BACKBONE AI

Empowering Citizens Through Responsible Infrastructure

G2B Briefing & Controlled Pilot Proposal

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The Core Philosophy

“AI should not replace citizens, teachers, officers or institutions. It should remove avoidable complexity, expand access to knowledge, automate repetitive work, improve transparency and give people more time to learn, work and live safely.”

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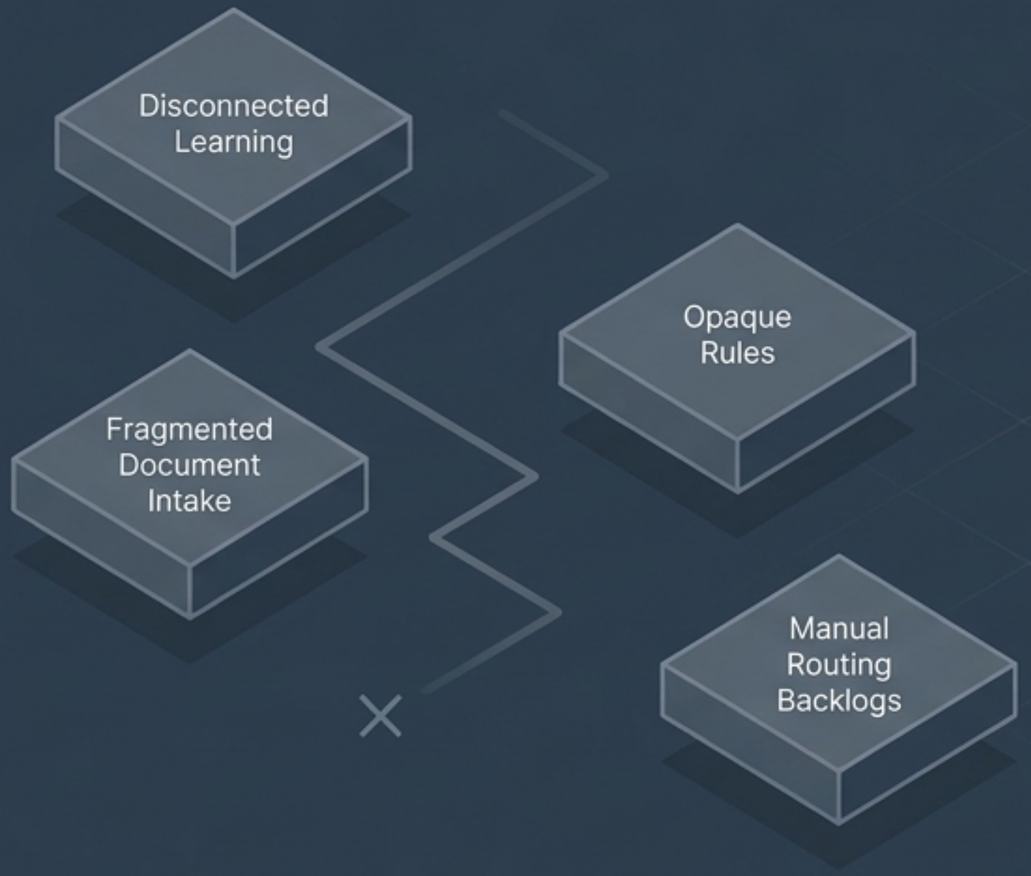
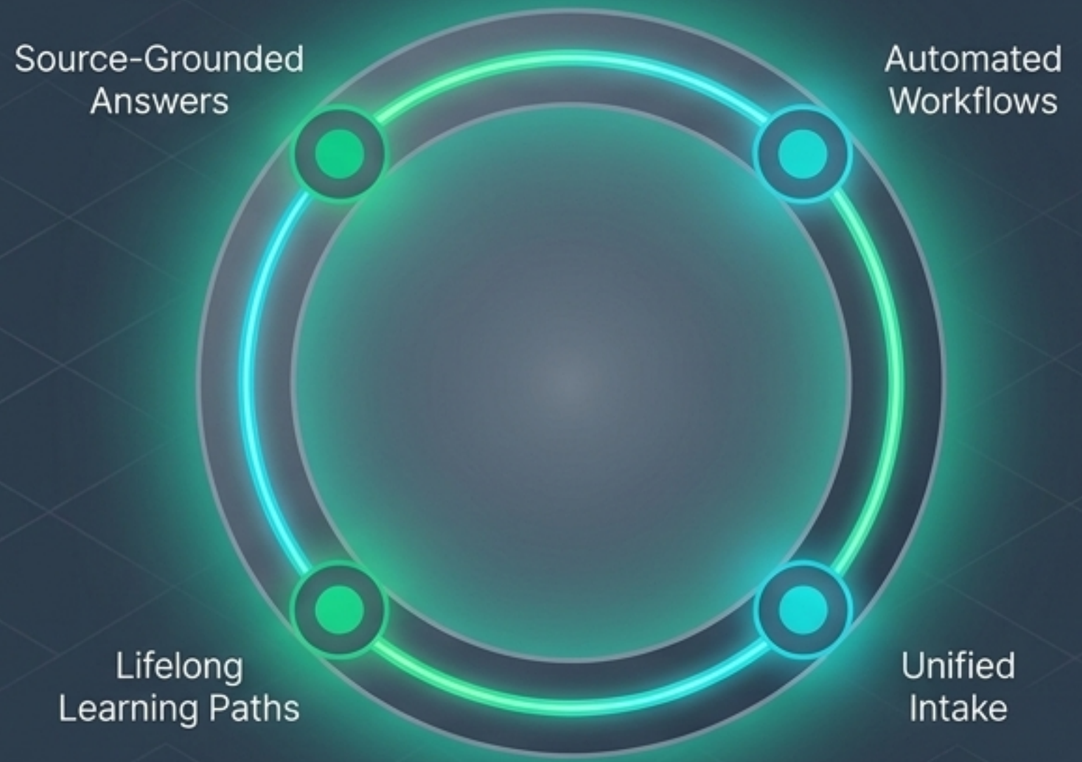
Shifting from fragmented bureaucratic silos to a unified, citizen-first enablement engine.

