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Proactive Disclosure of Information by Government Institutions and NGOs on the Basis of Right to Information Act:
An Assessment

Executive Summary

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Background and Rationale

Access to information is a fundamental right of citizens. In different United Nations Conventions, the right to information is significantly mentioned, for instance the United Nations Convention on Civil and Political Rights (1966) (Article 19), and the United Nations Convention against Corruption (2005) [Article 10 (3)]. Access to information is an important regulator for inclusive institutions at all levels, including sustainable development, as set out in the Sustainable Development Goals (SDGs) 16. In SDG 16.10 it is clearly defined to implement the Right to Information Act by all member states.

The freedom of thoughts and conscience, speech and expression of citizens are guaranteed as the fundamental rights in the Constitution of Bangladesh (Article 39), which is an integral part of the right to information. The Right to Information Act was enacted in 2009 to ensuring the legal right to information of all citizens of the country. In the preamble of the act free flow of information is emphasized to reduce corruption and establish good governance.

The Right to Information Act 2009 puts emphasis on the proactive disclosure of information by public and private organizations. Under this law, directives have been given for publishing and disseminating all the indexed information of decisions, activities or activities performed or proposed by each authority to the citizens to making them accessible and available (Article 6). According to the Right to Information (Disclosure and Dissemination of Information) Regulations, 2010 and the Proactive Disclosure of Information Guidelines, 2014, the website of the concerned organization is considered as one of the means of disclosing and disseminating information. Also it is prescribed to disclose, disseminate and update information in a proactive manner as per the time frame and procedure by various Ministries / Divisions, Departments, Agencies and Offices under those entities. It is assumed that proactive disclosure of information through website will not only reduce time, effort and money of citizens to access information, but also it will play effective role to combat against corruption and irregularities.

One of the strategic priorities of Transparency International Bangladesh (TIB) is to contribute to good governance and accountability by ensuring people's right to information. TIB played a crucial role in the enactment of the Right to Information Act, 2009 and is an active stakeholder in implementing the Act properly. TIB has identified deficiencies in the local level service providers' websites and it has been conducting various advocacy activities including encouraging the proactive disclosure and dissemination of information.

Although the Right to Information Act 2009, along with the Rules for Disclosure and Dissemination of Information 2010 and Proactive Information Disclosure Guideline 2014 have been adopted, there has not been any institutional evaluation or specific research on the state of proactive disclosure and dissemination of information by stakeholders. To fill in the gap, this study aims to evaluating the practice of proactive disclosure of information through websites.

Research Objectives

The main objective of this study is to evaluate the current status of proactive disclosure of information through the websites of government and non-government organizations under the Right to Information Act 2009.

Specific objectives are:
1. To observe the current state of proactive disclosure of specific information through the website in accordance with the relevant rules and guidelines;
2. Ranking of organizations based on monitoring the status of information disclosure on the website;
3. To identify existing challenges in proactive disclosure of information; and
4. To propose recommendations for overcoming challenges.

Scope of the research
This study has included the websites of national level organizations selected in the light of the Right to Information Act 2009. Websites of government and autonomous organizations including various departments, directorates and directorates directly involved in the service delivery activities of the people affiliated to them including all the ministries of the government have been covered. The non-governmental organizations (NGOs) include various national and international NGOs. Disclosure of information published on the website of the organization has been monitored in accordance with the relevant rules and guidelines. However, observation of data that does not have a legal obligation is not included in this study.

Data collection period
Data was collected during August 2020 to January 2021 for this study.

Methodology
This study has followed a mixed method. Both qualitative and quantitative data have been used. Direct data collection has been done by monitoring the website of the organization and its various information and interviewing the main informant. Relevant documents / reports, laws, rules, reports published through websites and news, relevant research reports have been reviewed as indirect information.

Table 1: Research Methods used

Type of Data	Method	Data Source	Tools
Primary Data	Website Survey	Observation of various information on the website and the accessibility of the sampled organizations from different devices as per the indicators	Checklist
	Key Informant Interview	Designated Information Officer of Sampled organizations	Checklist
Secondary Information	Literature Review	Relevant documents / reports, laws, rules, reports published through websites and news, related research reports etc.	-

Conditions and Procedures for Sampling Institutions: In the case of sampling of government and autonomous institutions, first a list of all the Ministries and Departments; various departments, directorates, boards, and bureaus affiliated to ministries and departments directly involved in public service delivery activities; constitutional / statutory / statutory institutions and trusts, foundations, institutions, public limited companies established on government initiative has been prepared. The listed organizations are then divided into different categories according to the type. Finally, at least 50% of the institutions were sampled on a random basis from each category.

