MJF and its affiliates are active in popularising the Right to Information Act.

MJF is implementing a 5-year project titled “Advancement of Women’s Right to Information” from 2023 with technical support from The Carter Center and funding from donor agency USAID.

**Overall Objective of the Project:** Access to information for women and marginalised will enable them to participate in the decision making process and increase institutional transparency and accountability.

**Objective 1:** To increase the sensitivity and capacity of national and local government institutions in providing information to women.

**Objective 2:** To enhance the effective teaching capacity of secondary school teachers on the application of the Right to Information Act.

**Objective 3:** Civil society representatives and marginalised women are informed about government services through access to information applications.

#### Project Activities:

<p><b>1. Capacity building of service delivery officers</b></p> <p>1.1. Recommending the Information Commission Bangladesh to include gender mainstreaming in the training course on Right to Information designed for responsible officers (research);</p> <p>1.2. Organising workshops and training of trainers with the Information Commission for effective implementation of the proposed Gender Mainstreamed Training System;</p>	<p><b>2. Capacity building of teachers</b></p> <p>2.1. Compilation of lessons learned from field-level RTI activities and recommendations for inclusion in teacher training courses (research);</p> <p>2.2. Workshops to highlight the appropriateness and relevance of the proposed teacher training system on the RTI Act to the ministries concerned;</p> <p>2.3. Implementation of teacher training and integration of women’s information rights teaching into the mainstream of training (pre-</p>
---	--

1.3. Training on right to information and gender for Designated Officers and local government representatives.	and post-training evaluation).
<p style="text-align: center;"><b>3. Awareness raising activities</b></p> <p>3.1. Awareness meetings at national level in the light of experience of grassroots and gender sensitising activities on Right to Information;</p> <p>3.2. Creating, distributing and promoting awareness messages through social media;</p> <p>3.3. Raising awareness of grassroots women about the application process for obtaining information under the Right to Information Act;</p> <p>3.4. To sensitise secondary school teachers on the practical aspects of information retrieval applications.</p>	<p style="text-align: center;"><b>4. Advocacy</b></p> <p>4.1. Meetings/seminars with policymakers to present research and field-level learning/experiences on RTI;</p> <p>4.2. Gender and inclusive development analysis (research).</p>

### Activities carried out in 2023

**1. Gender and Inclusive Development Analysis:** The study was conducted in Satkhira, Khagrachhari and Sylhet districts to provide specific recommendations on gender and inclusive development. The study focuses on 6 areas indicated by the USAID to analyse the primary and secondary data<sup>1</sup>. The study makes five specific recommendations to solve the existing problems:

**a. Supporting women leadership and grassroots initiatives:** Promising women leaders and women-headed households in various contexts need to be motivated to counter social prejudices with appropriate support and resources.

**b. Linking activities with existing local initiatives:** Involving youth in decision-making and inclusive development to ensure gender equality. In this regard, we need to work with women-led organisations, youth organisations, civil society and educational institutions.

**c. Building positive attitude of government officials:** Government officials at the local level expressed positive attitude towards initiatives like Women’s Rights and Right to Information Act. This positive attitude must be integrated with various laws, policies and international protocols to ensure women’s rights, resource control, and access to information.

**d. Supporting change in social norms:** Although existing gender disparities still have many issues to be addressed, there is a marked shift in male respondents towards women’s roles and leadership. This evolving mindset strengthens the potential for gender equality.

**e. Raising awareness about relevant laws:** Although very few people are aware of the positive impact of the Right to Information Act, informed citizens realise that it is very important for

<sup>1</sup> Adapted from: *Suggested Approaches for Integrating Inclusive Development Across the Program Cycle and in Mission Operations: Additional Help for ADS 201* (USAID, 2018).

marginalised people to take advantage of the relevant laws. The use of the Right to Information Act can be significantly increased through specific awareness campaigns.

**2. Recommendation for Information Commission Bangladesh on gender mainstreaming in RTI Training Course for Designated Officers (Research):** Survey activities are ongoing in Sylhet, Satkhira, Rajshahi and Khagrachhari districts with the assistance of a consultant to conduct gender analysis of RTI training manual for Designated Officers of the Information Commission and to include gender content in the manual. Recommendations will be made for the development of the existing training manual of the Information Commission as per the recommendations of the survey report. The above gender segmentation will be done on the basis of a review of contemporary research reports, review of project reports as well as interviews with gender experts, grassroots people and policymakers.

**3. Panel discussion on gender mainstreaming in information rights:** MJF organised a panel discussion on “Gender Mainstreaming in Information Rights” on 16 January 2024. Information Commissioner of Bangladesh Mr. Shahidul Alam Zinuk was present in the discussion as chief guest, and Director (Administration) Dr. Md. A. Hakeem as special guest. Mr. Shaheen Anam, Executive Director, MJF, presided over the discussion meeting. A total of 32 (including 18 women) negotiators were present in the discussion meeting, 9 officials of the Information Commission Bangladesh, NGO representatives and members of the Information Rights Forum. The meeting was organised mainly for two specific purposes.



The first was to share project activities and strategies with everyone; and secondly, to seek feedback on the excellence of the ongoing research approach to gender mainstreaming in the existing training modules for Designated Officers. Mr. Md. Ziaul Karim, Senior Programme Coordinator of MJF, presented the project implementation strategy and activities and Mr. Md. Abdul Karim, former Additional Secretary, presented research methods on “Gender Mainstreaming in Right to Information Training Module for

Responsible Designated Officers”. Mr. Shahidul Alam Zinuk, Information Commissioner, Information Commission Bangladesh, stated, “The objectives of the research are very meaningful to address the existing issues of gender at the grassroots level in Bangladesh. The Government of the People’s Republic of Bangladesh is currently making outstanding contributions to uphold the dignity and rights of women. Hence gender mainstreaming in the existing training modules of Designated Officers will be of great help in obtaining information for women. In this case, the Information Commission Bangladesh will consider any constructive recommendations for inclusion of gender in the said module.”

## **D. Research Initiatives Bangladesh (RIB's)**

### **Research Initiatives Bangladesh (RIB's) activities on RTI law for the year 2023**

#### **1. Day observations**

Rally and discussion meetings were organized in 6 working districts to mark observations of Women's Day on 8<sup>th</sup> March, Labour Day on 01<sup>st</sup> May, World Environment Day on 05<sup>th</sup> June. There were mass gatherings during rallies. In these events discussions were made on importance of RTI to governance system which ultimately leads to protection and promotion of rights of women, workers. Additionally, participants in these events discussed about importance of preserving environment and dealing with issue of climate change and how RTI can be used to tackle problems that emanates from environment and climate change issues.

#### **2. Exchange learning visits**

There were multiple exchange visits among districts with several RTI enthusiasts that took place in the year 2023. During these visits, RTI enthusiasts had opportunity to exchange views on their works on RTI as well as learnt on the techniques of making right kind of RTI requests, strategy to mitigate challenges, those may come along following submission of RTI requests.

#### **3. Courtyard meetings in villages**

Courtyard meetings were held in villages of working districts to promote RTI at grassroots level. The meetings were attended by the common people of the villages who mostly consist of local traders, school and college teachers, journalists, women, farmers, women leaders, CBOs representatives, daily wage earners, home makers, local leaders and workers. The purpose of these meetings was to promote RTI and increase its use among the grassroots people and after the meetings were held it has been observed that the use of RTI has been increased among the grassroots people from those areas.

#### **4. Monthly meetings of group members (RTI activists)**

During the year 2023 several monthly meetings with RTI group members and enthusiasts were conducted through participatory process, discussions focusing on issues those were derived through monthly exercise of newspapers scanning as well as existing local pertinent issues or problems in the relevant working districts are taken.

## **5. Dialogue between Government authority and RTI Activists, enthusiasts on functioning of RTI in working districts**

Many Dialogue meetings were organised between government authorities and RTI activists as well as general publics in the year 2023. These meetings were organised in Rajshahi, Dinajpur, Rangpur, Bogura, Nilphamari and Moulvibazar districts, in these dialogue meetings government officers, civil society members and RTI activists from above-mentioned districts participated.

The objective of the dialogue meetings was to create a space for demand and supply sides to interact freely, at the same time to inform government officers about the challenges RTI activists are facing while submitting RTI requests in their offices, these meetings also served as a good mechanism to remove fear from citizens mind; exchange of experiences between demand and supply side also opened the windows of opportunities for existing users to increase use of the law as well as new activists to emerge.

## **6. Interactive theatre on RTI**

In the year 2023 interactive theatre on RTI were organised in Dinajpur and Moulvibazar. A drama script on RTI was prepared and it was presented before large number of audiences by performing actors. These events were quite successful because a large number of people could easily connect to the script (prepared on how they are faring in their daily lives) and at the end of the drama a discussion was initiated as to where we are now in terms of governance system and what needs to be done to bring a systemic change in the country. In each district the public drama took place in open place and there were gathering of nearly 300-500 people who received messages on RTI.

## **7. National Seminar**

A national seminar was held in Dhaka at the end of July 2023. There were nearly 60 participants comprising of representatives from civil society, journalists, RTI activists from 6 districts, human rights defenders, representatives from NGOs, bureaucrats and former Chief Information Commissioner, Convener of RTI Forum participated in the event. The seminar was organized to disseminate findings of a just concluded project. A meaningful discussion took place where participants spoke about their experiences of using RTI in their daily work and how it has evolved as a necessary tool for establishing transparency, accountability as well as the challenges that mired effective use of RTI regime in Bangladesh.

## **8. Book and leaflet publication on RTI**

RIB published a total of 500 books on Use of RTI and 1000 leaflets on RTI and its related theme were printed in the year 2023 and disseminated to the large number of publics. We are confident that the published book is going to be very useful to the readers because it covers all possible issues and matters under the RTI law relating to demand side (general people), supply side (designated officers) and adjudicatory body (information commission). This book gives comprehensive idea on RTI along with a global picture of RTI and a kind of hands on resource material to self-educate on concept of RTI.



## **9. Road Show and information fair on RTI to celebrate Right to Information Day**

A road show and information fair on RTI was organized by RIB in Dinajpur and Moulvibazar Districts. That is while covering various Upazilas in these districts'. Participants were able to spread messages and awareness on RTI as well as discussed on the process of filling RTI to concerned authorities. Through this attempt approximately thousands of people were able to receive messages and learn about RTI. This was regarded by most people as one of the effective mechanisms for spreading awareness of RTI law. The road show was comprised of local folk songs on RTI and discussion program. There was participation by the government offices in these programs. Through these events it was possible to disseminate knowledge on RTI law and motivate people for greater use of the law to increase demand.

## **10. RTI Resource Centre**

RTI Resource Centre in Dinajpur district has been established by local RTI activists voluntarily, these RTI activists are closely working with RIB. Such resource centers have been established to answer queries on process of drafting and filling RTI, development initiatives, social services as provided by government and any other information which needs to be given including assisting in filling out RTI applications. At resource centre activists make people aware of RTI law and help them in filling out RTI forms, appeals and complaints and keep records of it. That resource centre has been prepared in a way to display some good number of information on service related matters from government to the general public.

## **11. RIB adopts following process to promote RTI law in Bangladesh**

1. Build the capacity of prospective RTI users to use RTI i.e. Right to Information Act on service delivery, accountability and transparency issues;
2. Support and facilitate the filing of applications;
3. Help deepen the process of RTI by addressing core issues of accountability and transparency;
4. Continuous interaction between government and citizens through participation in various events which helps in reducing the gap and improving the relationship between the two sides.
5. Documentation and dissemination of the results derived through RTI request fillings.

## **E. The Carter Center**

### **Right to Information activities completed by The Carter Center, 2023**

The Carter Center worked closely with the Information Commission, Bangladesh, and local civil society partners to continue implementing its project titled Advancing Women's Right of Access to Information in Bangladesh. The Carter Center implemented the following activities in the target districts of Sylhet, Satkhira, Khagrachari, and Rajshahi.

#### **1. Observance of International Right to Information Day:**

The Carter Center partnered with the Information Commission to organize a national event celebrating International Right to Information Day on September 28, 2023. Together, The Carter Center and the Information Commission distributed 20,000 promotional posters across 64 districts to various partners, including AS, ACD, IDEA, TUS, two city corporations, and the Cabinet Division to raise awareness about the importance of free access to information and promote it among the public.

#### **2. Awareness-raising events for CSOs in target districts**

Throughout the year's programming, the Carter Center, along with local partners TUS, IDEA, ACD, and Agrogoti Sangstha, engaged in several activities to increase access to information for women among civil rights society organizations and relevant individuals. These activities included courtyard meetings, public service announcements, school campaigns, street dramas, awareness-raising campaigns, and lessons learned and sharing workshops.

#### **3. Courtyard meetings**

During this period, the Center's local partners continued to host courtyard meetings to promote the right of access to information in local communities. These meetings provide women with a greater understanding of the right to information, an opportunity to directly file information requests, and they also aim for the attending women to be more proactive in seeking information in service providers' offices using the application form. Altogether, 392 meetings for 4,122 participants took place.

#### **4. Radio programs with local officials**

In Satkhira, Public Service Announcements (PSAs) continued to serve as a very effective medium to reach the wider population to increase their knowledge about women's right to information. PSAs were broadcast in Satkhira on Radio Nalta. Over the year, Radio Nalta in Satkhira aired PSAs reaching over 70,700 listeners. Further, these PSAs were posted on Radio Nalta's Facebook page, so that they can be accessed at any time. Through the PSAs, the listeners received information about the Right to Information Act (RTI) and where and how to apply for information.

## **5. School campaign on RTI**

IDEA has organized 10 School campaigns on RTI and climate justice in the Sylhet district. A total of 651 Students were presented at those events. The objective of the event was to share the Right to Information Act 2009 and citizen services among students. The student is the future leader of the country, and every student and youth should learn the usability of the Right to Information Act. Bangladesh's government has incorporated the Right to Information Act into the education curriculum. To make a massive practice of the RTI act advancing women's rights access to information in Bangladesh organizing many activities.

## **6. Street drama**

In Satkhira, AS organized street drama and songs at the community level to raise awareness in the community about the Right to Information (RTI) Act. In the event, more than a hundred community people participated. The Right to Information Act is a powerful tool that enables citizens to access information held by public authorities. By promoting awareness about this act through drama and song, people become more aware of their rights and are empowered to seek information and hold the government accountable.

## **7. Engaging youth**

In Satkhira, two-day long training on climate justice and the right to information were held in November and December 2023. Fifty-eight youths from Kalaroa, Asashuni, and Tala upazilas of Satkhira district participated in this training. Mr. Abdus Subar Biswas, executive director of Agrogoti Sangstha gave the opening speech of the training. Mr. Jaharul Islam, District Information Officer, and Al Mamun, Project Coordinator of the AWRTI project were the resource persons in the training.

## **8. Officer of Carter Center assists women seeking access to information**

During this reporting period, the Officer of Carter Center continued its work in all four target districts, supporting women in seeking access to information, working closely with local partners, and communicating with local governments. Over this quarter, the Tottho Bondhus and partner NGOs helped women file a total of 684 specific requests for information, out of which 660 (96%) had already received a response.

## F. Bangladesh NGOs Network for Radio and Communication (BNNRC)

### Details of various activities undertaken by BNNRC in 2023 to implement Right to Information Act

Social dialogues on good governance practices and Right to Information Act 2009 were held in Noakhali and Mymensingh with the aim of accelerating the process of empowerment of the rural population through wide and active participation i.e. their access to information and increasing coordination and accountability in the activities of public and private institutions in Noakhali and Mymensingh.

Organised with the support of Bangladesh NGOs Network for Radio and Communication (BNNRC), Friedrich Naumann Foundation for Freedom Bangladesh (FNF Bangladesh), the two dialogues were attended by local government representatives, public and private officials, teachers, lawyers, representatives of civil society organisations, women's rights activists. A total of 80 people including representatives of cultural organisations, NGO representatives, media workers participated.

Mr. Hiren Pandit, coordinator of BNNRC, greeted everyone at the beginning of the dialogue organised in Noakhali on 12 July 2023 and discussed the objectives and goals of the dialogue. At this time, Mr. Omar Mostafiz, programme manager of FNF Bangladesh, presented the perspective and activities of the organisation.

In the next part of the dialogue, Mr. Faizul Islam Jahan, District Representative, BanglaNews24.com, Noakhali, presented the main article titled "Noakhali's Land, Society and Healthcare: Current Status, Challenges and Ways of Transition". In the article, Mr. Faizul Islam Jahan briefly mentioned the history, tradition and geo-regional location of Noakhali district and highlighted the current status, progress and existing problems and challenges of the services provided by various government departments of the district, especially health services and land management.

Later on 18 July 2023, the dialogue organised in Mymensingh was inaugurated by Abdul Malek PhD Chief Information Commissioner of Information Commission Bangladesh.



At the beginning of the programme, Mr. AHM Bazlur Rahman, Chief Executive Officer of BNNRC, greeted everyone and discussed the objectives and goals of the dialogue. Then the country representative of the organisation Dr. Nazmul Hossain presented the perspective and activities of FNF Bangladesh.

In the speech of the chief guest in the dialogue, Abdul Malek PhD said caution should be taken in publishing news, one should refrain from spreading and providing wrong information. He also advised calling 999 to prevent sexual harassment of women in tourist areas and public transport and to get immediate solutions.

Social activist and researcher Mr. Md. Shahidul Islam presented the main article/keynote titled “Mymensingh’s Land, Society and Health Care: Current Status, Challenges and Ways of Transition”. In the article, Mr. Md. Shahidul Islam briefly mentioned the history, tradition and geo-regional location of Mymensingh district and highlighted the current status, progress and existing problems and challenges of the services provided by various government departments of the district, especially health services and land management.

Later, the participants asked various questions about the services of various public and private institutions in the district, especially the process of obtaining health and medical services and drugs at the local level, sexual harassment of women in tourist areas and public transport, infrastructural mismanagement, and mentioned the problems and challenges in obtaining services, and wanted to know about the solution. Later, the panelists answered and explained these questions in turn.

