

Human Resources and Organisational Management

13.1 The initiatives taken to improve governance structure and manage the human resources of Bangladesh Bank, functions of different committee of the board including BB governance and IT activities have been highlighted in this chapter.

Governance Structure

Board of Directors

13.2 Under the section 9(3) of Bangladesh bank Order, 1972 (President's Order No. 127 of 1972) later amended as Bangladesh Bank (Amendment) Act 2003, the Board of Directors is the apex body in governance structure of Bangladesh Bank. The Board comprises the Governor, one Deputy Governor, four Directors who are not Government officials and three Government officials. All the Directors of the Board are nominated by the Government. Mr. Fazle Kabir, Governor of the Bangladesh Bank, is the Chairman of the Board of Directors. Mr. Md. Mosharrof Hossain Bhuiyan, NDC, Senior Secretary of Internal resources Division, Ministry of Finance and Chairman of National Board of Revenue, was appointed as Director of the Board in place of Mr. Md. Nojibur Rahman with effect from 04 October 2018 while, Mr. Md. Nojibur Rahman has served as Director of the Board up to 15 July 2018. Mr. Md. Ashadul Islam, Senior Secretary of Financial Institutions Division, Ministry of Finance, was appointed

as Director of the Board in place of Mr. Md. Eunusur Rahman with effect from 09 September 2018 while, Mr. Md. Eunusur Rahman has served as Director of the Board up to 16 August 2018. Mr. Abdur Rouf Talukder, Secretary of Finance Division, Ministry of Finance, was appointed as Director of the Board in place of Mr. Mohammad Muslim Chowdhury with effect from 05 August 2018. Dr. Jamaluddin Ahmed, FCA was reappointed as Director of the Board from 01 April 2019. Mr. A. K. M Aftab ul Islam, FCA is a Director of the Board since 01 January 2017. Mr. S. M. Moniruzzaman, Deputy Governor of Bangladesh Bank, was appointed as Director of the Board in place of Mr. Abu Hena Mohd. Razee Hassan with effect from 08 October 2018 while, Mr. Abu Hena Mohd. Razee Hassan has retired as Director of the Board on 10 September 2018. Dr. Mrs. Rushidan Islam Rahman has served as Director of the Board up to 12 March 2019. The Board of Bangladesh Bank for FY19 has partly been reconstituted but yet to be completed. Awaiting for two more members of the Board to be appointed. During FY19, 08 (eight) meetings of the Board of Directors were held.

Executive Committee

13.3 Under section 12(1) of Bangladesh Bank Order, 1972 (President's Order No. 127 of 1972) later amended as Bangladesh Bank

(Amendment) Act 2003, the Executive Committee is presently constituted as follows:

Mr. Fazle Kabir	Chairman
Mr. Md. Ashadul Islam	Member
Mr. S. M. Moniruzzaman	Member
Mr. Kazi Sayedur Rahman	Secretary

Mr. Md. Ashadul Islam was appointed as Member of the Executive Committee in place of Mr. Md. Eunusur Rahman with effect from 08 October 2018. Mr. Md. Eunusur Rahman has served as Member of the Executive Committee up to 16 August 2018. Mr. S. M. Moniruzzaman was appointed as Member of the Executive Committee in place of Mr. Abu Hena Mohd. Razee Hassan with effect from 08 October 2018. Mr. Abu Hena Mohd. Razee Hassan has retired as Member of the Executive Committee on 10 September 2018. Dr. Mrs. Rushidan Islam Rahman has served as Member of the Executive Committee up to 12 March 2019. 06 (six) meetings of the Executive Committee were held during FY19.

Audit Committee of the Board

13.4 In line with the international best practices for strengthening good governance, an Audit Committee was formed by the Board of Directors on 12 August 2002 comprising four non-executive Directors to assist the Board in discharging its oversight responsibilities on financial reporting, internal control and compliance and the auditing process.

The members of the Audit committee presently are as follows :

Mr. Md. Ashadul Islam	Convener
Dr. Jamaluddin Ahmed, FCA	Member
Mr. A. K. M Aftab ul Islam, FCA	Member

Mr. Md. Ashadul Islam was appointed as Convener of the Audit Committee in place of Mr. Md. Eunusur Rahman with effect from 29 October 2018. Mr. Md. Eunusur Rahman served as Convener of the Audit Committee up to 16 August 2018. Dr. Mrs. Rushidan Islam Rahman has served as Member of the Audit Committee up to 12 March 2019. 07 (seven) meetings of the Audit Committee were held during the FY19.

