

# Breaking Barriers in G2B Services









**Navigating CMSME Journey  
Breaking Barriers in G2B Services**

**Editor**

Mohammad Salahuddin

**Editorial Member**

Iffat Jahan

Shakera Nahar

Mayeesha Farzana

**Content Analyst**

Mohammad Nazimuddin

Md. Shafat Hossain

**Advisory Panel**

Md Mamunur Rashid Bhuiyan

Anir Chowdhury

Manik Mahmud

**Cover**

Abdul Hay Rony

**First Published**

February, 2024

**Design & Illustration**

Hasib Ahmed

Nur Mohammad

**Publisher & Distributor**

a2i-Aspire to Innovate

**Printing & Content Supported by  
BOXOFFICE**

**ISBN**

978-984-35-5926-5

**Price**

BDT 1000.00

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# Forward

Smart Bangladesh vision perceives government as anticipatory by nature while powered by citizen-centric approach. Smart Economy requires anticipatory approach to preempt problems and issues through predictive analytics and strategizing plans to execute with precision. Publishing of **Navigating CMSME Journey** marks a pivotal milestone in transformation of G2B services. This thorough assemblage will function as a manual, shedding light on the routes that CMSMEs take to traverse the intricacies of their individual business environments. This book is unique since it takes a comprehensive approach, covering twelve different business sectors. It captures insights of business leaders, micro entrepreneurs, and government while G2B Team of a2i does the weaving. From traditional crafts to emerging technologies, each subsector report unveils a tapestry of challenges and opportunities unique to its domain.

The a2i project is a testament to the government's dedication to progression through innovation. As a whole-of-government organization, a2i embodies the collaborative spirit necessary to drive transformative change. The clarion call of Smart Bangladesh Vision and founding of Smart Economy epitomizes development of a vibrant CMSME sector for circular economy. **Navigating CMSME Journey** is an insignia of collaborative effort of a2i, CMSME business leaders, entrepreneurs, and micro business owners.

I deeply acknowledge guidance of esteemed members of advisory panel Mr. Anir Chowdhury and Mr. Manik Mahmud. I credit special acknowledgement to former Project Director, a2i Dr. Dewan Muhammad Humayun Kabir for his kind guidance. I sincerely appreciate the insights and cooperation for validation by leaders of CMSME forums and entrepreneurs. I also appreciate the invaluable effort of esteemed members of editorial panel and business analysts in drawing insightful analysis and collating. **Navigating CMSME Journey** resonates strong commitments of a2i for Mission CMSME. It is worthwhile mentioning that several insightful recommendations have already been implemented and some are in progression to boost the business friendly CMSME ecosystem.

Digital age has redefined the landscape of interactions between governments, businesses, and citizens. CMSMEs' journey is one that traverses diverse landscapes of unique challenges and opportunities at every turn. Recognizing the significance of business journeys, Government to Business (G2B) Team, a pivotal initiative of a2i, has borne this special enterprise of publishing this comprehensive guidebook "Navigating CMSME Journey". Delving into pages of "Navigating CMSME Journey" avid readers, policy makers, G2B service providers and academics will sense a multidimensional and collaborative spirit of Mission CMSMEs in exploration of a more prosperous, equitable, and innovative smart economy.

**Md. Mamunur Rashid Bhuyian**  
Project Director (Joint Secretary)  
Aspire to Innovate (a2i)



# Editorial

"Navigating CMSME Journey" is a gesture of unwavering commitment of "Aspire to Innovate (a2i)" to easing business path of CMSMEs (Cottage, Micro, Small, and Medium Enterprises). It conceives collaborative insights into palpable innovative solutions, streamlined services, and policy reforms to foster growth of CMSME sector. Conducive business environment in CMSMEs is inevitable for developing Smart Economy of Smart Bangladesh. The advent of rapid technological advancements, surge of new-business-models and interconnected global economies urge for a new order for business-friendly ecology. "Navigating CMSME Journey" goes beyond and addresses these challenges head-on.

The significance of CMSMEs as lifeblood of an innovation economy has inspired a2i to design a collaborative space for co-designing and co-creating innovative solutions and policy lego to nurture thriving environment for CMSMEs. This book is a testament of a forward-thinking government catalyzing transformative change in CMSME ecosystem. We are privileged to introduce this book that stands as beacon of insights and inspiration for entrepreneurs, policymakers, academics, and individuals invested in the economic prosperity of Bangladesh.

Avid readers will traverse diverse subsectors of business and mosaic of CMSME in Bangladesh's economy. From traditional handicrafts to modern technology-driven ventures, each of the twelve chapters on subsector presents a holistic view of unique challenges faced by CMSMEs operating within it. These reports have been meticulously curated, drawing from bounty of collaborative discourse, insightful analysis, and direct interactions with stakeholders from each subsector and validated by participants.

I extend deep gratitude to distinguished members of Advisory Panel, Mr. Md Mamunur Rashid Bhuiyan, Mr. Anir Chowdhury and Mr. Manik Mahmud for stellar guidance and unwavering support. Special mention of gratitude to Dr. Dewan Muhammad Humayun Kabir for visionary guidance and support. I acknowledge Ms. Purabi Matin and Mr. Adnan Faisal for their generous support. I take privilege to acknowledge valued contributions of Mst. Shammy Akter, Mr. Shameem Kibria, Mr. Jahir Emam, Mr. Sharif Mohammad Rezaul Karim and Ms Tanvira Tabassum in this publication as former members of G2B Team, a2i. I acknowledge the monumental contribution of Business Analysts Mr. Mohammad Nazimuddin and Mr. Md. Shafat Hossain for content development and facilitating sub-sector analyses. Diligent and luminescence efforts by esteemed members of my editorial panel Ms. Iffat Jahan, Ms. Shakera Nahar and Ms. Mayeesha Farzana will remain as the hallmark of coordinating all nodes and painstaking effort to bring "Navigating CMSME Journey" in reality. Business Journey Mapping (BJM) report contains painpoint section which reflects the views of workshop participants and not those of a2i. a2i's role is limited to collating the diverse views and opinions generated by Business leaders and workshop participants.

Spanning the length and breadth of twelve distinct business subsectors, "Navigating CMSME Journey" unravels the intricacies of each sector's business path. Business leaders, entrepreneurs and business owners engaged in Business Journey Mapping (BJM) workshops to identify critical factors of businesses and G2B services were identified and analyzed. Problem identification was followed by chalking out specific suggestions by sectoral participants. The insightful journey maps provide a microscopic view of the challenges and triumphs faced by businesses within these sectors.

Business leaders, entrepreneurs, and business owners from across the twelve sub-sectors have consulted the scripts in detail. This book is more than mere documentation; it's a chronicle of the resilience, innovation, and adaptability of business journeys and G2B service journey maps that epitomize CMSMEs in Bangladesh.

"Navigating CMSME Journey," is a demonstration of collective endeavors for co-design and co-creation. The G2B, myGov, CS2041, SPS, Nothi (E-Filing), EkShop, Culture & Communication and all contributing teams of a2i project, the honored leaders of CMSME sector, the policymakers – they are all integral threads woven into the fabric of Bangladesh's economic tapestry. This book is a celebration of their dedication, resilience, and creative spirit for solution design.

As editors, we are humbled to be part of this endeavor that transcends transparency, accountability, and shared progress and becomes a source of inspiration for the present and future generations of CMSMEs. May "Navigating CMSME Journey" serve as a guiding light, illuminating the path toward a prosperous, inclusive, and thriving CMSME sector within the dynamic landscape of Bangladesh's smart economy.

**Mohammad Salahuddin**

Project Analyst (Deputy Secretary)

Aspire to Innovate (a2i)

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Business Journey Map of

# RESTAURANT INDUSTRY in Bangladesh



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# Chapter 1: Introduction

## 1.1 Background of the Study

Restaurant industry in Bangladesh has been treated as one of the leading potential and employment generating industry. Growth of this industry puts direct positive impact to agriculture, agro processing, e-commerce, ride sharing, logistics etc. sectors. Due to globalization led by social media and movie industry, the local people get acquainted with multinational brands and this led them to demand those foods. This is how the market for multinational brands are also increasing in Bangladesh. There are currently about 60,000 restaurants across the country, with more than 8,000 in the capital alone. Close to 2.8 million people are dependent on the restaurant industry for their livelihoods, while the number is several times higher if it includes the supportive sectors.

Amid the pandemic, restaurant industry is the one that faced a terrific growth fall. 25-30% of the restaurants collapsed amid the 1st wave of COVID-19 in Bangladesh. Bangladesh Hotel Restaurant Sweets Bakery Workers Union informed as much as 45 per cent of the people engaged in hotels and restaurants lost jobs due to the closure of thousands of restaurants amid the Covid-19.

Presently, the government has put focus to the participants of SME sector like restaurants industry to provide G2B services at a possible simplified way to make the environment friendly. Moreover, government urges to know the pain points facing by the sector, so those would be resolved to ensure a sustainable growth of this promising sector as this industry represents the culture of our nation.

## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on October 22, 2021, with the participation of stakeholders from Restaurant Industries to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

## 1.3 Objectives of the Study

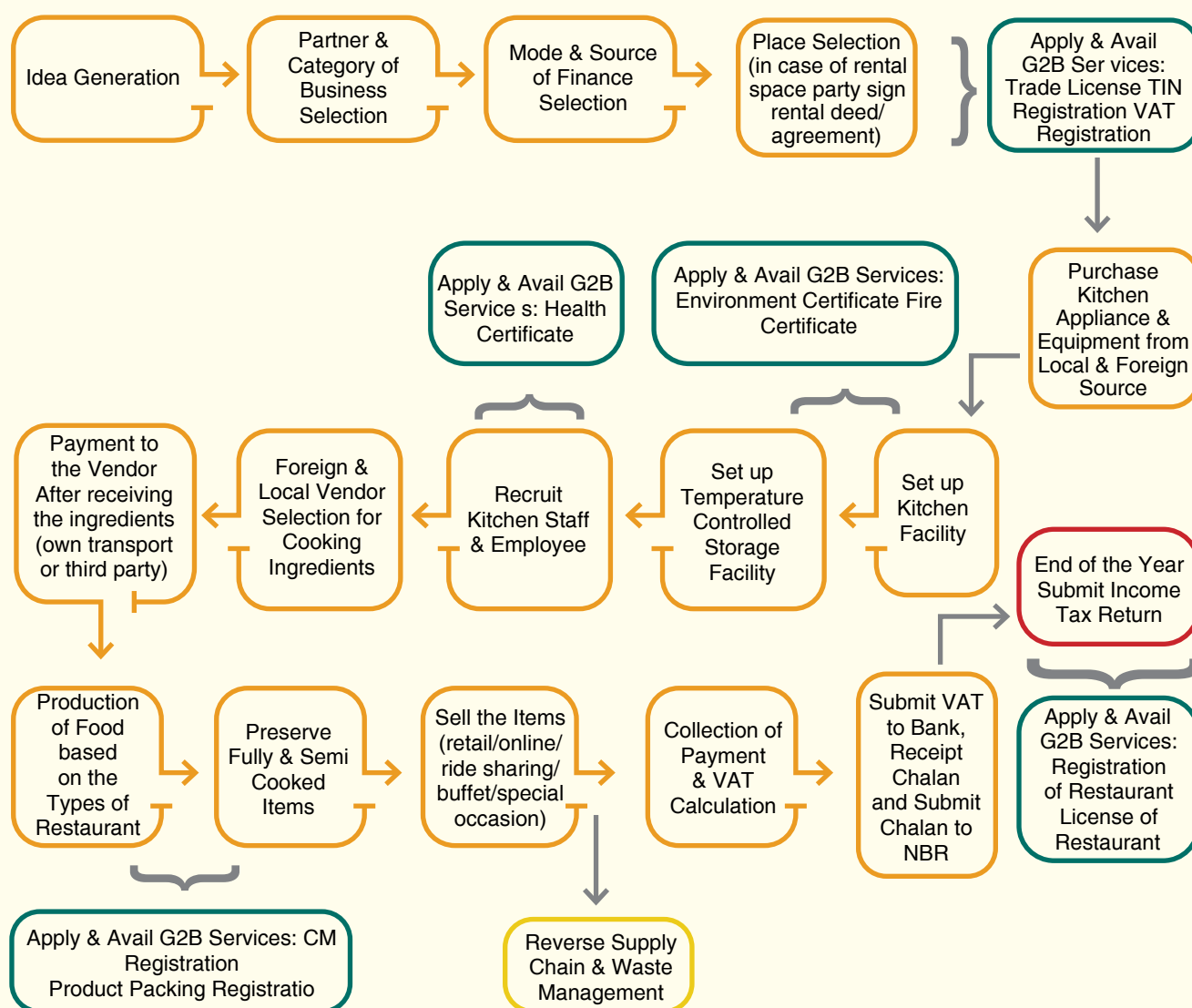
1. To design the Business Journey Map of Restaurant Industries in Bangladesh,
2. To identify the G2B Services required to conduct Restaurant business operation in Bangladesh,
3. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
4. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS for G2B Services.

## 1.4 Reason to Choose the Sector

Hospitality and the restaurant sectors in Bangladesh grows 58% in last 11 years. Hotel and Restaurant Survey 2021 revealed that there are 100,737 women staff and 1,970,970 male staff engaged in this industry. Presently, there are 4.35 lakh of restaurants in Bangladesh. In FY 2020, the hotel and restaurant sector added Tk 87,926 crore in gross value to the GDP. By considering the contribution of hotel and restaurant industry in Bangladesh in terms of GDP, employment generation, consumption, etc. government has decided to have the sector's voice to provide fiscal and monetary assistance to this sector for sustainable growth.

# Chapter 2: Business Journey Map of Restaurant Industry in Bangladesh

## 2.1 Business Journey Map of Restaurant Industry



## 2.2 Story Telling of a Restaurant's Business Journey Map

Firstly, Restaurants in Bangladesh are classified under -

- ▶ Bangla Restaurants
- ▶ Indian and Thai
- ▶ Restaurants Chinese (A la carte) Restaurants
- ▶ Fast Food Restaurants
- ▶ Mobile Restaurants

A trade license is mandatory to establish a restaurant business in Bangladesh. Agencies under the Ministry of Local Government, Rural Development & Co-operatives like City Corporations, Pouroshova, etc. issue Trade licenses. Most of the restaurants in Bangladesh are established under partnership by capital investment. Partners sign a deed agreement in nonjudicial stamp paper where all the terms and conditions along with management system, profit-loss sharing, etc. are included. Noted that, owners of the restaurant mostly depend on rental space to set their business. In that regard, they sign a rent agreement with the land/space owners.

In the case of financing for the restaurant business, sole proprietors and the partners arrange finance on their own from personal sources and take a loan from cooperative societies or other sources at a high-interest rate. Noted that the restaurant industry has been recognized as the service sector and banks are not interested to grant loans to the restaurant industry.

In most cases, restaurant owners recruit manpower/staff for the organization based on prior known references. On the other hand, they also provide advertisements to meet their demand. The salary of the restaurant employees is not high but they get complimentary tips and service charges from the customers and the owners as well.

The restaurant industry is one of the growing industries in Bangladesh. The commercial kitchen equipment manufacturing industry has been developed in Bangladesh as the backward linkage. Before that restaurant owners had to depend on imported equipment. Restaurant owners prefer to source from local commercial kitchen equipment manufacturers as there is guaranteed after-sales service and replacement of parts on a need basis.

The restaurant has its warehouse or temperature-controlled logistics and storage system for raw, semi-processed, and processed items. They preserve dry, wet, and raw items in separate refrigerators.

Vendor or supplier selection to source raw materials/cooking ingredients has been treated as one of the key success factors of a restaurant. Owners focus on quality, price, responsiveness, replacement, etc. while selecting a vendor. Some items are sourced from the importers. Noted that, some items are sourced locally on regular basis. The Head of the kitchen places purchase requirements at the end of the day and the purchase manager sources those from the local market in the morning. Payments are made to the vendor in cash (daily or weekly).

Restaurants are classified under AC and Non-AC facilities. DC Office issues registration and license based on that criterion along with several sitting arrangements. In Bangla Food and Fast-Food Restaurant, there is an option to display food items. On the other hand, in the case of Chinese Food restaurants, A la carte system is followed to serve food.

In Bangla and Fast-Food Restaurants, pre-cooked food is served. On the other hand, Chinese Food Restaurants follow A la carte system. So, after the receiving of orders from the customers, it takes 10-40 minutes to prepare and serve food.

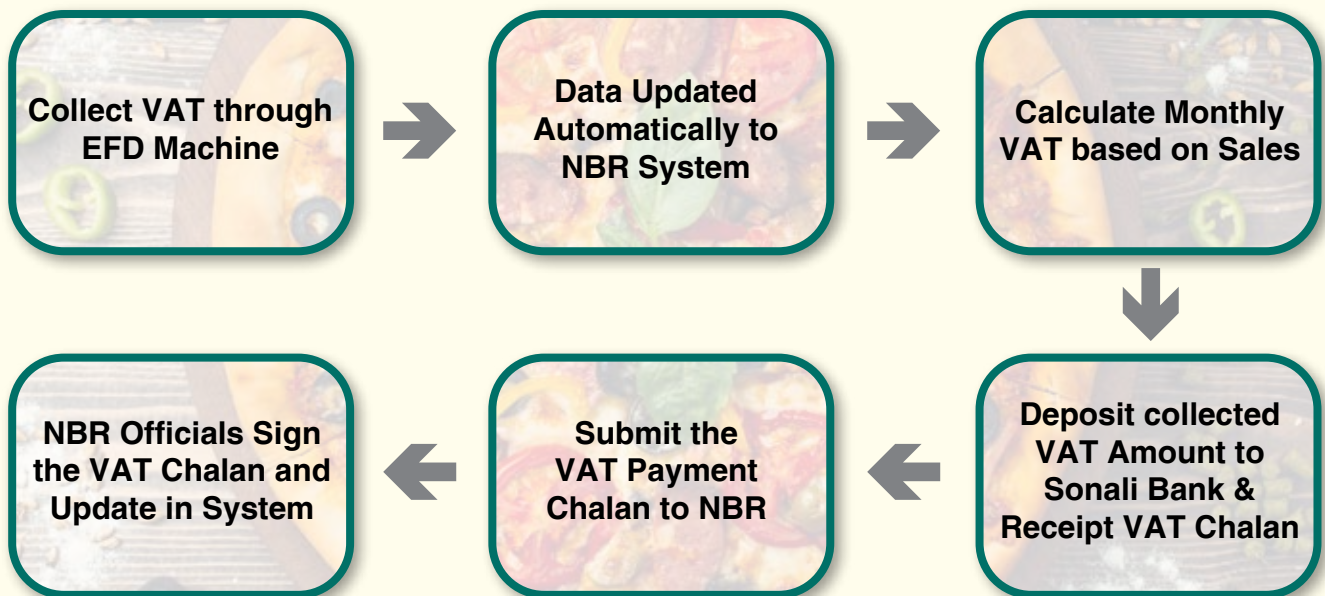


Online, food delivery service adds a new dimension to e-commerce. HungryNaki, is the first-ever local start-up, to introduce the idea of an online food service system in 2013 in Bangladesh. Food Panda, Pathao Food, Sohoj Food, and HungryNaki grab more than 90% of the online food delivery service industry in Bangladesh. Restaurants sign deals with these online food delivery service companies at the 18-40% commission/discount rate. Payment through cash, card, and mobile banking systems is used to make payments. Online food delivery service companies get extra facilities if they make instant cash payments.

