



Case Study Series 3:

Addressing Citizen's Concerns: Inspiration from Proactive Civil Servants

Case Title:

Breaking the Cycle of Inaction: Challenges of Correcting NID Information for Police Verification

Farin Shabnam Ritu and Hasan Muhammad Baniamin

April 2022

Series Editor: Dr. Hasan Muhammad Baniamin

Policy and Innovation Lab (PLab) of South Asian Institute of Policy and Governance (SIPG)
North South University, Bangladesh

SIPG-Y22-S3-001

The cases for this series are collected by interviewing the civil servants working in different South Asian countries. This collection initiative is an attempt to document different innovative initiatives taken by different civil servants and encourage other civil servants to be more proactive and innovative through the ideas of these cases. If you know of any innovative case, then please send us an email (farin.ritu@northsouth.edu), we will communicate with you for further details.

Breaking the Cycle of Inaction: Challenges of Correcting NID Information for Police Verification

Farin Shabnam Ritu and Hasan Muhammad Baniamin

Background

Our subject, Mr. X, was working as an upazila nirbahi officer (UNO) when a woman, Ms. Y, who lived in his area, approached him with a problem. Ms. Y had just passed the written examination for a position in a government-owned bank - a celebratory occasion in itself. A standard police verification process, which would result in a certification from the police that the candidate had no criminal history, was the only thing standing between Ms. Y and this well-coveted job. The reason Ms. Y decided to approach Mr. X was that she had some grave doubts regarding her background verification, and worried that she might not be cleared.

The issue was that, instead of her father's name, her uncle's name had been mistakenly put down on her National Identity Card (NID) and all of her educational certificates. She was afraid that, if the police found out, she would not be given a clearance from the police and would lose the job offer. On that very day, an event was scheduled to be held at the Union Parishad, to which the Member of Parliament of this constituency and Officer in Charge of police from that Union were invited. Mr. X requested that Ms. Y attend the event so that they could discuss the matter with the two senior officials. After listening to her concern, the Officer in Charge of police assured Mr. X and Ms. Y that he was sympathetic to her situation and will practice his discretion to address the matter in her verification process. He went as far as to say that he would even write a letter to the bank's Managing Director (MD) if needed. Her verification was eventually successful, and she was hired.

Problem

People experience difficulties when attempting to update their information in NID or other certificates for job purposes and to pass the police verification

Solution

Involvement of the local OC and the UNO by issuing a letter to find a quick fix to the problem

Outcome

Relief from the cycle of inaction with prompt correction of incorrect information in the NID and other certificates

Issue with Correcting Information in NID and Educational Certificates

After a while, Ms. Y sat for the Bangladesh Civil Service (BCS) examination. She was initially selected for a Bangladesh Civil Service (BCS) by the Public Service Commission (PSC) and it was time for police verification again. However, the verification procedure for this civil service examination was far more stringent and demanding than the one Ms. Y was subject to for her bank role. So, naturally, Ms. Y was worried and decided to ask for Mr. X's assistance again.

As per Mr. X's recommendation, Ms. Y went to the Election Commission Office, which is the repository of individual-level personal data at the upazila level. However, they advised her to go to her university and have all of her certificates corrected. She reported to her university, but she was told that, before they could change her certificates, she needed to get her NID corrected from the Election Commission Office. This subjected her to a loop of inaction and, even after several attempts, no solution was found.

Proactiveness of a Civil Servant

Mr. X also felt helpless from this, so he issued a letter from his office elucidating the nature of the problem and instructed Ms. Y to forward the letter to officials concerned with her problem at the university. Ms. Y took the letter to her university, and her problem was finally addressed at the university's monthly meeting. On the basis of the issued letter from the UNO office, the committee decided that her father's name would be corrected. Within a month, she had corrected certificates in her hands, and her father's name in NID was eventually corrected as well. As a result, her background check for employment with the Bangladesh Civil Service went smoothly, and she was assigned to the Education Cadre. Mr. X was concerned enough about this issue and helped this citizen at every turn. Thanks to Mr. X's sincerity, persistence, and leadership skills, a good career was allowed to blossom.

About the Authors

Ms. Farin Shabnam Ritu is a Research Associate at the South Asian Institute of Policy and Governance, North South University in Bangladesh. She obtained a master's degree in Public Administration from the University of Saskatchewan, Canada. Before that, she earned her bachelor's degree in Economics at the University of Dhaka, Bangladesh. Farin's interest lies in the field of policy and governance and evidence-based policymaking.

Email: farin.ritu@northsouth.edu

Hasan Muhammad Baniamin is an Assistant Professor at the South Asian Institute of Policy and Governance, North South University, Bangladesh. He obtained Ph.D. from the Department of Administration and Organisation Theory, University of Bergen, Norway. He published a number of articles in different journals such as Public Administration, Public Organisation Review, International Political Science Review, and International Journal of Public Administration. Some of his recent publications are:

Baniamin, H. M., & Jamil, I. (2021). Effects of representative bureaucracy on perceived performance and fairness: Experimental evidence from South Asia. *Public Administration*.

Baniamin, H. M., Jamil, I., & Askvik, S. (2020). Mismatch between lower performance and higher trust in the civil service: Can culture provide an explanation? *International Political Science Review*, 41(2), 192-206.

Email: hasan.baniamin@northsouth.edu