13.5 According to the Internal Audit Department Charter approved by the Audit Committee of the Board of Directors of Bangladesh Bank, in FY19, Internal Audit Department (IAD) identified 58 (fifty eight) auditable units (departments /offices /units /cells) and prepared the audit plan for FY19. Programmes were conducted four times a year in the 11 (eleven) auditable units, twice a year in the 9 (nine) auditable units and once a year in the 3 (three) auditable units identified as high risk, and twice a year in the 2 (two) auditable units and once a year in the other 33 (thirty three) auditable units identified as medium or low risk. The audit reports were placed before the Governor and the Audit Committee of the Board. The guidance /directives /recommendations received by IAD from the Governor and the

Audit Committee were conveyed to the relevant auditable units for implementation. Progress reports on implementation of these guidance/ directives/ recommendations were placed before the meetings of the Audit Committee.

Executive Management Team (EMT)

13.6 The Executive Management Team (EMT) consists of Governor, 02 Deputy Governors, all Executive Directors. This team reviews the implementation status of Bank's overall activities. 03 (three) meetings of the Executive Management Team were held during the FY19.

Human Resources Initiatives

New Appointment in Different Posts

13.7 A total of 727 officials/ staffs have been appointed in different posts during FY19. New appointment during FY19 was as follows:

Assistant Director	200
Assistant Director (Engineering-Electrical)	4
Assistant Director (Engineering-Mechanical)	1
Assistant Maintenance Engineer	16
Assistant Keeper	2
Officer	241
Cash Officer	223
Staff	40
Total	727

Creation/ Abolition of Posts

13.8 In FY19, 125 new posts of officials and 45 posts of staffs were created.

Considering the importance of the job, 90 posts of officials and 21 posts of staffs were upgraded during this period. At the end of the period the total number of sanctioned post stood at 9,186 as compared to 9,016 of the previous year.

Sanctioned and Working Strength of Officials and Staff

13.9 The sanctioned and working strength of the Bank as on 30 June, 2019 were as follows:

Category	Sanctioned strength	Working strength	Vacant
Class-I	5,599	4,063	1,536
Class-II	1,037	723	314
Class-III	1,733	1,253	480
Class-IV	817	330	487
Total	9,186	6,369	2,817

During FY19, working strength of officials (Class-I and Class-II) increased by 16.33 percent to 4,786 from 4,114 and that of staffs (Class-III and Class-IV) decreased by 2.70 percent to 1,583 from 1,627. At the end of FY19, the ratio of officials to staff stood at 3.02:1. Apart from regular employees there are 908 outsourced employees appointed against vacant post of Class-III and Class-IV.

Promotion

13.10 During the reporting year 835 Officials and 43 staffs were promoted to their next higher grade. In FY19, 17.45 percent of the officials and 2.72 percent of the staffs working in the Bank were awarded promotion.

Box 13.1 Human Capital Development in the Banking Sector in Bangladesh: Problems and Prospects

It is crucial to view organizations as cost unit or profit centre. After the transformation from age-old personnel or administrative or transactional management to Human Resource Management (HRM), the perception is still complacent with routine activities like recruitment, placement, transfer, promotion, training, compensation and benefits of the employees as desired by top management. The concept of human capital management (HCM) is still nascent in Bangladesh financial sector. The role of human resources professionals is to ensure that a company's most important asset i.e., human capital is being nurtured and supported through the creation of programs, policies, and procedures. In many organizations, Enterprise Resource Planning (especially ERP software) help the necessary processes to run business through planning and managing inventories, sales, marketing, finance, human resources, and more. Two of the most significant success drivers in business are efficiency and profitability. But does it suffice ensuring a state-of-the-art hardware, software, logistics, ALM or CRM framework for organizational success? How truly does the board or senior management opine to invest in people and harness the potentials of the employees?

