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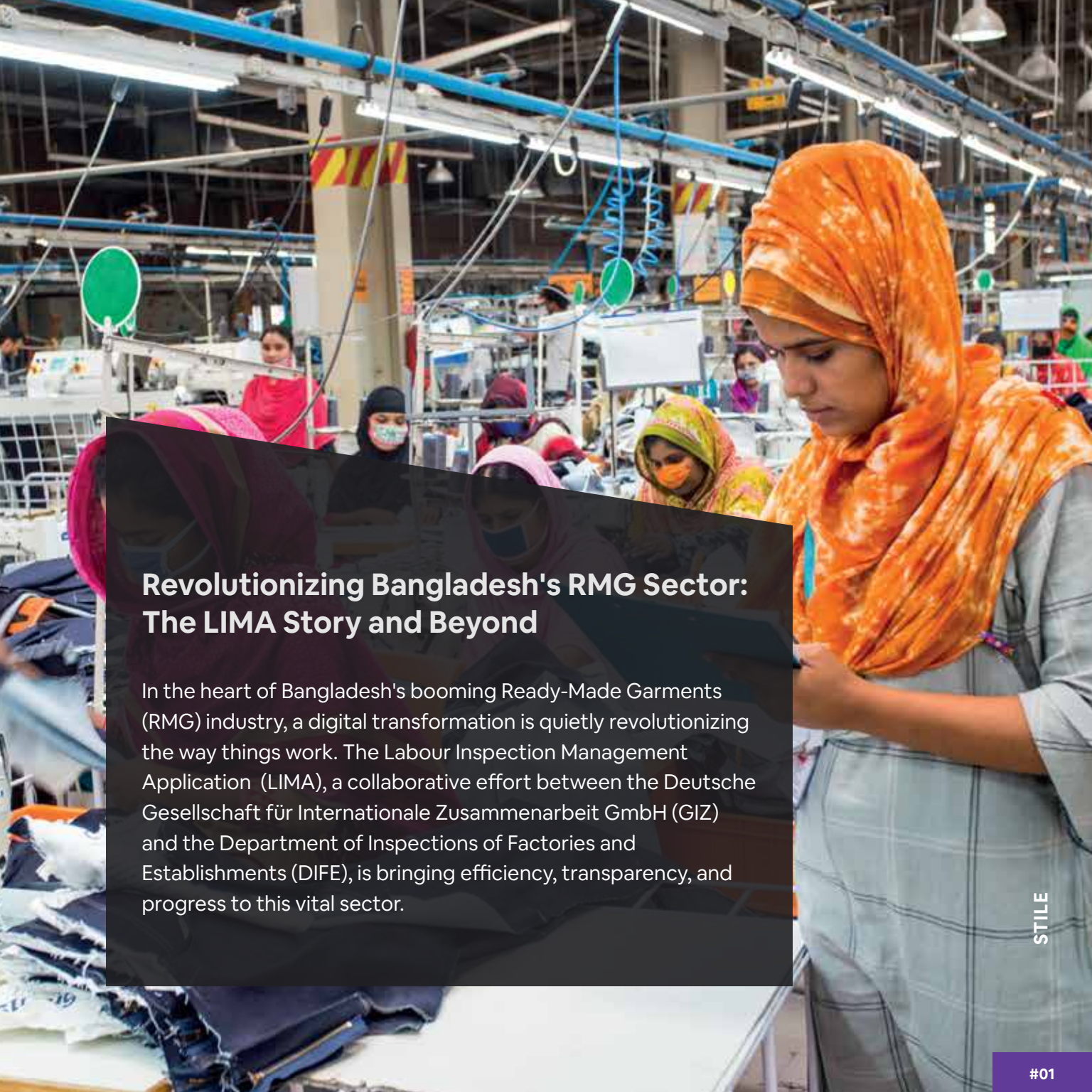
In cooperation with



The LIMA Story and Beyond

GIZ's Comprehensive Support Strengthens
Bangladesh's LIMA System





Revolutionizing Bangladesh's RMG Sector: The LIMA Story and Beyond

In the heart of Bangladesh's booming Ready-Made Garments (RMG) industry, a digital transformation is quietly revolutionizing the way things work. The Labour Inspection Management Application (LIMA), a collaborative effort between the Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ) and the Department of Inspections of Factories and Establishments (DIFE), is bringing efficiency, transparency, and progress to this vital sector.



