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Security of Citizens of Bangladesh through Digitalization: A Review

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Keywords: *security, citizens, digitalization, bangladesh.*

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I. Introduction

Digitization is an integral part of the Government of Bangladesh's Vision 2021 — which promises a prosperous and just middle-income Bangladesh on the golden jubilee of independence (50 years). The digital information technology-centric world is moving fast. Inevitably, Bangladesh is moving forward at this pace - an eternal realization that is being felt by all concerned with field-level administration and benefiting ordinary citizens. Digital system services are reaching the doorsteps of the common man. Now, most executives no longer have to physically wait for office executives to be allowed to communicate with documents bound by red tape. With the help of the information portal as well as the e-information service, scanned copies of all files are stored in the online account of the executive office of the office. Even in the day-to-day busy schedule, the person sitting in the car or anywhere else can learn about the government program, make decisions, express opinions or give instructions to the concerned officials. Officers may constantly notice how many files are not processed in a timely manner. The security forces have played a great role in ensuring the security of Bangladesh's digital systems. The digital process is being used instead of the manual process to stop the harassment of the common man. Digital methods are now being used in Bangladesh to receive digital FIRs, GDs and various complaints. Currently, law enforcement agencies are using Internet-based services to protect citizens. In this way, ordinary people are easily getting digital services to ensure their security. Achieving sustainable socio-economic development is never possible by lagging behind in world development technology. Experience in ensuring the safety of all citizens, upholding the rule of law, maintaining social peace on the basis of community partnership, identifying and preventing crime, prosecuting violators, maintaining law and order, providing protection, assistance and services, being humble and patient Digital services are being used everywhere to educate and coordinate with different organizations. For security, law enforcement is ensuring all kinds of digital security for ordinary citizens by filling all the gaps through e-digital system. All in all, digital technology has penetrated the citizens in all fields starting from digital security, national security to food production, healthcare, media, financial transactions. Visible is the fulfillment of human expectations, victory in space, victory in information and technology. These are signs of the advent of digital. Education opportunities, women's empowerment, reduction of maternal and child mortality and birth rates, toilet and health facilities for the poor and immunization of children are among the activities. Behind all these notable successes are the use of digital equipment and digital security services. And in order to speed up the process of adopting endless digital security services, there is no alternative but to consider the law enforcement police force of the people of the country equipped with digital devices and the creation of digital devices as a national priority. Otherwise, the lack of security in digital Bangladesh will undermine all aspects of development in this progressive digital history. The results of the research will play an important role in determining future policies and strategies for the development of digital systems in Bangladesh to ensure the safety of citizens through the establishment of an improved hunger-free digital Bangladesh.

II. Statement of the Problem

Bangladesh is a poor country. Digitization is the name given to the eradication of poverty and inequality by building the capacity of all citizens of the country to use digital technology for the purpose of building a developed country and establishing the fundamental rights of ordinary citizens. In addition, in the process of digitization, creating an environment around society, knowledge-based practice in every aspect of life, especially instruments and information technology, is one of the tools to build an advanced digital

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Bangladesh. At present, every indicator of the country is moving forward to establish Digital Bangladesh. All indicators of the country including security sector have improved. Digital indicators such as: the number of mobile usage has doubled, the number of Internet users has increased from twelve million to four and a half million and in all cases the progress of the digital system is visible. With all these visible developments, especially with the development of information and communication technology, its proper security protection is a major issue. One of the problems of digitalization is cyber crime. If not resolved, all development is likely to be hampered. The digitalization of citizens, especially the development of e-service delivery systems, the fight against militancy, terrorism, extremism, cybercrime and ensuring all kinds of security for citizens is a challenge for digitization of all other activities of law enforcement. In addition, the recent Covid-19 situation is affecting almost every aspect of security and the lives of ordinary people around the world, including in the country, and is a major concern for our country in terms of social, economic, political and legal consequences. Moreover, most of the people in Bangladesh live in villages and they are not accustomed to using digital system information technology. A developed, science-minded, happy, prosperous, educated Bangladesh is free from inequality, corruption, poverty and hunger, which is indeed a state of full people and whose main driving force is digital technology. This is the hope, dream and aspiration of the people of Bangladesh for a better life. On the other hand, digitization is a strategy to increase per capita income or national income to transform from a small and developed or poor country to a rich and prosperous country as the best way to meet the minimum basic needs of all the people of Bangladesh. Above all, the research to ensure the security of citizens through digital means through the combined efforts of all will play a helpful role in building a more developed, happy and prosperous Bangladesh for the next generation.