According to Investopedia, Human Capital is defined as an intangible asset not listed in company's balance sheet. It can be defined as the economic value attributed to employee skills, abilities and experiences. This may include investment in HR namely- education opportunities, training, skills, health, and other values such as integrity, commitment and loyalty of an employee. It is true that human resources of banks generate profits while it has also other side of the coin that non-performing loans of banks are the creations of these human resources too. HRM is a strategic and comprehensive approach to manage improving the organization's workforce by recommending value-adding programs, processes, and analytics. In that case Human Resources Planning (HRP) allows organizations to plan ahead so they can maintain a steady supply of skilled workforce.

A review on HR Activities of Banks (2018) conducted by BIBM finds that Talent Maintenance i.e., the attraction, development, management and retention of talent is an important driver of success. But there are many challenges as well. Today employees work in such a dynamic and ever changing environment that requires a skillful crafting of talent strategy if the organization want to maximize the potential of its workforce. Amongst talent retention employee grievance is very crucial. Employee grievance refers to the dissatisfaction of an employee with what he expects from the organization and its management. An organization or employer is expected to provide an employee with a safe working environment, realistic job preview, adequate compensation, respect etc. It is important that employees are treated fairly and receive prompt responses to problems and concerns.

Major observations of the study based on feedback and interactions with HR officials of the commercial banks under review were as follows: First, there is no Standard Operating Procedure (SOP) for employee recruitment and selection (except some higher level posts and issues), compensation and benefits, job hierarchy, employee designation or its equivalency, training and development, leadership succession, practice of HRIS, transfer and promotion (except some circulars by BB), and others.

Second, Harvard University noted that 80% of achievements in career are determined by soft skills and only 20% by hard skills. This study finds that only 6% soft skill training has been given to the employees while 94% training is hard skills. This finding is opposite to the employee leadership development plan. An employee has been developed without interpersonal, motivational, team leadership, good presentation, good communication and networking skills, ethics and integrity etc. skills is not a good sign for the banking industry in Bangladesh.

Third, there is neither standard structure of the human resource operations' reporting for the commercial banks in Bangladesh nor reporting requirement by the central banks (except some specific areas of HR). Although BB has reported requirement in a standard structure/format for internal control and compliance (ICC), asset liability management (ALM), credit risk management (CRM) etc., the HRM reporting requirement is confined. Further, some banks use Human Resource Information System (HRIS) to perform human resource operations and their reporting activities while most of the banks have no HRIS to perform the human resource operations.

Finally, commitment and tone at the top is crucial for implementing the strategic HR aspects of banks and financial institutions in Bangladesh.

Number of Officials on Deputation/ Lien

13.11 At the end of FY19, 52 officials of the Bank were working on deputation at different institutions both in the country and abroad. Moreover, 13 officials were on lien of which 2 were working within the country and 11 abroad.

Reorganisation, Newly Established Units/ Divisions of the Bank

13.12 During FY19, a new unit named "Government Payment and Settlement Unit" under Motijheel Office of Bangladesh Bank was established for the purpose of payment of allowance of different social safety program through Bangladesh Electronic Fund Transfer Network (BEFTN). A Division named "NBFIs Statistics Division" and two unit named "e-Banking and e-Commerce Statistics Unit" and "Financial Access Survey Unit" were also established under Statistics Department.

Reward and Recognition

13.13 In FY19, a total of 29 officials were awarded "Bangladesh Bank Employees' Recognition Award 2016 and 2017". The awards were handed over through two different formal award giving ceremonies in presence of high officials of the Bank and family members of the winners. A total number of 14 (fourteen) talented officials were declared as the winners of "Bangladesh Bank Employees' Recognition Award 2016" for their outstanding

performances. Among them 2 (two) officials were awarded with gold medals individually, while 12 (twelve) officials from 4 different teams were awarded with silver medals. Similarly, 15 (fifteen) brilliant officials received "Bangladesh Bank Employees' Recognition Award 2017". Among them 4 (four) officials were awarded with gold medals individually, while 11 (eleven) officials from 4 different teams were awarded with silver medals. All the winners received 'Letter of Appreciation' signed by the honorable Governor.