কলকারখানা ও প্রতিষ্ঠান পরিদর্শন অধিদপ্তর-এর লেবার ইন্সপেকশন ম্যানেজমেন্ট পোর্টালে আপনাকে স্বাগত জানাচ্ছি

 <p>প্রতিষ্ঠান মডিউল</p> <p>নির্ধারিত প্রতিষ্ঠানসমূহের তালিকা দেখুন আপনার প্রতিষ্ঠান নথিভুক্ত করুন নথিভুক্তি আবেদন করুন নথিভুক্তি নবায়ন করুন</p>	 <p>শ্রম পরিদর্শন মডিউল</p> <p>শ্রম পরিদর্শন পরিসংখ্যান দেখুন প্রতিষ্ঠানের শ্রেণির প্রতিবেদন দেখুন শ্রম পরিদর্শন সারসংক্ষেপ প্রতিবেদন: অভিযোগ নিষ্পত্তির দক্ষতা অভিযোগ দাখিল করুন অনিয়মের অবস্থা জানাও করুন</p>	 <p>পেশাগত স্বাস্থ্য ও নিরাপত্তা</p> <p>বিশেষজ্ঞদের অনুসন্ধান করুন সেইখটি কমিটি বিনামূল্যে কারখানাসমূহ বিশেষজ্ঞ হিসেবে রেজিস্টার করুন</p>	 <p>রেমিডিয়েশন ট্র্যাকিং</p> <p>কারখানা ড্যাশবোর্ড কারখানার রেমিডিয়েশন পরিসংখ্যান</p>
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GIZ's Comprehensive Support Strengthens Bangladesh's LIMA System

GIZ played a crucial role in propelling the Labour Inspection Management Application (LIMA) forward. Their comprehensive support spanned three key areas, significantly improving the system's functionality and user experience.

Firstly, GIZ focused on automating and integrating various aspects of LIMA. They enabled a fully automated licensing module with features like digital signatures for DIFE personnel approving layouts, online payment options (eKpay and eChallan), and seamless integration with other platforms (E-Nothi, D-Nothi, VAT integration, and access to relevant databases like BIDA and HiTech Park). Additionally, SMS and email notifications were implemented to keep users informed about license approvals.

STILE

Secondly,

GIZ enhanced the Labour Inspection System (LIS). This included improvements to the user interface and dashboards specifically designed for inspection planning, pre-selection of factories, and data validation processes. They also introduced the capability to print approved inspection schedules with the designated approver's signature. Post-inspection actions were streamlined with the introduction of features like multiple corrective action plans (CAPs) and automated notifications for forwarding CAPs.

Finally,

GIZ prioritized strengthening the Remediation Tracking Module (RTM). They upgraded reporting and visualization tools for both internal DIFE users and public stakeholders. A dedicated RTM dashboard now displays key performance indicators (KPIs) to track progress. A significant addition was the establishment of a standalone complaint management system, seamlessly integrated with a dedicated call center helpline and SMS functionality.



GIZ also improved the way complaint details, summaries, and graphical reports are presented. Furthermore, they redesigned and enhanced the functionalities of the OSH module, ensuring stakeholders receive timely notifications.

In addition to these core areas, GIZ facilitated data migration for factory data and remediation tracking data. They also developed a new application within the inspection module to manage working hours more effectively. To ensure smooth user adoption, GIZ conducted 16 training workshops with over 650 participants, including personnel from DIFE and factory management. Through their comprehensive support, GIZ empowered DIFE to leverage LIMA's full potential for a more streamlined and efficient inspection process.





Beyond Efficiency: How LIMA Empowers

LIMA's impact goes far beyond streamlining processes. It empowers DIFE workforces, fosters better decision-making, and adds valuable dimensions for end-users:

Empowering DIFE Staff:

LIMA simplifies tasks for inspectors, freeing them from tedious paperwork. The system automates scheduling, generates reports, and tracks remedial actions, allowing inspectors to focus on inspections and worker interactions. Additionally, LIMA provides a platform for knowledge sharing and training, upskilling the inspector workforce.

Data-Driven Decision Making:

LIMA transforms data from a burden into a powerful tool. The system collects and analyzes inspection data, complaint trends graphs, and factory profiles. This allows DIFE leadership to identify areas of high concern, allocate resources strategically, and develop targeted interventions for improved working conditions across the RMG sector.

Adding Dimensions for End-Users:

For factory owners, LIMA provides a user-friendly portal for applications, renewals, and communication with DIFE. Transparency is key; owners can track the status of their applications and access clear guidelines for compliance. For workers, LIMA serves as a silent guardian. The integrated complaint system empowers them to voice concerns anonymously, knowing their issues will be addressed.

Improved Call Center Performance:

LIMA's integration with call centers allows for efficient complaint registration and tracking. Call center staff have access to complain register and enabling them to provide more informed assistance. Additionally, data on call volume and complaint types can be used to optimize call center operations and improve response times.