III. Conceptual Framework

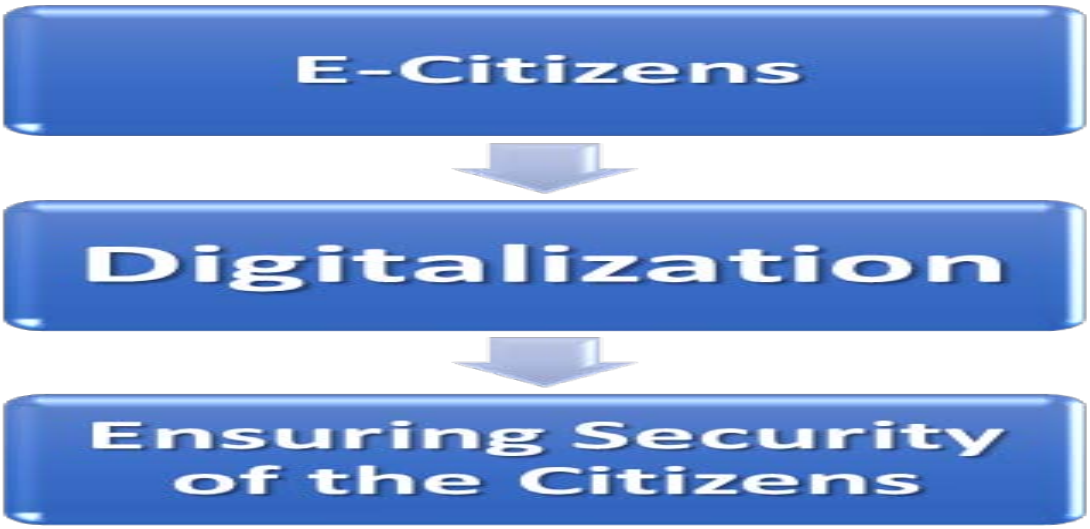


Fig. 1: Conceptual Framework of Ensuring Security of the Citizens through Digitalization

IV. Security Related Digital Services for Citizens in Bangladesh

Digital services for citizens to create a sense of security among the people by removing the fear of crime from the society.

a) Through Functions Of E-Policing

E- policing will also play a role in online based cybercriminal identification. E-policing has started with online GDs, lost passports, certificates, bank check-books, night guard emergency flights or domestic help. E-policing is facilitated by a data center at the police headquarters. Since apocalyptic initiatives involve national databases such as case docket management, crime statistics, crime intelligence, geo-policing and motor vehicle clearing certificates, and GIS mobile crime mapping, it makes a significant contribution to crime reduction in any country

999: Through the country's National Emergency Service Call Center 999, a number of services including Crime Data Management System, Citizen Information Management System, IGP Complaint Cell and BD Police Helpline launched e-services through this call center. Bangladesh Police is providing police, fire and ambulance services with a toll-free number by dialing 999. The service has received a huge response from the public, such as rape, child marriage, robbery, kidnapping, hijacking or emergency ambulance service. However, due to traffic congestion and traffic jams, the time to reach the help seeker is 25/30 minutes.

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b) Personal Information Management System (PIMS)

This server stores all the information of a police member's working life. Just click the BP number and all the information is out.

c) Crime Data Management System (CDMS)

It contains all the information related to the crime. In the age of information technology, CDMS is the name of recording all the information about the criminals, convicts, fugitives, professional convicts and accomplices of the crime. Through e-polishing, the case of the accused can be investigated very easily and in less time through CDMS.

Call Details Records (CDR): CDR is the name of the data analysis on the criminal's mobile. The CDR also provides information on the person associated with the offender. The criminal can be easily identified by analyzing all the information of mobile MMS and mobile communication.

CIMS (Citizen Information Management System): CIMS is the information registration of landlords, tenants and mess members.

E-passport: The biometric system of e-passport provides photographs, fingerprints and Irish of the passport holder. Passport chips can be verified by analyzing the electronically stored data through public key infrastructure.

Police clearance: Police clearance certificates are issued online in most cases for going abroad or working abroad. Police clearance certificate means he is not a criminal and there is no complaint against him in the police station.

