

Union Digital Centres – Grassroots e-Service Delivery Network (Bangladesh)

Digital Inclusion · Good practice · Bangladesh

Quality score: 96/100

Evidence strength: Observational / pre–post

Summary

Bangladesh's a2i programme has established 5,000+ community Digital Centres at union level bringing 150+ e-services to rural citizens; 76.8 million people served, service time cut 85% and costs 63%, winning the ITU WSIS Prize 2014. Replicated in Maldives, Bhutan and Fiji.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-21

[a2i \(Aspire to Innovate\), Government of Bangladesh](#) — accessed 2026-06-21

[UN South-South Galaxy – Digital Centres solution profile \(independent, UN-backed\)](#) — accessed 2026-06-21

[UNDP Bangladesh – Fostering Transformation Through Digital Centre \(2023\)](#) — accessed 2026-06-21

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