

**MEMORANDUM OF UNDERSTANDING**

Between

Postal Academy, Rajshahi

And

Access to Information Programme (a2i)  
ICT Division, Dhaka

For

Mutual cooperation towards capacity building of Bangladesh  
Civil Service/Officials through Training Institutes.

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## 1. Parties to the Agreement

### 1.1 First Party:

Postal Academy, Rajshahi, Bangladesh Post Office, represented by Principal, Postal Academy, Rajshahi.

### 1.2 Second Party:

a2i- Access to Information Programme, ICT Division, Dhaka, represented by Project Director of a2i.

## 2. Overview of the Parties

### 2.1. Postal Academy:

Postal Academy is a Training institute under Postal Directorate. In 1982, the journey of the Postal Academy, Rajshahi started with the goal of improving human resources management and professional skills nationally. In 1986 it was re-established and reorganized into the present form and position. However, the initiative of establishing this academy was taken at the beginning of independent Bangladesh. The proposal for the establishment of the Academy was finally approved in 1974.

**Vision:** Becoming an ideal center for creating patriots, qualified and professional civil servants dedicated to the public interest.

**Mission:** (1) Develop qualified and professional human resources through quality standard training and other development activities. (2) Conduct research, publish books and periodicals and provide counseling services to ensure continuous excellence in providing services to the people.

### 2.2. Access to Information (a2i) Program:

a2i is a special program of the Government of Bangladesh under the Information and Communication Technology (ICT) Division, that catalyzes citizen-friendly public service innovations, simplifying government services and bringing it closer to the people. a2i's primary goal is to ensure easy, affordable and reliable access to quality

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### 2.2. Access to Information (a2i) Program:

a2i is a special program of the Government of Bangladesh under the Information and Communication Technology (ICT) Division, that catalyzes citizen-friendly public service innovations, simplifying government services and bringing it closer to the people. a2i's primary goal is to ensure easy, affordable and reliable access to quality public services for all citizens of Bangladesh. a2i's strategy is to empower civil servants with the tools, expertise, knowledge, and resources they need for

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experimenting and innovating citizen-centric solutions to public service challenges; establish both physical and online one-stop access points that scale innovative services and make them available to citizens easily, reliably and in an affordable manner; and encourage and support non-government actors, including small entrepreneurs, teachers, and the youth, to partner with government actors.

### 3. Principles of Collaboration under Memorandum of Understanding (MoU)

This MoU acknowledges the shared goals between two parties around capacity building of the members of Bangladesh Civil Service and other Govt. Officials with particular focus one-Governance, Innovation, Develop Course Curriculum, e-Learning Platform Based Training System and any additional areas identified in the future where two parties can benefit from combining their resources and expertise. The parties now commit to a framework for developing a formal partnership that would provide a synergy for accomplishment of mutual agenda under this MoU.

3.1. This MoU is an expression of intent of mutual cooperation and not a legal obligation for any party with regard to framework of the activities as identified below, except for the cases where financial or other valuable resources provided in favor of certain commitment for accomplishment of relevant activities by any or both of the party (ies). Except for any non-disclosure obligations between two parties, neither party shall be legally bound or otherwise incur any obligation to the other with respect to proposed collaborations unless and until a definitive written agreement is executed and then only to the extent and subject to the terms and conditions set forth therein. Either party may terminate the MoU at any time, with or without reason, with a one-month prior written notice of termination to the other party. Upon termination of this MoU, each party shall, if requested in writing by other party, promptly return to the other party all documentation, code, equipment, or other relevant material received under this MoU from other party. But such termination would not affect continuing activity under the MoU.

3.2. This MoU will commence on the date of signing by the parties and shall remain valid till December 31, 2021 or till the MoU is terminated in written by any of the parties prior to the termination date.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

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৩.৩. The MoU shall not limit any Party to be associated with other Government or non-government entities or organizations in home and abroad to carryout similar activities or providing similar Services as long as such activities or Services do not affect implementation plan.

#### 4. Areas of Collaboration

The two parties are agreeing up on immediate mutual collaboration in the following areas, which may be extended to other areas of activities in future based on mutual consent:-

Sl. No.	Areas of Collaboration	Output	Activities
01	1.a. Review of Course Curriculum	1.a. Development of the course curriculum through Course Curriculum Review Workshop (participants/expert from other relevant Training Institutes and a2i).	1.a.i. Workshop on Course Curriculum Review at least one per year. 1.a.ii. Providing support for updating curriculum of selected Training Institutes.
	1.b. Training methods	1.b. Incorporating modern and interactive Training Methods in Training Curriculum with emphasis on activity based training.	1.b.i. Workshop on Training Methods
02	2.a. e-Governance Content	2.a. Moving forward, Incorporating Digital Bangladesh and e-Governance content in all relevant training module.	2.a.i. Incorporating e-governance especially Digital Bangladesh Content (National Portal, e-nothi, Digital Centre etc.), Innovation, SDG, NIS and 10 special initiatives spearheaded by Honorable Prime Minister Sheikh Hasina in all courses.
03	3.a. e-Learning platforms/ Muktopaath & Distance learning	3.a. Development E-Learning Platform/Muktopaath based training (at least one Short Course and One Module of FTC) by June 2019 and one by one.	3.a.i. e-Learning Course Selection 3.a.ii. Content Finalization and Course Material development (video, ppt, pdf, word versions etc.) 3.a.iii. Faculty Development 3.a.iv. Regular Update 3.a.v. Minimum one e-learning course and one module of FTC will be initiated at each of the training institutes by June 2019 3.a.vi. One by one other courses development.

