

## “Training on Service Simplification for Smart Bangladesh”

<b>Participants</b>	: Head of Academic and Administrative Entities, Sylhet Agricultural University, Sylhet
<b>Duration</b>	: 01 (One) day, 05 March 2024
<b>Venue</b>	: Conference Room (4 <sup>th</sup> Floor), Building-2, Faculty of Veterinary, Animal and Biomedical Sciences, SAU, Sylhet
<b>Course Director</b>	: Professor Dr. Pijush Kanti Sarkar, Director, IQAC, SAU, Sylhet
<b>Course Coordinator</b>	: Khalilur Rahman Faysal Focal Point Innovation and E-Governance Committee, SAU, Sylhet

### Program Schedule

<b>Inaugural Session</b>		
Time	:	Program
09:30-09:55	:	Registration
09:55-10:00	:	Guests and participants take their seats.
10:00-10:05	:	Recitation from the Holy Quran.
10:05-10:10	:	Welcome Address by Dr. Md. Iqbal Hossain, Focal Point (APA), SAU, Sylhet.
10:10-10:15	:	Address by the Special Guest Hossain Md. Al-Jonaed, Additional Deputy Commissioner (Education and ICT), Sylhet.
10:15-10:20	:	Address by the Special Guest Prof. DR. Md. Rafiqul Islam Chairman, Innovation and E-Governance Committee, SAU, Sylhet.
10:20-10:30	:	Address by the Chief Guest and Inaugurate the Program Prof. Dr. Md. Jamal Uddin Bhuiyan, Honorable Vice- Chancellor, SAU, Sylhet.
10:30-10:40	:	Address by Chairperson Prof. Dr. Pijush Kanti Sarkar, Director, IQAC, SAU, Sylhet
10:40-11:00	:	<b>Tea Break</b>

<b>Technical Session</b>			
Time	:	Topic	Resource Person
11:00-12:00	:	Service Simplification in Educational Institution	Hossain Md. Al-Jonaed, Additional Deputy Commissioner (Education and ICT), Sylhet.
12:00-01:00	:	Basic Concept of Service Simplification and Present Condition of University	Prof. DR. Md. Rafiqul Islam, Chairman, Innovation and E-Governance Committee, SAU, Sylhet.
<b>01:00-02:00</b>	:	<b>Lunch and Prayer Break</b>	
02:00-02:50	:	Process map Analysis of Service Simplification	Khalilur Rahman Faysal, Focal Point Innovation and E-Governance Committee, SAU, Sylhet.
02:50-03:40	:	Group Discussion and Presentation.	

<b>Closing Ceremony</b>		
03:40-03:55	:	Sharing of experience on training program by participants
03:55-04:10	:	Concluding speech of Prof. Dr. Md. Jamal Uddin Bhuiyan Honorable Vice-Chancellor, SAU, Sylhet.
04:10-04:20	:	Concluding remarks by Prof. Dr. Pijush Kanti Sarkar Director, IQAC, SAU, Sylhet.
<b>04:20-04:30</b>	:	<b>Tea &amp; end of the day</b>