Also present in the dialogue were Mr. Shahadat Hossain, Private Secretary of Honourable Chief Information Commissioner of Information Commission Bangladesh, Director of Mymensingh District Information Office and District Information Officer Mr. Sheikh Md. Shahidul Islam and many others.

It is hoped that the dialogues will play a supporting role in strengthening the active role of all government, private, voluntary and private service providers in establishing good governance in Noakhali and Mymensingh; the institutions concerned at the local level will provide information and services voluntarily and create a link between the parties providing information and receiving information.

### **Training on implementation of the Right to Information Act 2009 has been conducted in three districts under the initiative of BNNRC**

A daylong training on “Improving the quality of life of the community through the implementation of the Right to Information Act 2009” was held in Noakhali, Mymensingh and Jashore with the aim of accelerating the process of empowerment of the rural communities through wide and active participation in the implementation of the Right to Information Act-2009.

Mr. Hiren Pandit, coordinator of BNNRC, greeted everyone at the beginning of the training organised on 11 July 2023 in Noakhali and discussed the objectives and goals of the training. At this time, Mr. Omar Mostafiz, programme manager of the organisation, presented the vision and activities of FNF Bangladesh.

The training was attended by Mr. Dewan Mahbubur Rahman, Deputy Commissioner and District Magistrate, Noakhali, as chief guest and Mr. Abdul Wadud Pintu, Chairman, Noakhali District Council, as special guest. Dr. Md. A. Hakim, Director (Research, Publication and Training), Information Commission Bangladesh, conducted the training.

On 19 July 2023, BNNRC Chief Executive Officer AHM Bajlur Rahman discussed the objectives and goals of the training organised in Mymensingh. The country representative of FNF Bangladesh, Dr. Nazmul Hossain, was present as the chief guest in the training. He presented the vision and activities of the organisation and said that access to information is the right of all citizens. This access opens up the repository of information, ensuring accountability of the administrative activities of the state. The training was conducted by Mr. Shahadat Hossain, Assistant Director and Private Secretary to Chief Information Commissioner, Information Commission Bangladesh.

Additional Deputy Commissioner (Revenue, General, Development and Human Resource Management) of Jashore Mr. Tushar Kumar Pal was present as the chief guest in the training organised on 04 September 2023 in Jashore and Mr. Md. Rezaul Karim, Senior Information Officer, Jashore; Mr. Md. Yusuf Mia, Executive Magistrate and Member Secretary, RTI, Jashore; and Mr. Binoy Krishna Mallick, Executive Director, Rights Jashore were present as respected guests. The training was conducted by Mr. Liton Kumar Pramanik, Assistant Director (Publicity & Publication) and Public Relations Officer, Information Commission Bangladesh.

It is hoped that by taking the training, the participants of the three districts will be encouraged to apply the Right to Information Act, the relevant local institutions will be motivated to provide information and a link will be developed between the parties providing information and receiving information.

## **G. Disha**

### **Details of various activities undertaken by Disha in 2023 to implement Right to Information Act**

1. Disha's representative regularly participated in various meetings/virtual meetings of the Information Commission. Moreover, Disha's representative also participated in the supervision and monitoring committee meetings/Zoom online meetings on the implementation of right to information held at the Dhaka divisional level.
2. RTI Act 2009 and related regulations 2010 were discussed in meetings and monthly coordination meetings of the senior officers of the organisation and instructions were given to motivate/inform the public in this regard.
3. Training modules on Right to Information Act and responsibilities are included in the foundation training courses for new officers/staff recruited in the organisation and other officers and training on the same was imparted.
4. Right to Information Act 2009 and its related regulations have been provided from the head office to the field level including sending leaflets to motivate people to call "333" to get services and the trainees are also informed about this in the training classes. Through courtyard meetings of Disha Samiti, Disha rural members are informed about the right of people to get information as per the Right to Information Act and to receive government services by calling "333".
5. "International Right to Information Day 2023" was observed on 27 September 2023 by Disha.

A teal circular graphic with a white center, containing the text 'Chapter 4'.

**Chapter 4**

A teal rectangular graphic with rounded corners and a white center, containing the text 'Celebration of international Right to Information Day 2023'.

**Celebration of international  
Right to  
Information Day 2023**

## International Right to Information Day 2023 celebration

28 September is International Right to Information Day. In consideration of Eid-e-Miladunnabi (PBUH) on Thursday, 28 September, the Information Commission Bangladesh celebrated the “International Right to Information Day 2023” through various programmes on Wednesday, 27 September 2023, in a very stylish atmosphere in collaboration with various public and private organisations, civil society and media.

The day is celebrated internationally every year to increase public awareness about the right to information and ensure people’s right to information. This year, the day was celebrated through various programmes at the district level including the capital Dhaka. On the occasion of the day, the Information Commission Bangladesh organised a discussion meeting centrally in Dhaka. On the occasion of the celebration of the day at the district level, a discussion meeting was organised with the coordination of all the members of the district supervision and monitoring committee and all the government and non-governmental organisations. Apart from this, posters and festoons were placed in visible places and promoted through digital display boards.

The Day was celebrated this year with the theme “The Importance of the Online Space for Access to Information” and the slogan “If information is available on the Internet, people will have peace”. On the occasion of the day, important national dailies published supplements containing statements of the Honourable President, the Honourable Prime Minister, the Honourable Minister of Information and Broadcasting, the Chief Information Commissioner, and the Senior Secretary of the Ministry of Information and Broadcasting, and an article by an Information Commissioner. In celebration of the day, 05 national daily newspapers published the supplement. The theme of the day was promoted through SMS on mobile phones, nationwide poster, festoon on the national web portal, and the theme, slogan and documentaries was displayed through digital scrolls and digital advertising boards in different parts of the country.



The guests present at the discussion meeting on the occasion of International Information Rights Day 2023 celebration.

On the occasion of celebrating the day, a discussion meeting was held in the auditorium of the Information Commission Bhaban in the Agargaon administrative area of Dhaka on Wednesday, 27 September 2023 at 11am. Information Commission Bangladesh’s Chief Information Commissioner Abdul Malek PhD presided over the discussion meeting participated by the



Honourable Minister of Information and Broadcasting Dr. Hasan Mahmud MP as the chief guest. Former Chief Information Commissioner Ambassador (ret'd) Mr. Muhammad Zamir and Senior Secretary of Ministry of Information and Broadcasting Mr. Md. Humayun Kabir Khandakar were present as special guests.



Honourable Minister of Information and Broadcasting Hasan Mahmud MP spoke on the occasion of International Information Rights Day 2023.

At the meeting the Minister of Information and Broadcasting Dr. Hashan Mahmud said, the Prime Minister, Bangabandhu's daughter Sheikh Hasina believes in free flow of information. We believe that the free flow of information forms the solid foundation of a democratic society by ensuring people's right to information. We live in a multi-dimensional society, one of the main components of a multi-dimensional society is the free flow of information and ensuring people's right to information.



Chief Information Commissioner Abdul Malek PhD spoke on the occasion of International Right to Information Day 2023 celebration.

The Chief Information Commissioner said that Father of the Nation Bangabandhu Sheikh Mujibur Rahman dreamed of a Golden Bengal free from hunger, poverty, corruption and exploitation. Honourable Prime Minister Sheikh Hasina passed the Right to Information Act in 2009 to fulfil the dream of the Father of the Nation – to establish access to information a “right” of the people.

The Chief Information Commissioner also mentioned that Right to Information is an effective means of empowering people. The main objective of the Right to Information Act is to increase transparency and accountability in the activities of public and private organisations through people’s empowerment and active participation. If its benefits are ensured through right to information, the tendency of corruption in the society will be reduced. In addition, the flow of real information will gradually eliminate fabricated, unrestrained, untrue, misleading, rumours, and hate-mongering disinformation from various media.



On the occasion of the celebration of International Information Rights Day 2023, former Chief Information Commissioner Ambassador (retd) Mr. Muhammad Zamir gave a speech.

In the meeting, the former Chief Information Commissioner Ambassador (retd) Mr. Muhammad Zamir said that the aim of the Right to Information Act is to ensure the free flow of information and people’s information rights. The Right to Information Act is one of the bases for establishing accountability, prevention of corruption and good governance. To ensure people’s rights to information, we all have to create mass awareness everywhere.



Mr. Md. Humayun Kabir Khandakar, Senior Secretary of the Ministry of Information and Broadcasting spoke on the occasion of International Right to Information Day 2023 celebration.

Information and Broadcasting Senior Secretary Mr. Md. Humayun Kabir Khandakar said that the present government passed the Right to Information Act, which is a very effective and unique law, in the first session of Parliament after coming to power in 2009. All other laws are enforced on the people by the authorities. The Right to Information Act is the only law that the public can enforce on the authorities. This law has empowered the people. The Right to Information Act gives legal recognition to the public's right to information.



Information Commissioner Mr. Shahidul Alam Zinuk spoke on the occasion of the celebration of International Right to Information Day 2023.

Information Commissioner Mr. Shahidul Alam Zinuk said that the holy Constitution has spoken about people's freedom of thought, conscience and speech. In view of that, the Right to Information Act is now considered as a fundamental human right. Implementation of this Act will create transparency and accountability and prevent corruption. The rights of people of all professions in the society will be upheld.



Information Commissioner Ms. Masuda Bhatti spoke on the occasion of International Right to Information Day 2023 celebration.

Information Commissioner Ms. Masuda Bhatti said that the Right to Information Act is a special and significant addition to Bangladesh in order to reach a clean, advanced and modern state system and all of this Act is to ensure transparency by making the state and government accountable by giving priority to the access to information by people, for people and in favour of people, contributing to the formation of a corruption-free society or state.



Secretary of Information Commission Bangladesh Ms. Zubaida Nasreen spoke on the occasion of International Right to Information Day 2023 celebration.

In the welcome speech at the meeting, Information Commission Secretary Ms. Zubaida Nasreen said by ensuring free flow of information, we will be promoted from digital to smart Bangladesh by 2041. The importance of the Internet in increasing the use of RTI is undeniable. The Internet is one of the means to ensure the free flow of information.



The guests present at the discussion meeting on the occasion of International Information Rights Day 2023 celebration.

Invited guests including heads and representatives of various government and private organisations, academicians and journalists attended the meeting.

In celebration of International Right to Information Day 2023, a nationwide poster campaign was conducted courtesy of the non-governmental organisation The Carter Center. Here is the template of the promotional poster:



Poster circulated on the occasion of International Right to Information Day 2023.

On the occasion of International Right to Information Day 2023 celebration, 05 national dailies published supplements. In the supplements, statements of the Honourable President, Honourable Prime Minister, Honourable Minister of Information and Broadcasting, Chief Information Commissioner, and Senior Secretary of Information and Broadcasting Ministry and an article by Information Commissioner Mr. Shahidul Alam Zinuk were published. The template of the published supplement is given below:

**আন্তর্জাতিক তথ্য অধিকার দিবস ২০২৩**

১. প্রধানমন্ত্রী শ.খ. হাসিনার বক্তব্য  
২. তথ্য ও প্রচার মন্ত্রণালয় (ইনফো) ৩. তথ্য অধিকার আইন (ইআইআই) ৪. তথ্য অধিকার (সিআইআই) ৫. তথ্য অধিকার (সিআইআই) ৬. তথ্য অধিকার (সিআইআই)

**তথ্যের জবাব প্রদান ইচ্ছাবানাত্বে গুণে**  
শহীদুল আলম জিনুক

**শ.খ. হাসিনার বক্তব্য**  
আজকে আমরা আন্তর্জাতিক তথ্য অধিকার দিবস ২০২৩ উপলক্ষে একটি বিশেষ আলোচনা সভা অনুষ্ঠিত করেছি। এই সভায় তথ্য অধিকার আইনের গুরুত্ব এবং তথ্যের স্বাধীন প্রবাহের গুরুত্ব নিয়ে আলোচনা করা হয়েছে।

**প্রধানমন্ত্রীর বক্তব্য**  
আজকে আমরা আন্তর্জাতিক তথ্য অধিকার দিবস ২০২৩ উপলক্ষে একটি বিশেষ আলোচনা সভা অনুষ্ঠিত করেছি। এই সভায় তথ্য অধিকার আইনের গুরুত্ব এবং তথ্যের স্বাধীন প্রবাহের গুরুত্ব নিয়ে আলোচনা করা হয়েছে।

**তথ্য ও প্রচার মন্ত্রীর বক্তব্য**  
আজকে আমরা আন্তর্জাতিক তথ্য অধিকার দিবস ২০২৩ উপলক্ষে একটি বিশেষ আলোচনা সভা অনুষ্ঠিত করেছি। এই সভায় তথ্য অধিকার আইনের গুরুত্ব এবং তথ্যের স্বাধীন প্রবাহের গুরুত্ব নিয়ে আলোচনা করা হয়েছে।

**সিআইআই-এর বক্তব্য**  
আজকে আমরা আন্তর্জাতিক তথ্য অধিকার দিবস ২০২৩ উপলক্ষে একটি বিশেষ আলোচনা সভা অনুষ্ঠিত করেছি। এই সভায় তথ্য অধিকার আইনের গুরুত্ব এবং তথ্যের স্বাধীন প্রবাহের গুরুত্ব নিয়ে আলোচনা করা হয়েছে।

**শহীদুল আলম জিনুক**  
আজকে আমরা আন্তর্জাতিক তথ্য অধিকার দিবস ২০২৩ উপলক্ষে একটি বিশেষ আলোচনা সভা অনুষ্ঠিত করেছি। এই সভায় তথ্য অধিকার আইনের গুরুত্ব এবং তথ্যের স্বাধীন প্রবাহের গুরুত্ব নিয়ে আলোচনা করা হয়েছে।

Supplement published on the occasion of International Right to Information Day 2023 celebration.

A teal circular graphic with a white center, containing the text 'Chapter 5'.

**Chapter 5**

A teal rectangular graphic with rounded corners and a white center, containing the text 'Status of Implementation of Right to information'.

**Status of Implementation  
of  
Right to information**

## Status of Implementation of Right to Information

The Right to Information Act, 2009 was enacted to ensure people's right to information by creating free flow of information. The Act instils public confidence in the government as well as increases the accountability of the government and in turn helps in establishing transparency, accountability and good governance at all levels of public and private sector activities. According to Section 30 of the Right to Information Act, every year the Information Commission publishes an annual report on the previous year's activities and submits it to the Honourable President. In view of the said directive, the Information Commission has sent a letter to all the ministries, Divisional Commissioner's Office, District Administration and related government and non-governmental organisations to submit the integrated report containing the information mentioned in Sub-Section 30(2) of the Right to Information Act, 2009. In view of the said letter, a report has been prepared by combining the information received from various organisations, ministries, district administration and related public and private institutions.

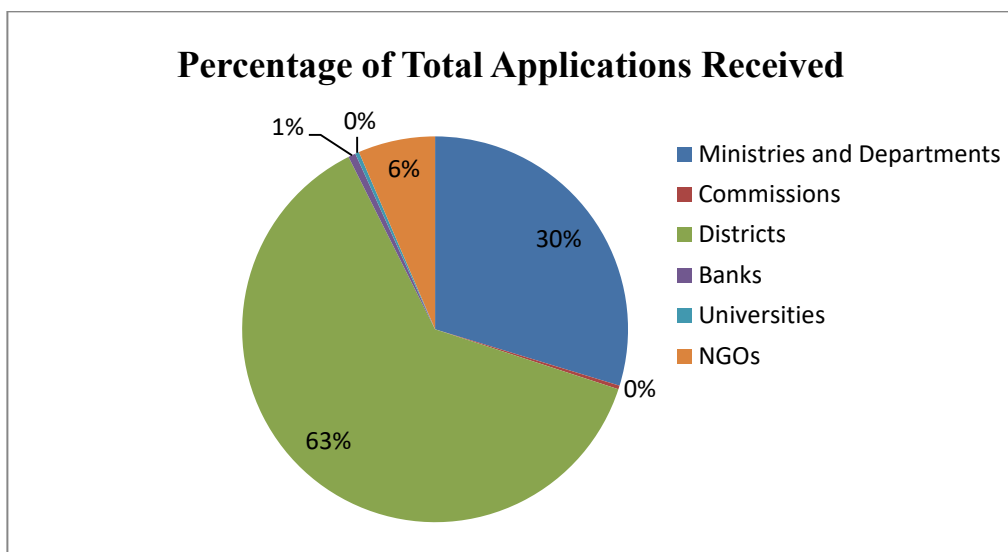
This report highlights the number of applications and provision of information received under the Right to Information Act across the country, the number of appeals and disposals in this regard, the price charged for providing information, complaints lodged with the Information Commission and their results, reform proposals received from various authorities involved in establishing the right to information, and the details of various innovative activities undertaken by various authorities in implementation of the Act. Besides, the challenges observed in the implementation of the Right to Information Act and the recommendations of the Information Commission for the implementation of the Right to Information Act have been mentioned in the report.