On the other hand, a list of the 100 most funded NGOs (on the basis of foreign grants) has been collected from the Bureau of NGO Affairs (updated till January 2017). The list is then randomly sampled (both service and advocacy NGOs) (Table 2). However, on the basis of availability, information has been collected on the websites of 153 government organizations and 39 NGOs, a total of 192 organizations.

<p style="text-align: center;">**Table 2: Sampled Organizations**</p>

Type of Organization	Number of Listed Organization	Number of Sample
Ministry and Division	57	49*
Organization allied with Ministry and Division (Department, Directorate, Board, Bureau)	90	49
Constitutional / Statutory Institutions (Commission, Corporation, Authority)	58	29
Trusts, Foundations, Institutions, Public Limited Companies established by government initiative	44	31
NGOs	100	49**
Total	**349**	**207**

* All ministries (40) are considered.
** National NGO 27, International NGO 22.

Analytical Framework

The indicators used in the study have been divided into a total of three areas. The indicators have been identified in accordance with the Right to Information Act 2009, the Rules for Disclosure and Dissemination of Information 2010 and Proactive Information Disclosure Guideline 2014.

<p style="text-align: center;">**Table 3: Areas and Indicators**</p>

Area	Indicators	
Extent of Information	1. Proactive disclosure guide, 2. Name, designation and contact detail of the information officer 3. Name, designation and contact detail of the Appellate Officer 4. Names, designation and contact detail of the Information Commission officials for filing complaints 5. Name, designation and contact detail of the employees of the concerned organization 6. Powers and responsibilities of the officers and employees of the concerned organization 7. Institutional structure and responsibilities 8. List of administrative activities and department in charge 9. Decision of the meeting of the Advisory Committee	10. Relevant laws, rules and regulations 11. Relevant instructions, policies, manuals 12. Annual report 13. Budget allocation / planning 14. Audit report 15. Details of service fee, process and period of time in receiving service 16. Citizen Charter 17. Information on Epidemic or natural disaster 18. Updates on information provided through the RTI application 19. Information about the complaint, redresser mechanism and detail of the officer in charge
Accessibility of Information	1. Easy access to information published on the website or portal of the organization 2. Accessibility via any device 3. Availability of fonts or images used in documents 4. Convenience of downloading documents	
Compatibility of Information	1. Date of publishing and updating of the information 2. Usefulness of information	

Scoring Method

Scores have been given on organizations included in the study on the basis of the information disclosed in their websites under a total of 25 indicators in three determined areas (19 on extent of information, 4 on accessibility and 2 indicators on compatibility). Scores have been given according to a predefined code for each indicator (0 = no data; 1 = partial data; 2 = complete data). The total score of the organization has been calculated by adding the scores of all the indicators applicable in the three areas. Then the percentage of the total score obtained by the respective organization in relation to the highest total score of the organization (maximum total score of 50 in 25 directions) has been determined. If any indicator is not applicable for any institution, no score has been given on the particular indicator. Rather the overall score calculation is considered with the weightage of all indicators. Finally, the organization is graded based on the percentage of final scores obtained and presented in three colors.

Table 4: Grading

Grade	Percentage of Obtained Score	Color	
Satisfactory	67% - 100%	Green	
Inadequate	34% - 66%	Yellow	
Alarming	0% - 33%	Red	

Key Findings of the Study
Institutional initiatives taken to information disclosure
Designated information officers (DIO) are appointed for providing information in various government and non-government organizations. Applications are also received for information and proactively disclosed important information on the website of respective organization. The Government of Bangladesh, with the technical assistance of the a2i project, started the process of disclosing information through "*Zilla Tothyo Batayon*" (District Information Window) in 2010. Later in 2014, a uniform structure called 'National Portal Format' was developed for all relevant government organizations. The list of concerned authorities and designated information officers, the required format and regular annual reports of the activities of the Commission on the website of the Information Commission have been published. Besides, several authorities at the private level publish important information of the organization on their own website. Some of them have developed their own 'Information Disclosure Guidelines' and published on their websites.