Hello City: To spread information between the police and the public, the mobile application is called 'Hello City'. Its main purpose was to provide information on militancy and drugs. The feature of the app is that any person can remain anonymous and provide information to the police. Using this application, anyone in the world can provide information around the world. The information provided is searched by a special team from the City Unit.

e-Traffic Prosecution Process: The e-traffic prosecution system was introduced to bring transparency in the process of collecting fines from vehicle owners and passengers for violating traffic rules. The traffic police can file a case against the criminals and the violators can also pay fines with Robi number.

d) Application

Less manpower provides more services through e-policing, SMS intelligence information collection, alternative to Intelligence Collection (NIM), detailed monitoring to maintain contact with victims and witnesses via email, Database etc. probation and other related services to support immigration linked to the government and other trusts.

V. Methods and Methodology

The study is largely of a review nature. The articles were collected from online National and International publications. Apart from these, local journals which are not available online but are important the current research. The findings were reviewed by such journal reviews. Our research on the topic of the Security of Citizens of Bangladesh through Digitalization, reviewed titles and abstracts, and after screening the full text, some surveys were selected.

a) Research Questions

The present study aims at seeking answers to the following questions for identifying the kinds of security and supports that are being provided to the citizen through digitalization process. The specific research questions are-

(i) What kinds of digital security supports are given to the citizens?
(ii) What are the sources of those supports?
(iii) Can the citizen enjoy a good security life with provided digital supports?
(iv) Do they participate freely in every work and every time of insecurite life?
(v) Have they been successfully digitized in terms of security?

b) Objectives

The overall objective of this study is to examine the benefits of providing security services to the citizens of Bangladesh through digitization.

The specific objectives of the study:

To review the security situation of the citizens of Bangladesh through digitization.

VI. Results and Discussion

Various valuable literatures related to digital security of Bangladeshi and international citizens are available. Literary reviews include both theoretical and action studies. In Bangladesh, multiple studies have been done on the security of citizens through digitalisation to solve various problems such as burden and sensitivity. Literary review may include various innovative steps taken to address its security issues in establishing Digital Bangladesh at the NGO and GEO level. Their review will help ensure the safety of citizens through the establishment of a poverty-free digital Bangladesh and provide a sustainable model solution for the digital security of national civilization.

Bhuiyan, S. (2015). in his research, e-Governance discusses in detail the advantages and challenges of modernizing public administration in Bangladesh. Instructs public administration on how information and communication technology (ICT) is used in government activities worldwide to provide citizens with skills and affordable services. He further

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pointed out that the experience of some developing countries has shown that e-governance leads to corruption control and poverty alleviation, including improving transparency. He suggested through his research that e-governance could play an important role in controlling corruption and reducing poverty based on successful practices in developing countries and lessons learned from literary reviews and thus increase access to affordable services for the citizens of Bangladesh.

Kabir, M.R. (2012) discusses the opportunities for ICT integrated urban planning and management towards the establishment of Digital Bangladesh. System of Developed Countries Bangladesh and other developing countries have not yet acquired technological advantages or skills such as "Internet Boost" can become a huge engine of ICT development process, create virtual space to provide ICT services and create employment opportunities. But it is trying to turn the country into a "digital Bangladesh". This study examines that the scope and feasibility of e-planning in Bangladesh and illustrates the role of different stakeholders in this process. In this case, guidance has been given on the best way to change the methods of urban planning and management regarding eastablishement of digital Bangladesh.

Kamal, M.M. et, al. (2012) said in their research that cyber crime is known around the world as a crime committed through the internet. This has become a matter of concern all over the world nowadays. This study describes the nature of cyber crime in Bangladesh and the use of the Internet in Bangladesh is not as widespread as in other developed countries, but Internet-related crime is on the rise in this country. The study found that although cybercrime was not a serious condition in research, respondents' views were sometimes intercepted by hackers, pornographic sites, and computer viruses via the Internet. It is constantly attracting the attention of the majority of people in the study area.

Wickberg, S. (2012) thinks that his research will be used as background documentation to inform anti-corruption strategies for Bangladeshi agencies. The results of his research show that corruption is widespread in Bangladesh and has spread to all walks of life; The rule of law is weak and most institutions lack a framework of transparency and integrity. This is reflected in the country's weak workforce in most cases determined by the administration's indicators. But over the past decade, Bangladesh has made significant progress in the digital fight against corruption. However, patronage networks affect public life in Bangladesh and undermine the country's efforts to reduce corruption and poverty to the detriment of the hegemonic democratic institutions of opaque ruling parties.

