



SGI 2030 Newsletter



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SGI 2030 IMPLEMENTATION BY CITY CORPORATION



**Citizen
Engagement
Training**

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Progress in Action:

The 5th Steering Committee meeting highlights key advancements in the implementation of the Strategy for Governance Improvement of City Corporations.

Local Government Division (LGD) held its 5th inter-ministerial Steering Committee meeting to review the implementation of the Strategy for Governance Improvement of City Corporations (SGI) on 16 January 2025. The Committee, also attended by 12 CCs' senior officials, reviewed latest progress including the annual City Governance Assessment (CGA) initiated by LGD in 2024 and preparation for the 2nd CGA.

On the same day, an LGD-JICA Joint Coordination Committee met to review C4C 2*. C4C 2 assists core areas of the SGI: annual quality and timely reporting, budgeting and financial reporting using uniform forms, citizen engagement and systematic training. The meeting emphasized institutionalization of good systems and practices that are being introduced into the routine work processes and organizational arrangements of the government and CCs.

Later, C4C 2 facilitated an online peer review by 12 CC's officials focusing on annual reporting, a legal obligation for accountability. The reporting has improved over the last three years, while regular preservation of the data and inter-departmental coordination were noted as areas needing further attention.

*C4C 2: the 2nd phase of "capacity for cities", LGD's capacity development project for City Corporations with JICA technical cooperation.



For Service Delivery Excellence

NILG and C4C 2's Citizen Engagement Training

Today, engaging with citizens is a prerequisite for improving public service delivery. In Bangladesh, it is now expected of national and local governments more than ever. Recognizing this, National Institute of Local Government (NILG), under the guidance of LGD and with the support of C4C 2, organized training on citizen engagement for CC officials in January 2025. A total of 63 officials from all CCs, from different departments, ranging from Chief Executive Officer to Slum Development Officer, attended the training. NILG faculty members, trained through the TOT provided by C4C 2, served as facilitators in the training.



The training aimed to help participants better plan and implement CCs' citizen engagement activities. It covered three dimensions of citizen engagement - citizen outreach (one-way communication from local government to citizens), citizen participation, and citizen feedback. Through lectures and a series of group exercises, participants learned how to effectively communicate information to citizens, how to make existing forums for citizen dialogue more effective, and how to use citizen feedback tools such as citizen surveys. They also heard many examples of effective citizen engagement activities carried out by CCs in Bangladesh and Japanese local governments, which will help them plan their own activities.



Citizen engagement consists of 3 elements

Citizen outreach One-way communication to citizens about the LGI, its services, decisions, issues, and citizens responsibilities

Citizen participation Two-way, face-to-face interaction with citizens to listen to their opinions and ideas and jointly prioritize or agree on ideas/recommendations to inform the decisions of the local government

Citizen feedback Collecting opinions, comments, suggestions from citizens regarding the LGI's services, policies, or initiatives.