Sl. No.	Areas of Collaboration	Output	Activities
	3.b. Common Platform	3.b. Use of common platform (Muktapaath) for using training material from single place.	3.b.i. Linkage with Muktapaath or develop e-learning platform by using Muktapaath
	3.c. Infrastructure building	3.c. Building infrastructure, and leading to better experience for the trainers and trainees.	3.c.i. All training institutions will prepare the necessary infrastructures (hardware, networking, connectivity, storage, etc.), systems/software, and content for the implementation of e-learning and remote training at their own expense and earliest convenience. 3.c.ii. a2i will provide the necessary support to prepare the training institutions to meet their needs and technical specifications regarding this.
04	4.a. Communication & Knowledge management	4.a. Inform internal and external audiences through Website Update focusing on Innovation, best practice, training video, research abstract etc.	4.a.i. Regular web update by uploading innovation/ best practices 4.a.ii. Uploading video in website and YouTube 4.a.iii. Uploading Abstract and Findings of Research
05	5.a. Digital Content Mela	5.a. Digital Content Mela organized	5.a.i. Digital Content Development 5.a.ii. Arranging Digital Mela/Showcasing
06	6.a. Capacity development of civil servants	6.a. Capacity Building through Workshops/Seminars on Innovation/ Empathy in Public Sector Management/ Electronic Service Delivery and Other Relevant Areas	6.i. Workshop on Empathy/ Innovation (1day/2 Days/3 days/5 days) for Faculty and participants. 6.ii. ToT on Empathy/Innovation for Faculty.
07	7.a. Partnership & Collaboration	7.a. Develop International Linkage	7.a.i. a2i will create a list of potential training, education and research organizations along with a partnership strategy that can be used by training institute for possible collaboration by June 2019. The training institutes will use the guideline as a roadmap to pursue possible collaborations with these organizations.
		7.b. National collaboration through faculty exchange program	7.b.i. Training organizations will initiate trainer exchange activities. In this, the skilled faculty of an organization can work in other organizations for a specific time on the basis of the demand and understanding of other organizations.
		7.c. Domestic partnership with private organizations and educational institutions	7.c.i. Possible partnership opportunity is explored with private sectors and universities across the country.
08	8.a. Study/ Research Activities	8.a. Conducting study/research activities at national level	8.a.i. Explore the areas of Research activity 8.a.ii. Engaging and involving the potential faculty members.
09	9.a. Capacity building of the neighboring citizens	9.a. Empower the citizens and improve community relationship	9.a.i. Explore possible training opportunities for the local citizens where the training institutions are located.




Sl. No.	Areas of Collaboration	Output	Activities
10	10.a. Recognition & Continuous improvement	10.a. Continuous improvement among training institute and highlighting the top trainers and training institutes.	10.a. Continuous improvement and to increase healthy competition among the faculty members and training courses. Training Institutes will take the initiative to identify and recognize (through awards) the best trainers and best course curriculum/best training courses within their institutions. They will also send the list to Ministry of Public Administration (MoPA) for recognizing nationally the best training institution, best trainer, best course curriculum/best training course through awards and other motivational factors.

## 5. RESPONSIBILITIES AND OBLIGATION OF THE PARTIES

### 5.1. Postal Academy:

- 5.1.1 Designate a team (3-5 support to update members) as the Focal Unit for smooth implementation of the MoU related activities;
- 5.1.2 Arrange at least one Course Curriculum review workshop per year with representative from other relevant Training Institutes and a2i Programme;
- 5.1.3 Take institutional measure to adopt modern/updated methods in respective courses;
- 5.1.4 Extend support to other Training Institutes for updating Course Curriculum through its expert team;
- 5.1.5 Review the existing course curriculum and incorporate the modern/updated training methods in their curriculum;
- 5.1.6 Incorporate Innovation/Empathy (5days/3 days/2days/1day) and e-Governance/Digital Bangladesh module (National Portal, e-nothi, Digital Centre etc.), Innovation, SDG, NIS and 10 special initiatives spearheaded by Honorable Prime Minister Sheikh Hasina in their regular core courses;
- 5.1.7 Build the required infrastructure for (hardware, networking, connectivity, storage, etc.), systems/software, and content for the implementation of e-learning and remote training through their own expense and earliest convenience.
- 5.1.8 Development e-Learning/Muktapaath based course (at least one short course and one module of FTC) by June 2019 and based on experience, implement other courses;
- 5.1.9 Use and maintain the E-Learning Platform based training/Muktapaath;
- 5.1.10 Prepare e-Learning course materials (video, ppt, word versions etc.) and update continuously;
- 5.1.11 Identify potential faculty members for further training to be able to conduct sessions as per updated curriculum and e-learning based training. It will also cooperate a2i to design and conducting ToT;
- 5.1.12 Use the partnership guideline produced by a2i as a roadmap to pursue possible collaboration with national & international universities and research organizations.
- 5.1.13 Explore partnership opportunities with private sectors.
- 5.1.14 Will initiate trainer/faculty exchange activities based on each institute's own and other institute's demand.
- 5.1.15 Linkage with Muktapaath or developing e-learning platform by using Muktapaath;