Current State



The Ecosystem Vision



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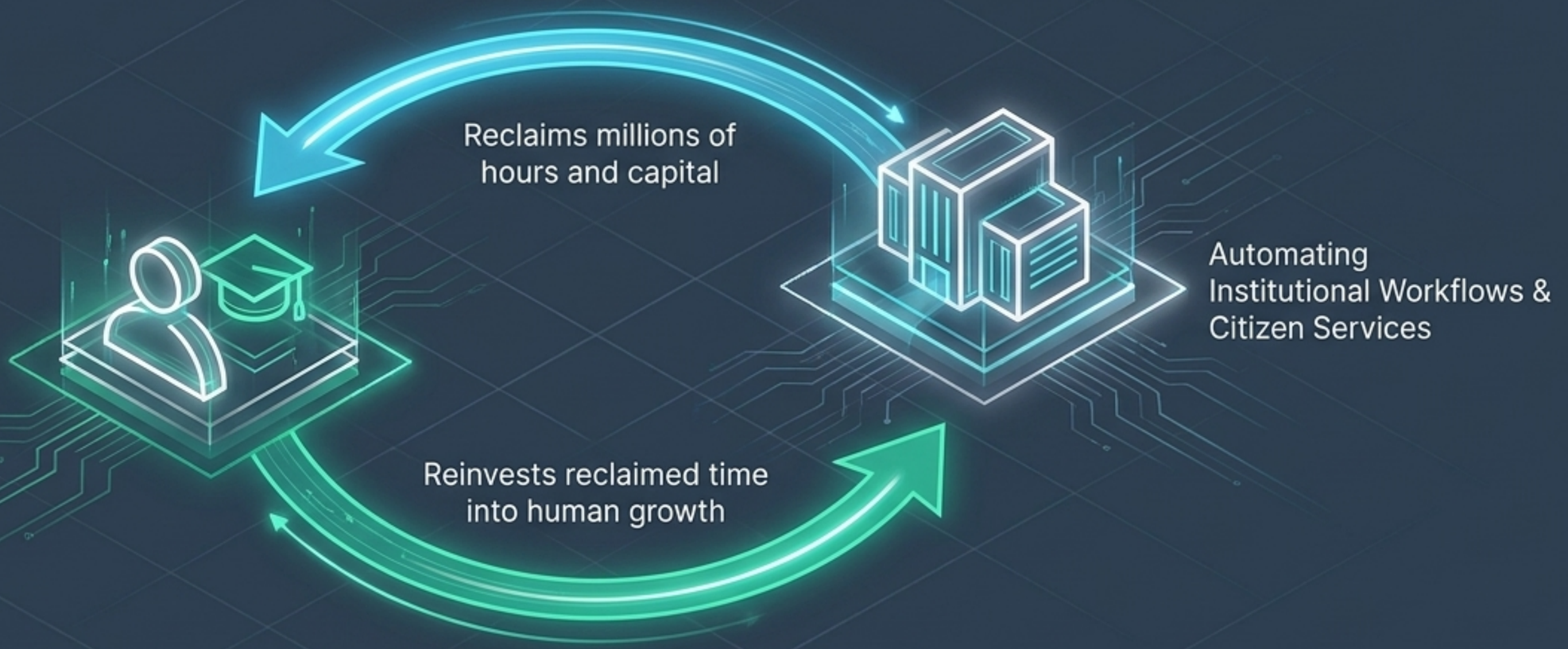
The Engine of Time



Efficiency in government services directly funds and fuels empowerment in human education.