Organizations included in the study
On the basis of availability, information has been collected on the websites of 153 government organizations and 39 NGOs, a total of 192 organizations in this study. Among them, 76 percent are government organizations and 24 percent are NGOs. Organizations under the government include ministries and departments, including the Prime Minister's Office (31%); Departmental Institutions affiliated to the Ministry (31%), Constitutional and Statutory Institutions (18.4%) and other Institutions (Agencies, Trusts, Foundations, Public Companies, etc.) (19.6%). And of the NGOs, 44% are international and 66% are national. According to the type of activities, out of the sample NGOs, 22.2 percent NGOs are providing only services, 15.6 percent conducting only advocacy activities and 62.2 percent are doing both activities. A total of 92.8 percent sample institutions have website, while 7.2 percent does not have any website, while 3.2 percent of government organizations and 20 percent of NGOs did not have any website.

Overall ranking of sampled the organizations
Of the government institutions included in the sample, about 37 percent received satisfactory scores (above 8%); The score of about 8.5 percent government institutions is alarming. Among all sampled organizations on basis of the grading, it is seen that no NGO is in the top ten rankings. At almost each rank place, a number of institutions are getting the same score and are in the same rank. There are 69 institutions in the top ten rank. In the first ten places score of the organizations ranged from 33 to 42

(66% - 84%). The Ministry of Food, the Ministry of Jute and Textiles and the Ministry of Water Resources are jointly in the first place with an overall score of 42 (84 percent). In the second place is the Ministry of Women and Children Affairs and in the third place are the Ministry of Agriculture, Ministry of Commerce, Bangladesh Bridge Division, Ministry of Defense, Ministry of Education - Madrasa Board, Ministry of Industry and Ministry of Social Services. The Inter Services Selection Board (ISSB) received the lowest score 4 (8 percent) among government institutions.

On the other hand, no NGO got a satisfactory score; rather 94.9 NGOs' score falls into alarming category. Among the NGOs, 19 organizations are in the top ten, with scores ranging from 8 to 22. The Coastal Association for Social Transformation, a national level NGO, is in the first place with the highest score of 22 (44 percent), while Dhaka Ahsania Mission is in the second place and *Gono Unnoyon Kendra* (Mass Development Center) is in the third place. Eight of the top 10 are international NGOs.

The average score is 8 (15 percent) for the organization with alarming grading, 27 (54 percent) for the organization with insufficient grading, and 37 (75 percent) for the organization with satisfactory grading. Overall, the websites of most government organizations have received relatively good scores rather than NGOs. The design of the websites of most government organizations and the type of information published are very similar. However, there is no such design / format for NGOs. In addition, in the case of NGOs, there is still a lack of practice and exemplary disclosure of relevant information in accordance with the laws and regulations.

Grading by the type of sample organization
Depending on the type of sampled organization, most of the websites (75.5 percent) of the ministry and divisions are in satisfactory grade. While most of the other government and autonomous organizations allied by law are in inadequate, the grading of most NGOs (94.9 percent) is in alarming grade (Table 5).

Table 5: Grading by organization type (percentage of organizations)

Type of Organization	Satisfactory (67 - 100)%	Inadequate (34 - 66)%	Alarming (0 - 33)%
Ministry & Division	75.5	24.5	-
Department, Directorate, Board, Bureau allied with Ministry and Division	17.4	76.1	6.5
Constitutional / Statutory Institutions	40.7	48.1	11.2
Trusts, Foundations, Institutions, Public Limited Companies established by government initiative	3.2	74.2	22.6
NGOs	-	5.1	94.9
Overall	**30.6**	**44.0**	**25.4**

Grading of organizations by the area of indicators
In reference to the extent, accessibility and compatibility of information on the websites of all the sampled organizations, the highest 44.3 percent organizations are inadequate where the websites got a score of 34-66 percent (Table 6).

Table 6: Grading by Areas (percentage of institutions)

Area of Indicators	Satisfactory (67 - 100)%	Inadequate (34 - 66)%	Alarming (0 - 33)%
Extent	22.8	45.6	31.6
Accessibility	77.2	21.2	1.6
Compatibility	0.6	64.2	35.2