- 5.1.16 Upload innovation activities/best practices, abstract and finding of research activities in their website regularly;
- 5.1.17 Upload the selected sessions video to YouTube;
- 5.1.18 Arrange at least one Digital Content Mela/Innovation Showcasing per year, so that the participants, faculty members and guests from other Training Institutes get experience;
- 5.1.19 Arrange Empathy/Innovation Workshop and ToT (5Days/3days/2Days/1Day) for their Faculty and Participants;
- 5.1.20 Select International Partners and sign MoU for further collaboration;
- 5.1.21 Conduct study/research with expert from other training institutes and a2i;
- 5.1.22 Explore the new areas of mutual cooperation (if any).
- 5.1.23 Explore the opportunity to provide training to the local citizens where the institute is located
- 5.1.24 Will ensure recognition of the best trainer and training program/curriculum in coordination with a2i.


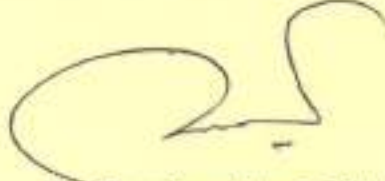

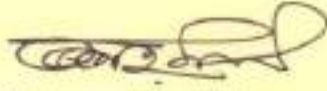
## **5.2. Access to Information (a2i) Program:**

- 5.2.1 Provide technical/expertise support to update existing course curriculum of the e-governance/Digital Bangladesh and Innovation/Empathy modules of Postal Academy courses (particularly the Core Courses) so that these courses fit into the present situation and able to meet the needs and demands of the respective course participants;
- 5.2.2 Assist to develop course materials based on updated course curriculum;
- 5.2.3 Assist to develop the trainers through designing and conducting ToTs to meet the needs of the updated curriculum;
- 5.2.4 Offer assistance to bring focus of innovation in governance and e- service delivery in other different courses being run in Postal Academy;
- 5.2.5 Provide support for finding out relevancy and incorporate Innovation/Empathy (5days/3days/2days/1day) and e-Governance/Digital Bangladesh module (National Portal, e-filing, Digital Centre etc.), Innovation, SDG, NIS and 10 special initiatives spearheaded by Honorable Prime Minister Sheikh Hasina in their regular core courses;
- 5.2.6 Provide technical support to develop an E- Learning Platform/Muktopaath based training;
- 5.2.7 Provide planning support to the institution for building the required infrastructure for (hardware, networking, connectivity, storage, etc.), systems/software, and content for the implementation of e-learning/Muktopaath and remote training through their own expense and earliest convenience.
- 5.2.8 Arranging the ToT for content development, specially video content;
- 5.2.9 Make sure the linkage with Muktopaath and availability of required storage, security, confidentiality of content and other documents;
- 5.2.10 Connect with other training institutes so that they can share and use the innovation/best practices, research findings etc.;
- 5.2.11 Provide necessary support for Digital Content Mela and Innovation showcasing;
- 5.2.12 Provide training content and resource persons for Empathy/Innovation Workshop and ToT (5 Days/2 Days/1 Day) for Faculty and Participants;
- 5.2.13 Create and share a list of potential national and international education institutes, and research organizations along with a partnership strategy with the training institute by end of June 2019.





- 5.2.14 Provide basic support to the training institute for private partnership at national level.
- 5.2.15 Provide basic support to the training institute to initiate trainer exchange activities based on each institute's own and other institute's demand.
- 5.2.16 Find out International Partners and provide potential partner list with collaboration area for further collaboration with Training Institutes.
- 5.2.17 Find out the area of study/research and provide support for analyzing the data;
- 5.2.18 Arranging regular follow up meeting.
- 5.2.19 Introduce central Portal/Training Management System for all public training institutes;
- 5.2.20 Provide basic support to the training institute to explore the opportunity to offer training to the local citizens where the institute is located
- 5.2.21 Will assist Postal Academy to ensure recognition of the best trainer and training program/curriculum.

SIGNED for and on behalf of Postal Academy Rajshahi	SIGNED for and on behalf of Access to Information (a2i)-II
 Md. Siraj Uddin Principal Postal Academy Rajshahi	 Md. Mustafizur Rahman, PAA Project Director (Additional Secretary) a2i Programme, ICT Division
Witness-Postal Academy	Witness-a2i
 Kazi Asadul Islam Director (training & Research) Postal Directorate Dak Bhaban, Dhaka-1000	 Mohammad Ziaul Islam National Consultant a2i Programme ICT Division