Retirement, Voluntary Retirement, Resignation, Death, Compulsory Retirement, Removal, Suspension and Dismissal

13.14 The number of officials/ staffs of the Bank retired/ voluntarily retired/ resigned/ died/ compulsorily retired/ removed/ suspended or dismissed during FY19 were as under :

Retirement	185
Voluntary retirement	02
Resignation	74
Death	19
Compulsory Retirement	2
Removal	1
Suspension	10
Dismissal From Service	4
Total	297

Welfare Activities and Approval of Scholarship

13.15 During FY19, an amount of BDT 2.6 million has been provided to the children

of the officials and staffs of Bangladesh Bank as scholarship and BDT 0.11 million has been given as medical assistance from the Karmachary/Karmakarta Kallan Tahbil, established under the auspicious of the Governor. Moreover, during FY19, an amount of BDT 76.4 million has been allotted to Bangladesh Bank schools, mosques, clubs, day care centre and freedom fighters welfare units etc. to carry out their recreation and welfare activities

Foreign Training and Study

13.16 During FY19, a total of 468 officials of the Bank participated in different training courses/ seminars/ workshops in abroad. Moreover, 83 officials were on deputation/ leave for higher study abroad during the same period.

Domestic Training and Study

13.17 During FY19, a total of 523 officials of the Bank participated in different local training courses/ seminars/ workshops organised by different institutions (Other than BBTA) within the country. Moreover, 38 officials were allowed to participate in the higher study within the country.

Training Courses, Workshops and Seminars Conducted by Bangladesh Bank Training Academy (BBTA) during FY19

13.18 Bangladesh Bank Training Academy (BBTA) conducts a wide range of activities to attain objectives of transforming itself a world-class center of excellence for imparting quality training to the officers of

Bangladesh Bank as well as commercial banks, financial institutions and government and non-government organizations. To add values to knowledge management process, apart from training, different types of seminars, workshops are also arranged by BBTA. In view of enhancing the capacity of the faculty members and updating them with the changing knowledge frontiers in various fields relating to economics, finance and banking BBTA also arranges various programs for the trainers with the help of trained personnel of advanced and specialized institutions at home and abroad. Keeping these in mind, BBTA conducted a total of 141 training courses including 3 foundation courses for newly recruited officials, workshops and seminars during FY19 of which 91 of them were held at the BBTA premises and 47 were held at other offices of Bangladesh Bank. A total of 6338 participants participated in the above mentioned courses. The courses conducted by the BBTA during FY19 are shown in Table 13.1.

Table 13.1 Different Training Courses, Workshops and Seminars Organized by Bangladesh Bank Training Academy during FY19

Sl. No	Subject	Number of Course	Number of Participants
1	2	3	4
A.	Foundation Courses	3	180
1)	Foundation Training Course (AD) - 36 th Batch	1	65
2)	Foundation Training Course (AD) - 37 th Batch	1	69
3)	Foundation Training Course (Officer) 8 th Batch	1	46
B.	Other Training Course	131	5490
1)	For the Officials of Bangladesh Bank	74	2530
1)	Banking Laws and Regulations	2	53
2)	Business Etiquette & Personal Grooming	1	23
3)	Core Risk Management	1	31
4)	Corporate Governance in Financial Sector	1	19