Overall	30.7	44.3	25.0

Figure 1: Distribution of Grading of Sampled Organizations
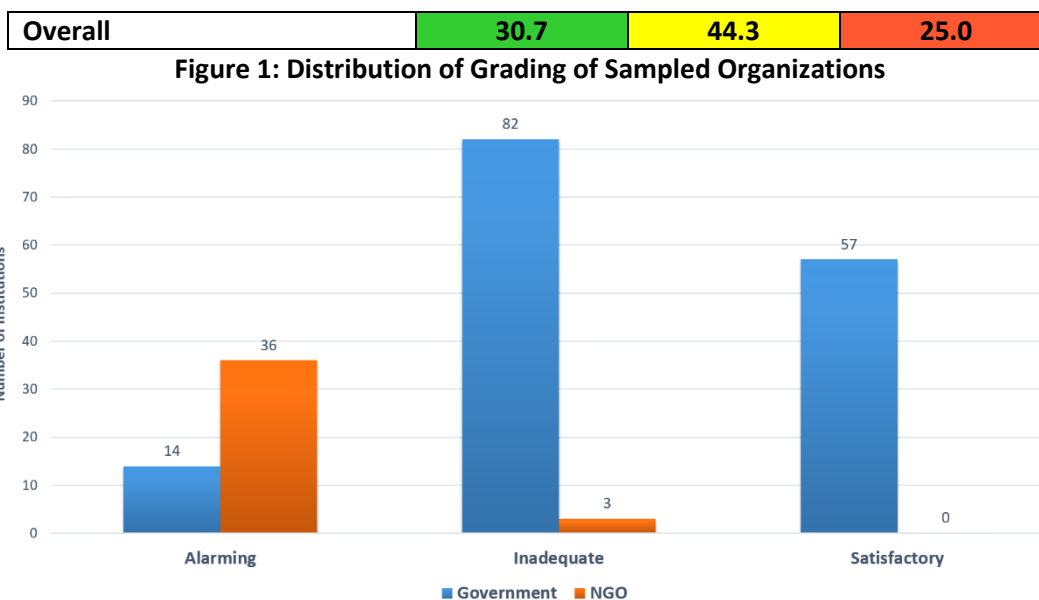
Extent and level of information disclosure of sampled organizations

The analysis of the level of information disclosure of government and NGO websites based on type of indicators shows that most government organizations (54.9% and 59.4% respectively) are in satisfactory stage in disclosing organizational and service information. While most government institutions (54.2%) are in alarming stage in disclosing information on activities and decision (Figure 2).

Figure 2: Extent & Level of information disclosure of the sampled government organizations (percentage of organizations)
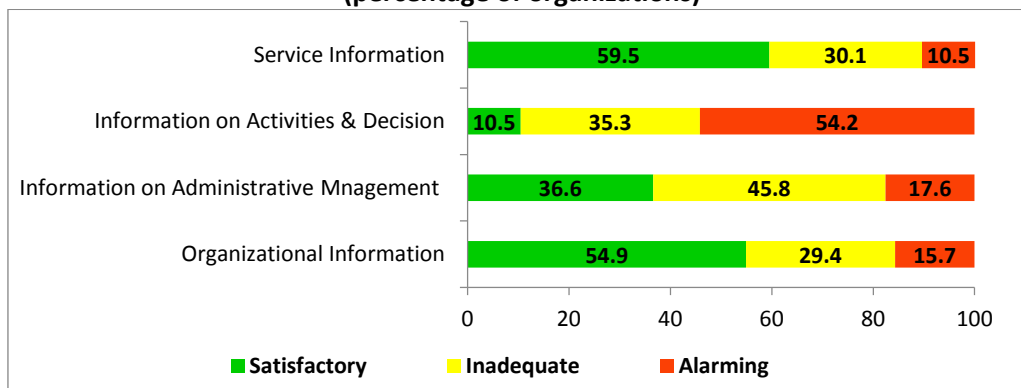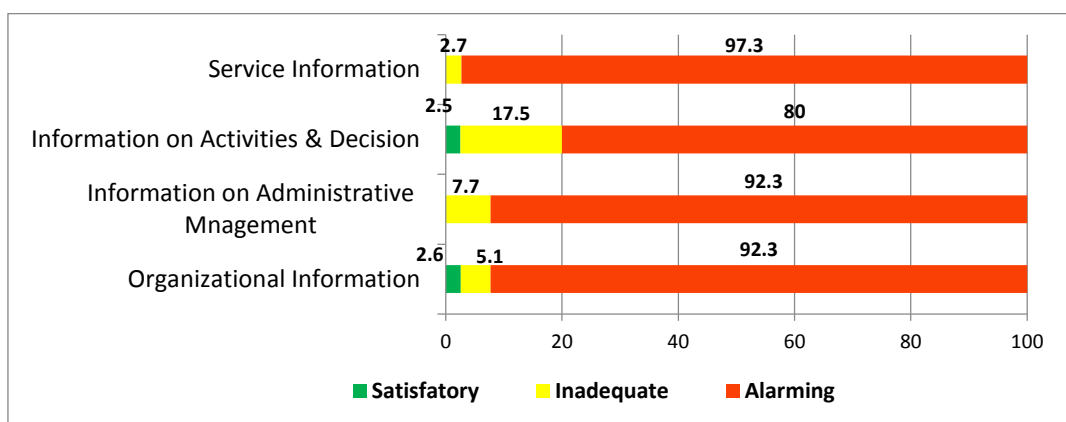