### 5.1 Number of applications filed with various authorities

During the year of this report, the application forms received in the entire country from 01/01/2023 to 31/12/2023 using the prescribed form/format under the Right to Information Act are as follows:

Serial	Name of Organisation	Number of Received Applications	Percentage of Total Applications Received
1.	Ministries and Departments	2,600	29.73%
2.	Commissions	27	0.31%
3.	Districts	5,472	62.55%
4.	Banks	54	0.62%
5.	Universities	29	0.33%
6.	NGOs	565	6.46%
7.	Total	8,747	100%



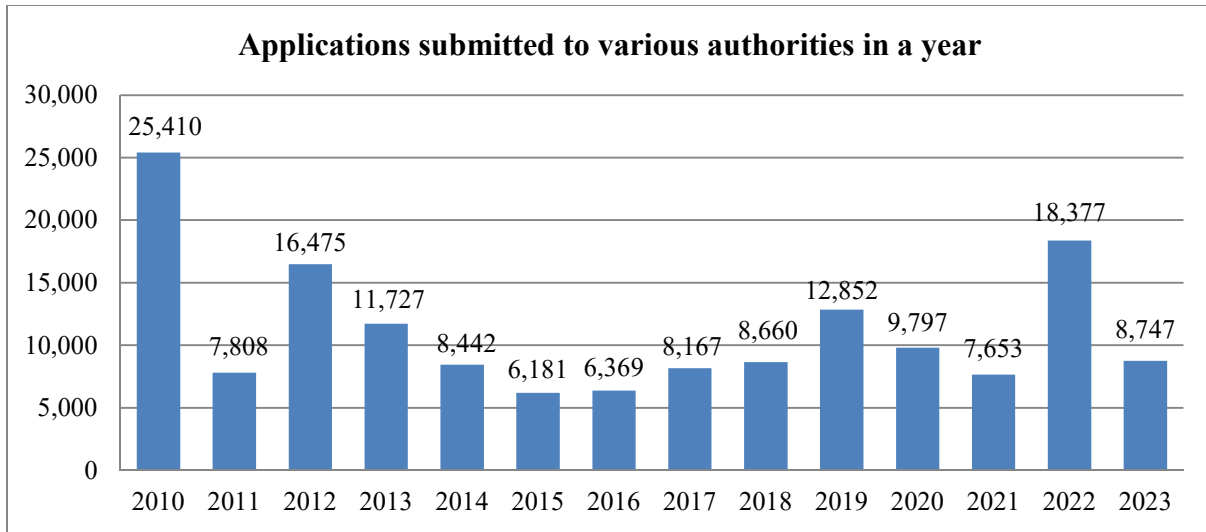


**Figure: Percentage of applications submitted to authorities**

- **Number of applications submitted to different authorities per year**

The number of application forms received across the country using the prescribed form/format under the Right to Information Act is as below:

Serial	Year	Number of Applications
01.	2010	25,410
02.	2011	7,808
03.	2012	16,475
04.	2013	11,727
05.	2014	8,442
06.	2015	6,181
07.	2016	6,369
08.	2017	8,167
09.	2018	8,660
10.	2019	12,852
11.	2020	9,797
12.	2021	7,653
13.	2022	18,377
14.	2023	8,747
	<b>Total</b>	<b>1,56,665</b>

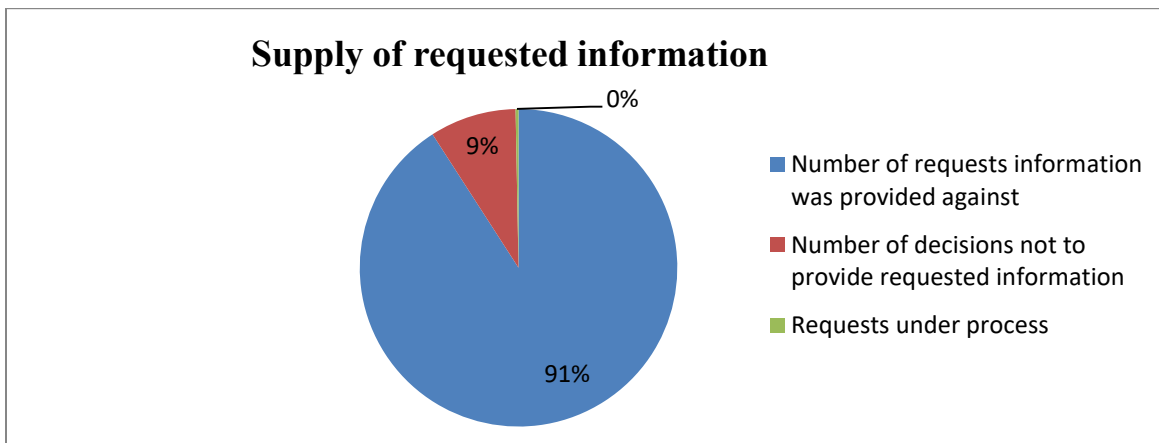


**Figure: Applications submitted to various authorities in a year**

### 5.2 Information provided against requests

In 2023, a total of 8,747 applications were submitted to various public and private authorities of the country. Information was provided against 7,950 i.e. 90.89% of the applications. The number of decisions not to provide requested information was 771 i.e. 8.81%. It should be noted that at the end of 2023, a total of 26 i.e. 0.30% applications for obtaining data were still under process.

Serial No.	Subject	Number	Percentage
01.	Number of requests information was provided against	7,950	90.89%
02.	Number of decisions not to provide requested information	771	8.81%
03.	Requests under process	26	0.30%
	<b>Total</b>	<b>8,747</b>	<b>100%</b>



**Figure: Supply of requested information**

On review of the reports received, the following reasons have been mentioned for not providing information against requests for access to information:

- a) According to Sub-Section 7(1) of the Right to Information Act, disclosure of “any such information that may, if disclosed, impede the process of investigation” is not mandatory.
- b) As per Section 5 of Right to Information (Access to Information) Act, 2009.
- c) Not any information to be provided under Section 2(b) and 2(f) of the Right to Information Act, 2009.
- d) Non-payment for the information.
- e) Due to the branch concerned not having the information.
- f) As provision of information is not mandatory as per Sub-Sections d, f, h, k and r of Section 7 of the Right to Information Act 2009.
- g) Failure to apply to appropriate authorities.
- h) As the information requested is not clear and specific.

Besides, in the integrated report received by the Information Commission, it is seen that some authorities have not mentioned the reasons for not providing information.

### **5.3 Number of appeals and disposal**

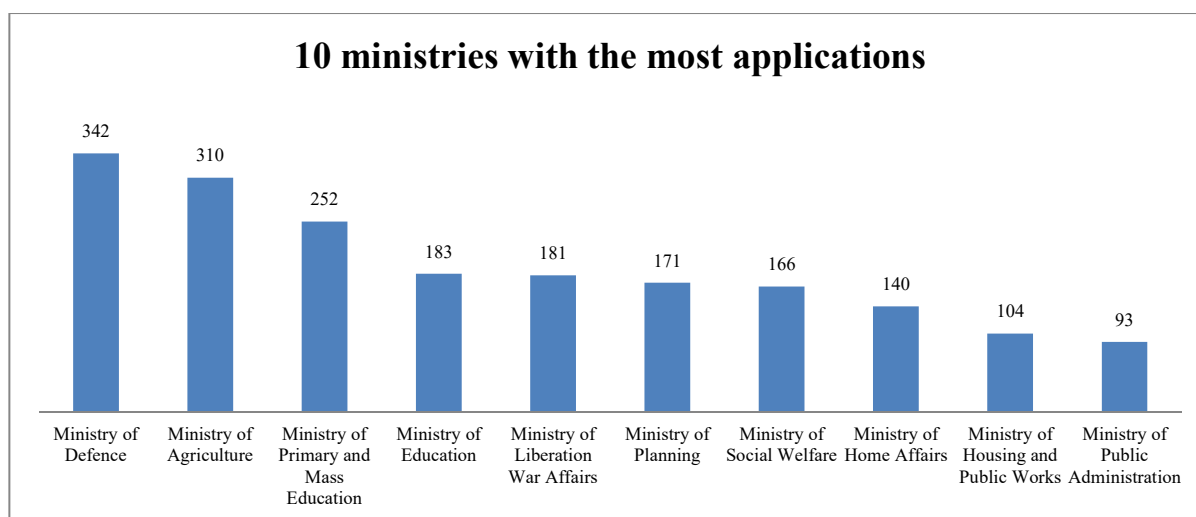
A total of 250 appeals have been filed with the Appellate Authority due to non-provision of information within the stipulated time or dissatisfaction with the receipt of information in view of the application for obtaining information from various authorities across the country. Out of them, 242 appeals have been disposed of and remaining 08 appeals are under process.

### **5.4 Measures taken by various authorities to implement the Right to Information Act**

Various public and private organisations are assisting the Information Commission in different ways in implementing the Right to Information Act. The Cabinet Division has always been assisting the Information Commission in various ways. Steps have been taken by various authorities jointly with the Information Commission or on their own to implement the Right to Information Act, including training, public awareness meetings, meetings of the district supervision and monitoring committees on the implementation of the Right to Information, discussions at the meetings of the district development coordination committees. Discussions, workshops, creation of websites and uploading of updated information, formulation of information disclosure guidelines/policies etc. It is to be noted that online training programmes have been launched for the Designated Officers. Measures taken by various authorities for the implementation of the Right to Information Act are annexed in Chapter-III.

## 5.5 10 ministries that received most applications

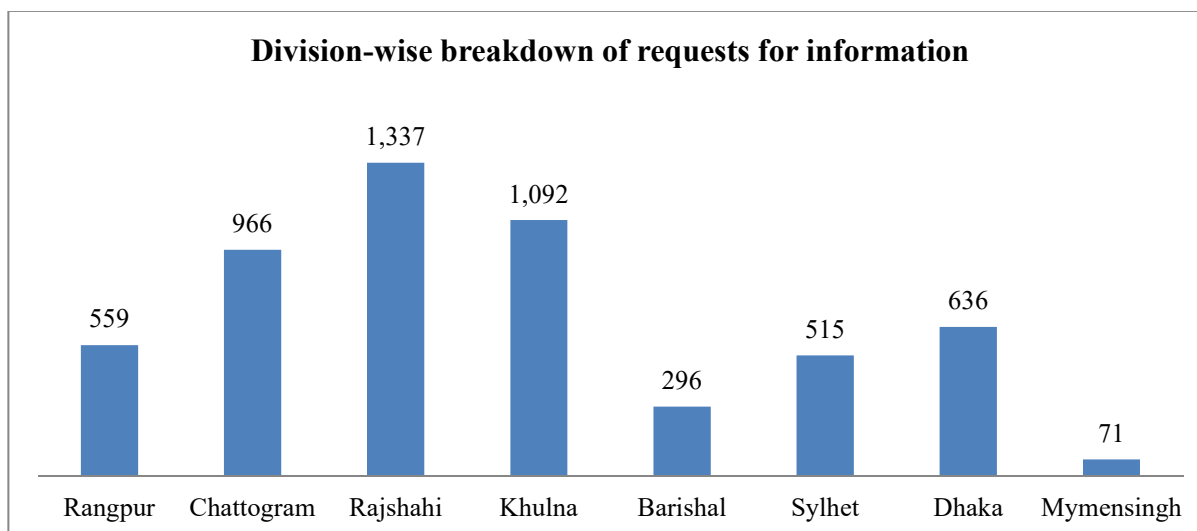
Serial	Name of Authorities	No. of requests received	No. of requests disposed of with info	No. of refusal/inability to provide info	Under process	No. of appeals against Designated Officers' decisions	No. of appeals disposed of	Amount charged against info (in taka)
01.	Ministry of Defence	342	342	0	0	0	0	14,44,411
02.	Ministry of Agriculture	310	307	3	3	3	0	1,709
03.	Ministry of Primary and Mass Education	252	95	157	11	11	0	60
04.	Ministry of Education	183	168	14	1	8	6+2 (under process)	234
05.	Ministry of Liberation War Affairs	181	175	6	0	7	7	6
06.	Ministry of Planning	171	171	0	0	2	2	0
07.	Ministry of Social Welfare	166	162	3	1	9	9	1,006
08.	Ministry of Home Affairs	140	125	15	0	0	0	931
09.	Ministry of Housing and Public Works	104	92	2	10	6	5+1 (under process)	416
10.	Ministry of Public Administration	93	82	11	0	1	1	300



**Figure: 10 ministries with the most applications**

## 5.6 Division-wise applications for access to information

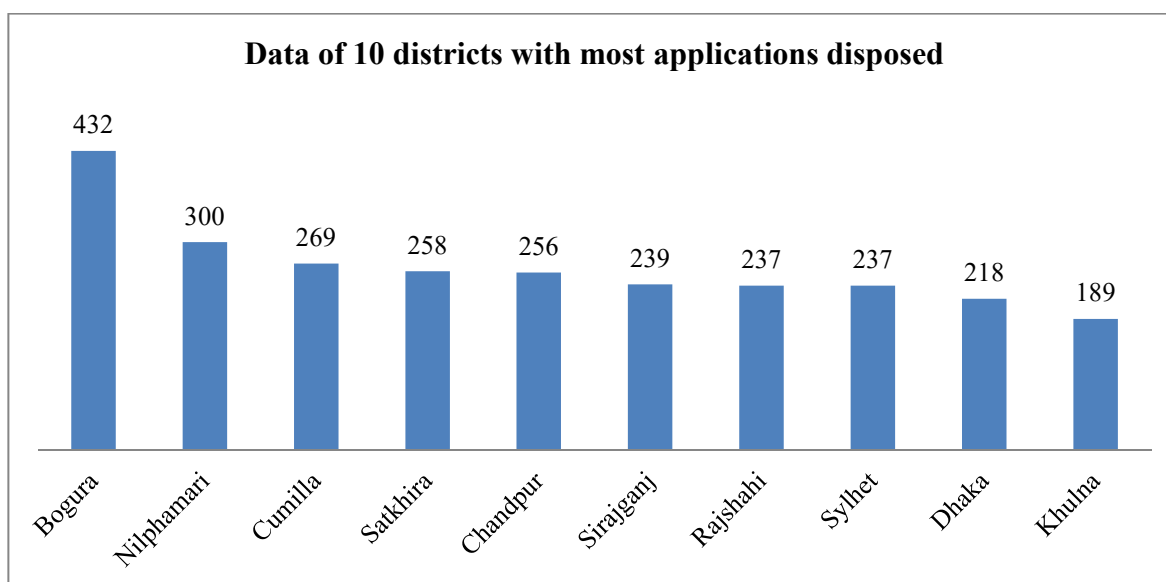
Serial	Division	No. of requests received	No. of requests disposed of with info	No. of refusal/inability to provide info	No. of appeals against Designated Officers' decisions	No. of appeals disposed of	Amount charged against info (in taka)
01.	Rangpur	559	511	48	29	29	6,128
02.	Chattogram	966	886	80	19	19	7,680
03.	Rajshahi	1,337	1,267	70	22	22	6,227
04.	Khulna	1,092	958	134	8	8	2,865
05.	Barishal	296	273	23	0	0	134
06.	Sylhet	515	473	42	12	12	3,411
07.	Dhaka	636	563	73	48	48	12,882
08.	Mymensingh	71	68	3	1	1	1,800
		<b>5,472</b>	<b>4,999</b>	<b>473</b>	<b>139</b>	<b>139</b>	<b>41,127</b>



**Figure: Division-wise breakdown of requests for information**

## 5.7 10 districts that settled most applications

Serial	District	No. of requests received	No. of requests disposed of with info	No. of refusal/inability to provide info	No. of appeals against Designated Officers' decisions	No. of appeals disposed of	Amount charged against info (in taka)
01.	Bogura	432	431	1	3	3	1,468
02.	Nilphamari	300	288	12	3	3	5,174
03.	Cumilla	269	269	0	3	3	944
04.	Satkhira	258	127	131			500
05.	Chandpur	256	187	69	11	11	10
06.	Sirajganj	239	192	47			683
07.	Rajshahi	237	221	16	8	8	537
08.	Sylhet	237	215	22	3	3	905
09.	Dhaka	218	172	46	16	16	2,629
10.	Khulna	189	189	0			92

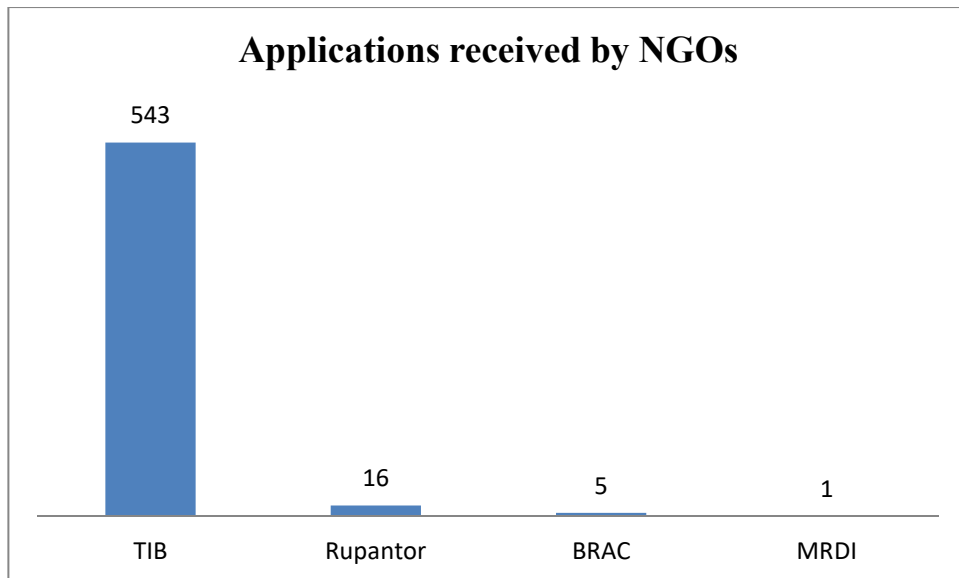


**Figure: Data of 10 districts with most applications disposed**

## 5.8 Applications received by NGOs

Serial	NGO	No. of requests received	No. of requests disposed of with info	No. of refusal/ inability to provide info	No. of appeals against Designated Officers' decisions	No. of appeals disposed of	Amount charged against info (in taka)
01.	TIB	543	535	8	0	0	0
02.	Rupantor	16	16	0	0	0	0
03.	BRAC	5	5	0	0	0	0
04.	MRDI	1	1	0	0	0	0
	<b>Total</b>	<b>565</b>	<b>557</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>

An analysis of data shows that a total of 565 requests for information were submitted to the aforementioned 4 foreign-funded NGOs.