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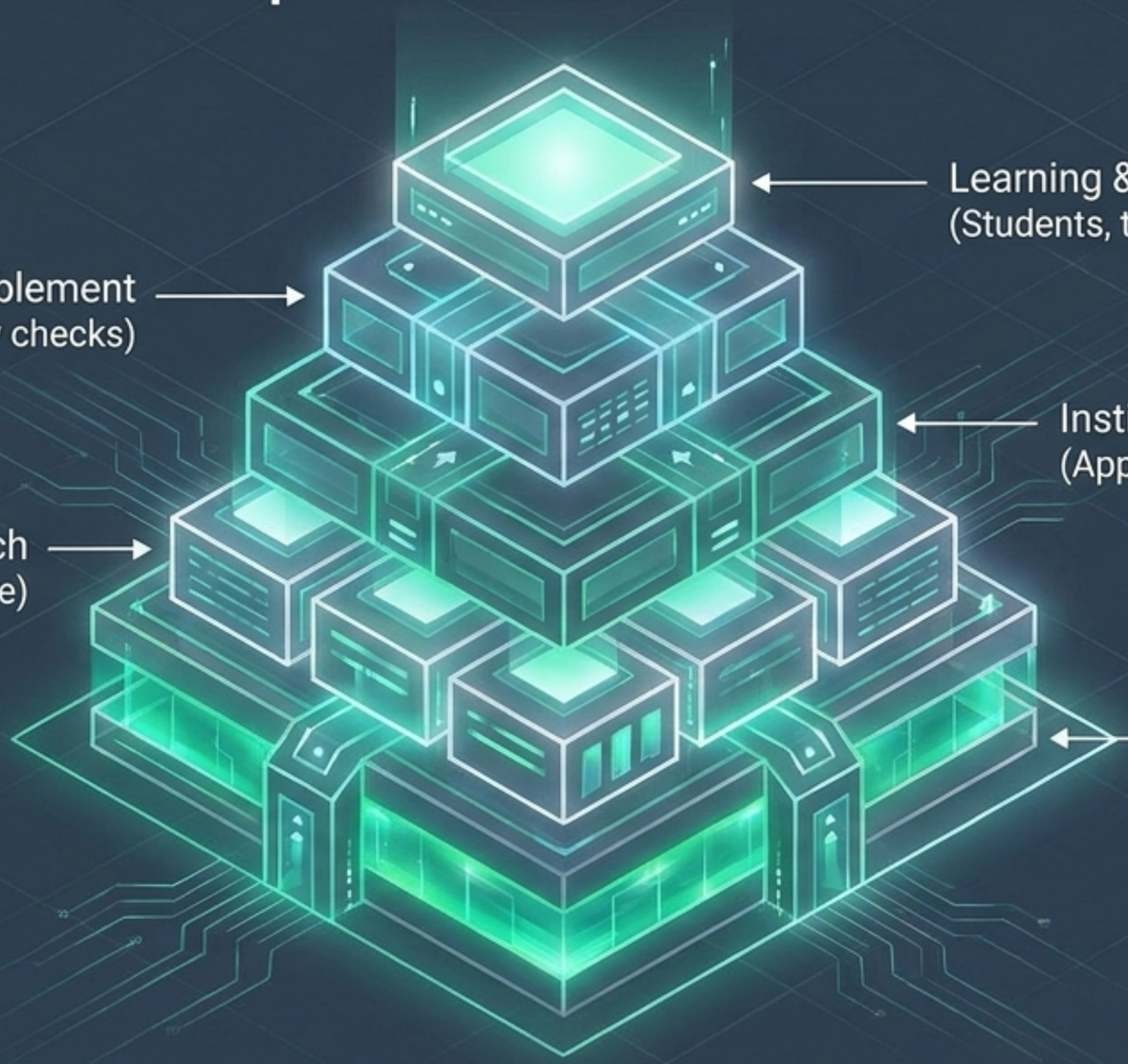
The Illuminated Blueprint: A Unified Technological Stack



Learning & Skills
(Students, teachers, workforce learners)

Citizen & Business Service Enablement
(Guided forms, eligibility checks)

Institutional Workflow Automation
(Approval routing, document intelligence)

AI Knowledge and Research
(Search, synthesize, cite)

Governance, Security, and Measurement
(Privacy-by-design, RBAC)

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The 58-Core Capability Map



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Institutional Neutrality & Human Oversight

The AI Engine

- Information processing
- Plain-language policy summarization
- Drafting and triage
- Repetitive workflow routing
- Non-diagnostic safety guidance
- Adaptive learning plans

Human Authority

- Final approvals and consequential decisions
- Handling of early-risk signals
- Medical and safety interventions
- Institutional policy creation
- Governance and go/no-go gating

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Eliminating Hallucination via Source Traceability

Step 1: Citizen Query

Am I eligible for this service?

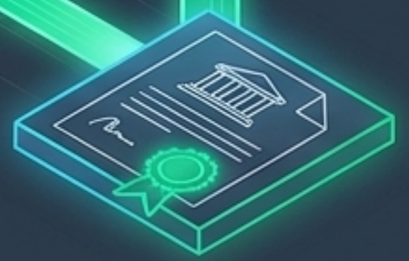
Step 2: AI Knowledge Graph

Processes against the Controlled Institutional Knowledge Base (not the open internet).

Step 3: Response Generation

Step 4: The Traceability Tether

Every material AI answer exposes its exact evidence trail, drawing a direct citation to the authorized institutional rule or policy document.



