

Functional Union Information Desk at Mogalgaon Union, Sylhet Sadar Upazila

SPSRG project implemented by IDEA & supported by NGO Forum for Public Health & Manusher Jonno Foundation (MJF) started implementing their activity at field level since October 2014. According to RTI Act 2009, each Union Parishad has to Information Desk and staff has been employed by the local government institutions with Information Desk. But these desks are not functional as per rule. But community people were not aware of what type of services available there. Though, free flow of information is a pre-requisite for establishing transparency and accountability at local governance. The government of Bangladesh has passed Right to information Act.

The one of the objective of the project is to establish responsiveness of the public services ensuring transparency and accountability at local level. Necessary steps have been taken under the project including meeting on Activation of Citizen's Information Desk and RTI Clinic to enable Desk. After this meeting steps have been taken to inform the community people about the issues through courtyard & Tea stall session, farmer's group consultation, orientation of Union Citizen Forum (UCF) and UCF meeting. Project arranged a meeting at 08 Union Parishads under project area and each Union Parishad agreed to setup the desk and keep it functional. According to the RTI Act 2010, the Union Information desk provides the following information and services: birth and death registration, public examination results, online university admission, online application for land issue, government relate forms, life insurance information, mobile banking information, agriculture, education, health, social safety-net, information about union budget and different budget allocation information.



Before arranging the meeting, 7 no Mogalgaon Union Information Desk has not been active but responsible staff was available. He opined that people don't visit the desk and he has been spending most of the time idle. In recent days, people from Mogalgaon Union regularly visit and submit application for different information.

Md. Oakil Ali is an inhabitant of Mogalgown union under Sylhet Sadar Upazila, his fathers' name is Mayna Mia and mothers' name is Afritun Nesa. He submitted an application regarding information on union parishad gadget photocopy and VGD card holders list to the Mogalgaon Union Information service center. Md. Abdul Basit is the responsible person at the desk. The information service officer Md. Abdul Basit then provided union parishad gadget photocopy maintaining the follow through of the application. For this purpose Md. Wakil Ali paid the photocopy bill to union information desk.

Union Information Officer, Md. Abdul Basit opined that to develop quality of services at union information and service center there is a need of skill development training and create mass awareness about the services available in that area. Union Parishad has decided to take initiatives through elected members for raising awareness of the community people in their respective constituency about the Union Information and Service Center.