

Bangladesh Institute of Development Studies

Citizen Charter

1. Address:

Bangladesh Institute of Development Studies (BIDS)
E 17, Agargaon, Sher-e-Bangla Nagar
GPO Box 3854
Dhaka 1207, Bangladesh
Tel: 880 2 811 0759, 914 3441-8
Fax: 880 2 811 3023
Website: www.bids.org.bd

2. Vision and Mission

The Vision

The Bangladesh Institute of Development Studies (BIDS), through ensuring the quality and relevance of its research and other outputs and competence of its staff, shall operate as a dynamic, effective, and forward looking research organization for carrying out research on current economic and social issues and disseminating research findings and knowledge on developmental concerns in support of policy making in Bangladesh. The BIDS would also endeavor to contribute directly to formulation of government policies through its interactions and participation in the policy making process.

The Mission

To uphold its vision and in pursuant with the Parliamentary Charter awarded in 1974 as an autonomous public multi-disciplinary organization, BIDS's mission is to facilitate learning in development solutions by conducting

credible research, fostering policy dialogue, disseminating policy options, and developing coalitions to promote informed policy making through:

- generating credible policy oriented research on development issues facing Bangladesh and other developing countries along with strengthening research-policy links to promote informed policy making in Bangladesh;
- promoting excellence in policy research and extending the knowledge frontiers to facilitate learning in development solutions especially in priority areas of development related to social well being of the poor and disadvantaged groups in society;
- functioning as an agency for initiating and conducting analytical and policy oriented study and research, and disseminating knowledge on current issues of economic and social development especially related to planning for national development and social welfare;
- collect and generate socioeconomic data to facilitate the conduct of analytical research on current economic and social issues and facilitate development planning and policy formulation by the government;
- disseminating knowledge and research based policy options to the policy makers and assist them in designing credible development strategies for achieving economic and social goals;
- expanding outreach of research to civil society and other stakeholders to help shape policy debates on key development issues, developing broader understanding and consensus, and promoting knowledge based policy agenda;
- conducting training and capacity building programs and promoting the application of cutting edge research techniques and appropriate methodologies in economics and allied social sciences to develop human and institutional capacities within the government and in other institutions;
- promoting research communication and networking to share research findings of the BIDS knowledge base and stimulating interaction within the research community, policy makers, civil society, and other stakeholders through organizing workshops, seminars, conferences, and using different modes of print and electronic media.

To fulfill its mission, BIDS would undertake activities related to developing its institutional and human capabilities in meeting its core objectives of contributing to formulation of informed development policies and act as a conduit for dissemination of development information.

The five research divisions of BIDS--Agriculture and Rural Development, General Economics, Human Resources Development, Industries and Physical Infrastructure, and Population Studies--act in a coordinated manner to derive the maximum benefits from the cross-sectoral expertise of the researchers and adequate analysis of cross-cutting issues of development.

3. Services Provided to Citizens

- Meeting the needs of development information through the library (country's largest social sciences library having books, documents, journals, and microfiche), publications, website, seminar programs, and other dissemination channels.
- Providing publication channels of research outputs through regular publication of two regular journals, the quarterly journal of the Institute, *Bangladesh Development Studies*, in English and an annual journal in Bangla, *Bangladesh Unnayan Samikkhya*.
- Contributing to human development and institutional capacity building through conducting training, seminar, and other capacity development programs.
- Improving quality and effectiveness of policies and service delivery systems through suggesting better and improved policies and participating in various government committees and task forces.

4. Time of Service Delivery

All working days (excluding weekly and government holidays) from 9.00 am to 5.00 pm.

5. Location of Service Provision

The BIDS building located in E17, Agargaon, Sher-e-Bangla Nagar, Dhaka 1207. The specific floor location of each service is indicated at the Reception of the Building Entrance.

6. Procedure of Lodging Complaints

- (i) Complaints or grievances regarding service delivery should be addressed (in writing) to the Secretary of the Institute and dropped in the Complaint Box kept at the main entrance of BIDS.
- (ii) The BIDS has fixed time limit for disposal of any complaint depending upon its nature. The complaints are settled within such time periods.

7. Focal Point

Director General
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