World Bank Bangladesh Development Series (2006) finds that social safety nets program and identifies the risk group. According to them, the only way to solve these problems is to carry out all the work processes in the country through digitization.

VII. The Security Role of Digitalization in Bangladesh

In order to implement Vision-2021 i.e. Digital and secure Bangladesh and to provide easy, fast and low cost public-private services at the doorsteps of the people, Union Information and Service Centers were launched simultaneously in 501 unions of the country on 11 November 2010. At present, it is providing more than 270 public and private services in 6,086 digital centers across the country. By 2020, a total of 55.4 crore services have been provided from the digital center and through this, 168 crore working hours and Tk 76,775 crore have been saved. The digital system has changed the image of Trinamool Bengal, city services have reached the villages. Citizen life has become simple and modern. The contribution of every citizen of Bengal in the story of success and self-reliance of Digital Bangladesh in this long journey is undeniable. And the role of Bangladesh Law enforcement in contributing to security or citizen protection is outstanding. From the people, for the people, a trained force, trained and nominated by the people, called the police force. Bangladesh Law enforcement is committed to maintaining law and order, maintaining social order, reducing the fear of crime, enhancing the security of the people and ensuring internal security with the active cooperation of the people. To this end, Bangladesh is working to provide quality services by deserving, skilled and dedicated professionals to build Bangladesh as a more developed and safe place. Bangladesh Law enforcement is providing these services with the help of information and communication technology. As a result of the implementation of VPN connectivity of technology, it is becoming possible to apply modern technology and digital methods in conducting various activities of Bangladesh Law enforcement. As a result, it is becoming possible to ensure that all services are properly delivered to the public by exchanging accurate information, including ensuring the confidentiality of various sensitive issues. As a result, Bangladesh Law enforcement is making a significant contribution to the implementation of Digital Bangladesh. Especially in the year 2020, Bangladesh Law enforcement is working on a new challenge to bring digital services to the doorsteps of the people. The important roles of Bangladesh Law enforcement in building a digital Bangladesh will be included in the dissertation from research findings.

a) Relation with Social Policy Formulation

The study will play an important role in ensuring all kinds of security including digital security for all citizens of the country. It will also help in providing police

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protection to people of all walks of life including women, children and the elderly. All in all, policy makers will be able to make decisions about digital security of citizens very easily based on the research results.

b) Proposed Major Takeaways

In the present era, with the arrival of information technology and its application everywhere, the type of corruption in the crime cycle has also changed. Criminals are currently carrying out their criminal activities through the internet or using advanced technology. As a result, the number of militants, terrorists and criminals in cyber space has also increased. The use of advanced technology in e-policing to provide digital policing facilities to the general public and to tackle the criminal activities of terrorists needs to be explored through research. Recommendations from the research findings of the proposed study will help in formulating policy on security of the police department. It will also play an significant role in ensuring the protection of all kinds of rights of the citizens, just as the outcomes of the research will bring positive consequences in the security of the general community such as health, education, agriculture, trade, government information and communication technology (ICT). Cyber security concerns are now widespread around the world, including in Bangladesh. In order to tackle the present security situation of the citizens, Digital Bangladesh will be proposed in the form of research policy to ensure the security of citizens of all walks of life, especially in the rural areas. This will make it much easier for the police to provide security to the general pewople.

VIII. Conclusion

With the advent of information technology in the present era, the type of crime in the crime cycle has also changed. Criminals are currently carrying out their criminal activities through the internet or using advanced technology. It has also increased the number of militants, terrorists and miscreants in cyberspace. And these criminals are called cyber criminals. The use of advanced technology to curb their criminal activities is being added to e-policing. Through e-policing, ordinary citizens are experiencing positive results in a number of areas using health, education, government information and communication technology (ICT) methods. On the other hand, by ensuring the security of the citizens of Bangladesh through digitalization, Bangladesh will become a creative and competent industrialized country by developing intellectual power and knowledge power instead of currency and physical power and will lead the digital age of human civilization. The government and the people, including the law enforcement, security and defense forces, are working shoulder to shoulder to fulfill this dream. Apart from this, people's own interests, government meetings with the people, digital transformation of management, digital transformation of education, creation of suitable human resources, transformation of agriculture, industry and business are being seriously considered. Bangladesh has to face many challenges in implementing these. The purpose of this investigation is to assess the security of the citizens of Bangladesh through digitization. If implemented, every citizen of Bangladesh will be protected by digital security.

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