

FREQUENTLY ASKED QUESTIONS (FAQ)

1. What are the services that can be availed by dialling 333?

Major services includes-

- Information about different government services (what Government services are available, how to get access to the service forms etc.)
- Information on contracting government officials (Information on Deputy Commissioner's Office, Upazila Nirbahi Officer's office, Upazila Land office etc.)
- Grievance redressal on different social issues (child marriage, drug, food contamination, eve teasing etc.)
- Information tourist spots and districts.

2. Is 333 toll free?

No. Caller will be charged 0.60 TK per minute (+taxes)

3. Is it a 24/7 service?

Yes. 333 has been set-up to serve as the single contact point for the citizens to access information about government offices and services 24 hours a day, 7 days a week.

4. If someone raises a social concern, how will it be resolved?

Each issue raised by concerned citizen will be recorded by 333 call centre agent and will be redirected to relevant government high officials (DC, ADC, UNO). Then concerned government officials will take necessary actions to resolve the issue. For example, let's say a person calls 333 and reports that a child marriage is about to happen. Then the 333 call centre agent will record the place where child marriage is about to happen which will automatically direct the issue to the concerned UNO and he will take necessary actions to stop the child marriage.

5. Is 333 applicable for the entire country?

333 is facilitating citizens living in all of the 64 districts to get important information on Government services, to complain on different social issues and to provide feedback and suggestion about government services.

6. Are steps taken by the government officials monitored?

Steps taken by the government officials are continuously monitored by Prime Minister's Office's (PMO) specialized programme, Access to Information (a2i).

THE END