5)	Communicative English	1	29	12)	Prevention of Money Laundering and Terrorist Financing	6	221
6)	Credit Risk Management	1	34	C. Workshops/Seminars/Lecture Sessions	5	618	
7)	Payment & Settlement Systems in Bangladesh	1	36	1)	BACH - II Up gradation	1	329
8)	Digital Bangladesh	1	79	2)	Emerging Threats in IT Security in Bangladesh Financial Sector & Control Measures	1	142
9)	English Language Proficiency Course	1	18	3)	Executive Development Seminar	1	80
10)	Emerging Trends in Electronic Fund Transfer/EFT Fraud Mitigation	1	125	4)	Workshop on Innovative Idea showcasing	2	67
11)	Financial Consumer Protection: Regulatory Perspective	1	37	D. International Training Courses/ Seminars	2	50	
12)	Financial Inclusion	1	23	1)	International Training Course on "Agricultural Financing & Rural Development" Jointly organized by BBTA, CICTAB (India) and Milk Vita	1	22
13)	Financial Stability Analysis	1	25	2)	3 rd International Study Visit Program on Financing MSMEs in Bangladesh	1	28
14)	Financing in Agriculture and Rural Development	2	44	Grand Total (A+B+C+D)	141	6338	
15)	Foreign Exchange & Foreign Trade	1	39	Source: Bangladesh Bank Training Academy			
16)	In -Service Training	1	21	Financial Sector Support Project (FSSP)			
17)	In -Service Training (Cash)	2	75	13.19 The Financial Sector Support Project (FSSP) is being implemented with the assistance of International Development Association (IDA) to improve financial market infrastructure, regulatory and oversight capacity of Bangladesh Bank and access to long term financing for manufacturing sector in Bangladesh for ensuring stability and greater resilience of the financial sector. The project has commenced on 01 July 2015 and will end on 31 March 2021. The total approved project cost is USD 350.00 million of which IDA will provide USD 300.00 million and Bangladesh Bank will provide USD 50.00 million. Total amount of fund received from IDA is USD 263.26 million, out of which USD 189.28 million has been disbursed. On the other hand, USD 29.93 million has been disbursed up to June, 2019 from BB .			
18)	Innovation in Public Service	2	45	13.20 The project will be implemented through three major components over the project term. The components are (a) Developing key financial market			
19)	Integrity and Anticorruption in Financial Sector	1	170				
20)	International Trade Financing	2	68				
21)	Islamic Banking & Finance	2	74				
22)	IT Auditing	2	60				
23)	IT Security and Awareness	16	600				
24)	Monetary Policy Formulation and Implementation Process in Bangladesh Bank	2	53				
25)	Network and Hardware Security Awareness	1	18				
26)	Network and Hardware Administration	2	48				
27)	Policy Dialogue to Improve Supervisory Tools and Techniques	2	58				
28)	Project Management in Public Sector	1	27				
29)	Presentation Skills for Enhancing Managerial Performance	1	29				
30)	Prevention of Money Laundering and Terrorist Financing	2	70				
31)	Procurement Management in BB	1	28				
32)	Public Debt Management and Debt Securities Market in Bangladesh	1	33				
33)	Research Methodology	1	17				
34)	Safety, Security and Disaster Management	1	34				
35)	Techniques of Inspection of Banks and Report Writing (Including Foreign Exchange Inspection & ISS Reporting)	3	81				
36)	TOT on Innovation in Public Service	1	21				
37)	TOT on SME Financing: Policy and Strategies and Women Entrepreneurship Development	1	27				
38)	TOT on Trade Based Money Laundering	1	33				
39)	Training Course on BASEL III	1	24				
40)	Training Program on SDGs	1	28				
41)	Training Program on SDGs Implementation	2	66				
42)	Understanding and Analysis of Financial Statement of Bank	2	57				
43)	Understanding Economic Indicators	2	50				
ii)	For the Officials of Commercial Banks	57	2960				
1)	CIB Business Rules and Online Systems	6	422				
2)	Combating Money Laundering and Terrorist Financing and Trade Based Money Laundering	3	117				
3)	Detection, Disposal of Forged & Mutilated Notes and Malpractices in Banks	8	585				
4)	Foreign Direct Investment and External Debt Reporting	3	88				
5)	Foreign Exchange & Foreign Trade	1	40				
6)	Foreign Exchange Transaction Reporting	5	212				
7)	Guideline on ICT Security for Banks & NBFIs	1	29				
8)	ICT Risk Management	1	30				
9)	Integrated Supervision System (ISS) Reporting	9	630				
10)	Integrity and Anticorruption in Financial Sector	1	107				
11)	Money & Banking Data Reporting	13	479				

infrastructure through benchmarking with international best practices, (b) Strengthening the capacity of the regulator to comply with international standards and accords on banking sector supervision and regulation, (c) Serving as a catalyst for developing a financial market in long-term finance market segment. Specific objectives of these components are as follows:

Strengthening Financial Market Infrastructure

13.21 This component aims to improve financial IT infrastructure of the country further, specially focusing on: (a) development of Payment and Settlement System to ensure a large scale shift to electronic payments in Bangladesh, specially of the Government payments, (b) expanding and modernizing Credit Information Bureau (CIB) by including credit information of the Microfinance Sector and increasing reliability of credit reporting system, (c) strengthening the systems of BFIU by integrating with systems of other stakeholders thereby leading to safety and integrity of the financial systems and (d) strengthening the IT Governance and IT management of the Bangladesh Bank to lay a robust and secured financial platform for advanced financial market. Necessary capacity building and knowledge transfer initiatives will also be taken to make the officials of the central bank and its associated organizations to embrace the new technologies and align their regular functions with the technology based new

processes. Till June, 2019, 03 consultants have been recruited and 04 IT packages have been procured to construct 03 data centers under this component. Already one data center and one near data center have been established and partially operative at present. Construction of one disaster recovery center (DRS) is ongoing at BB Rajshahi Office. IT Governance and Risk management Specialist was hired under FSSP and the specialist put recommendation on It Governance of BB. Credit Information Monitoring Specialist was hired under FSSP for the development of CIB at Micro Credit Regulatory Authority (MRA). The specialist reviewed the Micro Finance sector's ability to participate in a Credit information sharing scheme and designed the requirements of the MFI sector for a CIB. Finally he prepared and submitted an action plan for establishing credit information database for MRA. Bangladesh Bank hired an international consultant firm for Preparation of Information System Strategy Paper (ISSP) for the State owned Commercial Banks (SOCBs), State owned Insurance Companies (SOICs), Development Financial Institutions (DFIs), Insurance Development Regulatory Authority (IDRA) and Bangladesh Insurance Academy (BIA). Accordingly the consultant firm submitted Information System Strategy Paper (ISSP) and recommendation on business process re-engineering for Sonali Bank Limited, Janata Bank Limited, Agrani Bank Limited, Basic Bank Limited, Rupali Bank Limited; Bangladesh Development Bank Limited (BDBL), Bangladesh Krishi

Bank (BKB), Rajshahi Krishi Unnyan Bank (RAKUB), Ansar-VDP Unnyan Bank, Prabasi Kallyan Bank, Karmasangsthan Bank; Shadharan Bima Corporation (SBC), Jibon Bima Corporation (JBC), Insurance Development and Regulatory Authority (IDRA), and Bangladesh Insurance Academy (BIA).

Strengthening Regulatory and Supervisory Capacity

13.22 The project expects to provide technical assistance towards the development and adoption of the comprehensive risk-based integrated approach to banking regulation and supervision, which would include related documentation and training. Currently, rules based approach is in place to regulate and supervise the banking system. However, the risk based approach evolves the supervisory process toward one that is more anticipatory. This component will help BB to migrate to a risk-based approach to supervision to discharge its responsibilities to ensure a safe and sound banking system. Technical support will also be provided by appointing national and international individual advisor/consultant(s) or firm(s) to help building the system and develop the capacity to review and strengthen prudential regulations in future. Under this component, Resident Macro Prudential Regulation Specialist has completed his mission. A Supervision Specialist (Firm) has been appointed in June 2019. The specialist firm

will work on developing roadmap to introduce effective Risk Based Supervision (RBS) in line with Basel Committee on Banking Supervision (BCBS) recommendations (including but not limited to Pillar 2). They will review supervisory organization and governance, support to the preparation, conduct and review of on-site examination and propose amendments. They will assess corporate governance frameworks and practices, including risk management, internal control and audit functions in banks and FIs. They will address the FSAP recommendations related to supervisory issues. At the end of the assignment, they will submit final recommendation.

Supporting Long Term Finance

13.23 One of the deficiencies of the current financial market structure is inadequate sources of long term fund to meet the demand of the productive sector of the country. As a result, the financing need for long term investments are met with relatively shorter maturity funds creating maturity mismatch both at banks and investors book. Hence there is a demand for long term financing for the manufacturing sectors for maintaining growth through up-gradation of technology and production lines and improve compliance with the international standards on social and environmental practices. This prime component of the project will provide long term funds, especially in US Dollar, which would be channeled by BB to eligible

participating financial institutions (PFIs) based on eligibility criteria for lending. The fund will be available, on demand, to the manufacturing enterprises for procurement of capital machineries, equipment and other needs of the industry for setting up of new firm, expansion and/or up-gradation. The project would extend technical assistance to support PFIs to build appraisal skills (including on assessing safeguards risks) and to funded borrowers. The PFI agreement has been signed with 31 scheduled banks and USD 281.45 million has been sanctioned from which USD 203.09 million has been disbursed till June, 2019. Besides, an Environmental Regulations Compliance Specialist (National) and an Advisor for Long Term Project Financing have completed their tenure. One Environmental and Social Safeguards workshop has been conducted in FY19 in order to disseminate the safeguards knowledge to the relevant officials of BB and PFIs. Around 70 officials from BB and PFIs participated in the workshop.