**Image: Applications received by NGOs**

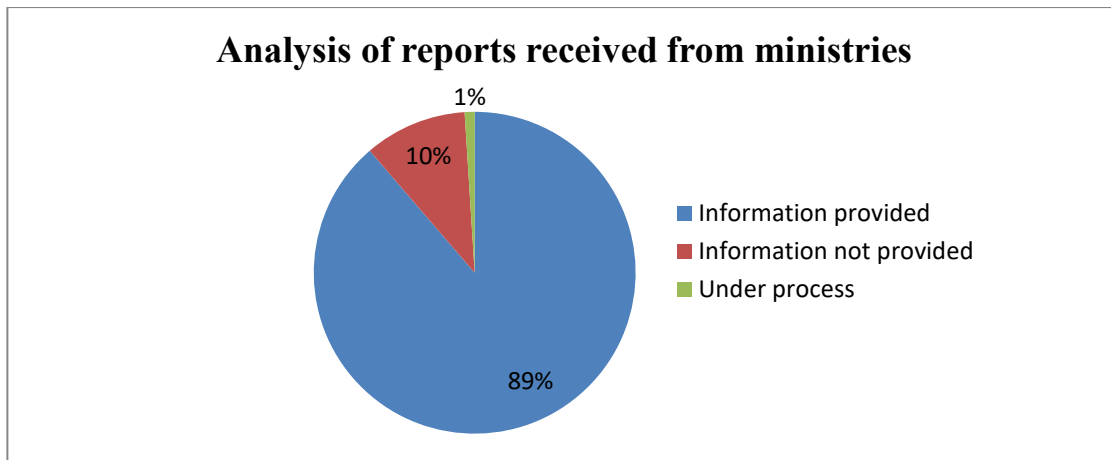
## 5.9 Analysis of reports received from various authorities

When reports were requested from all ministries/departments and district administrations and non-governmental organisations regarding the implementation of the Right to Information Act, significant responses were received from most of the authorities. The ministries submitted integrated reports of all their subordinate offices along with their own offices, and district administrators also submitted integrated reports of various offices in the districts along with their own offices. Non-governmental organisations sent integrated reports of their subordinate branch offices and their own separately.

### 5.9.1 Analysis of reports received from ministries

By reviewing the reports received from all the ministries of the country, it can be seen that a total of 2,600 applications for obtaining information were filed with the ministries and their subordinate offices. Information was provided against 2,306 (88.69%) of the total applications filed. The number of applications refused was 268 and the process for 26 is ongoing. In 2023, a total of Tk14,59,569/- has been collected by providing requested information to the ministries and their subordinate offices. A total of 99 appeals were filed with the Appellate Authority, out of which 91 were disposed of and 8 were pending.

Serial	Subject	Number	Percentage
01.	Information provided	2,306	88.69%
02.	Information not provided	268	10.31%
03.	Under process	26	1%
	<b>Total</b>	<b>2,600</b>	<b>100%</b>



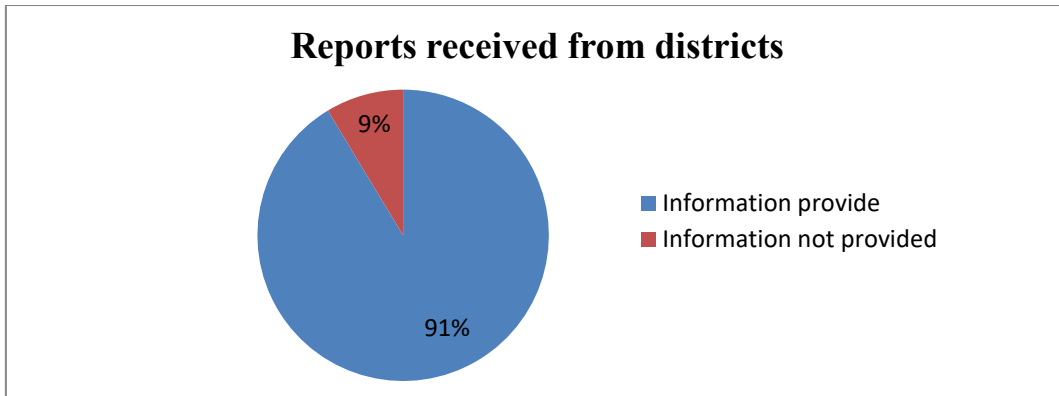
**Figure: Analysis of reports received from ministries**

### 5.9.2 Analysis of reports received from districts

By reviewing the reports sent from all the districts of the country, it is seen that a total of 5,472 applications for obtaining information were filed at the district and upazila levels. Against these applications, 4,999 (91.36%) were disposed of by providing information. The number of decisions not to provide requested information was 473. The number of appeals against the Designated Officers' decisions was 139, of which 139 were disposed of. A total of Tk41,127/- was collected from the districts through providing information.

Serial	Subject	Number	Percentage
01.	Information provide	4,999	91.36%
02.	Information not provided	473	8.64%
	<b>Total</b>	<b>5,472</b>	<b>100%</b>





**Image: Reports received from districts**

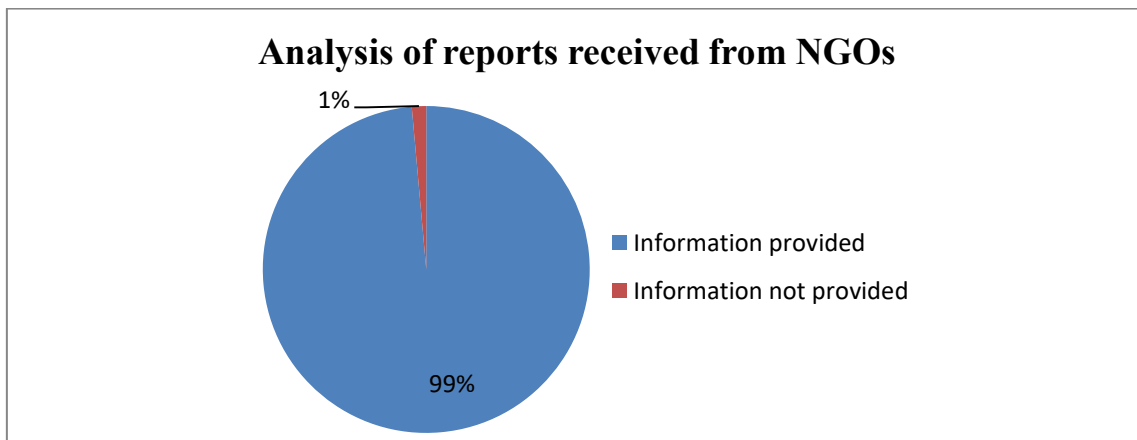
Analysis of the reports received from 64 districts of the country also shows that no application/request for obtaining information under the Right to Information Act were filed in 17 districts, which are Patuakhali, Barguna, Jhalkathi, Chuadanga, Jhenaidah, Rangpur, Dinajpur, Moulvibazar, Jamalpur, Mymensingh, Faridpur, Gopalganj, Kishoreganj, Madaripur, Munshiganj, Narayanganj and Shariatpur.

Analysing the reports more, it can be seen that Bogura district has the highest 432 requests for information among the districts.

### 5.9.3 Analysis of reports received from NGOs

Analysing the reports received from various NGOs in the country, it is seen that a total of 565 requests for obtaining information were submitted to the NGOs under the Right to Information Act. Information was provided against 557 (98.58%) of the total applications. The number of decisions not to provide requested information was 8. The reports submitted by the NGOs show that they provided the requested information free of cost.

Serial	Subject	Number	Percentage
01.	Information provided	557	98.58%
02.	Information not provided	8	1.42%
	<b>Total</b>	<b>565</b>	<b>100%</b>



**Figure: Analysis of reports received from NGOs**

## 5.10 Complaints received and actions taken by the Information Commission Bangladesh

Proper use of the Right to Information Act can bring transparency and accountability in public and private institutions. The Right to Information Act is a law through which people can seek information from any public or private institution in the country. If you do not get the information properly, you can file a complaint with the Information Commission Bangladesh. The Information Commission Bangladesh is working towards the implementation of the Right to Information Act. One of the main activities of the Information Commission Bangladesh in implementing the Right to Information Act and ensuring people's right to information is to settle the complaints filed by citizens with the Information Commission Bangladesh. The Information Commission hears, investigates and disposes of complaints under Sections 13 and 25 of the Right to Information Act, 2009. From 2009 to 2023, a total of 5,804 complaints were filed with the Information Commission Bangladesh. Of them, 5,671 complaints have been settled.

## 5.11 Analysis of complaints filed with Information Commission Bangladesh (year-wise)

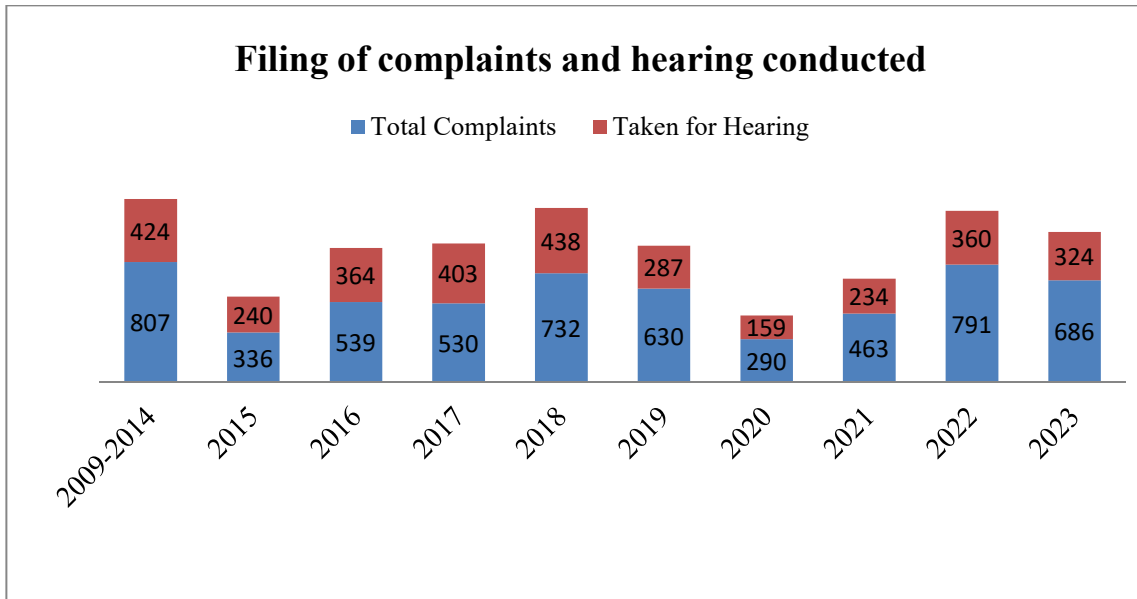
Since the establishment of the Information Commission Bangladesh i.e. from 2009 to 2023, the commission received a total of 5,804 complaints and settled 5,671 of them. The commission settled 3,233 complaints through hearing and 2,438 by giving advice due to various deviations.

Due to the emerging situation related to Covid-19 in 2020, it was not possible to conduct the hearing in the conventional manner. An ordinance was issued by the Department of Law, Justice and Parliamentary Affairs on 09 May 2020 regarding implementation of justice across the country. In this situation, considering the importance of public health, the decision to take virtual hearing was made to speed up the settlement process of complaints filed with the Information Commission Bangladesh to ensure people's right to information and virtual hearings started. In 2020, 159 complaints were accepted for hearing. Of them, 08 complaints were settled by taking on-site hearings and 151 complaints were settled in virtual hearings. Consequently, 234 complaints in 2021 and 360 in 2022 were disposed of through virtual hearings.

From 1 January 2023 to 31 December 2023, a total of 686 complaints were lodged with the Information Commission Bangladesh. The number of complaints taken up for hearing in 2023 was 324, which is 47.23% of the total complaints. A total of 230 complaints were disposed of through virtual hearings and 17 through on-site hearings. Besides, 77 complaints are pending for hearing.

### Picture of complaints filed with Information Commission yearly

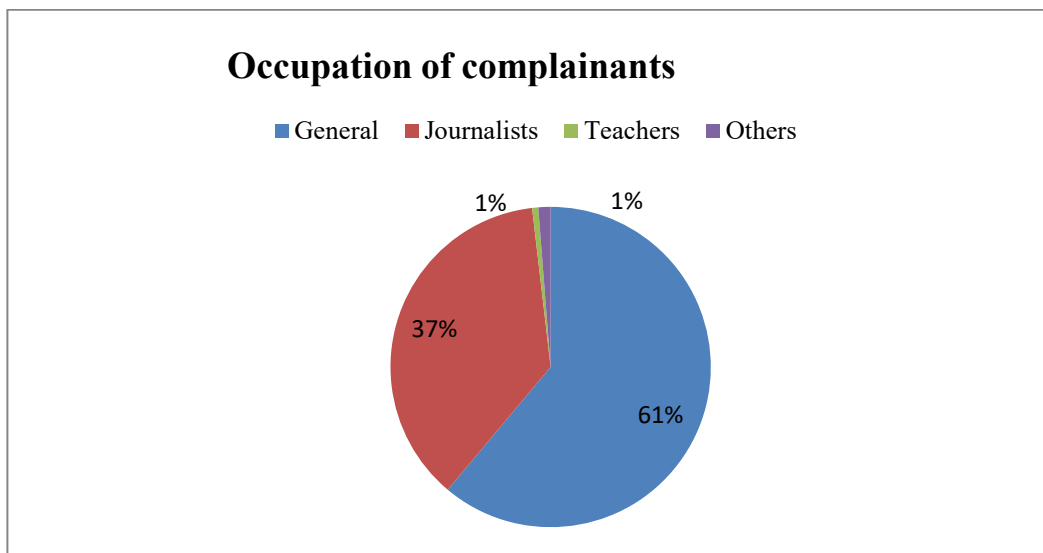
Serial	Year	Total Complaints	Taken for Hearing	Percentage of Hearing
01.	2009-2014	807	424	52.54%
02.	2015	336	240	71.43%
03.	2016	539	364	67.53%
04.	2017	527+3=530	400+3=403	76.04%
05.	2018	731+1=732	437+1=438	59.84%
06.	2019	628+2=630	285+2=287	45.55%
07.	2020	290	159	54.82%
08.	2021	463	234	50.53%
09.	2022	791	360	45.51%
10.	2023	686	324	47.23%
	2009-2023	5,798+6=5,804	3,227+6=3,233	55.70%



**Chart: Filing of complaints and hearing conducted**

**A. Occupation of complainants (complaints received for hearing) in 2023**

Occupation of Complainant	Number of Complaints
General	198
Journalists	120
Teachers	2
Others	4
<b>Total</b>	<b>324</b>

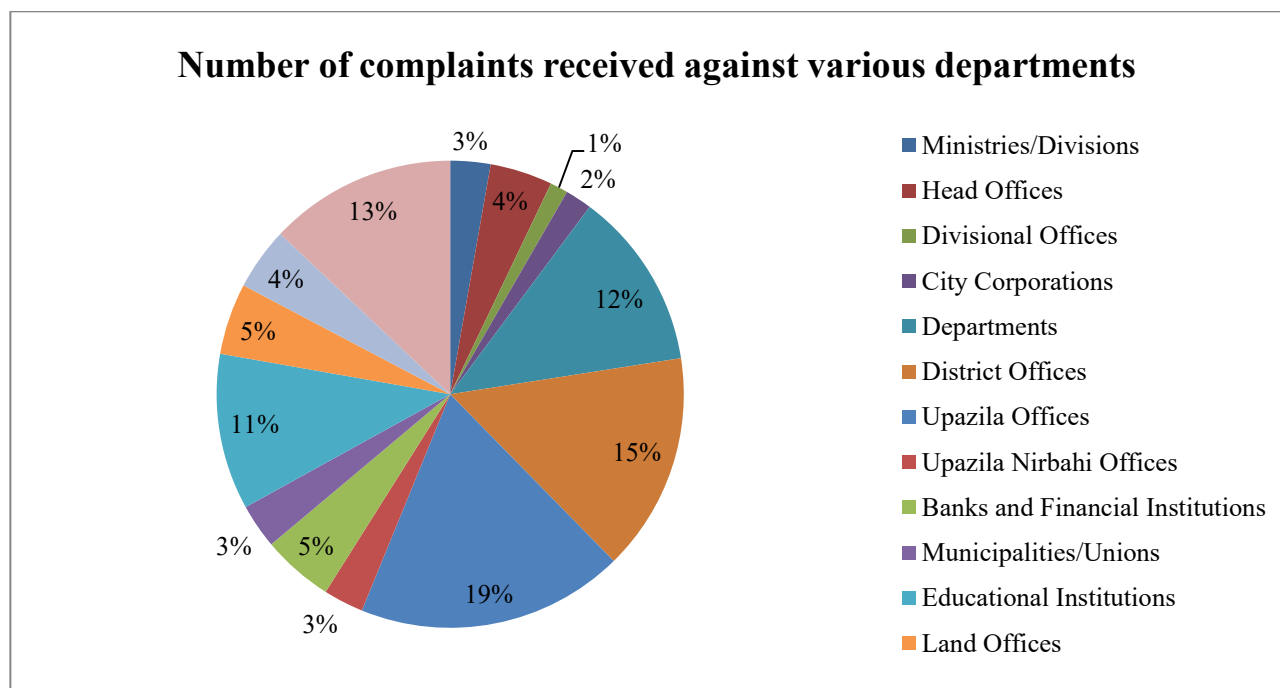


**Chart: Occupation of complainants (of complaints received for hearing)**

## B. Departments against which complaints have been received for hearing

In 2023, out of 686 complaints filed with the Information Commission Bangladesh, 324 were accepted for hearing. Among them, 282 complaints were filed against government departments and 42 complaints against private departments. The administrative offices and the number of complaints against them are shown in the table below:

Offices of Administration	Number of Complaints
Ministries/Divisions	9
Head Offices	14
Divisional Offices	4
City Corporations	6
Departments	40
District Offices	49
Upazila Offices	60
Upazila Nirbahi Offices	9
Banks and Financial Institutions	16
Municipalities/Unions	10
Educational Institutions	35
Land Offices	16
Union Parishad	14
Others	42
<b>Total</b>	<b>324</b>



**Chart: Number of complaints received against various departments**

### 5.11 (A) Analysis of complaints (accepted for hearing) filed with the Commission in 2023

Out of 686 complaints filed with the Information Commission Bangladesh in 2023, 324 complaints were processed for hearing, which is 47.23% of total complaints. Most of the complaints that were taken up for hearing were related to various public and private institutions. The most notable offices among them are: Upazila Office, District Office, Educational Institutions, various Ministries, Departments, various Divisional Offices, Banks and Financial Institutions, various Thana/Upazila Offices, Land Offices, City Corporations, Municipal/Union Offices, NGOs and other institutions.