Proactive Planning and Complaint Analysis:

LIMA allows DIFE to plan inspections strategically. By analyzing historical data and complaint trends, inspectors can prioritize factories with the highest risk of violations. This proactive approach prevents issues before they arise. Additionally, complaint analysis helps DIFE identify recurring problems within specific factories or across the industry, allowing for targeted interventions and policy changes.

Real Benefits for Top-Level Institutes:

LIMA not only benefits DIFE and factory owners, but also empowers top-level government institutes like the Ministry of Labor. With comprehensive data on working conditions across the RMG sector, the Ministry can develop informed policies and regulations that promote worker safety and ethical production practices. This enhances Bangladesh's reputation as a responsible garment manufacturer, potentially attracting further investment.



নিয়মিত পরিদর্শন	বিশেষ পরিদর্শন	স্বলোচাঙ্গ পরিদর্শন
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Measurable Success: Numbers Tell the Story

LIMA's impact extends far beyond qualitative improvements. Here's a glimpse of its quantifiable achievements:

- **Financial Transactions:** Over 1.4 crore taka processed through online challan payments and nearly 10 crore taka through offline challan registrations, highlighting LIMA's role in revenue generation and accountability.
- **Operational Efficiency:** The system has processed a staggering 34,477 license applications, 24,026 renewals, and approved 60,588 inspection plans.



License Applications

34,477



Renewals

34,477



inspection plans

60,588

■ Addressing Worker Concerns:

LIMA has facilitated the resolution of 2,021 complaints, ensuring a safer work environment for Bangladesh's RMG workforce

LIMA's impact is undeniable. It has revolutionized licensing processes with digital approval, online payments, SMS and one time password and seamless integration with other platforms like , D-NOTHI. Factory owners, numbering over 4,000, now experience a streamlined and transparent system.





A Model for the Future

LIMA's success story is a testament to the power of digitalization. With ongoing support from GIZ, LIMA is continuously evolving to meet the ever-changing needs of the DIFE and RMG sector. DIFE's commitment to digital transformation, with LIMA at its core, ensures a brighter future for Bangladesh's garment industry, where efficiency, transparency, and worker well-being reign supreme. LIMA serves as a beacon, not just for Bangladesh, but for nations around the world seeking to leverage technology for a more empowered and responsible future.

DIFE envisions a future where every operational process is seamlessly integrated into LIMA's framework. To this end, the organization issued an official directive in 2022 mandating the utilization of LIMA for all licensing, layout, renewal, and inspection-related activities within the Directorate of Inspection of Factories and Establishments. This directive underscores DIFE's commitment to embracing digital solutions and ensuring the comprehensive adoption of LIMA across its operations.

Data Driven Decision Making (DDDM)

LIMA is revolutionizing data-driven decision-making for field inspections by providing comprehensive data analytics that the Inspector General leverages to enhance efficiency and effectiveness. By analyzing key metrics such as total license applications (34,477), renewal applications (24,026), and planned/approved inspections (60,588),

LIMA helps to uncover trends and patterns that facilitate proactive decision-making. This capability allows DIFE to address emerging challenges based on divisions, localization, and factory categories, optimizing resource allocation and streamlining inspection processes. Consequently, DIFE can increase coverage and identify areas needing more attention from inspectors.

Additionally, by analyzing online challan payments (1,40,73,664.50 BDT) compare to offline registrations (9,77,06,546.00 BDT), LIMA highlights factories that require more support with digitalization, online registration, and payment systems, identifying gaps between reality and expectations. The system also helps pinpoint payment-related dues and potential compliance issues, ensuring efficient resource utilization.

Assistant Inspector Generals utilize LIMA data to execute targeted interventions, especially in high-risk areas identified through reported OSH incidents (127). This data-driven approach empowers them to allocate resources strategically, preventing workplace accidents and promoting occupational safety. Inspectors, equipped with real-time access to LIMA data, can plan and execute weekly inspections more effectively.

By analyzing complaints received (2,021), they can prioritize inspections based on urgency and severity, ensuring timely interventions that address potential violations and safeguard worker rights. This comprehensive data utilization ensures that resources are channeled effectively, enhancing worker welfare and upholding regulatory standards.





At the local level, Assistant Inspector Generals utilize LIMA data for targeted interventions. For instance, the total number of OSH incidents reported allows them to pinpoint high-risk areas, enabling strategic resource allocation to prevent workplace accidents and promote occupational safety.

This data-driven approach ensures inspectors can identify hotspots requiring intensified inspection efforts, effectively safeguarding workers' welfare and upholding regulatory standards.

Armed with real-time access to LIMA data, inspectors can plan and execute weekly inspections efficiently.

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