

Internship Report

on Recommendations for the Regulation Wing of Ministry of Public Administration

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Abstract

This report primarily presents recommendations based on my internship experience at the Regulation Wing of the Ministry of Public Administration. Before discussing these proposals, I have elaborated on my work experience and key learnings during this period. Ultimately, I believe the knowledge and skills gained from the Regulation Wing will prove invaluable for my future career.

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1. **Introduction**

The Ministry of Public Administration traces its origins to the Establishment Division, established on April 17, 1971, under Bangladesh's first government formed in Mujibnagar. Since independence, the Ministry has played a pivotal role in developing a self-sufficient and disciplined administrative framework for the nation. This robust structure is founded on laws, regulations, circulars, and policies pertaining to public administration. Among the Ministry's eight specialized wings, the Regulation Wing provides crucial legal support to other ministries, divisions, and government agencies.

I was deputed to the Regulation Wing from the CPT Wing to gain both theoretical knowledge and practical exposure to its operations. From the very first day of my assignment, I had the privilege to observe diverse regulatory functions and engage in substantive discussions with senior officials about administrative processes. This immersive experience has significantly enriched my understanding of public administration systems and practices.

2. **Work Experience in the Regulation Wing**

- **Orientation** : At the beginning, I attended an introductory meeting where the Additional Secretary and Joint Secretaries of the Regulation Wing were present. During this session, I was briefed on the structure of the Ministry of Public Administration, the organizational setup and work environment of the Regulation Wing, as well as the specific functions of its five sections. The detailed discussion about the wing's responsibilities and the opportunity to interact with the Additional Secretary and Joint Secretaries proved extremely valuable for me.
- **Hands-on Exposure** : Following the Additional Secretary's directive, I subsequently observed the operations of all five sections of the Regulation Wing to develop a thorough understanding. The Deputy Secretaries and administrative officers heading each section (Regulation-1 through Regulation-5) made concerted efforts to provide me with exhaustive knowledge about their respective areas of work.

3. **Work Analysis**

- **Knowledge Acquisition** : The Regulation Wing assists various ministries, departments, and subordinate government institutions in formulating, updating, and policymaking related to recruitment rules/regulations to establish an efficient,

service-oriented, welfare-driven, and accountable administrative system. Additionally, the Regulation Wing of the Ministry of Public Administration provides expert opinions on matters such as public service recruitment policies and procedures, redesignation of posts, upgradation of post grades, seniority determination, promotions, allowances, honorariums, fees, deputation, and other public administration-related issues. Through my engagement with the Regulation Wing's functions, I gained insights into the following key documents:

1. Rules of Business, 1996 (revised up to April 2017)
 2. Allocation of Business among the Different Ministries and Divisions
 3. Establishment Manual, Volume-1
 4. Establishment Manual, Volume-2
 5. Establishment Manual, Volume-3
 6. Establishment Manual, Volume-4
 7. Secretariat Instructions, 2014
 8. Government Employment Act, 2018
 9. Bangladesh Public Service Commission Act, 2023
- **Technical Skills :** Although time constraints limited hands-on experience, I gained foundational knowledge of the following software systems:
 - ***e-Nothi*** : e-Nothi is an electronic document management system that replaces traditional paper-based file processing. By digitizing workflow, it enhances efficiency, transparency, and accountability in government offices, enabling faster public service delivery. Citizens now receive services more promptly, while officials improve professional competence through streamlined operations. A newer version, D-Nothi, has been developed to align with evolving government needs.
 - ***Government Employee Management System (GEMS)*** : Under the Ministry of Public Administration, GEMS modernizes civil service management by introducing dynamism, transparency, and efficiency in decision-making. This online platform is being implemented across all ministries, departments, directorates, and government agencies to centralize employee data and processes.
 - ***Integrated Budget and Accounting System (iBAS++)*** : iBAS++ is Bangladesh's unified financial management information system. This web-based software integrates core fiscal functions, including: budget

formulation and execution (allocation, fund release, reappropriation), online bill processing with automated payments (checks/EFT), revenue accounting and real-time bank reconciliation. All operations are managed through a centralized server, ensuring fiscal transparency and efficiency.

- **Soft Skills :** During my tenure in the Regulation Wing, I had the opportunity to engage in professional discussions with the Additional Secretary, Joint Secretaries, and Deputy Secretaries. Their exceptional communication skills served as a source of inspiration, and I now find these competencies playing a pivotal role in both my personal and professional development.
- **Challenges & Solutions :** Initially, I faced difficulties in comprehending official terminologies and procedures, such as: various types of official mail, document presentation in official files, approval process for official letters, dispatch procedures post-approval. With the patient guidance of Deputy Secretaries and administrative officers, I successfully overcame those challenges and gained proficiency in those operational aspects.

4. Recommendations

4.1 Recommendation-1: Mandatory Document Attachment in e-Nothi

Currently, when files are submitted to senior officers via e-Nothi, the absence of required supporting documents often leads to complications and delays. Since e-Nothi is now the primary platform for file processing, this issue can be resolved efficiently through a simple system enhancement.

4.1.1 Proposed Solution :

- If a senior officer reviewing an e-Nothi file finds that certain documents are missing, they should be able to instantly notify the sender via the system, requesting the necessary attachments. The senior officer will set mandatory document fields that the sender must complete before re-submitting the file.
- Example: If Document 'A' and Document 'B' are required, the officer will create two compulsory upload fields for them. The sender cannot re-submit the file to the senior officer without uploading the specified documents.

4.1.2 Implementation Feasibility :

This feature can be integrated into the existing e-Nothi/D-Nothi system with minimal development time. It will ensure accountability, efficiency, and reduced processing delays in file movements.

4.2 Recommendation-2: Digitization and Automation of Laws and Regulations

While Bangladesh currently has an online documentation system for laws “Information System of the Laws of Bangladesh”, no such centralized platform exists for rules, regulations, and policies. Creating a comprehensive digital repository of the Constitution, existing laws, rules, and regulations - integrated with Artificial Intelligence (AI) - could revolutionize administrative efficiency.

4.2.1 Key Benefits of AI Integration :

- ***Smart Drafting Assistance:***
 - i. AI-powered real-time suggestions for precise legal terminology and sentence structuring in official documents.
 - ii. Automated checklist of required attachments for file submissions, with optional auto-linking of relevant documents.
- ***Document Clarity & Retrieval:***
 - i. AI models can decipher and summarize degraded/illegible scanned documents.
 - ii. Instant retrieval of related laws/rules during amendments or new policy formulation.
- ***Decision-Making Support:***
 - i. Context-aware AI recommendations for drafting opinions (citing relevant laws automatically), ensuring constitutional/legal compliance in decisions.
 - ii. Activation of dormant data by cross-referencing laws and regulations dynamically.
- ***Operational Efficiency:***
 - i. Faster, cost-effective policy implementation with reduced human error.
 - ii. Service simplification, aligning with Smart Bangladesh goals by merging human expertise with AI precision.

4.2.2 Implementation Feasibility :

While this transformation is long-term, its successful execution would accelerate all government processes and set a global benchmark for legal-tech integration in public administration.

5. **Conclusion**

The in-depth knowledge and hands-on experience gained from the Regulation Wing will be invaluable for my professional growth. I firmly believe that the implementation of my proposed recommendations - subject to approval and feedback from higher authorities - can streamline operations, enhance decision-making efficiency, and position the Regulation Wing as a pioneer in modernized, tech-driven governance.

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