Figure 3: Extent & Level of information disclosure of the sampled NGOs (percentage of organizations)

Figure 3

On the other hand, most of the NGOs (80% and above) are in alarming stage in disclosing all types information (Figure 3).

Specific observations on sampled websites

The scores of most of the organizations (77.2%) are satisfactory in terms of accessibility. Although different types of Government organizations attained satisfactory scores in extent of information, no NGO obtained satisfactory score. In the compatibility of information all types of government agencies mostly scored inadequate; whereas all NGOs are in alarming stage. There is inadequacy in disclosing information on activities and decision-making of the organization. Most of the NGOs' websites do not have all types of information as per Right to Information Act and Proactive Information Disclosure Guidelines, even do not have up-to-date information and the date of last update. Most of the NGOs' websites are in English only. However, some information of some NGOs has been published in Bangla. About seven percent of the sample organizations do not have website.

Table 3: The potentials and challenges of proactive information disclosure by type of organization

Type of Organization	Potentials	Challenges
Government Organizations	• Disclosure of information through notice board, Citizen Charter in the office premises and various publications • Information disclosure through social networks (Facebook), posters, billboards, leaflets etc. • The design of the website of almost all the organizations is the same where the type of information is arranged according to the rules and guidelines • IT / MIS team responsible for information management and coordination in most departments	• Inadequate effective monitoring and coordination in uploading updated information to specific icons • Lack of initiative to ensure information stream and upload accordingly through coordination • Relatively little involvement of designated information officers in managing information on a website • In many cases the IT department does not have specific human resource for the website; and many of the existing personnel have not enough skills
Non-Government Organizations (NGO)	• Disclosure of information through annual reports, office notice boards, leaflets, brochures, etc. • Submit detailed activity report to the Deputy Commissioner's office every	• Most websites are in English. However, some information of some NGOs is presented in Bangla • Most of the international NGOs do not have their own and separate

Type of Organization	Potentials	Challenges
	month and every year • Some organizations are working on developing new websites with more information	websites • No practice of following information disclosure based on the type of information as of the rules on the page of international website (37.5% NGO) demarcated for Bangladesh activities • Most of the information officers of NGO are not well aware of the rules for disclosing information on the website; also found lack of guidance from the higher authorities • Not enough skilled IT department in website management in many cases • Lack of initiative to disclose all the information on the website showing an excuse of submitting detailed activity report to the DC office

Overall Observations

This study shows that progress in publishing self-motivated information through websites is not satisfactory enough. Although positive conditions can be observed in terms of accessibility of information, effective initiatives need to be implemented in all types of organizations in terms of scope and usefulness of information. Although a lot of information is published on the websites of government agencies as per the rules, there is still a shortage in updating the information and formatting, expanding and accessing information according to the type. On the other hand, the websites of non-government organizations lack the necessary information as per the rules. In addition, there is a lack of awareness among the private sector about publishing information on websites.

Overall, the publication and dissemination of information proactively is not yet gaining institutional importance. The government, civil society, non-governmental organizations and the media lack the necessary initiatives to enhance proactive disclosure of information. Although proactive disclosure of information has been institutionalized through laws and regulations, there is scope for making its practice more effective and people-oriented.

Recommendations
On increasing the scope of information
1. The concerned authority is required to formulate its own proactive information disclosure and dissemination guidelines and publish them on the website; and monitoring needs to be increased to ensure effective implementation of the guidelines.
2. It is needed to be more proactive in disclosing the following information as prescribed by rules -
   o Information related to decision making process; information of service and service provider; jurisdiction and responsibilities of office personnel; meeting decisions; annual budget; audit report; updated information of number of applications received and types of information requested.

3. With reference of the analysis of the type of information received since the enactment of the Right to Information Act 2009, it is necessary to identify the deficiency and archive the necessary information and disclose through website.
4. Complaints regarding disclosed information and activities of the organization should be placed in a specific place on the website and effective redress mechanism should be ensured online.