To promote food and service of own restaurant, the management of the restaurant follows-

- ▶ Guest to Guest
- ▶ Party to Party
- ▶ SMS to Clients
- ▶ Facebook Boosting
- ▶ Facebook Post
- ▶ Greetings to Clients
- ▶ Business Visit to Clients
- ▶ Special Offer in Special Occasions
- ▶ Review through Food Reviewer

AC Restaurants have to pay 10% VAT and Non-AC Restaurants have to pay 5% VAT on sales amount. Some restaurants maintain EFD Machines to collect VAT while others maintain register books. VAT Payment system as follows-



Finally, the restaurant industry maintains a systematic reverse supply chain management system to manage its unsold and date expired items. They have a deal with the vendors to send it back after a certain period. Unsold products are distributed to the staff of the restaurant at end of the day.

# Chapter 3: Pain Points Identification & Way Forward to avail G2B Services for Restaurant Industry

## 3.1 Required G2B Services for Restaurant Industry in Bangladesh

List of required G2B Services (licenses/permission/approval/certificate etc.) to operate Restaurant Industry in Bangladesh is listed below-

No.	G2B Services	Issuing Agency
1.	Trade License	Agencies under Ministry of Local Government, Rural Development & Co- operatives
2.	TIN Certificate	NBR, Ministry of Finance
3.	VAT Certificate	NBR, Ministry of Finance
4.	Name Clearance Certificate	RJSC&F, Ministry of Commerce
5.	Registration of Private Ltd. Co.	RJSC&F, Ministry of Commerce
6.	Import Registration Certificate (IRC)	CCI&E
7.	Import Permit (IP)	CCI&E
8.	Certification of Mark License	Bangladesh Standards & Testing Institution
9.	Packing Registration	Bangladesh Standards & Testing Institution
10.	Environment Certificate	Department of Environment
11.	Fire Certificate	Bangladesh Fire Service and Civil Defense
12.	Registration of Restaurant	DC Office
13.	License for Restaurant	DC Office
14.	Health Certificate	Civil Surgeon Office
15.	Factory Plan & Layout Approval	Department of Inspection for Factories and Establishment, Ministry of Industries

NOTE: User Journey Maps of the above-listed G2B services are attached in Annex-1.

## 3.2 Pain Points Identification & Way Forward to Ensure SPS

### 3.2.1 Pain Points Identification & Way Forward based on User Journey Map:

No	G2B Service	Pain Points/Statement	Way Forward
1.	Trade License	The fee to avail trade license both for fresh issuance and renewal is high for the SMEs.	<ul style="list-style-type: none"> <li>Trade License fee for new issuance and new renewal should be lower than the present schedule for SMEs.</li> </ul>
2.	TIN Registration	Entrepreneurs do not face any pain points as the process is fully automated and possible to avail without the intervention of a middleman and associated cost.	-
3.	VAT Registration	Entrepreneurs do not face any pain points as the process is fully automated and possible to avail without the intervention of a middleman and associated cost.	-

No	G2B Service	Pain Points/Statement	Way Forward
4.	Certification of Mark License	BSTI asked for an excessive amount of the sample of the product to examine or to test.	<ul style="list-style-type: none"> <li>● Volume of the sample of the product for testing should be specified.</li> </ul>
5.	Packing Registration	It takes a long time than the time stated in the citizen charter to avail of the CM License and Packing Registration.	<ul style="list-style-type: none"> <li>● BSTI should be accountable to provide G2B service on time.</li> </ul>
6.	Environment Certificate (Orange A)	<p>Most of the restaurants are established in the residential area. On the other hand, the Department of Environment is not allowed to issue Environment Certificate to the organization that is established in a residential area.</p> <p><u>Note:</u></p> <ul style="list-style-type: none"> <li>● Restaurants require Orange-A Environment Certificate.</li> </ul>	Criterion to provide environment certificate to the restaurant established in the residential area should be restructured.
7.	Fire Certificate	Entrepreneurs informed that no problem is faced while availing the Fire Certificate.	-
8.	Registration of Restaurant from DC Office	<p>Restaurant owners are required to obtain a Hotel Restaurant License from DC office. They also have to obtain another trade license from LGI.</p> <p>In the new normal era after the withdrawal of general holidays announced for the pandemic, Entrepreneurs are getting frustrated for imposing such a cost burden upon them.</p> <p>In their point of view, there is no necessity of availing License and Registration from DC Office as they have already registered their organization as Restaurant for Trade License.</p> <p>It is very much difficult to arrange the documents prescribed by the DC Office to be submitted to avail Registration and Licenses for Restaurant as these are kept confidential by land/building owners.</p> <p><u>Note:</u></p>	<ul style="list-style-type: none"> <li>● The fee of registration, license, and renewal of license for Restaurant is too high to avail for the restaurant industry. It should be considered.</li> </ul> <p>(Note: It requires TK 1,500-TK 4,5000 for Registration, TK 3000-TK 25,000 for Registration and TK 3,000-TK 15,000 for Renewal of License).</p> <ul style="list-style-type: none"> <li>● If possible, the mandatory provision to avail Registration and License for Restaurant should be considered as they are registered as Restaurant to have Trade License.</li> <li>● List of documents required for Registration and License of Restaurant should be rearranged.</li> </ul>
9.	The license of Restaurant from DC Office	Reference to Bangladesh Hotel & Restaurant Act 2014 and Bangladesh Hotel & Restaurant Policy 2016, all the restaurants are bound to avail Registration and License of Restaurant from the DC Office.	

No	G2B Service	Pain Points/Statement	Way Forward
10.	Health Certificate	<p>Entrepreneurs said that while obtaining a health certificate from the Civil Surgeon Office, they often have to contact middlemen/brokers which require an additional superficial cost of BDT 300-1000.</p> <p>Most of the officers of the Civil Surgeon Office are not aware of the G2B services provided from their end. This information is found while talking with an Assistant Civil Surgeon regarding the information on Health Certificate issuance.</p>	<ul style="list-style-type: none"> <li>● Service Process Simplification and service digitization can solve this problem in service.</li> <li>● Public Officials of Health cadre and Family Welfare Cadre can be trained on Citizen Charter, Service Digitization and National Integrity Strategy to improve the service delivery.</li> </ul>
11.	Import Registration Certificate	Entrepreneurs informed that no problem is faced while availing the IRC.	<p><i>N.B.: CCI&amp;E is the dedicated authority to issue IRC, IP, ERC, EP to facilitate export-import business in Bangladesh. CCI&amp;E has implemented OLM System to provide G2B services from their end</i></p> <p><i>Presently, CCI&amp;E is providing 50+ services through online to celebrate and to express gratitude to Mujib Centennial.</i></p>
12.	Import Permit	Entrepreneurs informed that no problem is faced while availing the IP.	
13.	Name Clearance	RJSC&F provides a Name Clearance Certificate online while registering the company/entity etc. Entrepreneurs do not face any constraints to avail that.	-
14	Company Registration	To avail company registration certificate, entrepreneurs take assistance from the lawyer and middlemen.	<ul style="list-style-type: none"> <li>● A list of registered company lawyers or experts along with the service-wise fee schedule should be included in the RJSC&amp;F website to mitigate the intervention of middlemen/brokers.</li> </ul>
15	Factory Plan & Layout Approval	Entrepreneurs informed that no problem is faced while availing the Fire Certificate.	-

No	G2B Service	Pain Points/Statement	Way Forward
16.	Citizen Charter	<p>Citizen Charters to avail G2B services are available on the website of the government agencies. Citizen Charter contains all the relevant information on cost, process, required document, steps, incumbent office, etc. to avail G2B services from concerned government ministry/agencies/organizations, etc.</p> <p>But, most of the entrepreneurs are not aware of that service/documents.</p>	<ul style="list-style-type: none"> <li>● Awareness and outreach program jointly organized by the a2i, MOC, and concerned private and district level chamber and associations to inform them about the citizen charters may increase the level of awareness of the business entrepreneurs.</li> <li>● Hover Effect would be used on the 1st page of the website to draw the attention of the visitors.</li> <li>● Initiative could be taken to prepare Audio Video Tutorial (AVT) for the concerned website to avail required G2B services.</li> </ul>
17.	Facilitation through Ministry of Commerce	Information on sectoral User Journey Map to avail G2B services is not available. Entrepreneurs have been suffering from a lack of information and clear guidelines in that respect.	<ul style="list-style-type: none"> <li>● Private sector business association and Ministry of Commerce may work together to design and upload the sectoral User Journey Maps on the website. Later on, the associations may take initiative to reach the User Journey Maps to the members and potential entrepreneurs through outreach sessions.</li> </ul>
18.	Interlink between the Government Website	While depositing and submitting VAT challan, entrepreneurs face barriers as there is a lack of online interconnectivity among the NBR, scheduled bank, and others. Entrepreneurs are bound to submit a hard copy of the VAT challan to the VAT office after depositing it to Sonali Bank. This is time-consuming and increases the cost of doing business as well.	<ul style="list-style-type: none"> <li>● A harmonized interlink between the websites of NBR, VAT Authority, TAX Authority, Customs Authority, Bangladesh Bank, and Scheduled Banks is the demand of time to ensure the proper utilization of VAT, TAX, Customs process automation.</li> </ul>
19.	Institutionalization of Middleman	Lack of proper knowledge and awareness, entrepreneurs hire middlemen to avail G2B services. It creates complexity in the management system. Middlemen are not accountable to the government as they have no institutional recognition.	<ul style="list-style-type: none"> <li>● To ensure accountability, the middlemen system should be institutionalized with proper training.</li> <li>● Specific criteria to be the eligible registered middleman/consultant etc., fee structure, maximum processing time, set of documents, etc. should be set by the government.</li> </ul>