Authorized Institutional Rule/Policy Document

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The Bedrock of Security and Interoperability



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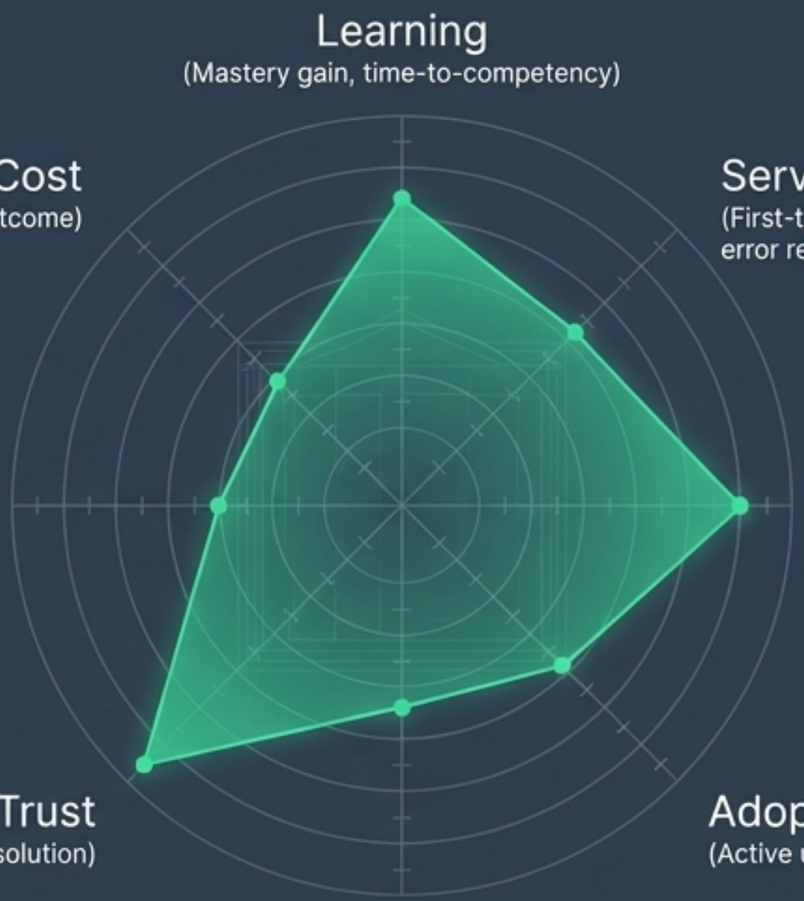
The Citizen Success Scorecard



Success is measured by longitudinal outcomes, not engagement vanity metrics.

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The Public-Value ROI Model

[Users] × [Hours Saved per Year] × [Economic Value of Time] = Public Value

Pilot Scenario	1,000,000 Users	×	4 Hours	×	৳100	= ৳40 Crore Annual Value.
Initial Scale	5,000,000 Users	×	6 Hours	×	৳100	= ৳300 Crore Annual Value.
National Scale	10,000,000 Users	×	6 Hours	×	৳100	= ৳600 Crore Annual Value.



Planning model based on time saved through learning support and workflow automation. Actual ROI requires independent baseline measurement.

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Indicative Pilot Investment Framework

Discovery, architecture, security & DPIA	(৳0.50–1.00 Cr, One-time)
Pilot product engineering & integrations	(৳2.00–4.00 Cr, One-time)
Pilot cloud, AI, data & observability	(৳0.75–1.50 Cr, 12 months)
Training, change management & testing	(৳0.50–1.00 Cr, Pilot)
Independent security & evaluation	(৳0.25–0.50 Cr, Pilot)
Pilot contingency	(৳0.50–1.00 Cr, Pilot)

Indicative 12–18 month pilot envelope of ৳4.50–9.00 Crore.