On increasing access to information
5. The information disclosed on the website should be published in English as well as in Bangla and in the conventional font (Unicode) following the guidelines.
6. Necessary training should be organized to enhance the technical skills of the human resources for the website management department.
7. Comprehensive training should be organized to increase the knowledge and skills on proactive disclosure and dissemination of information for the personnel engaged in the management of the organization, including the designated information officers at the NGO level.

On increasing the usefulness of information
8. The information disclosed on the website needs to be regularly updated and the date of updating must be specified.
9. Necessary information relevant to the people with disabilities need to be disclosed. Voice activated system should to be introduced to make the website disable-friendly.

On overall coordination
10. Necessary initiatives need to be taken by the RTI activists and the media through a coordinated campaign to increase the effectiveness of institutionalized proactive disclosure and dissemination of information.
11. The capacity and monitoring of the Information Commission need to be increased to observe the effective use of technology in disclosing and disseminating information, and efficiency and uniformity of organizations. The opportunities for effective participation of civil society and the community in oversight activities need to be amplified.

Ranking of All Sampled Organizations

	Ranking	Name of Organization	Organization Type	Total Score	Percentage
1.	1	Ministry of Food	Government	42	84
2.		Ministry of Textiles And Jute	Government	42	84
3.		Ministry of Water Resource	Government	42	84
4.	2	Ministry of Women And Children Affairs	Government	41	82
5.	3	Ministry of Agriculture	Government	40	80
6.		Ministry of Commerce	Government	40	80
7.		Bridge Division	Government	40	80
8.		Ministry of Defense	Government	40	80
9.		Bangladesh Madrasa Education Board	Government	40	80
10.		Ministry of Industries	Government	40	80
11.		Ministry of Social Welfare	Government	40	80
12.	4	Ministry of Civil Aviation And Tourism	Government	39	78
13.		Ministry of Cultural Affairs	Government	39	78
14.		Ministry of Land	Government	39	78
15.		Ministry of Posts, Telecommunications and Information Technology	Government	39	78
16.		Ministry of Disaster Management and Relief	Government	39	78
17.		Ministry of Shipping	Government	39	78
18.		Directorate of National Consumers Right Protection	Government	39	78
19.		Trading Corporation of Bangladesh (TCB)	Government	39	78
20.	5	Ministry of Expatriates' Welfare and Overseas Employment (MEWOE)	Government	38	76
21.		Internal Resources Division	Government	38	76
22.		Rural Development and Co-Operative Division	Government	38	76
23.		ICT (Information and Communication Technology) Division	Government	38	76
24.		Department of Social Services	Government	38	76
25.		Office of The Registrar of Joint Stock Companies and Firms	Government	38	76
26.		Rajdhani Unnayan Kartipakkha (RAJUK)	Government	38	76
27.		Bangladesh Steel & Engineering Corporation (BSEC)	Government	38	76
28.	6	Ministry of Chittagong Hill Tracts Affairs	Government	37	74
29.		Ministry of Railways	Government	37	74
30.		Ministry of Science and Technology	Government	37	74
31.		Department of Disaster Management	Government	37	74
32.		Shishu Kollyan Trust	Government	37	74
33.	7	Ministry of Primary and Mass Education	Government	36	72
34.		Forest & Environment Ministry	Government	36	72
35.		Ministry of Labour and Employment	Government	36	72
36.		Ministry of Religious Affairs	Government	36	72
37.		Power Division	Government	36	72