No	G2B Service	Pain Points/Statement	Way Forward
20.	Expansion of the Work activities of Union Digital Centre	There are more than 4500 Union Digital Centre in Bangladesh that is the wonderful initiative of a2i to ensure access to information and digitalization.	<ul style="list-style-type: none"> <li>● Initiative to provide G2B services through the Union Digital Centre could be helpful to facilitate the rural entrepreneurs.</li> </ul>
21.	Dedicated Business Support Cell in DC Office and UNO Office	Entrepreneurs of urban are privileged than that of rural areas as access to information is easier for them. Entrepreneurs requested to set a Dedicated Business Support Cell in DC Office and UNO Office to disseminate updated business information, statistics, publication, etc. to the potential and existing entrepreneurs.	<ul style="list-style-type: none"> <li>● Dedicated Business Support Cell could be established in DC Office and UNO Office to facilitate the entrepreneurs with proper information and assistance.</li> <li>● Cabinet Division, Ministry of Public Administration, FBCCI, and District Business Chamber may work together to train the Dedicated Officials in that respect.</li> </ul>
22.	Ease of VAT Submission Process	<p>The VAT submission process (stated in Chapter 2.2) is not fully automated. Entrepreneurs need to submit the VAT challan to the VAT office physically. On the other hand,</p> <ul style="list-style-type: none"> <li>● It is mandatory for traders with annual turnover between Tk 50 lakh and Tk 3.0 crore to file their VAT returns every month with detailed information of sales and VAT deduction.</li> <li>● SMEs with lower than TK 50 lakh turnover are exempted from paying VAT. But they pay VAT every month that is set by the VAT Official based on their prediction over the last month's sales volume. At the end of the year, the total turnover may not exceed TK 50 lakh. In that case, entrepreneurs don't get the deposited VAT amount back from the NBR.</li> </ul>	<ul style="list-style-type: none"> <li>● It is high time to ensure online connectivity among scheduled banks and NBR to examine the VAT Chalan receipt online instead of the existing process.</li> <li>● Annual Turnover should be considered on a Monthly Turnover. So, that entrepreneurs will get relief from paying preset VAT based on prediction over the last month's sales volume.</li> </ul>
23.	Mobile Court & Inspection	Eight government agencies have jurisdiction over the operation of Mobile Court & Inspection; for example, RAB, DC Office, Department of Environment, VAT Intelligence, Food Safety Authority, etc.	-

No	G2B Service	Pain Points/Statement	Way Forward
24.	Advance Income Tax Deduction against TIN Number	Entrepreneurs deposit AIT against their TIN Certificate. But at the end of the year, getting the return from AIT is very much difficult and the process is stringent.	<ul style="list-style-type: none"> <li>● The system to have return and adjustment from the deposited AIT should be simplified and fully automated.</li> <li>● AIT policy/rules should be upgraded and operationalized.</li> </ul>
25.	Workshop for Associations to Increase Awareness	There is a huge gap among the available information flow and awareness of the entrepreneurs on the business information. Such type of gap causes the emerge of middlemen/broker/third party handling mechanisms.	<ul style="list-style-type: none"> <li>● Workshop and outreach program to increase the awareness of entrepreneurs on G2B service and User Journey Map could be initiated with the collaboration of District Chamber and Government Agency (preferably, Ministry of Commerce, NBR, etc.)</li> </ul> <p>Note:</p> <p>World Bank and Business Initiative Leading Development are conducting such type of outreach program to increase the awareness of the Women Entrepreneurs of Small and Medium Industry on export and import procedure.</p>
26.	Allow FDI from Foreign SMEs	After investing a specific amount of foreign currency, BIDA treats it as FDI. Such a threshold creates barriers to the inflow of FDI from foreign SMEs.	<ul style="list-style-type: none"> <li>● To increase the inflow of FDI we need to focus on availing FDI inflow from foreign SMEs along with large and heavy industries. A joint venture/partnership/collaboration between local and foreign SMEs will improve the overall business environment of Bangladesh.</li> <li>● BIDA may come forward to facilitate foreign SMEs to invest in Bangladesh.</li> </ul>
27.	Regulatory & Fiscal Incentives to Develop Backward Linkage	<p>A developed backward linkage is a backbone of the development and sustainable growth of an industry.</p> <p>The restaurant and shoe manufacturing industries have a well-developed local backward linkage industry.</p> <p>Raw materials, machinery, and ingredients for these industries are mostly sourced from local backward linkage industries. The development of such industries saves foreign currency and reduces the cost of production as well.</p>	<ul style="list-style-type: none"> <li>● Backward linkage industries of the main industries should be identified and listed properly.</li> <li>● Sector-wise regulatory assistance and fiscal incentives should be declared based on their demand and gap.</li> </ul>

## Chapter 4: Concluding Remark

The Government of Bangladesh has a very focused economic trajectory to achieve for the upcoming 20 years (2021-2041) like aims to achieve LDC graduation status by 2024, graduate into a developing country by 2026, attain SDGs by 2030, being upper-middle-income country by 2031, and finally be the developed and high income country by 2041. The government published “Perspective Plan of Bangladesh (2010-2021): Making Vision 2021 a Reality” to ensure the achievement of all the set targets in a harmonized way. This is a strategic articulation of the government’s development vision, mission, and goals in achieving a prosperous Bangladesh.

Private sector development has been treated as the key to achieving economic goals. In that respect, the public sector is providing fiscal, monetary, and policy assistance to make the business environment easier both for local and foreign investors. Presently, the government puts more concentrated views to ensure simplification in providing services to businesses.

Presently, the government put focuses on process simplification while providing G2B services. The government aims to create a business-friendly ecosystem that will be capitalized as a mega factor to attract foreign and domestic investment through synchronized industrial decentralization. The link between G2B process simplification and trade is clear: simplified process to avail G2B service leads to more trade, greater export diversification, increased attractiveness to local and foreign investment, and economic growth.

There is no alternative to the development of SMEs in Bangladesh to ensure harmonized growth. To achieve the targeted growth, the government’s ongoing initiative to provide policy assistance to the potential and promising SMEs will be very much effective to ensure a confidence to the national business community.

## Annex-I: Participant List

1. Md Khalilur Rahman, Manager, Nawabi Voj Mohammadpur
2. Md. Tanvir Hossain, Managing Partner, Gaze Leather Goods And Footwear
3. Md. Shakil Ahmed, Founder & CEO, Corium Bangladesh
4. Kazi Abdul Ahad, Factory Manager, KMR Craft
5. Mustafizur Rahman Bayazid, Owner, Viper Leather
6. Md.Abid Rahman, Owner, CBK Corporation
7. Imam Hossain Liton, General Manager, Vooter Adda Restaurnt Uttara
8. Kamal Hossain, Hotel Management, Vai Vai Hotel Agargao
9. Khaid Hossain, Operation Director, Paprika Restaurant
10. Moniruzzaman, Owner, Ujan Vati Restaurant
11. Ashraful Alam, Owner, Jheel Kutum Cafe
12. Nashad Mahmud Moyukh, Managing Director, EL Vanguarda
13. Dilara Begum, CEO, Deki Leather
14. Abdus Sattar Chowdhury, Managing Partner, Delci Engineering
15. Md. Mesbaul Haque, Sector Manager, Lace Footwear BD
16. Tithi Mondol, Brand Manager, Corium BD

## Annex - II: User Journey Map to Avail G2B Services for Restaurant Industry

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	1-5 years
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