**Number of complaints accepted for hearing against institutions concerned are shown in the table below**

	<b>Institutions</b>	<b>Number</b>
<b>Government organisations</b>	Ministry of Housing and Public Works	1
	Ministry of Disaster Management and Relief	1
<b>Non-government organisations</b>	Ministry of Health and Family Welfare	2
	Ministry of Education	1
	Public Works Department	5
	Customs, Excise and VAT, Savar Circle	2
	Rajdhani Unnayan Karttripakkha	3
	Supreme Court of Bangladesh	1
	Barishal City Corporation	1
	Office of Deputy Commissioner	16
	Office of Civil Surgeon	6
	Police Stations	3
	Bangladesh Railway	1
	District Education Office	1
	District Cooperative Office	3
	District Relief and Rehabilitation Office	1
	RHD, Roads Department	3
	District Social Welfare Office	7
	Department of Public Health Engineering	4
	Department of Health	2
	Office of District Jute Development Officer	1
	Directorate of Secondary and Higher Education	1
Department of Livestock Services	2	
Department of Environment	1	
Department of Agricultural Extension	4	
Department of Social Services	1	
Department of Shipping	1	
Department of Health	1	
Department of Public Works	1	

Department of Food	1
Rajshahi Nursing College, Rajshahi	1
Municipality Offices	9
Office of Commandant, In Service Training Centre	1
BMDA, Bagmara, Rajshahi	2
BIWTC	2
BIAM Foundation	1
Central Medical Stores Depot	1
250-Bed TB Hospital, Dhaka	1
250-Bed General Hospital	3
100-Bed General Hospital, Dhaka	1
Bangladesh Livestock Research Institute	13
Zilla Parishad	3
Office of District Project Implementation Officer	1
District Employment and Manpower Office, Rajshahi	1
District Primary Education Office	3
District and Sessions Judge Court	1
District BADC (Irrigation) Office	1
Khulna Divisional Office	1
Office of Divisional Controller of Accounts	1
Dhaka South City Corporation	2
Dhaka North City Corporation	2
Rajshahi City Corporation	1
Islamic Foundation	1
SP Institution	1
Bangladesh Freedom Fighter Welfare Trust	2
Technical Training Centre (TTC)	1
Bangladesh Atomic Energy Commission	1
Shilpakala Academy	1
Prison Headquarters	1
Office of the Administrator of Waqfs	3
District Accounts and Finance Office	1
Office of Sub-Registrar	3
West Zone Power Distribution Company Limited	1
Office of WASA	1
Office of Executive Engineer	2
Public Works E/M Division 6, Dhaka	2
Secondary Education Office, Shyamnagar, Satkhira	1
Sales and Distribution Division	1
Cumilla University	1
Rajshahi Medical College and Hospital	1
Rangamati Medical College, Rangamati	1

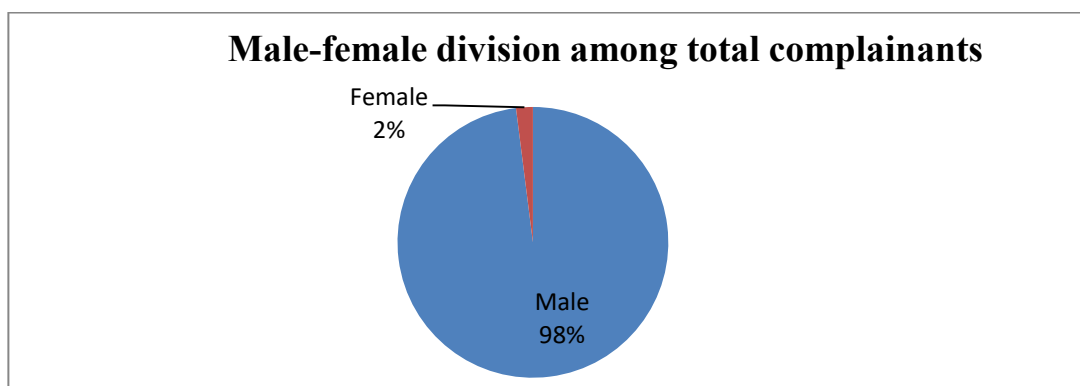
Maheshkhali College, Maheshkhali, Cox's Bazar	2
Bangladesh Bank	1
Pubali Bank Limited	1
Rupali Bank Limited	1
Sonali Bank Limited	2
Karmasangsthan Bank	2
Krishi Unnayan Bank	3
Assistant Commissioner (Land)	6
Union Parishad	14
Office of Upazila Health and Family Welfare Officer	3
Upazila Accounts Office	1
Upazila Family Planning Office	1
Office of Upazila Project Implementation Officer	20
Office of Upazila Agriculture Officer	4
Office of Upazila Livestock Officer	7
Office of Upazila Nirbahi Officer	9
Office of Upazila Women Affairs Officer	8
Office of Upazila Social Services	2
Office of Upazila Education Officer	4
Office of Upazila Primary Education Officer	2
Upazila Relief and Rehabilitation Officer	1
Office of Upazila Engineer	4
Office of Upazila Family Planning Officer	1
Office of Upazila Rural Development Officer, Pakundia	1
Rural Electrification Samity	5
Bhabaniganj Technical and Management College, Bagmara, Rajshahi	1
Government Goat Development Farm, Savar, Dhaka	1
Bangladesh Power Development Board	2
Chattogram Port Authority	1
Government University College, Bagmara, Rajshahi	1
Office of the Controller General of Accounts	2
Sheikh Russel Children's Training and Rehabilitation Centre (Boys and Girls), Rangpur	1
Rangpur Medical College and Hospital	1
Jashore Medical College	1
Satkhira Medical College and Hospital	1
Rajshahi Nursing College, Rajshahi	1
National Institute of Biotechnology	1
Kamranga Fazil (Degree) Madrassah	1
BSCIC Regional Office	1
Bangladesh Football Federation	1
Telephone Shilpa Sangstha Limited	1
Bangladesh-Korea Technical Training Centre, Chattogram	1

	<b>Total</b>	<b>282</b>
	Non-government educational institutions	21
	Non-government banks	3
	Non-government insurance companies	12
	Padma Oil Company Limited	1
	Shahjalal Fertiliser Company Limited	1
	NGOs	4
	<b>Total</b>	<b>42</b>
	<b>Government and non-government organisations</b>	<b>324</b>
	<b>Total</b>	
	<b>Institutions</b>	<b>Number</b>

### 5.11 (B) Male-female distribution of all the complainants

In 2023, the total number of complaints filed with the Information Commission Bangladesh and were taken for hearing was 324, of which 319 were filed by male complainants and 5 by female complainants –as shown in the table below:

Male complainants	319
Female complainants	5
<b>Total</b>	<b>324</b>



**Chart: Male-female division among total complainants**

Women’s access to information is an integral part of the Right to Information Act. The Right to Information Act is a law that provides that women do not have to face discrimination in getting information alongside men. The Information Commission Bangladesh is working to increase awareness of women’s access to information. The Information Commission Bangladesh is working tirelessly to ensure the presence of women in various workshops, seminars, public awareness meetings and training programmes on the Right to Information Act, 2009.



**5.11 (C) Types of information sought in complaints received for hearing by the Commission**

<b>Serial</b>	<b>Subject of Requested Information</b>	<b>Number</b>
1	On tenders	10
2	On deed registration	3
3	On deeds	1
4	On purchase	4
5	On filed documents related to pension	1
6	On merit ranking	1
7	On quarters	1
8	On District and Sessions Court	1
9	On private universities	5
10	On salaries and bonuses	1
11	On salary bills	1
12	On cheque register	2
13	On cheques	1
14	On income from trade licence	2
15	On tenders	17
16	On approvals	1
17	On applications	1
18	On incomes and expenditures	4
19	On complaints and actions taken	1
20	On damage caused by river erosion	1
21	On brick kilns	4
22	On nursing colleges	1
23	On past applications	21
24	On promotions	1
25	On letters	1
26	On taking examinations	2
27	On migrant workers	1
28	On projects	52
29	On letting out to tenants	1
30	On plot allocation	3
31	On provident funds and gratuity	1
32	On training	3
33	On formation of district committees on the rights of persons with disabilities	7

34	On disability allowances	1
35	On water connections	1
36	On family planning activities	1
37	On development works	8
38	On Upazila Secondary Education Office	1
39	On beneficiary farmers	2
40	On presence and leaves	1
41	On answer copies	1
42	On activities of Football Federation	1
43	On expenditures	2
44	On bank accounts	1
45	On settlements and auctions	1
46	On settlements	1
47	On allocations	29
48	On committees on preventing child marriage	4
49	On insurance	12
50	On VAT	1
51	On land development taxes	1
52	On land cases	2
53	On land	4
54	On vouchers	1
55	On allowances	1
56	On admission and results	1
57	On admission	1
58	On loans	5
59	On death certificate and inheritance certificate	1
60	On X-ray	1
61	On allocation of LGSP	1
62	On Madrassah	2
63	On lawsuits	1
64	On allowances for freedom fighters	2
65	On waqf estates	1
66	On waqf subscription	1
67	On exports	2
68	On medicines	1
69	On licences	2
70	On blanket distribution	1
71	On agricultural loans	1

72	On officers and employees	2
73	On recruitment of officers and jobs	1
74	On programmes	1
75	On proceedings	3
76	On committees	1
77	On khas land	1
78	On certificates	1
79	On governing body elections	1
80	On government quarters	1
81	On general diary	1
82	On social security	1
83	On hospitals, diagnostic centres	1
84	On "Covid-19 emergency response and preparedness" project	1
85	On invoices	2
86	On service	4
87	On NOCs	1
88	On land acquisition	1
89	On land settlements	1
90	On land and designs	1
91	On land	2
92	On taxes	1
93	On recruitments	12
94	On auctions	2
95	On schools' income and expenditure	1
96	On schools	3
97	On electricity connection	7
98	On electricity bills	1
99	On bridge carpeting	1
100	On notices	1
101	On VGD	2
102	On programmes of Shilpakala Academy	1
103	On accounts	1
104	On digital attendance	1
105	On investigation reports	2
106	On actions taken after investigation	2
	<b>Total complaints filed</b>	<b>324</b>

## 5.12 Analysis of complaints not accepted for hearing

Among the complaints filed with the Information Commission Bangladesh, 686 were filed in 2023, of which 362 complaints were not heard and the remaining 324 were heard. The reasons for which the Information Commission Bangladesh could not take the complaints into account were that the information requested from the Information Commission was not covered under Section 2(f) of the Right to Information Act, 2009, and the number of such complaints was 80; the information/replies given by the Designated Officer (RTI) was considered satisfactory, and the number of such complaints was 42; another 34 complaints were not accepted for hearing as the appeals were not filed with the appropriate Appellate Authority. In addition, 29 complaints were not accepted as they lacked clarity/were non-specific/illegible/covered a wide range; 20 complaints for not filing to the appropriate Designated Officer (RTI); 19 complaints for not filing requests for information to the appropriate Designated Officer and not filing appeals to the appropriate Appeal Authority; 12 complaints that did not have a specific time period; and 11 complaints related to information under court litigation. The Information Commission Bangladesh gave the complainants advice without taking into account their complaints.

Further, applicants were informed through letters about the legal and other deviations noted in their applications such as no direct request for information, non-use of prescribed format, no appeal application attached to the complaint, no applications for both requesting information and appeal, in accordance with Section 7(k) of the Right to Information Act, 2009, not filing application with the relevant court as per the land law, the order/decision passed by the Appellate Authority being admissible, departmental case pending in the matter sought, application for obtaining information being vague and unreadable, and admissibility of the notice of inability issued by the Designated Officer (RTI) and the order passed by the Appellate Authority. They were given advice and subsequently requested to file complaints following due process.

### 5.12 (A) Grounds for non-acceptance of complaints for hearing

Subject	Number
Application for obtaining information not attached with the complaint	3
Not applying for information in the prescribed format	2
Not filing appeal application in the prescribed form	2
Not attaching appeal application with the complaint	6
Not filing requests for information to the appropriate Designated Officer and not filing appeals to the appropriate Appeal Authority	19
Not attaching request for information and appeal application to the complaint	6
Lacking clarity/being non-specific/illegible/covering a wide range	29
In accordance with Section 7(k) of the Right to Information Act, 2009	1
Ongoing departmental lawsuit on the matter sought	3
Matter sought related to court litigation	11
Information/replies given by Designated Officer (RTI) considered satisfactory	42
Notice of inability issued by the Designated Officer (RTI) considered acceptable	5
Application not filed with the relevant court as per the land law	1
Order/decision passed by the Appellate Authority accepted	8

Matter sought not covered by Section 2(f) of the Right to Information Act	80
Not applying to appropriate Designated Officer (RTI)	20
Organisation concerned not authorised by Section 2(b) of the Right to Information Act	9
Not filing appeal with the appropriate Appeal Authority	34
Complaint not acceptable under the Right to Information Act, 2009	3
Designated Officer provided the information sought	1
Notice of inability issued by the Designated Officer (RTI) and the order passed by the Appellate Authority considered acceptable	2
Appropriate reply from Designated Officer (RTI) and order from Appeal Authority	2
Section 7(t) of Right to Information Act, 2009 applies only to Cabinet Division	1
Complaint not related to right to information	3
The required information can be obtained from the Ministry of War Affairs	1
Requested information is personal as per Section 7(h) of the Right to Information Act, 2009	11
Requested information not providable under Section 7(d) of the Right to Information Act, 2009	1
Requested information does not specify any time period	12
Request for own opinion-like information	2
Request can be made for specific financial year	1
No scope for providing directives under the Right to Information Act, 2009	1
Related to order for direct collection in accordance with appropriate legal procedures	1
Complaint disposed of as per Section 25 of the Right to Information Act, 2009	1
Directed to collect data by paying the cost	1
Opinion of the Commission sought without providing the information as per Section 4, Section 7 and Section 9 of the Right to Information Act 2009	1
Request for information and appeal petition attached to the complaint does not contain the complainant's signature	3
Requested information not covered by Bankers' Books Evidence Act, 2021	1
As the Mayor ordered taking steps as per letter sent with document 615 dated 3 July 2023	1
Complaint not related to right to information	2
Accounts for the current financial year due after July 2023	1
No opportunity to review the decision taken by the Information Commission Bangladesh considered as final	6
Complaint within the ambit of the criminal law	2
School concerned not an authority as per Section 2(b) of the Right to Information Act, 2009	1
Answer given by the Ministry of Land is acceptable	1
Complaint withdrawn	3
Related to order on documentation	15
<b>Total</b>	<b>362</b>

## 5.12 (B) Results of analysis of complaints not taken up for hearing

The main function of the Information Commission Bangladesh is the proper implementation of the Right to Information Act. The citizens of the country use this law to get correct information and the Information Commission Bangladesh is working to continue that. Many times it has been seen that citizens do not apply for information and complaints properly, or various types of legal malpractices are also seen. In many cases, it has been observed that information is not covered under Section 2(f) of the Right to Information Act, 2009 i.e. the information sought by the complainant is not clear and specific as “information”. Also, there is ambiguity among the citizens as to who the “Appellate Authority” is, applications for information are not filed with the proper authorities, etc; the Commission resolves such issues by advising the applicants to follow due process. Analysing the complaints, it can be seen that the two issues of “Information” and “Appellate Authority” are still not clear to the applicants. If a transparent and clear understanding can be created among the people on these two issues, then, on the one hand, people’s seeking information will be more specific, and on the other hand, it will be easier for the Designated Officers to provide information. And for this reason, the Commission regularly goes to districts and upazilas to make people aware of these matters.

## 5.13 Income and expenditure of Information Commission Bangladesh

### Statement of budget receipts allocated in favour of Information Commission Bangladesh and expenditure for the fiscal year 2023-2024

Code	131009100	Amounts (in lakh taka)		
Economic Code	Purpose	Total Allocation in 2023-2024	Amounts released in 1st and 2nd tranches	Actual expenditure as of December 2023
3631101	Salary assistance	164.00	82.00	69.07
3631102	Allowance assistance	171.10	85.56	64.00
3631103	Supply and Services	490.50	245.24	92.46
3631104	Pension and Retirement Benefit (CPF) assistance	65.00	32.50	3.66
3631108	Research grants	3.00	1.50	0.00
3631199	Other grants	5.40	2.70	0.00
3632102	Grants for machinery	10.00	5.00	0.94
3632105	Grants for information and communication technology	10.00	5.00	0.00
3632106	Other capital grants	10.00	5.00	2.99
Total =		929.00	464.50	233.12

#### **5.14 Actions taken against Designated Officers after hearing complaints**

After hearing the complaints filed with the Information Commission Bangladesh, if any Designated Officer is found guilty, considering the seriousness of the complaint, compensation is levied against them, fine is imposed on them, and even in some cases non-disclosure of information is considered as misconduct and departmental disciplinary action is recommended to the authorities concerned. Complaints filed with the Information Commission Bangladesh are disposed of according to Section 13 and Section 25 of the Right to Information Act, 2009. Compensation is levied, fines are imposed or disciplinary punishment is recommended as per Section 25 and Section 27 of the Right to Information Act, 2009. From 2011 to 2023, 96 Designated Officers have been ordered to pay compensation/fine or given departmental punishment considering the severity of the complaints against them. In 2023, action was taken against 18 Designated Officers considering the seriousness of the allegations against them.

#### **5.15 Information Commission Bangladesh: Select case studies**

Some decision papers which were accepted for hearing in 2023 are given below. It should be noted that the decision papers are uploaded immediately on the website of the Information Commission Bangladesh.