	Ranking	Name of Organization	Organization Type	Total Score	Percentage
38.		Health Services Division	Government	36	72
39.		Urban Development Directorate (UDD)	Government	36	72
40.		Department of Patents, Designs and Trademarks (DPDT)	Government	36	72
41.		Office of The Administrator of Waqfs Bangladesh	Government	36	72
42.		Bangladesh Fisheries Development Corporation (BFDC)	Government	36	72
43.	8	Energy and Mineral Resources Division	Government	35	70
44.		Ministry of Finance	Government	35	70
45.		Ministry of Youth & Sports	Government	35	70
46.		Chittagong Port Authority	Government	35	70
47.		Bangladesh Chemical Industries Corporation (BCIC)	Government	35	70
48.		Bangladesh Textile Mills Corporation	Government	35	70
49.		Information Commission	Government	35	70
50.	9	Ministry of Information and Broadcasting	Government	34	68
51.		Ministry of Law Justice and Parliamentary Affairs	Government	34	68
52.		Planning Division	Government	34	68
53.		BD Roads and Hihgway Division	Government	34	68
54.		Department of Labour	Government	34	68
55.		Bangladesh Technical Education Board (BTEB)	Government	34	68
56.		Bangladesh Road Transport Authority	Government	34	68
57.		Sustainable and Renewable Energy Development Authority (SREDA)	Government	34	68
58.	10	Ministry of Local Government, Rural Development and Co-Operatives	Government	33	66
59.		Directorate of Technical Education	Government	33	66
60.		Forest Department	Government	33	66
61.		Land Record and Survey Department	Government	33	66
62.		Department of Telecommunications	Government	33	66
63.		Office of The Chief Inspector of Boilers	Government	33	66
64.		Bangladesh Tourism Board	Government	33	66
65.		Bangladesh Sericulture Development Board (BSDB)	Government	33	66
66.		Bangladesh Fire Service and Civil Defence	Government	33	66
67.		Bangladesh Telecommunications Company Limited	Government	33	66
68.		Bangladesh Climate Change Trust	Government	33	66
69.		Bangladesh National Musium	Government	33	66
70.	11	Ministry of Public Administration	Government	32	64
71.		Ministry of Fisheries and Livestock	Government	32	64
72.		Secondary and Higher Education Division	Government	32	64
73.		Directorate General of Food	Government	32	64

	Ranking	Name of Organization	Organization Type	Total Score	Percentage
74.		Office of The Chief Electric Inspector	Government	32	64
75.		NGO Affairs Bureau	Government	32	64
76.		Bangladesh Televishion	Government	32	64
77.		National Legal aid Services Organization	Government	32	64
78.		Water Resources Planning Organization (WARPO)	Government	32	64
79.		Bangladesh Food Safety Authority	Government	32	64
80.	12	Ministry of Health & Family Welfare	Government	31	62
81.		Posts and Telecommunications Division	Government	31	62
82.		Ministry of Liberation War Affairs	Government	31	62
83.		Department of Fisheries	Government	31	62
84.		Department of Public Health Engineering	Government	31	62
85.		Bureau of Manpower, Employment and Training	Government	31	62
86.		Dhaka Power Distribution Co. Ltd.	Government	31	62
87.		Bangladesh Agricultural Development Corporation	Government	31	62
88.		Dhaka North City Corporation	Government	31	62
89.	13	Anti-Corruption Commission	Government	30	60
90.		Ministry of Housing and Public Works	Government	30	60
91.		Education Engineering Department (EED)	Government	30	60
92.		Department of Bangladesh Haor and Wetlands Development	Government	30	60
93.		Bangladesh Power Development Board	Government	30	60
94.		Bangladesh Film Sensor Board	Government	30	60
95.		Agriculture Information Service (AIS)	Government	30	60
96.	14	Ministry of Home Affairs	Government	29	58
97.		Department of Public Libraries	Government	29	58
98.		Health Engineering Department (HED)	Government	29	58
99.		Department of Immigration and Passports	Government	29	58
100.		Export Promotion Bureauo	Government	29	58
101.		Bangladesh Oil, Gas & Mineral Corporation (Petrobangla)	Government	29	58
102.	15	Probashi Kallyan Bank	Government	28	56
103.	16	Department of Agricultural Extension	Government	27	54
104.		Geological Survey of Bangladesh	Government	27	54
105.		Inter Service Public Relation Directorate	Government	27	54
106.		Bangladesh Bureau of Educational Information and Statistics (BANBEIS)	Government	27	54
107.		Bangladesh Coast Guard	Government	27	54
108.		Bakhrabad Gas Distribution Co. Ltd.	Government	27	54
109.		Pashchimanchal Gas Company Limited (PGCL)	Government	27	54
110.		Bangladesh Overseas Employment & Services Ltd. (Boesl)	Government	27	54
111.	17	Ministry of Foreign Affairs	Government	26	52