Capacity Building

13.24 Two Masters program for BB officials, at home (University of Dhaka) and abroad (Asian Institute of Technology (AIT), Thailand), have been completed under FSSP fund in June 2019. Moreover, training programs are arranged at National Institute of Bank Management (NIBM), India and Centre for Banking Studies (CBS), Sri Lanka for participants of foundation courses of BB.

Several training programs are also arranged for BB officials at home and abroad under this component.

13.25 On successful implementation of the project, it is expected that the IT infrastructure of the financial market will be strengthened, the regulatory and supervisory capacity of the central bank will migrate to more advanced level and an additional production capacity will be created which will result in increase of real output in the country.

Information and Communication Technology (ICT)

13.26 During FY19, ISDSD (former ISDD and ITOCD) has performed its regular software development and data processing activities through existing applications software as well as performed various IT systems procurement and implementation activities. Following Information Systems and related tasks have been completed during this period:

ICT Strategy Implementation

13.27 In FY19, ISDSD has implemented several ICT strategy as per the defined strategy in ICT strategy 2017-2021 for Bangladesh Bank.

IT Security and Awareness Building

13.28 To build more secured ICT infrastructure as a part of remediation plan

several security devices and technology have been deployed in Bangladesh Bank to secure the IT Systems. Besides, training on IT security awareness is a continuous process and which is going on in association with other departments to build IT security awareness among the Bangladesh Bank officials.

Information Systems Development

13.29 Information Systems and related tasks have been completed during the FY19 as shown in the following table 13.2:

Table 13.2 Statement on Information Systems and Related Tasks during FY19

Sl No.	Name of the Software/ Information Systems	Brief description (Function)
1	2	3
1	Tax calculation software for Sanchayapatra	Developed as system for Tax calculation for Sanchayapatra based on the information of National Identification Number (NID) and Sanchayapatra.
2	Software Quality Assurance	Vulnerability Assessment Checklist: Draft of Vulnerability Assess Checklist has been prepared. The approval process is going on for finalization. Procedure for SQAT: Draft of Software Quality Assurance and Testing procedure has been prepared. The approval process is going on for finalisation.
3.	Pension Management System	Development of Pension Management System has been finished based on Business Requirements. The software is now under User Acceptance Testing for implementation.

4	Enterprise Support Fund (ESF)	Development of ESF System has been finished based on Business Requirements. The implementation is under process.
5	Enterprise Data Warehouse (EDW)	New data components as per new requirements from different departments added and hence designed new mappings, reports and dashboards. OBU (Offshore Banking Unit) and OFCs (Other Financial Corporations) data are two challenges we are working about, for the coming days. Integrated Supervision System (ISS) coverage expanded as required from ISMD. Now it covers Financial Institutions as well as banks. New dashboards and reports designed for FIs is going on regular basis.
6.	Redesigning of BB Website	Redesigning of existing BB website has been completed with the approval of the competent authority. This process has been initiated in line with the circular of the ministry.
7.	Website for BFIU	According to the requirement of BFIU an independent website has been developed for its functionalities. Some changes have been proposed by BFIU in the website and accordingly ISDSD is now making necessary changes.
8	BB Medical System	An online system has been developed for applying to enjoy the beyond ceiling facilities in BB Medical Centre recently. On the other hand Web based centralized medical system for BB is under development.
9	Certifying Authority(CA)	Tender has been float for Certifying Authority. Bidders have participated in the process. Evaluation process is going on.
10	Electronic Platform of Sanchoybond and Electronic Dealing System	Electronic Platform for Sanchaybond: Online purchasing and encashment of Sanchaybond from own desk for Non Resident Bangladeshis (NRB) has been automated through this system. Electronic dealing System: Call money market for Banks has been made online through this system.

Source: Information Systems Development and Support Department, BB.