

Banglalink–GSMA Mobile Internet Skills Training Toolkit Pilot

Digital Inclusion · Good practice · Bangladesh

Quality score: 72/100

Evidence strength: Strong

Summary

Banglalink trained 3,200 retail agents to deliver GSMA's Mobile Internet Skills Training Toolkit to customers nationwide. Over a 3-month pilot, 117,000 people were coached; trained customers' mobile-internet use rose 228% and network-wide data use grew 59%.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-26

[Banglalink \(VEON\) with GSMA Mobile for Development](#) — accessed 2026-09-26

[GSMA case study: Banglalink pilot](#) — accessed 2026-09-26

[Bangladesh Post: pilot results](#) — accessed 2026-09-26

[The Business Standard: Banglalink digital literacy training](#) — accessed 2026-09-26

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