

Janbe Nagorik (জানবে নাগরিক)

PTIB Civic Tech Challenge 2025

1. The Big Picture: What Problem Are We Solving?

Imagine a citizen who faces a problem—maybe an illegal extra charge for a utility connection, a landlord refusing to return a security deposit, or being a victim of consumer fraud. Today, this person is stuck. They:

1. **Don't know** their legal rights (The laws are complex and jargon-heavy).
2. **Don't know** which government office to contact or what the official process is (They rely on word-of-mouth or intermediaries).
3. **Don't know how to act** even if they know steps 1 and 2 (How to write a formal complaint? What to put in a General Diary?).

This confusion leads to helplessness, inaction, and often, exploitation. **Janbe Nagorik** aims to break this cycle.

2. Our Solution: The Integrated Empowerment Suite

Janbe Nagorik is a one-stop web platform that guides a citizen from confusion to action. It does this through three integrated modules:

Module 1: Gyan (Knowledge) - The "LawB" Legal Assistant

- **What it is:** A smart, bilingual chatbot.
- **What it does:** A user asks a question in plain Bengali or English ("Can a landlord keep my security deposit?"). The chatbot searches through a database of actual Bangladeshi laws and provides a simple, easy-to-understand summary of the relevant rules, citing its sources.
- **Analogy:** It's like a Wikipedia or a Google Search, but specifically for Bangladeshi laws, giving you direct, sourced answers.

Module 2: Sheba (Process) - The "ProcessPedia" Guide

- **What it is:** A crowdsourced wiki of government procedures.
- **What it does:** This section contains step-by-step guides for availing public services. For example: "How to apply for a passport," "How to file a complaint with the ACC," "How to get a trade license." It lists required documents, official fees, office locations, and links to forms.
- **Analogy:** It's like a detailed "recipe book" for dealing with the government. Each guide is a recipe for a specific service.

Module 3: Protirodh (Action) - The "Oti-Alap" Draft Generator

- **What it is:** A smart form builder.

- **What it does:** Once a user knows their rights and the process, this tool helps them take action. It generates drafts of official documents. The user answers simple questions, and the tool creates a properly formatted draft for a **General Diary (GD)**, a formal complaint letter, or an application.
- **Analogy:** It's like a "Fill in the Blanks" template for official documents, ensuring the user submits something professional and correct.

3. The Magic: How The Modules Work Together

The power of **Janbe Nagorik** is not just the modules, but how they connect. A user doesn't have to know which module to use.

Example User Journey: "My landlord won't return my security deposit."

1. The user types this problem into the **Gyan (LawB)** chatbot.
2. **Gyan** responds: "According to the [X Act], your landlord must return your deposit under conditions Y and Z, unless..."
3. The system then suggests: "**To resolve this, you may need to: File a General Diary (GD) at your local police station.**" (This is the link to **Sheba**).
4. The user clicks and goes to the **Sheba (ProcessPedia)** guide for "Filing a GD for civil disputes."
5. At the bottom of the guide, a button says: "**Generate a draft for your GD**". This opens **Protirodh (Oti-Alap)**.
6. **Protirodh** asks a few questions about the incident, dates, and amounts, and then instantly generates a ready-to-print GD draft the user can take to the police station.

This seamless flow from **Knowledge** -> **Process** -> **Action** is our key innovation.

4. Scope for the Competition (Our Initial Focus)

We cannot build a guide for every law and process in Bangladesh for the prototype. **We will narrow our scope to a few high-impact areas.**

Proposed Initial Scope:

- **Laws in 'Gyan' (LawB) Corpus (5 Laws):**
 1. **The Consumer Rights Protection Act, 2009:** (Very common issues)
 2. **The Premises Rent Act, 1991:** (Covers landlord-tenant disputes)
 3. **The Digital Security Act, 2018:** (Highly relevant but misunderstood)
 4. **The Right to Information Act, 2009:** (A powerful tool for citizens)
 5. **The Penal Code, 1860 (Specific Sections):** (e.g., cheating, criminal breach of trust)
- **Guides in 'Sheba' (ProcessPedia):**
 - Guides will directly relate to the above laws and some general essential services: 1. How to file a complaint with the Directorate of National Consumer Rights Protection. 2. How

to file a General Diary (GD) for a civil dispute (like the deposit issue). 3. How to file an RTI application. 4. How to report cybercrime to the police. 5. (*General Process*) How to apply for a passport online. 6. (*General Process*) How to apply for a driving license.

- **Templates in 'Protirodh' (Oti-Alap):**

- Draft GD for financial disputes.
- Draft complaint letter to the Consumer Rights directorate.
- Draft RTI application.