POLICY REPORT

Building Digital Public Infrastructure for Inclusive Public Services

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ABSTRACT

This report assesses Bangladesh's digital identity, payments and data-exchange systems and sets out how they can be joined into shared public infrastructure that makes services faster, cheaper and easier to reach for every citizen.

KEYWORDS

digital public infrastructure, e-governance, digital identity, public services, data protection

FULL TEXT

Bangladesh has built many digital services over the past decade, from the national ID database to mobile financial services and online land records. Most of them, however, were built as separate systems, so citizens still repeat the same paperwork across offices.

Digital public infrastructure means a small set of shared building blocks, such as identity verification, payments and secure data exchange, that any ministry or private provider can plug into. Countries that have taken this route have cut service delivery costs and reached people who were previously left out.

This report maps the current systems, the legal gaps around consent and data protection, and the institutional arrangements needed to run shared infrastructure as a public good rather than as a collection of ministry projects.

We recommend a lead coordinating body with a clear mandate, open technical standards, a data protection law with an independent regulator, and a phased roll-out starting with social protection payments and land services.

HOW TO CITE

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