##### **Case Study: 1**

##### **Complaint No: 102/2023**

Complainant filed an application to Mr. Md. Noor Islam, Manager and Designated Officer (RTI), Rajshahi Krishi Unnayan Bank, Lili intersection, Dinajpur, through registered post on 01-02-2023 in accordance with Section 8(1) of the Right to Information Act, 2009, which is given below:

**“A) The Official Secrets Act shall be deemed void as per Section 3 of the Right to Information Act, 2009, if wrong or false information is provided. This Krishi Bank Branch Manager Asit Kumar Sarkar provided the requested information on 22/12/2020. At that time, 1268 farmers had agricultural accounts; in the financial year 2019-2020, 176.65/- lakh taka (One crore eighty-six lakh sixty-five thousand taka) was distributed among 222 of these farmers directly from this branch. Correct information on and reasons for farmers with agricultural accounts not getting agricultural loans even after applying.**

**B) Information about the total number of borrowers in the said Krishi Bank branch and the number of farmers among them.**

**C) Information on the total of agricultural loans given to how many farmers in which years from 2019 to 31 January 2023 and how much loan in which years. Separate information on other loans given to how many people in which years from 2019 to 31 January 2023 and how much loan.**

**D) List of names and mobile phone numbers of the said agriculture loan borrowers. The information is private but since the High Court gave its judgement on 23 November 2022, and the judgement said that the bank’s money belongs to the people. That is, the people have the right to know to whom the bank is giving the public money.”**

- The complainant, not receiving the requested information within the stipulated time, filed an appeal by registered post to Mr. Md. Shakhwat Hossain, Zonal Manager and Appellate Authority (RTI), Rajshahi Krishi Unnayan Bank, Zonal Office, Dinajpur Zone (North) on 23-02-2023. Aggrieved by not getting any remedy even after the appeal, the complainant lodged a complaint with the Information Commission on 14-05-2023.
- The complaint was taken up for hearing after review in the last meeting of the Information Commission on 30-08-2023. 11-09-2023 was fixed for a virtual hearing of the complaint using the Zoom app, and summons were issued to the complainant and the Designated Officer for the hearing.
- On the fixed hearing date, the complainant and the Designated Officer (RTI) were connected through the Zoom app.
- In his statement, the complainant stated that he had received partial information. He did not get the information of Serial “D”.
- The Designated Officer (RTI) in his statement mentioned that he has provided the complainant with all the information except Serial “D” as the information is private.

### **Review**

On perusal of the statements of both the parties and the evidence filed, it was observed that the information sought by the complainant could be provided. The Designated Officer (RTI) provided all the information requested by the complainant other than Serial “D”. Consequently, the complaint was disposed of by directing the Designated Officer (RTI) to provide the complainant with the information in Serial “D” except mobile numbers.

### **The Decision**

The complaint was disposed of by giving the following written directions:

1. Mr. Md. Noor Islam, Manager and Designated Officer (RTI), Rajshahi Krishi Unnayan Bank, Lilly Mor, Dinajpur, is ordered to provide the requested information of Serial “D” except the mobile numbers, as per the Right to Information Act, 2009, within 10 working days of the receipt of this decision, and is also directed to determine the value of the information and send a letter to the complainant giving 5 working days’ time to pay the value.
2. The Designated Officer is directed to deposit the amount collected as the value of information supplied under Section 9 of the Right to Information Act, 2009 and Rule 8 of the Right to Information (Regarding Information Receipt) Rules, 2009 (RTI) in the Government Treasury under Code No. 1-3301-0001-1807.
3. Both the parties are directed to inform the Information Commission after implementing/complying with the directives.



## Case Study: 2

### Complaint No: 107/2023

The complainant filed an application on 14-03-2023 to the Project Implementation Officer and Designated Officer (RTI), Poba, Rajshahi under Section 8(1) of the Right to Information Act, 2009, seeking the following information:

**“1) What is the amount of money allocated by Member of Parliament Adiba Anjum Mita from the reserved women’s seat in the current financial year?**

**2) List of development works on which the allocated funds have been/are being spent.**

**3) Allocation for Disaster Relief and Rehabilitation, Ministry of Local Government and Cooperatives, and Asian Development Bank at the Upazila level in the current financial year.**

**4) List of all development works in which the allocated funds have been/are being spent and the names of all the contractor organisations that have done/are doing the development works.”**

- In view of the said application, Mr. Md. Abu Bashir, Upazila Project Implementation Officer, Poba, Rajshahi gave a reply to the complainant on 20-03-2023. Not being satisfied with the said information, the complainant filed an appeal on 16-04-2023 to Mr. Salah Uddin Al Wadud, District Relief and Rehabilitation Officer and Appellate Authority (RTI), Rajshahi. Thereafter, the Appellate Authority on 30-04-2023 sent a letter No. 51.01.8100.025.11.003.20-269 to the Upazila Project Implementation Officer, Puthia/Poba/Charghat, Rajshahi to provide information to the complainant. Aggrieved by not getting any redressal even after the appeal, the complainant lodged a complaint with the Information Commission on 16-05-2023.
- The complaint was taken up for review and hearing in the meeting of the Information Commission on 30-08-2023. 13-09-2023 is fixed for a virtual hearing (using the Zoom app) and summons were issued to the complainant and the Designated Officer for the hearing.
- On the fixed hearing date, the complainant and the Designated Officer (RTI) were connected through the Zoom app.
- In his statement, the complainant said that he received all the information after receiving the summons from the Commission.
- In his statement, the Designated Officer (RTI) stated that he could not provide the information as he found the complainant’s mobile number switched off. Later, he contacted the complainant on 11-09-2023 and provided him with the information.

### Review

On reviewing the statements of both the parties and the evidence submitted, it was observed that the complainant had received the information he had sought. Although the Designated Officer (RTI) provided the information, his inattentiveness and non-cooperation in providing the information were observed. In that case, the Designated Officer (RTI) was cautioned about neglecting to provide information and the case was disposed of since the complainant received the information

### The Decision

The complaint was disposed of by giving the following written directives:

1. The complainant received the information. But the Designated Officer (RTI) has shown indifference and non-cooperation by not providing the information in accordance with the Right to Information Act, 2009. In this situation, Mr. Md. Abu Bashir, Upazila Project Implementation Officer and Designated Officer (RTI), Poba, Rajshahi has been warned for the future regarding neglecting to provide information.
2. Let a copy of this decision be sent to the Director General, Directorate of Disaster Management, Dhaka, and the Secretary, Ministry of Disaster Management and Relief.

-----

### **Case Study: 3**

#### **Complaint No: 118/2023**

The complainant has written on 30-03-2023 under Section 8(1) of the Right to Information Act, 2009 to Mr. AKM Toifiquir Rahman, Assistant District Primary Education Officer and Designated Officer (RTI), District Primary Education Office, Rajbari, applying for the information below:

**“A) Attested photocopy of the attendance book of Rajbari District Primary Education Officer Mr. Ahindra Kumar Mandal from 15-01-2023 to 30-03-2023.**

**B) Information regarding the type and day of leave if any during the said period.”**

- Not getting the requested information within the stipulated time, the complainant filed an appeal on 25-04-2023 with Mr. Mirza Md Hasan Khosru, Divisional Deputy Director and Appellate Authority (RTI), Primary Education, Dhaka Division. Aggrieved after not getting any redressal even after the appeal, the complainant filed a complaint with the Information Commission on 31-05-2023.
- The complaint was taken up for review and hearing in the meeting of the Information Commission on 30-08-2023. 13-09-2023 was fixed for a virtual hearing (using the Zoom app) and summons were issued to the complainant and the Designated Officer for the hearing.
- On the fixed hearing date, the complainant was connected through the Zoom app but the Designated Officer (RTI) was absent. Due to the absence of the Designated Officer (RTI), the next date was fixed on 04-10-2023 and summons were issued to the complainant and the Designated Officer.
- On the scheduled hearing date, the complainant was absent after sending a letter stating that he had received the information, and the Designated Officer (RTI) was connected through the Zoom app.
- In his statement, the Designated Officer (RTI) said that he had provided the information sought by the complainant.

### Review

The Designated Officer (RTI) provided the information requested by the complainant and the complainant received the information. The complaint can be disposed of as the Designated Officer (RTI) provided the information requested by the complainant.

### The Decision

The complaint was settled as the Designated Officer (RTI) provided the information requested by the complainant.

---

#### **Case Study: 4**

#### **Complaint No: 112/2023**

The complainant filed an application on 06-02-2023 to Mr. Md. Abul Hossain, Secretary and Designated Officer (RTI), Mundumala Municipality, Tanor, Rajshahi in accordance with Section 8(1) of the Right to Information Act, 2009, seeking the following information:

**“1) List of all developmental works ongoing/done under ADP and revenue sector’s funding during the current financial year.**

**2) Photocopy of cheques and bill vouchers issued by the municipality during the current financial year.**

**3) Photocopy of the latest audit NOC letter.”**

- On not receiving the requested information within the stipulated time, the complainant filed an appeal with the Municipal Mayor and Appellate Authority (RTI), Mundumala Municipality on 16-04-2023. The complainant filed a complaint with the Information Commission on 16-05-2023 after not getting any remedy after the appeal.
- The complaint was taken up for review and hearing in the 30-08-2023 meeting of the Information Commission. 13-09-2023 was fixed for a virtual hearing (using the Zoom app) and summons were issued to the complainant and the Designated Officer for the hearing.
- On the fixed date, the complainant was connected through the Zoom app but the Designated Officer (RTI) was not. In the absence of the Designated Officer (RTI), 04-10-2023 was fixed for a virtual hearing on Zoom and summons were issued to the complainant and the Designated Officer.
- On the fixed hearing date, the complainant and the Designated Officer (RTI) were connected through the Zoom app.
- In his statement, the complainant stated that he had received the information.
- In his statement, the Designated Officer (RTI) said that he had provided the information sought by the complainant.

### Review

The Designated Officer (RTI) provided the information requested by the complainant and the complainant received the information. The complaint can be disposed of as the Designated Officer (RTI) provided the information requested by the complainant.

### The Decision

The complaint was settled as the Designated Officer (RTI) provided the information requested by the complainant.

## Case Study: 5

### Complaint No: 195/2023

The complainant applied to the Deputy Director (Grain Crops) and Designated Officer (RTI), Department of Agricultural Extension, Khamarbari, Farmgate, Dhaka-1215 on 09-04-2023 under Section 8(1) of the Right to Information Act, 2009 to know the following information:

**“1) a. Total allocation and duration of projects to increase crop production through expansion of solar energy and water-efficient modern technologies. Details of yearly sector-wise expenditure.**

**b. 105 solar irrigation exhibitions, buried pipe, 500 irrigation exhibitions, and 408 drip irrigation exhibitions were conducted under the project. Expenditure on these exhibitions (separately). List of names of exhibition venues and exhibition officials with full contact addresses.**

**2) a. Total expenditure for excavation of 25 wells. List of areas where wells have been excavated, with full addresses.**

**b) Copy of trade licence of the contractor who received the work order for well excavation, photocopy of the work order.”**

- After not receiving the requested information within the stipulated time, the complainant filed an appeal on 16-07-2023 with the Director General and Appellate Authority (RTI), Department of Agricultural Extension, Khamarbari, Farmgate, Dhaka-1215. Then Mr. Ashok Kumar Biswas, Sub-Project Director, Crop Production Enhancement through Extension of Solar Energy and Water Efficient Modern Technologies (Pilot) (1st Revised) Project, Department of Agricultural Extension, Khamarbari, Dhaka on 02-08-2023 through memo 12.01.0000.039.18.001.23.673, and Ms. Mst. Sharmin Akhtar, Deputy Director (Grains), Crops Wing and Designated Officer (RTI), Department of Agricultural Extension, Khamarbari, Farmgate, Dhaka on 03-08-2023 through memo 12.10.0000.004.04.019.17 (Part IV)-345(2) provided partial information to the complainant. Not satisfied with the said information, the complainant was aggrieved and lodged a complaint with the Information Commission on 16-08-2023.
- The complaint was accepted for review and hearing in the Commission’s meeting on 15-10-2023. A virtual hearing (using the Zoom app) was fixed on 15-11-2023 summons were issued to the complainant and the Designated Officer for the hearing.
- On the fixed hearing date, the complainant and the Designated Officer (RTI) were connected through the Zoom app.
- During the hearing, the complainant stated that he had received partial information.
- The Designated Officer (RTI) said during the hearing that the complainant had asked for a lot of information. She could not provide the required information on time as the information was not kept with her. Measures have been taken to collect the information from the project manager concerned.

### Review

On reviewing the statements of both the parties and the evidence filed, it was observed that the Designated Officer (RTI) had provided partial information to the complainant. The complaint could be settled by directing the Designated Officer (RTI) to provide information on the amount of expenditure and places of exhibitions, amount of well project allocation, number of wells, name of the areas where wells have been installed, and names of the contractor organisations as requested by the complainant.

### The Decision

The complaint was disposed of by giving the following written directives:

1. Subject to the above review, Ms. Mst. Sharmeen Akhtar, Deputy Director (Grains) and Designated Officer (RTI), Department of Agricultural Extension, Khamarbari, Farmgate, Dhaka is directed to determine the price of the information and provide the complainant with the information on the amounts of expenditure and the place of exhibitions, the allocation for well projects, the number of wells, the names of the areas where wells have been excavated, and the names of the contracting organisations as per Right to Information Act, 2009 within 10 (ten) working days of receipt of this decision letter; and to send the complainant a letter asking him to pay the price of the information within 5 (five) working days.
2. Designated Officer (RTI) is instructed to deposit the amount charged for the information supplied under Section-9 of the Right to Information Act, 2009 and Rule-8 of the Right to Information (Access to Information) Rules, 2009 in the Government Treasury (RTI) under Code No. 1-3301-0001-1807.
3. Both the parties are directed to inform the Information Commission after implementing/complying with the directives.

Complaint No. 195/2023 filed by the complainant is disposed of.

---

### **Case Study: 6**

#### **Complaint No: 145/2023**

Complainant Mr. Mostain Billah Manik, Father: Md. Momtaz Ali, Address: Mohalla: Sundarganj Municipality, Ward Number-08, Post Office: Sundarganj, Upazila: Sundarganj, District: Gaibandha applied to Mr. Afid Kamrul Ashrafi, Assistant Engineer (BADC) and Designated Officer (RTI), Upazila Irrigation Committee; Sundarganj, District BADC (Irrigation) Office, Gaibandha on 23-02-2023 under Section 8(1) of the Right to Information Act, 2009 for the following information:

**“A) On what date did Mr. Md. Bakul Miah, Father: Late Nurul Haque, Village: East Belka, Upazila: Sundarganj, District: Gaibandha, apply to the Upazila Parishad office to get the irrigation licence number 1692? On which date and in the light of which letter Upazila Parishad sent the said application to the President, Upazila**

**Irrigation Committee? On what date did the President send the application to you for further action? Information on that application along with the documents of the letter.**

**B) Copy of any page of the applications of those rejected in the Irrigation Committee meeting on 10-02-2022, including myself i.e. Mostain Billah Manik, Father: Md. Mamtaz Ali and Mst: Jamila Khatun, Father: Md. Panir Uddin and Mst: Afrooza Begum, Father: Md. Abu Sama Mia, Chortabari, Upazila: Sundarganj, District: Gaibandha.**

**C) According to the irrigation policy, if the application for an irrigation licence is not in accordance with the rules or if the applicant obtains the licence through fraud, can the said application/licence be rectified without cancelling it? – its information.**

**D) How many feet is the distance from one shallow tube well to another shallow tube well as per the irrigation policy? How many bighas of arable land should be under the said tube well?**

**E) List and resolution of applications approved/cancelled/reinvestigated by Upazila Irrigation Committee on 10-02-2022 and 03-03-2022.**

**F) Photocopy of the entry register of irrigation licence applications received from 10-02-2022 till date.**

**G) Photocopy of the register issued by the Registrar of Irrigation Licence Nos. 1930 and 1931.”**

- After not receiving the information he requested, the complainant filed an appeal with Mr. Md. Zaki Siddiqui, Member Secretary and Appellate Authority, Executive Engineer, BADC Office, Gaibandha (Minor Irrigation) Region, Gaibandha on 13-04-2023. Not getting any information even from the Appellate Officer, the complainant lodged a complaint with the Information Commission on 25-06-2023 (as per the date of entry in the diary) to get the information he had requested.
- In the commission meeting dated 30-08-2023, the complaint was accepted for review and hearing. 04-10-2023 was fixed for a virtual hearing (using the Zoom app) and summons were issued to the complainant and the Designated Officer for the hearing.
- On the date fixed for hearing, the complainant got connected but the Designated Officer did not. The next hearing date was fixed on 19-10-2023 and summons were issued to the complainant and the Designated Officer for an on-site hearing at the Information Commission building. Also, as the Designated Officer was absent, a letter was sent to the Deputy Commissioner, Deputy Commissioner's office, Gaibandha to confirm his presence in the next hearing.
- The complainant and the Designated Officer appeared on the date fixed for hearing. Next hearing was fixed on 08-11-2023 and summons were issued to 04 people including the complainant and the current Designated Officer, the former Designated Officer, and the Appellate Authority for the hearing at the Information Commission building.
- Later, due to unavoidable circumstances, a decision was made to hold the hearing in a virtual manner (using the Zoom app) instead of on-site hearing.

- On 08-11-2023 the complainant and the opposite parties the present Designated Officer (RTI), the former Designated Officer (RTI) and the Executive Engineer joined in the virtual hearing.
- The complainant said that he did not get the information he requested. The Designated Officer (RTI) deliberately did not provide the information. By not getting the information, he has been deprived of the right to information. The opposition current Designated Officer (RTI) Mr. Md. Golam Rabbani, Assistant Engineer, stated that he joined the present post on 01-07-2023 and he was not posted to this position at the time the application was filed. However, he came to know about the application after receiving the summons of the commission. Later, on 01-11-2023, he sent a letter to the applicant for the payment of information fee to get the information.
- On the other hand, former Designated Officer (RTI) Mr. Afid Kamrul Ashrafi, Assistant Engineer, said that he could not provide the information while on duty. However, he has written to the current Designated Officer (RTI) to provide the information. According to clauses (g), (h), (i), (l) of Section 7 of the Right to Information Act, 2009, information requested in serial “A” is not to be provided. He also said that he is not the Designated Officer, the Executive Engineer is the Designated Officer.
- Executive Engineer Mr. Md. Zaki Siddiqui said that the information requested by the complainant is not with the Executive Engineer. The said information is with the Upazila Irrigation Committee. Later, the Designated Officer (RTI) Mr. Afid Kamrul Ashrafi instructed the assistant engineer to collect the information requested by the complainant from the irrigation committee of the upazila office and provide it to the complainant.