#### Required Documents – For Fresh Issues

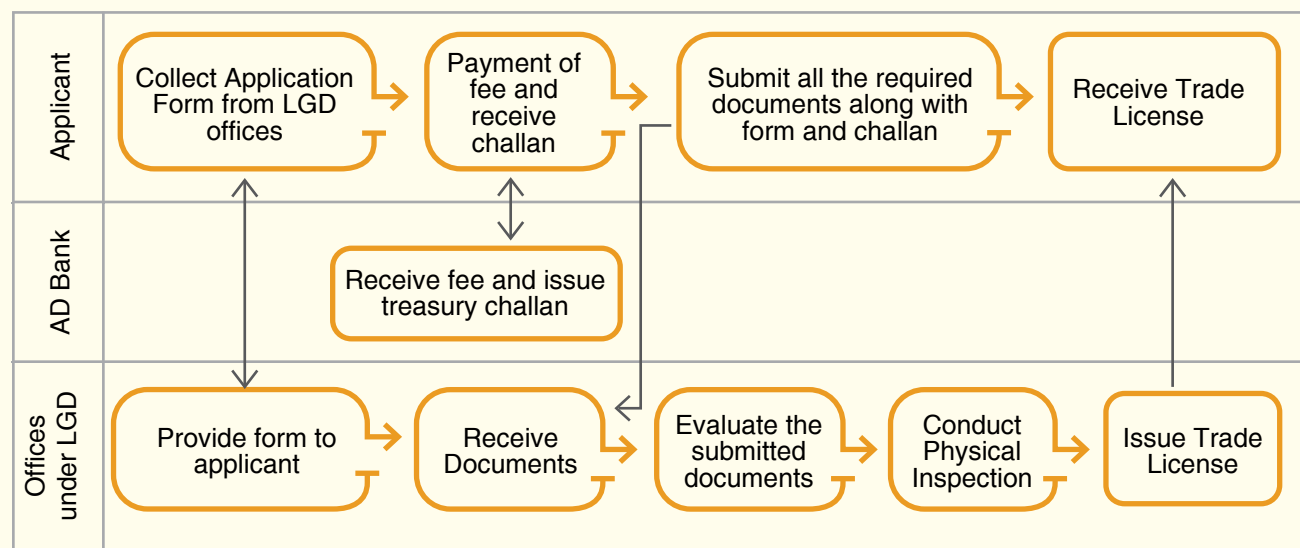
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-

Required Documents	Remarks
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	
3. Rent receipt or ownership proof	Original Copy duly attested by a First-Class gazetted officer
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 - 4 working days	Time may vary



**Fee Schedule:**

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- ▶ Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**b. Trade License – Manufacturing Firm****Incumbent Office**

Category	License
Renewal Frequency of the License	1-5 years
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

**Required Documents – For Fresh Issues**

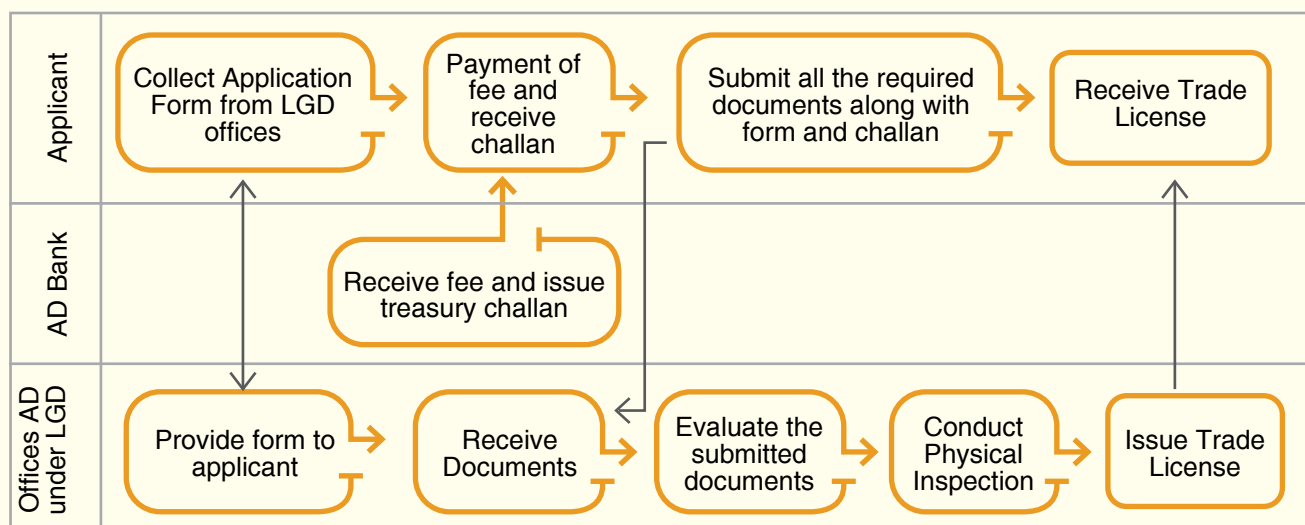
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm

Required Documents	Remarks
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	Attested Copy
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	
18. Health Certificate	Attested Copy

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

**Fee Schedule:**

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- ▶ Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**c. Approval of Layout Factory Plan and Registration****Incumbent Office**

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

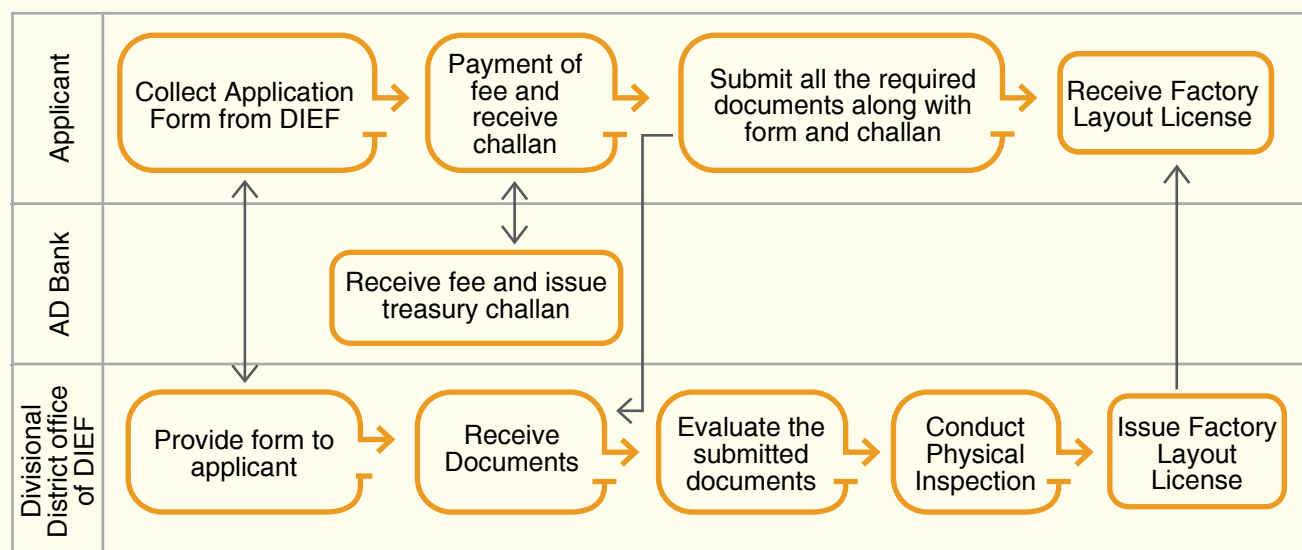
**Required Documents – For Fresh Issues**

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

### Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

### Time and Cost – For Renewal

#### Fee Schedule:

#### For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00
E	201-300	320.00

Category	Numbers of Workers	Renewal Fee (in BDT)
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

#### d. Name Clearance Certificate for Companies

##### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

##### Required Documents

Required Documents	Remarks
1. Application	Online

##### Process Map

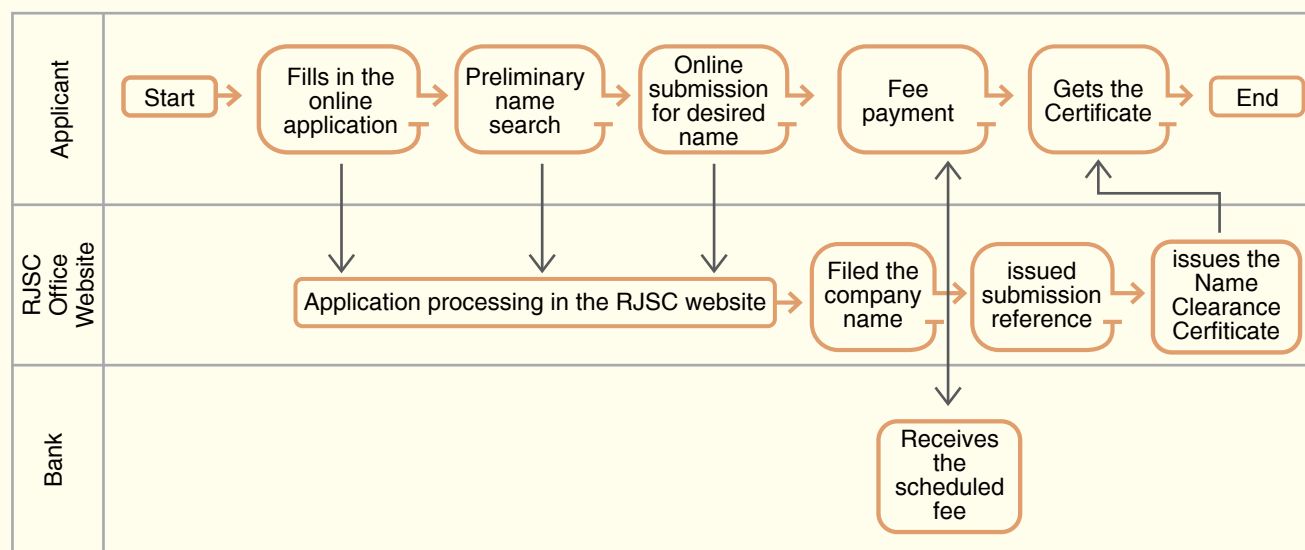


Image Source: Bangladesh Trade Portal

##### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

##### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00



## e. Registration of (Private and Public) Company

### Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form - I: Declaration on registration of company	Required for public/private company
3. Filled-in Form - VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form - IX: Consent of director to act	Required for public/private company
5. Filled-in Form - X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form - XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form - XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