	Ranking	Name of Organization	Organization Type	Total Score	Percentage
112.		Department of Archaeology	Government	26	52
113.		Sundarban Gas Co. Ltd.	Government	26	52
114.		Jatyio Protibondhi Unnoyon Foundation	Government	26	52
115.	18	Department of Films & Publications	Government	25	50
116.		Land Appeal Board	Government	25	50
117.		Civil Aviation Authority of Bangladesh	Government	25	50
118.	19	Law and Justice Division	Government	24	48
119.		Department of Jute	Government	24	48
120.		Jatio Nodi Rokkha Commission	Government	24	48
121.	20	Bangladesh Water Development Board	Government	23	46
122.		Bangladesh Inland Water Transport Corporation	Government	23	46
123.		Bangladesh Energy Regulatory Commission	Government	23	46
124.	21	Department of Prisons	Government	22	44
125.		Northern Electricity Supply Co. Ltd.	Government	22	44
126.		Bangladesh Scouts	Government	22	44
127.		Digital Security Agency	Government	22	44
128.		Bangladesh Investment Development Authority	Government	22	44
129.		Coastal Association For Social Transformation	NGO	22	44
130.	22	Chittagong Hill Tracts Development Board	Government	21	42
131.		Investigation Agency Criminal Tribunal	Government	21	42
132.	23	Bangladesh Sangbad Sangstha	Government	20	40
133.		Bangladesh Export Processing Zone Authority	Government	20	40
134.		Prime Minister Office	Government	20	40
135.	24	BD Economic Zone Authority	Government	19	38
136.		Dhaka Ahsania Mission	NGO	19	38
137.	25	Bangladesh Survey Department	Government	18	36
138.		Bangladesh Parliament	Government	18	36
139.	26	Department of Registration	Government	17	34
140.		Office of Register General	Government	17	34
141.		Jamuna Oil Co. Ltd.	Government	17	34
142.		Bangladesh Forest Industries Development Corporation. (BFIDC)	Government	17	34
143.	27	Planning Commission	Government	16	32
144.		Gana Unnayan Kendra	NGO	16	32
145.	28	Directorate General of Health Services (DGHS)	Government	15	30
146.		Resource Integration Centre	NGO	15	30
147.		Bandhu Social Welfare Society	NGO	15	30
148.		Bangladesh Institute of Labour Studies	NGO	15	30
149.	29	Centre For Policy Dialogue	NGO	14	32
150.	30	Non-Government Teacher Employee Retirement Benefit Board	Government	13	26

	Ranking	Name of Organization	Organization Type	Total Score	Percentage
151.		Election Commission	Government	13	26
152.	31	Physically Challenged Protection Trust	Government	11	22
153.		Dustha Shasthya Kendra	NGO	11	22
154.	32	Action on Disability and Development	NGO	10	20
155.	33	Global One	NGO	9	18
156.	34	Ovibashi Karmi Unnayan Program (OKUP)	NGO	8	17
157.		Bangladesh National Cadet Core	Government	8	16
158.		Law Commission	Government	8	16
159.	35	Concern Worldwide	NGO	7	15
160.		Christian Service Society	NGO	7	15
161.		Marie Stopes Bangladesh	NGO	7	15
162.		Islamic Relief UK	NGO	7	15
163.		Bangladesh Armed Forces Board	Government	7	14
164.		Bangladesh Navy	Government	7	14
165.		Labour Appeal Tribunal	Government	7	14
166.		Management Science for Health	NGO	7	14
167.		World Renew	NGO	7	14
168.		Islahul Muslimeen Parishad	NGO	7	14
169.	36	International Rescue Committee (IRC)	NGO	6	13
170.		Society for Social and Technological Support	NGO	6	13
171.		Integrated Services for Development	NGO	6	13
172.		Small, Micro and Cottage Industry Foundation	Government	6	12
173.	37	Projahanmo Research Foundation	NGO	5	12
174.		Special Security Force	NGO	5	10
175.		Compassion Bangladesh	NGO	5	10
176.		World Vision Bangladesh	NGO	5	10
177.		Medicins Sans Frontieres - Holland	NGO	5	10
178.		Action Contre La Faim	NGO	5	10
179.		Save The Children	NGO	5	10
180.		Friendship	NGO	5	10
181.		Small Kindness Bangladesh	NGO	5	10
182.		Basco Foundation	NGO	5	10
183.		Human Aid & Relief Organization	NGO	5	10
184.		Islamic Aid Bangladesh	NGO	5	10
185.	38	Al Manahil Welfare Foundation Bangladesh	NGO	4	9
186.		Inter Service Selection Board	Government	4	8
187.		Qatar Charity	NGO	4	8
188.		Helvetas International	NGO	4	8
189.		Solidarities International	NGO	4	8
190.		Prip Trust	NGO	4	8
191.		Gonoshasthya Kendra	NGO	4	8
192.		Relief International	NGO	4	8