### **Discussion and decision**

During the hearing, the complainant, the opposition executive engineer, the previous Designated Officer (RTI) and the current Designated Officer (RTI) were heard. The hearing revealed that though the requested information was deliverable, the former Designated Officer (RTI) deliberately did not provide the information and obstructed the flow of information. The Designated Officer (RTI) can be directed and cautioned to abide by the law in future. The complaint can be disposed of by directing the incumbent Designated Officer (RTI) to provide the complainant with information expeditiously. In addition, due to wilful non-disclosure of information, the former Designated Officer Mr. Afid Kamrul Ashrafi, Assistant Engineer (BADC), Boalmari, Faridpur may be fined 3,000/- and Executive Engineer Mr. Md. Zaki Siddiqui may be exempted.

**Therefore,**

**It is decided that,**

01. Mr. Md. Golam Rabbani, Assistant Engineer (BADC) and Designated Officer (RTI), Upazila Irrigation Committee; Sundarganj, District BADC (Irrigation) Office, Gaibandha is directed to provide the complainant with the specific information requested by him within 10 (ten) working days of receipt of this decision letter subject to payment of the cost of the information in accordance with the Right to Information Act, 2009.

02. Designated Officer (RTI) is directed to deposit the amount collected against the value of information supplied under Section-9 of the Right to Information Act, 2009 and Rule-8 of the

Right to Information (Related to Information) Rules, 2009 to the Government Treasury Code No. 1-3301-0001-1807.

03. Former Designated Officer (RTI) Mr. Afid Kamrul Ashrafi, Assistant Engineer, Boalmari Minor Irrigation Zone, Bangladesh Agricultural Development Corporation, Boalmari, Faridpur is fined 3000/- (three thousand) as per Section 27 (1)(e) of the Right to Information Act, 2009 for intentionally obstructing the flow of information by not providing information. Also, Mr. Md. Golam Rabbani, Assistant Engineer and incumbent Designated Officer (RTI), BADC, Irrigation Bhavan, Gaibandha is warned to respect the law in future and the Executive Engineer is exempted.

04. Mr. Afid Kamrul Ashrafi, Assistant Engineer, Boalmari Minor Irrigation Zone, Bangladesh Agricultural Development Corporation, Boalmari, Faridpur, is instructed to deposit the amount of the said penalty to the Government Treasury through treasury challan in the code 1-3301-0001-2681.

05. A copy of this decision is directed to the Secretary, Ministry of Agriculture and the Chairman, BADC.

Complaint No. 145/2023 filed by the complainant is disposed of.

-----

### **Case Study: 7**

#### **Complaint No: 166/2023**

Complainant Mr. Anisur Rahman, Special Correspondent, Dainik Desher Kantha, Father: Md Khalilur Rahman, Address: Dainik Desher Kantha, Head Office: 55/A, H. M. Siddique Mansion (8th Floor), Purana Paltan, Dhaka-1000 filed an application on 03-04-2023 according to Section 8(1) of the Right to Information Act, 2009, to the Managing Director and Designated Officer (RTI), Islami Insurance Bangladesh Limited, DR Tower (12th Floor), 65/2/2 Purana Paltan, Box Culvert Road, Dhaka-1000, for the following information:

**“A. A detailed description of all the insurance customers whose insurance claims have been paid by your organisation during 2021 and 2022, including their names, mobile numbers, addresses, audit reports, amounts paid.**

**B. Section-wise income and expenditure accounts of your organisation for 2021 and 2022.”**

- After not receiving the requested information within the stipulated time, the complainant appealed to the Chairman and Appellate Authority (RTI), Islami Insurance Bangladesh Limited, DR Tower (12th Floor), 65/2/2 Purana Paltan, Box Culvert Road, Dhaka-1000 on 25-05-2023. After not getting any remedy even after the appeal, the complainant filed a complaint with the Information Commission Bangladesh on 12-07-2023.
- The complaint was accepted for review and hearing in the commission meeting dated 05-09-2023. A virtual hearing (using the Zoom app) was fixed for 16-10-2023 and summons were issued to the complainant and the Designated Officer for the hearing.



- On the date fixed for hearing, the complainant got connected (using the Zoom app) and although the Designated Officer got connected, his sound was off. So, 30-10-2023 was fixed for another hearing at the Information Commission building and summons were issued to the complainant and the Designated Officer.
- On 30-10-2023, the Designated Officer (RTI) appeared in the hearing before the Commission and gave a statement.
- The Designated Officer (RTI) said that every year the annual report of the company is prepared and the annual general meeting is held. All the company's data and information are presented in the annual report. The annual report of the company has been provided to the complainant against his application.

### **Discussion and decision**

In the hearing, the statement of the Designated Officer (RTI) was heard. At the end of the hearing, it appeared that the Designated Officer (RTI) had already provided the complainant with the annual report of the company. Furthermore, the number of insurance customers and the amount paid out is deliverable. In this situation, the Designated Officer may be directed to provide information to the complainant regarding the number of insurance customers who have been paid the insurance claim and the amount paid and the complaint may be disposed of by directing to inform the Commission in writing through e-mail of receipt of the information by the complainant.

**Therefore,**

**It is decided that,**

01. Mr. Mollah Md. Sharif, Assistant Vice President and Designated Officer (RTI), Islami Insurance Bangladesh Limited, DR Tower (12th Floor), 65/2/2 Purana Paltan, Box Culvert Road, Dhaka-1000 is directed to provide the complainant with the attested information regarding the number of insurance customers who have been paid insurance claims and the amount of money paid within 10 (ten) working days of receipt of this decision letter, subject to the payment of the price of information, in accordance with the Right to Information Act, 2009.

02. The Designated Officer (RTI) is directed to deposit the amount collected for the value of information supplied under Section-9 of the Right to Information Act, 2009 and Rule-8 of the Right to Information (Related to Information) Rules, 2009 (RTI) in the Government Treasury Code No. 1-3301-0001-1807.

03. Mr. Mollah Md. Sharif, Assistant Vice President and Designated Officer (RTI), Islami Insurance Bangladesh Limited, DR Tower (12th Floor), 65/2/2 Purana Paltan, Box Culvert Road, Dhaka-1000 is directed to inform the Commission by email confirming receipt of the information by the complainant.

In light of the said decision, the complaint No. 166/2023 filed by the complainant is disposed of.

-----

## Case Study: 8

### Complaint Number: 202/2023

Complainant Mr. ASM Alamgir, Father: AKM Shahjahan, Address: Old Bazar, Upazila: Birampur, District: Dinajpur applied to the AGM (Administration) and the Designated Officer (RTI), Dinajpur Palli Bidyut Samiti-2, Dinajpur on 25-06-2023 as per Section 8(1) of Right to Information Act, 2009, for the following information:

**“(A) How many industrial and commercial electricity connections have been given in which upazilas under Dinajpur Palli Bidyut Samiti-2 from 2020 to 20 June 2023 and following which laws, rules, circulars, orders and on the basis of what documents, along with their documents and addresses. (With upazila-wise, year-wise reference).”**

- Failing to get the requested information within the stipulated time, the complainant on 16-07-2023 filed an appeal with Mr. Md. Shahid Uddin, General Manager and Appellate Authority (RTI), Dinajpur Palli Bidyut Samiti-2, Phulbari, Birampur, Dinajpur. After getting no remedy despite filing an appeal, the complainant filed a complaint with the Information Commission on 28-08-2023.
- The complaint was accepted for review and hearing in the commission’s 15-10-2023 meeting. Summons were issued to the complainant and the Designated Officer for a virtual hearing 15-11-2023 (using the Zoom app).
- On 15-11-2023, the complainant and the Designated Officer joined a virtual hearing.
- The complainant said that he did not get the information he requested. The opposition, the Designated Officer (RTI) stated that according to the notification of the Power Department, they can provide industrial and commercial electricity connections without environmental clearance. They do not have the list of electricity connections. It is stored by a different software company. But it requires a fee.
- The Designated Officer (RTI) also said that if the information is downloaded from the software company, it will have the names and addresses of the recipients of electricity connections. Separating the information from there it can be provided to the complainant.

### Discussion and decision

During the hearing, the complainant and the Designated Officer (RTI) were heard. The complaint can be settled as the Designated Officer (RTI) has promised to provide the information requested by the complainant.

**Therefore,**

**It is decided that,**

01. Mr. Md. Ashraful Islam, AGM (Administration) and Designated Officer (RTI), Dinajpur Palli Bidyut Samiti-2, Dinajpur is directed to provide the complainant with the attested information within 10 (ten) working days of receipt of this decision letter, subject to the payment of the price of information, in accordance with the Right to Information Act, 2009.

02. The Designated Officer (RTI) is directed to deposit the fee amount collected against information supplied under Section-9 of the Right to Information Act, 2009 and Rule-8 of the Right to Information (Related to Information) Rules, 2009 (RTI) in the Government Treasury Code No. 1-3301-0001-1807.

Complaint No. 202/2023 filed by the complainant is disposed of.

## **Case Study: 9**

### **Complaint No: 176/2023**

Complainant Mr. Md. Ashraful Islam Imon, Special Correspondent (beaconbangla24.com), Address: 503/5, Baganbari Residential Area, Malibagh, Dhaka-1217 applied to the Executive Engineer and Designated Officer (RTI), Dhaka Public Works Division-4, District Office, Dhaka on 02-05-2023 as per Section 8(1) of the Right to Information Act, 2009, requesting the following information:

**“2.1) Copy of the notice of tender invited for construction of new building of the public library in the financial year 2022-2023;**

**2.2) The number of organisations, including National Development Engineering Ltd. or NDE, participating in the tender and their names, business addresses and contact details;**

**2.3) Information with documented evidence of what percentage of higher price NDE has got the job;**

**2.4) Information with documented evidence of official rates, quotations for the project;**

**2.5) Copy of the decision letter of the tender evaluation committee for the construction of new building of the public library in the financial year 2022-2023;**

**2.6) Names, designations, contact information of the members of the tender evaluation committee for the construction of the new building of the public library in the financial year 2022-2023;**

**2.7) Detailed information with documented evidence on how much was allocated for Public Works Division-4 in the Annual Procurement Plan or APP in the financial year 2022-2023;**

**2.8) Detailed information with documented evidence on the work done with the Annual Procurement Plan or APP allocation for Public Works Division-4 in the financial year 2022-2023;**

**2.9) Detailed information with documented evidence on what repair work has been done with the Annual Procurement Plan or APP allocation of Public Works Division-4 in the financial year 2022-2023.”**

- Failing to get the requested information within the stipulated time, the complainant on 01-06-2023 filed an appeal with the Superintending Engineer and Appellate Authority, Dhaka Public Works Circle-2, Dhaka. After not getting all the information despite filing an appeal, the complainant filed a complaint with the Information Commission on 16-07-2023 (as per the date of entry in the diary).
- In the commission meeting on 05-09-2023, the complaint was accepted for review and hearing. 26-10-2023 was fixed for a virtual hearing (using the Zoom app) and summons were issued to the complainant and the Designated Officer accordingly.
- The complainant did not join the virtual hearing on 26-10-2020. The Designated Officer (RTI) joined the hearing.
- The complainant applied to the commission through email for the withdrawal of the complaint. The Designated Officer (RTI) said that the information had already been provided to the complainant.

### Discussion and decision

During the hearing, the Designated Officer (RTI) was heard. The complaint can be disposed of as the Designated Officer (RTI) has already provided the information to the complainant.

**Therefore,**

**It was decided that** since the information was already provided to the complainant by the Designated Officer (RTI), the complaint was disposed of.

In light of the said decision, the complaint No. 176/2023 filed by the complainant is disposed of.

-----

#### **Case Study: 10**

#### **Complaint No: 198/2023**

Complainant Mr. Md. Zahidul Haque Chandan (District Correspondent), Deepta TV, Father: Md. Saidul Haque Chanu, Address: 67/2, Shaheed Sarani Road, Manikganj applied to Ms. Selina Syeda Sultana Akhtar, District Cultural Officer and Designated Officer (RTI), District Shilpakala Academy, Manikganj by registered post on 15-05-2023 as per Section 8(1) of the Right to Information Act, 2009, seeking the following information:

**“A) Request to provide information on expenditures along with the amount of allocation, implementation date and details of various programmes/events as mentioned below in Manikganj District Shilpakala Academy from the money allocated since the financial year 2020-21 by email. Request to provide details of bills, copies of vouchers and details of all financial expenses through email.**

**1. Ambient Theatre; 2. Organising the Golden Jubilee ceremony of Independence; 3. Cultural festivals in the district; 4. 25 new songs recorded on the occasion of the Golden Jubilee of Independence; 5. Organisation of special training workshops in the district; 6. Organisation of cultural programmes against the degradation of values; 7. Organising a programme titled “We want Golden Bangla”; 8. Organising programmes on the theme “In 2041, Bangladesh will be aesthetic”; 9. Organising an event on art against cybercrime; 10. Organising of an event titled Art against Corona; 11. Cultural programme on rivers; 12. Organisation of banyan tree-centred cultural events; 13. Organisation of the event titled City of Industry; 14. Organising cultural programmes against militancy, drug addicts; 15. Organisation of programmes on intangible and tangible cultural heritage; 16. Organisation of programmes on speech and aesthetics with school teachers and students; 17. Organising cultural programmes by arts and culture teachers for grassroots people; 18. Art Camp; 19. Theatre against Corona.**

**B) Request to provide names, allocation amount, implementation date and details of various programmes/events in Manikganj District Shilpakala Academy from the allocated funds since the financial year 2021-22 through email. Request to provide the bill, copy of vouchers and details of all expenses by email.**

**C) Request to provide names, allocation amount, implementation date and details of various programmes/events in Manikganj District Shilpakala Academy from the allocated funds since the financial year 2022-23 through email. Request to provide the bill, copy of vouchers and details of all expenses by email. As photocopies of the originals have not been requested, I want to get all the information free of cost**

**through email. Request for signature and seal of the Designated Officer for each page/photocopy/documents/PDF file supplied by email.”**

- In view of the request for information, Ms. Selina Syeda Sultana Akhtar, District Cultural Officer, District Shilpakala Academy, Manikganj on 09-06-2023 sent memo No. 43.20.5600.001.16.105.15 memo to Mr. Md. Zahidul Haque Chandan, saying, “The remaining information cannot be provided as per Section 9 (9) of the Right to Information Act 2009. Expenditure vouchers are reserved only for transmission to the centre and completion of audit activities”. Subsequently, the complainant filed an appeal on 19-06-2023 with Mr. Liaquat Ali Lucky, Director General, Bangladesh Shilpakala Academy. Not getting a remedy even after filing an appeal, the complainant filed a complaint with the Information Commission on 20-08-2023.
- The complaint was accepted for review and hearing in the commission’s 15-10-2023 meeting. A virtual hearing (using the Zoom app) was set on 15-11-2023 and summons were issued to the complainant and the Designated Officer for the hearing.
- On 15-11-2023, the complainant and the Designated Officer (RTI) joined the virtual hearing.
- The complainant said that he had received partial information. He said he received the amount of allocations by email but did not receive the bill-vouchers.
- The Designated Officer (RTI) said that he had provided the complainant with as much information as allowed by law through email. Copies of bills-vouchers have been submitted to the President through note-sheets, so he has not supplied the copies of bills-vouchers.

#### **Discussion and decision**

During the hearing, the complainant and the Designated Officer (RTI) were heard. Since the Designated Officer (RTI) has provided all the information except the bills-vouchers, there is no scope for providing the bills-vouchers separately. The complaint can be disposed of by directing the Designated Officer (RTI) to prepare and provide all the accounts details.

**Therefore,**

**It is decided that,**

01. Ms. Selina Syeda Sultana Akhtar, District Cultural Officer and Designated Officer, District Shilpakala Academy, Manikganj is directed to provide the complainant with attested specific information and all accounts details within 10 (ten) working days of receipt of this decision letter, subject to the payment of the price of information, in accordance with the Right to Information Act, 2009.

02. The Designated Officer (RTI) is directed to deposit the fee amount collected against information supplied under Section-9 of the Right to Information Act, 2009 and Rule-8 of the Right to Information (Related to Information) Rules, 2009 (RTI) in the Government Treasury Code No. 1-3301-0001-1807.

Complaint No. 198/2023 filed by the complainant is disposed of.

-----

### **5.16 (A) Obstacles/challenges observed during the implementation of RTI Act**

The Right to Information Act has some important challenges. For example –

1. Section 3 of the Right to Information Act, 2009 mentions the supremacy of law. Even then, due to the service rules etc in their minds, the Designated Officers remain sceptical and hesitant about providing the information.
2. Section 10 of the Right to Information Act, 2009 states how authorities will appoint Designated Officers and Section 9 states how information shall be provided by the Designated Officer, but whether the information should be provided with the approval of the higher authorities or whether the higher authorities will be dissatisfied if the information is provided causes confusion among the Designated Officers.
3. Oftentimes, continuous transfer of officials is observed – after an application for obtaining information is filed, the Designated Officer concerned is transferred and when a new officer joins, he is not aware of the application, so citizens do not get information on time. On the other hand, it can be seen that the new officers do not have a proper understanding of the Right to Information Act, 2009 or due to the fact that they do not have a clear understanding of the functions of the office as they just joined, they hesitate to provide information, thereby hindering citizens' access to information and implementation of the Right to Information Act.
4. Although there are websites, a lack of voluntarily disclosing information also hinders the free flow of information.
5. Implementation of the Right to Information Act requires overcoming psychological and cultural barriers to privacy.
6. Withholding of information reduces human efficiency and creates a lack of qualitative consideration in the decision-making process, which is a hindrance to good governance.
7. Limited manpower of the Commission is one of the impediments to implementing the Right to Information Act.
8. The RTI Act does not contain any financial provision for providing information and does not provide for any allowance for the Designated Officers.
9. Following an effective cataloguing and indexing system for storing and providing information.
10. There is a lack of necessary logistical support for the Designated Officer, such as photocopy machines, scanners, computers, printers.
11. To have an initiative and monitoring system for proper promotion and implementation of the Right to Information Act, so that people of all levels of the country are aware of this law.
12. To maintain an atmosphere conducive to receiving information, because common people are still afraid to go to many government offices and ask for information.