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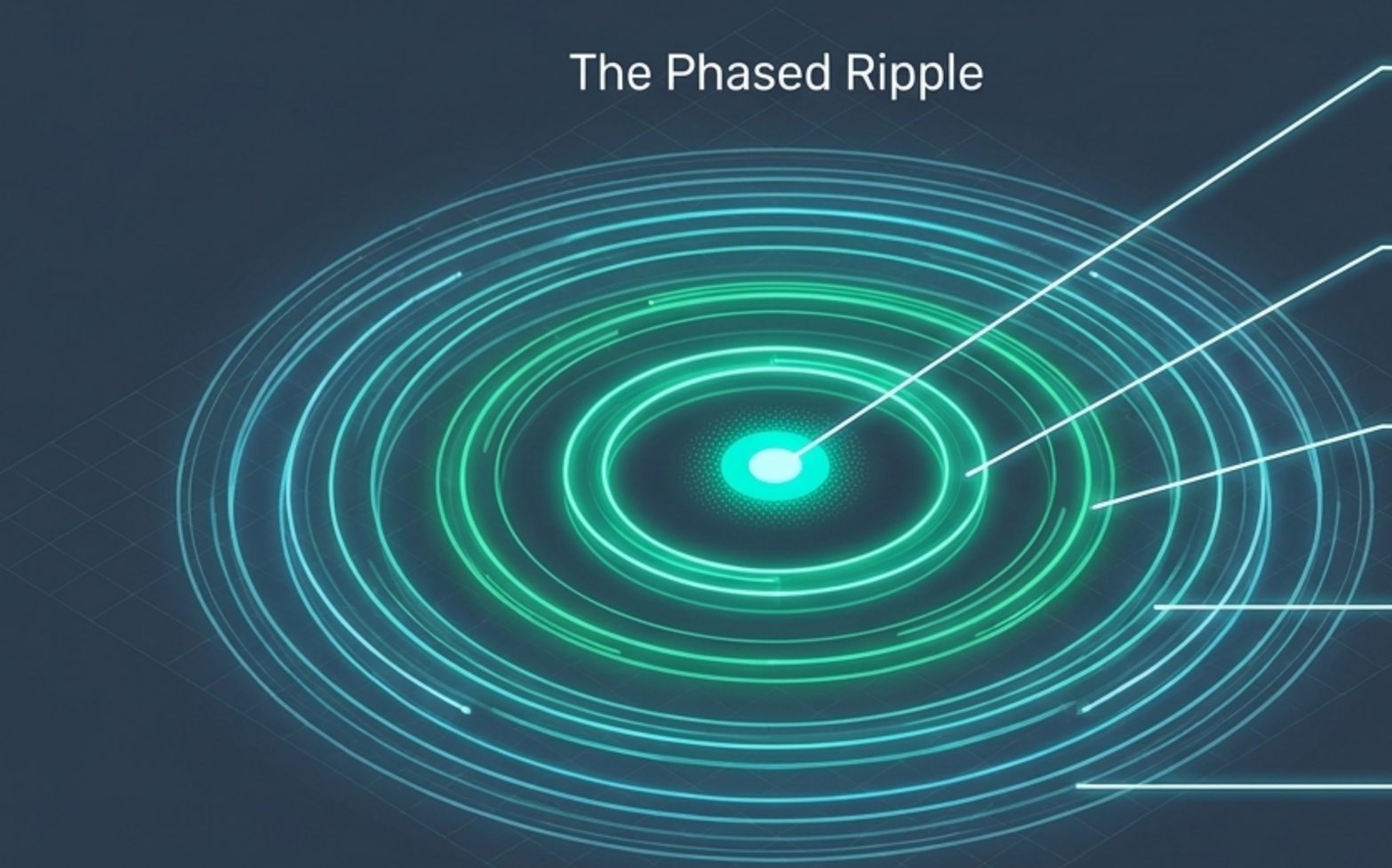
Implementation Roadmap: Pilot Before Scale

The Phased Ripple



0-3 Months: Governance & Discovery (Baseline measurement, legal review, architecture planning).

4-9 Months: Controlled Pilot (Deployment to selected institutions/locations, security testing).

10-15 Months: Independent Evaluation (Measuring outcomes, safety, and adoption against baselines).

16-24 Months: Regional Expansion (Scaling only where KPI and governance gates are successfully met).