### **5.16 (A) Recommendations of Information Commission Bangladesh on implementation of Right to Information Act**

Here are the recommendations of Information Commission Bangladesh on implementation of Right to Information Act:

1. In order to encourage people to use the Right to Information Act, the Information Commission Bangladesh needs to increase its manpower and make necessary arrangements to approve the organisational structure and expand the scope of the infrastructure in order to make the entire population aware of the Act. Divisional offices of the Information Commission Bangladesh may be established.
2. In order to speed up the Act, it is necessary to provide financial allocation to the authorities concerned for taking action and provide incentives, ensure logistical support and provide financial allocation to the Designated Officer as well as other officials so that they can be motivated to provide assistance in delivering correct information to the Designated Officer in time.
3. For the proper implementation of the Right to Information Act, public and private institutions must disclose information voluntarily. Authorities have to play an effective role in “voluntary” disclosure of information. As a result, it will be possible to store information properly and will also create interest in voluntary disclosure of information. Monitoring by the Information Commission Bangladesh can be enhanced by increasing the required manpower.
4. People can be encouraged to use the RTI Act by publicising various success stories on RTI issues.
5. The committees that have been formed at the divisional, district and upazila levels to implement right to information should take measures to increase public awareness about right to information.
6. Necessary measures can be taken to introduce online access to public information in all public and private institutions.
7. The Right to Information Act can be widely publicised to make people aware of the right to information at the grassroots level.

## **Last Word**

The Right to Information Act is a people-friendly law. The passage of this law has paved the way for establishing people's right to information. It is an effective law establishing people's rights over the state. It is important that people at all levels have a clear understanding of the application of the law. Proper implementation of this law will lead to the development of a clean, corruption-free state. The main objective of this Act is to ensure the free flow of information and people's right to information. And the Information Commission Bangladesh is working tirelessly to ensure people's right to information. The Information Commission Bangladesh conducts meetings, seminars, training, public awareness programmes and hearings on complaints received at the commission. In addition to the government, private organisations, corporate houses and, above all, civil society, all must cooperate to speed up the future development of the Information Commission Bangladesh and its activities. The main challenge of this law is to move forward by avoiding the culture of secrecy in all government activities. The Information Commission Bangladesh is playing a strong role in appointing Designated Officers in all public and private offices with the aim of providing information to people's doorsteps. As a result, from the grassroots to people of all classes and professions of the country now do not suffer much hassle in getting information. Consequently, the use of the Right to Information Act is increasing day by day. In particular, the government and private offices of the country are voluntarily publishing information on their websites. This is where the importance of the RTI Act lies. In the era of modern information technology, information disclosure and publication through information technology are powerful sources of voluntary information disclosure. The public is also coming forward to have clear ideas and effective strategies on how to use the RTI Act for social, administrative and economic benefits. Since the formation of the Commission, people's increased interest and enthusiasm to get information is really playing a positive role. All in all, the Information Commission Bangladesh is committed to the implementation of the Right to Information Act.



# **Appendix**

## **Other publications including booklets and leaflets published by the Information Commission Bangladesh**

### **\*\* Laws, rules and regulations issued by the Information Commission Bangladesh**

- A. The English text of the Right to Information Act, 2009
- B. Right to Information (Access to Information) Rules, 2009
- C. Amendments to the Right to Information (Access to Information) Rules, 2009
- D. Right to Information (Information Preservation and Management) Regulations, 2010
- E. Right to Information (Disclosure and Dissemination of Information) Regulations, 2010
- F. Right to Information (Filing and Redressal of Complaints) Regulations, 2011
- G. Information Commission (Officers and Employees) Employment Rules, 2011

### **\*\* Other publications including booklets and leaflets published by the Information Commission Bangladesh**

- A. Booklet on important questions and answers with Right to Information Act and Rules, Publication date: 2012;
- B. Book on important questions and answers (Volumes 1, 2) from public awareness meeting and training programme on Right to Information Act, Publication date: 2010;
- C. Right to Information Act for the visually impaired, 2009 Braille version, Publication date: 2012;
- D. Right to Information Manual, Publication date: 2012;
- E. Books containing complaints filed with the Information Commission and decisions (Volumes 1, 2, 3), Publication date: 2012, 2013 and 2014;
- F. Information Commission Annual Report 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021 and 2022;
- G. English version of complaints filed with the Information Commission and decisions (Volumes 1, 2), Publication date: 2013, 2014;
- H. Quarterly newsletter published by the Information Commission (published till 2019);
- I. Right to Information guide;
- J. Formulation of voluntary information disclosure guidelines with the assistance of Prime Minister's Office's A2i project;
- K. Guidelines for Designated Officers;
- L. Guidelines for applicants;
- M. Guidelines for authorities;
- N. Women's Emancipation and Bangladesh: Laws, Regulations and Right to Information, Publication date: 2016;
- O. Bangladesh: Reflection on the Right to information Act, 2009, Publication date: 2015;
- P. Publication of souvenir on the occasion of International Right to Information Day;
- Q. Right to Information: Some research, Publication date: 2016;
- R. Publication of calendars;

## Promotion activities undertaken by Information Commission Bangladesh

**A. Publicity through text message, SMS, TV scroll:** Measures have been taken since 2010 to promote the Right to Information Act to the public/customers of various mobile operators through text messages and SMS and through TV scrolls on various government and private TV channels.

**B. Promotion of RTI in electronic and print media:** Various talk-shows/discussion meetings are organised on Bangladesh Television and private television channels at various times to create mass awareness about the Right to Information Act. A programme on “Right to Information Act People’s Act” is being aired regularly on Bangladesh Betar. Besides, various programmes on right to information are aired on various community radio, FM radio stations. Discussion meetings are held with secretaries of various ministries, media personalities and senior journalists for the purpose of taking their suggestions to make the Right to Information Act more effective and fruitful for the people. Besides, various news/reports related to RTI are published in various newspapers and magazines.

**C. Participation in various public and private fairs:** The Information Commission participates in various fairs with the help of private institutions with the aim of increasing public awareness and public enthusiasm about the Right to Information Act. The Information Commission participated in Ekushey Book Fair 2016, National Development Fair, information fairs organised by district administrations.

**D) Promotion on digital display boards:** Contents, documentaries on the Right to Information Act are promoted on digital displays of various institutions of the country including the Information Commission.

**E. Documentary production:** Documentaries on 10 years of Right to Information Act – “Information everyone’s right: No one will be left behind”; “Climate Change and Environmental Imbalance: Relevance of Right to Information Act in Protecting Bangladesh’s River Systems and Freshwater Resources”.

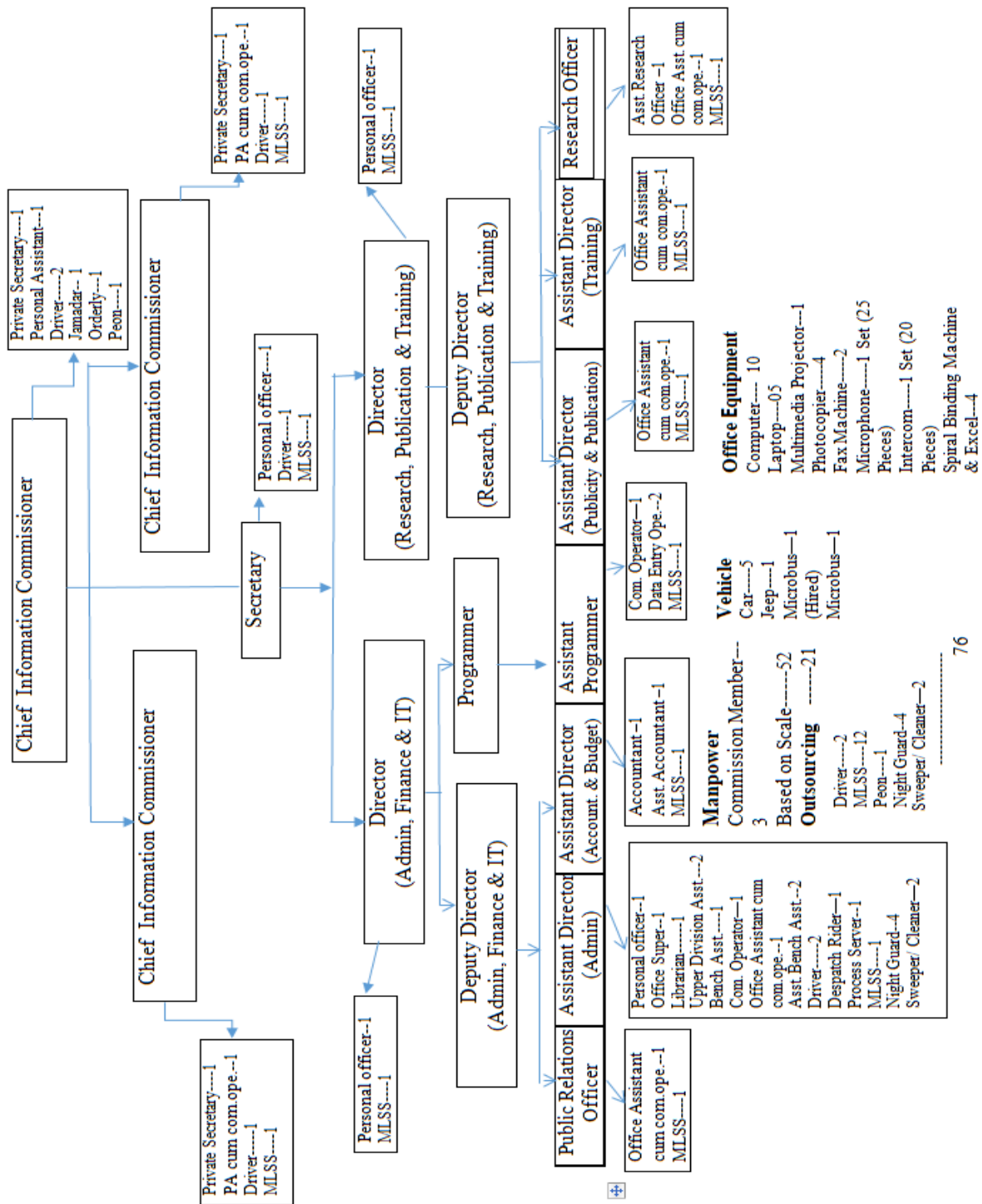
**F. Production of TVCs/TV fillers/Gambhira:** Information Rights, People’s Rights; To get information is my right, information is my right – information is now everyone’s; No more secrets – Let’s build a transparent society.

**G. Drama production:** Uncle Kashem gets information with the help of FNF.

**H. Development of video training manual:** Infolady – with the help of DNet.

**I. Making pot-song:** Pot-song on the Right to Information Act with support of Rupantor.

## Organisational structure of Information Commission Bangladesh



### Chief Information Commissioner and Information Commissioners

Serial	Name and Designation	Intercom	Office phone and Fax	Residence phone	Mobile number and email
1.	<b>Abdul Malek PhD</b> Chief Information Commissioner	101	0241024662 (Direct) 41025412 02-48112037 (Fax)	-	01810-008003 cic@infocom.gov.bd
2.	<b>Mr Shahidul Alam Zinuk</b> Information Commissioner	102	41024627	-	01716-167907 ic1@infocom.gov.bd zinuk64@gmail.com
3.	<b>Ms Masuda Bhatti</b> Information Commissioner	103	41024626	-	01894-762284 ic2@infocom.gov.bd masuda.bhatti@gmail.com

### Officers and employees working in Information Commission

Serial	Name and Designation	Intercom	Office phone and Fax	Residence phone	Mobile number and email
4.	Ms Zubaida Nasreen Secretary	104	41024625	-	01712-999001 secretary@infocom.gov.bd
5.	Dr. M A Hakim Director (Admin)	105	48110629	-	01731-360377 lagshoi2007@gmail.com director.admin@infocom.gov.bd
6.	Md Abdul Wadud Director (Research, Publication, Training)	106	41025401	-	01776-225500 director.rpt@infocom.gov.bd
7.	Ms Sohana Nasrin Deputy Director (Research, Publication, Training)	116	48110631	-	01746001751 dd.rpt@infocom.gov.bd
8.	Mr Ashif Mohammad PS to Information Commissioner Masuda Bhatti	112	41025407	-	01676-413504 ps2ic@infocom.gov.bd
9.	Mr Shahadat Hussain PS to Chief Information Commissioner	110	48110647	-	01722-464986 ps.cic@infocom.gov.bd
10.	Mr Md Tariqul Islam PS to Information Commissioner Shahidul Alam Jhinuk	122	48110646	-	01750-008265 tariqulislam3791@gmail.com
11.	Mr Md Salah Uddin Asst Director (Training)	115	48110649	-	01710-685987 doinfocom@gmail.com manik09823@yahoo.com
12.	Mr Helal Ahmed Asst Director (Admin)	117	41025410	-	01718-783588 ad.admin@infocom.gov.bd
13.	Mr Shahadat Hussain	113	9114888	-	01722-464986

	Asst Director (Accounts and Budget)				ad.acc@infocom.gov.bd shphydu@yahoo.com
14.	Rabeya Hena Research Officer	109	58151009	-	01722-064880 hena.ju@gmail.com
15.	Mr Liton Kumer Pramanik Public Relations Officer	119	9137332	-	01710-437266 pro@infocom.gov.bd
16.	Mr Md Tariqul Islam Asst Programmer	122	48110646	-	01750-008265 tariqulislam3791@gmail.com
17.	Mr Md Golam Kibria Personal Officer	124	41025412	-	01723-501870 pol@infocom.gov.bd
18.	Labony Sarker Personal Officer	153	-	-	01929-513051 labonyruic@gmail.com
19.	Munna Rani Sharma Personal Officer	121	-	-	01929-353464 munnaicb@gmail.com
20.	Mr Mohammad Ismail Hossain Asst Research Officer	126	-	-	01916-678528 aro@infocom.gov.bd
21.	Mr Md Kohinur Islam Accountant	118	-	-	01740-901967 mkislam1982@gmail.com
22.	Asma Akter Librarian	129	-	-	01777-329781 asmalibinfo@gmail.com
23.	Mr Md Mizanur Rahman Computer Operator	152	-	-	01710-187664 col@infocom.gov.bd
24.	Mr Abu Raihan PA to IC		-	-	01717-143803 pa.cic.bd@gmail.com
25.	Ms Sarmin Sultana Upper Division Assistant	114	-	-	01913-051646 sarmin1985nu@gmail.com
26.	Mr Mohammad Sohel Rana Asst Accountant	-	-	-	01922-164475 sohelrana0706@gmail.com
27.	Mr Md Mamun Data Entry Operator	-	-	-	01737-968631 mamun.icb@gmail.com
28.	Ms Mou-Rani Biswas Data Entry Operator	-	-	-	01927-681231 mourupa@yahoo.com
29.	Ms Jakia Sultana Lakhi Office Asst cum Computer Typist	-	-	-	01682-033690
30.	Mr Md Saidur Rahman Driver	-	-	-	01913-462919
31.	Mr Md Jalal Sheikh Driver	-	-	-	01923-216470
32.	Mr Md Abul Kalam Driver	-	-	-	01814-203003 01760-723776
33.	Mr Jihan Pramanik Driver	-	-	-	01760-681540 01912-752609
34.	Mr Md Moktar Hossain Despatch Rider	-	-	-	01818-656130
35.	Mr Md Rubel Sheikh Process Server	-	-	-	01777-329782
36.	Mr Md Jamil Hossain Sweeper	-	-	-	01934-324174
37.	Mr Md Mahabubur Rahman Bachchu Orderly	-	-	-	01552-447010

## List of outsourced manpower working in Information Commission

Serial	Name and Designation	Intercom	Office phone and Fax	Residence phone	Mobile number and email
38.	Mr Md Mojaffar Hossain Driver	-	-	-	01765-651424
39.	Mr Md Shariful Islam (Tuhin) Driver	-	-	-	01720-122429
40.	Mr Joy Ghosh Peon	-	-	-	01788-965401
41.	Mr Rony Ghosh Office Asst.	-	-	-	01726-224226
42.	Mr Md Khairul Islam Office Asst.	-	-	-	01758-454498
43.	Mr Md Maruf Khan Office Asst.	-	-	-	01760-433990
44.	Mr Md Selim Uddin Office Asst.	-	-	-	01781-426650
45.	Mst Karjina Khatun Office Asst.	-	-	-	01961-037040
46.	Mr Md Sumon Hossain Office Asst.	-	-	-	01728-059105
47.	Mr Md Ashiqur Rahman Ashiq Office Asst.	-	-	-	01755-185821
48.	Mr Md Sayham Uddin Office Asst.	-	-	-	01932-722065
49.	Mr Md Helal Uddin Office Asst.	-	-	-	01738-810461
50.	Fatema Akter (Setu) Office Asst.	-	-	-	01714-297763
51.	Mr Md Kamal Hossain Office Asst.	-	-	-	01402-147177
52.	Mr Md Murad Hossain Office Asst.	-	-	-	01783-597745
53.	Mr Md Mahbubur Rahman Night Guard	-	-	-	01783-134072
54.	Mr Md Jasim Uddin Night Guard	-	-	-	01756-294499
55.	Mr Md Selim Miah Night Guard	-	-	-	01719-674762
56.	Mr Sree Raju Cleaner	-	-	-	01675-494528
57.	Lata Rani Cleaner	-	-	-	01709-942076