24-36 Months: National-Scale Readiness (Full interoperability and procurement framework).

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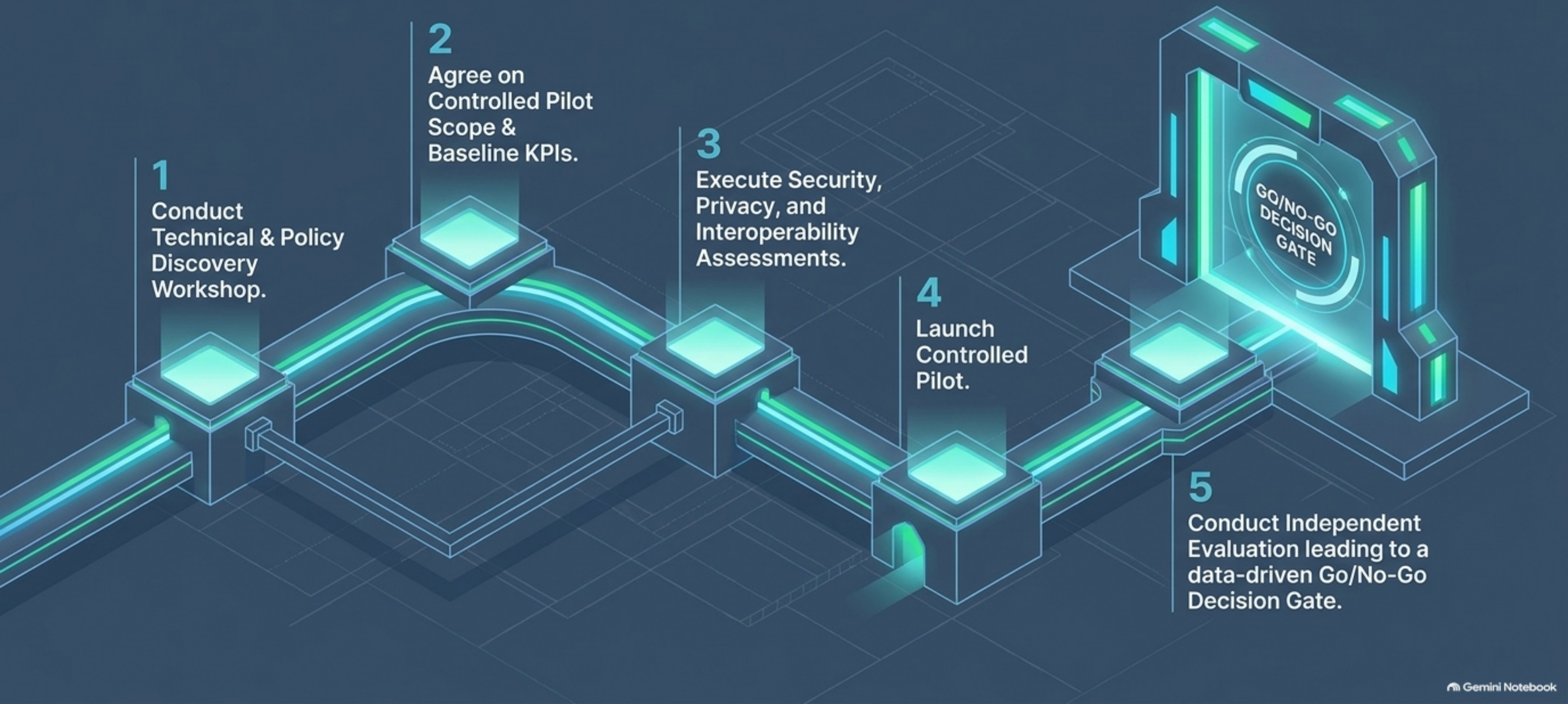
The G2B Partnership Request



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BACKBONE AI

A Bangladesh-first, globally extensible engine for citizen enablement.

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