### Process Map

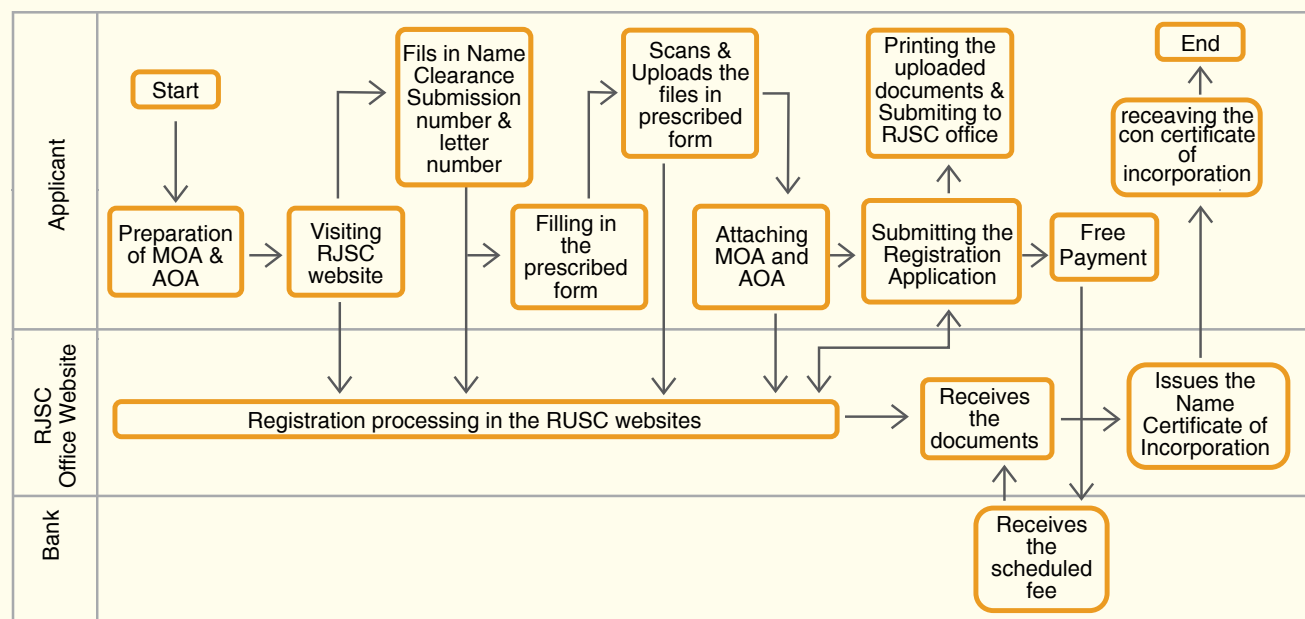


Image Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

## Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00	
2. For affixing on the Articles of Association: Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

## Registration Fee

### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

### 2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

## f. TIN Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

## Required Documents

Required Documents	Remarks
1. A mobile phone number only	One number can be used for a single user ID
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	Managing
4. Name of the authorized person company	Director/Chairman

## Steps

Required	Remarks Documents
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 - 20 minutes	15 - 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

## Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First
2. TIN Certificate	Class gazetted officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazetted officer
5. List of Invoice and stored product	
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested
9. BIDA registration	by a First-Class gazetted officer

## Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5/ui5/sap/zmcf\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5/ui5/sap/zmcf_pri/index.html#/Form/U010)

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required



## h. Certification of Mark (CM) Certificate

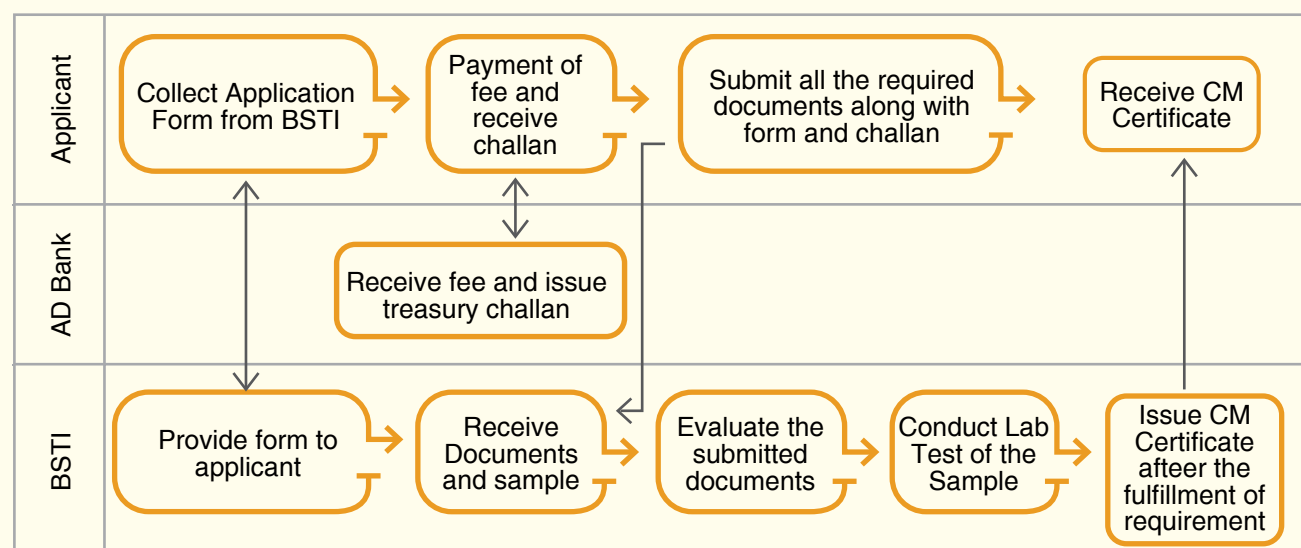
### Incumbent Office

Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries

### Required Documents - For Fresh Issuance & Renewal

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer
4. Label or Packet of the Product, and following contents should be included: <ul style="list-style-type: none"> <li>● Name of the product</li> <li>● Grade/Type/Size/Voltage</li> <li>● Weight/Quantity</li> <li>● Code/Batch no.</li> <li>● Product Ingredients'</li> <li>● Mfg. Date/Exp. date</li> <li>● Mfg. Date/Exp. date</li> <li>● Mfg. Date/Exp. date</li> <li>● Highest retail price</li> <li>● Standard Mark along with BDS No.</li> </ul>	Original
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
8. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
9. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product Radiation Certificate (for milk powder)
10. License from District Commissioner	For Brick field
11. Flow sheet	In each stage of production
12. List of machineries in factory	
13. Bio-data of the chemist who is appointed for testing	

## Process Map



### i. Import Permit

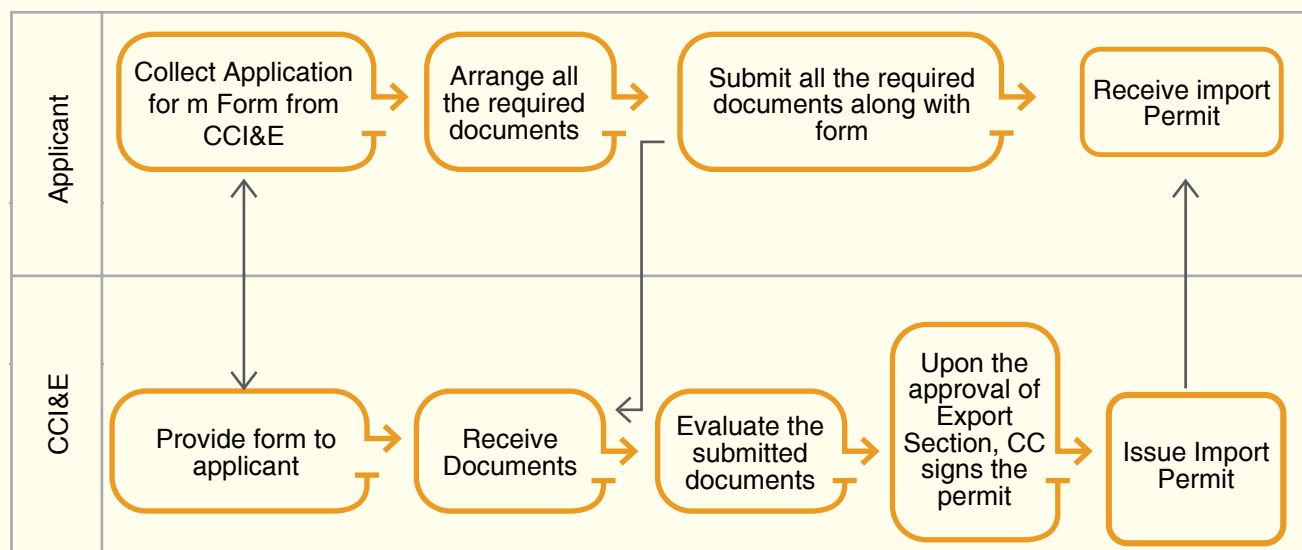
#### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

#### Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

## Fee Schedule:

- No fee is required

## j. Import Registration Certificate (IRC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

## Required Documents – Fresh Issuance

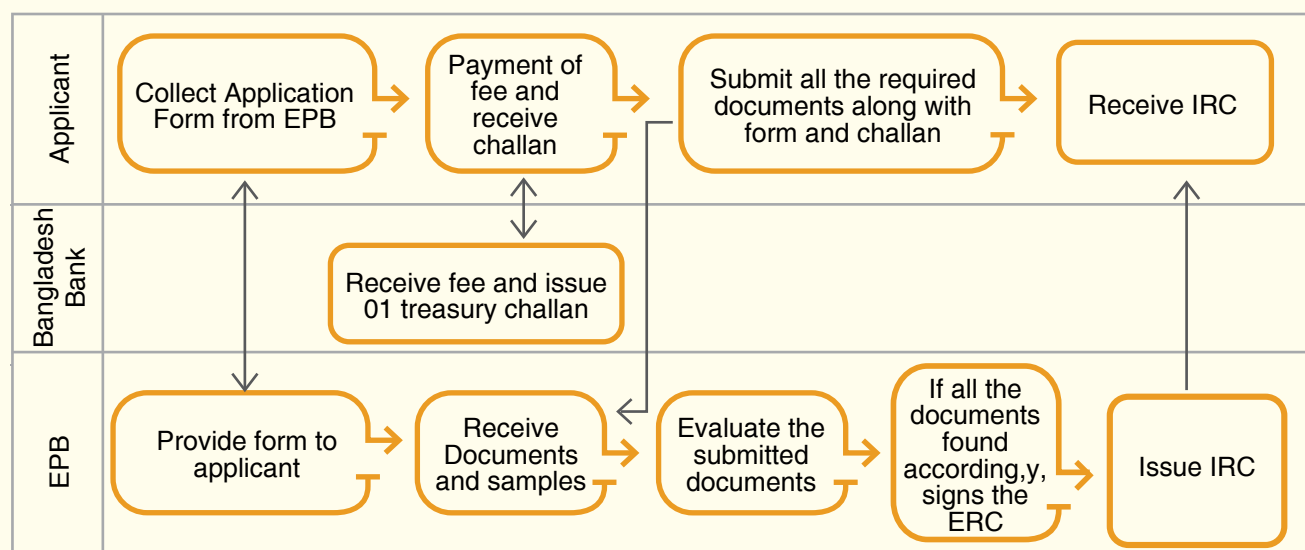
Required Documents	Remarks
1. Passport size photograph of entrepreneur/ Managing Partner/Managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original

Required Documents	Remarks
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

### Process Map



### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00

Category	Value Ceiling of Annual Import	Initial Registration Fee
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

### Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## k. Environment Certificate – Orange A

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment & Forests



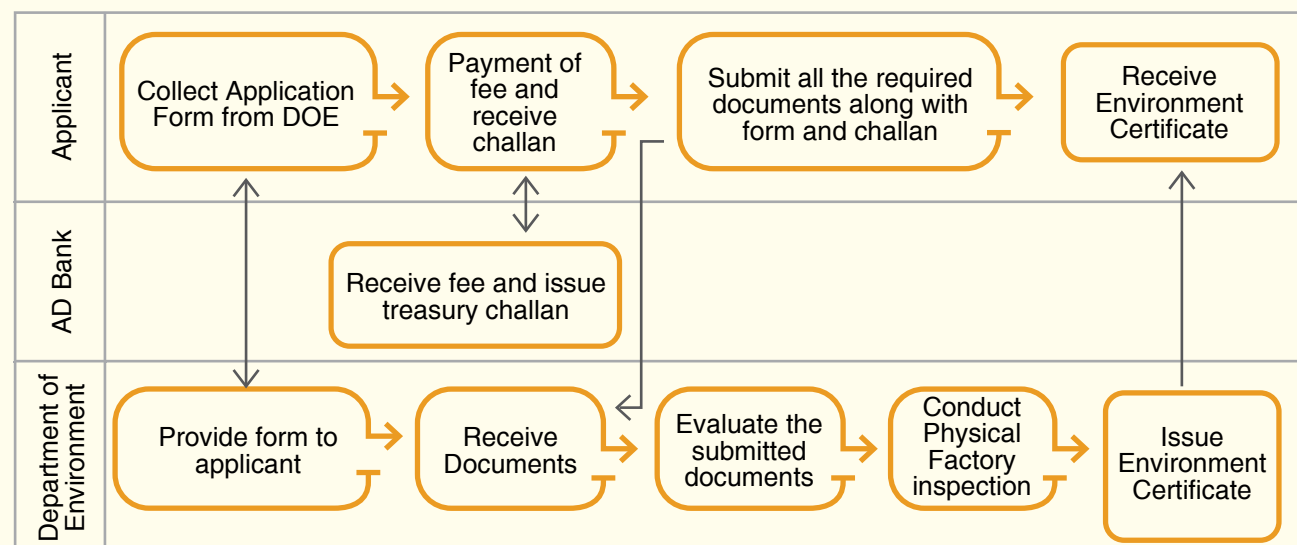
## Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	Main Copy
2. Project Profile/DPP/Feasibility Study Report/General Information	Attested Copy
3. Treasury Chalan	Main Copy
4. NOC from local chairman/Word Commissioner	Attested Copy
5. Location Map and Layout of Plant/Factory	Attested Copy
6. Details of Product with Raw Materials and Process Flow Diagram	Attested Copy
7. Ownership Deed of the Plant	Attested Copy
8. Mouza Map/Khotian and Land Stain of Project	Attested Copy
9. Trade License	Attested Copy
10. Ownership Deed of the Plant	Attested Copy
11. Waste management	Attested Copy
12. License/Opinion/NoC from concerned Government Authority	Attested Copy

## Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	

## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days	Depends on the fulfillment of the requirements
Environmental- 07 days	

**Fee Schedule:**

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac - 10 lacs	3000
10 lac - 50 lacs	5000
50 lac - 1 crore	10000
1 crore - 5 crores	20000
5 crore - 20 crores	40000
20 crore - 50 crores	80000
50 crore - 100 crores	120000
100 crore - 200 crores	200000
200 crore - 500 crores	300000
500 crore - 1000 crores	400000
More than 1000 crores	500000

**Time and Cost - For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days	Depends on the fulfillment of the requirements
Environmental- 07 days	

**Fee Schedule:**

The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee + 15% VAT

**I. Fire Safety Certificate****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

**Required Documents – For Fresh Issuance**

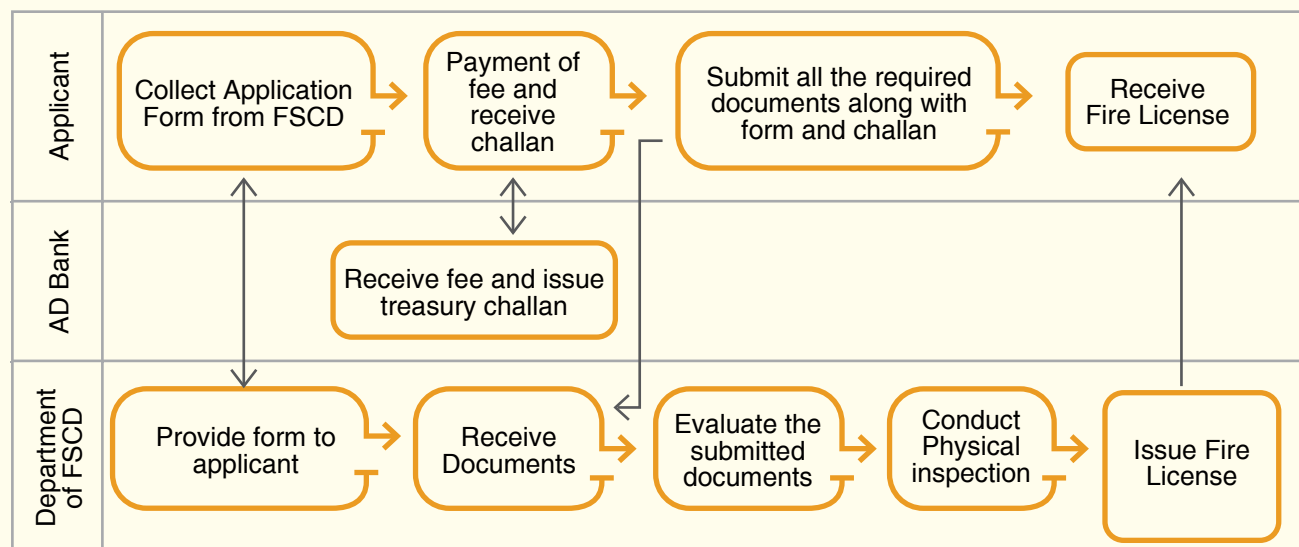
Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First- Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)

Required Documents	Remarks
5. Layout of the establishment authorized by RAJUK/CDA/KDA/RDA/City Corporation/Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First- Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form - "Information: Garments Factory"	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

### Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
90 Working Days	100 - 120 Working Days

### Fee Schedule:

- Fee depends on the assessment.

## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Working Days	30 working Days

**Fee Schedule:** Fee depends on the assessment.

## m. Registration of Product Packing

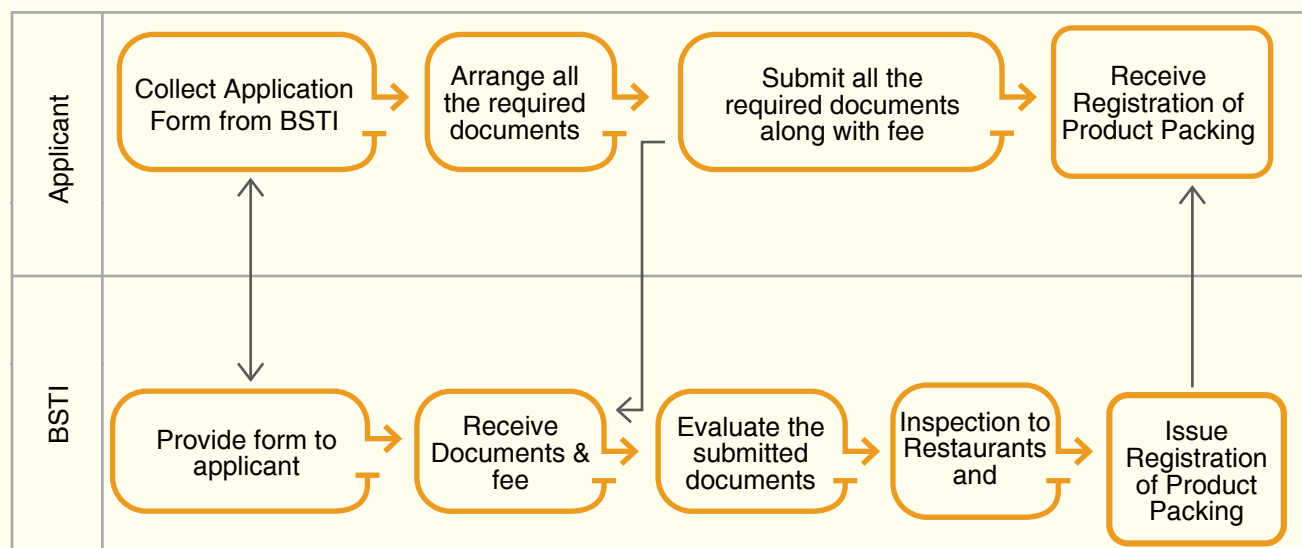
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

### Required Documents

Required Documents	Remarks
1. Prescribed Form	Main Copy
2. TIN Certificate	Photocopy
3. Trade License	Photocopy
4. Packet of the Product as Sample	-

### Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the
License	
10 Working Days	Time may vary

**Fee Schedule:**

BDT 1000

## n. Registration of Restaurant

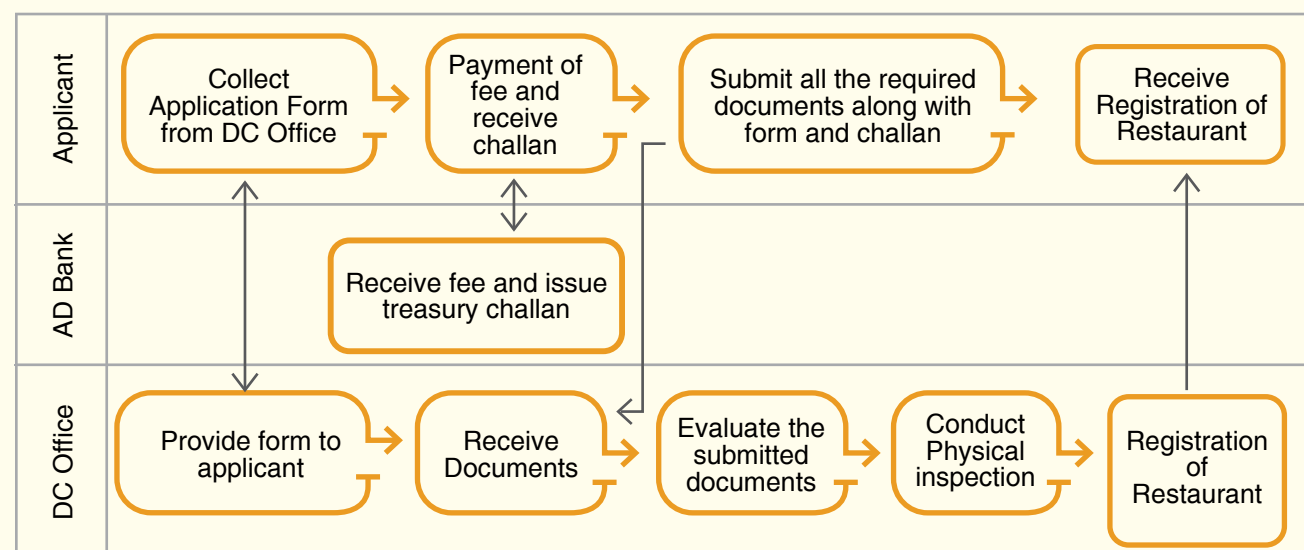
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	DC Office

### Required Documents

Required Documents	Remarks
1. Prescribed Form	Main Copy
2. Rental Agreement/Land Ownership Documents	Photocopy
3. Permission of Building Establishment	Photocopy
4. Detail Structure Plan	Photocopy
5. TIN Registration	Photocopy
6. Chalan of Fee Payment	Photocopy
7. Income Tax Return of Last Year	Photocopy
8. NID	Photocopy
9. Photo	Photocopy
10. Memorandum of Association	Photocopy
11. Memorandum of Articles	Photocopy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
10 Working Days	Time may vary



## Fee Schedule:

Types	D 30-100	C 101-200	B 201-300	A 300-above
Non-AC Restaurant	seat BDT 2000	seat BDT 2500	seat BDT 3000	seat BDT 3500
AC Restaurant	BDT 3000	BDT 3500	BDT 4000	BDT 4500

Note:

- ▶ Code of Fee Deposit: 1-5301-0001-1817
- ▶ 15% of VAT on License Fee
- ▶ VAT Code: 1-1133-0010-0311

## o. License of Restaurant

### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	DC Office

### Required Documents (For New Issuance)

Required Documents	Remarks
1. Prescribed Form	Main Copy
2. Registration of Restaurant from DC Office	Photocopy
3. Promissory Note at Non-Judicial Stamp Paper worth BDT 300	Photocopy
4. Health Certificate of the Employee and Staff of the Restaurant	Photocopy
5. Chalan of Fee payment	Photocopy
6. Trade License	Photocopy
7. Income Tax Submission Certificate of Last Year	Photocopy
8. VAT Registration Certificate	Photocopy
9. VAT Return Certificate	Photocopy
10. Environment Certificate (Orange A)	Photocopy
11. Fire/Gas/Electricity Safety Certificate	Photocopy
12. NID	Photocopy
13. Copy of Detailed Structure Plan issued by RAJUK, Pourosovha	Photocopy
14. Training Certificate of Workers	Photocopy

### Required Documents (Renewal)

Required Documents	Remarks
1. Prescribed Form	Main Copy
2. Chalan of Fee payment	Photocopy
3. Income Tax Submission Certificate of Last Year	Photocopy
4. Health Certificate of the Employee and Staff of the Restaurant	Photocopy

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
10 Working Days	Time may vary

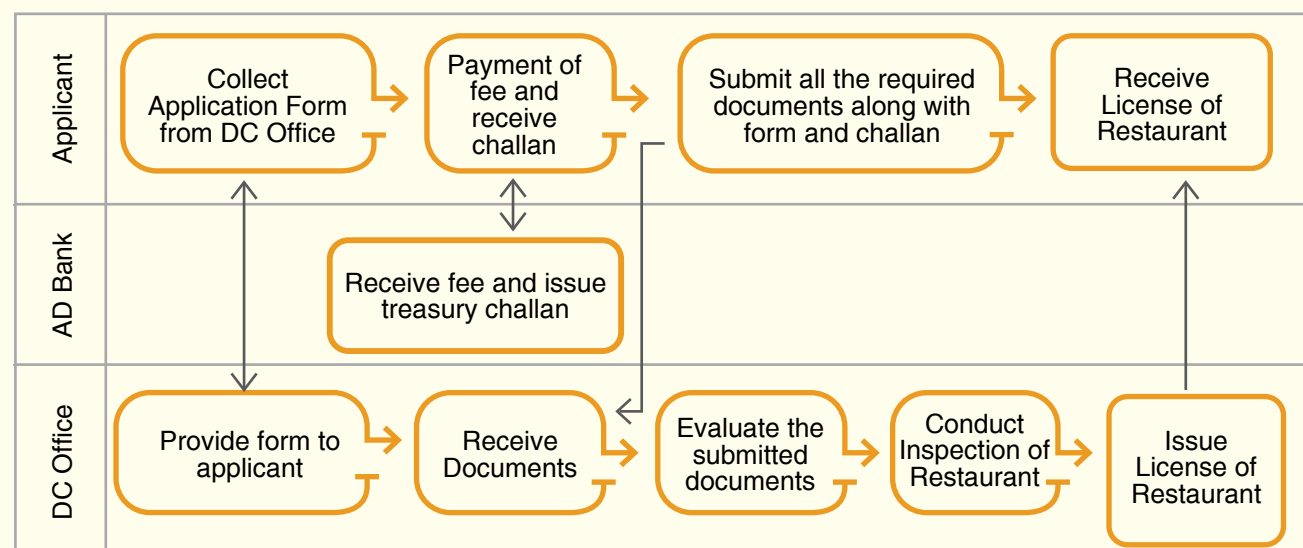
## Fee Schedule:

Types	D 30-100 seat		C 101-200 seat		B 201-300 seat		A 300-above seat	
	New	Renewal	New	Renewal	New	Renewal	New	Renewal
Non-AC Restaurant	BDT 10000	BDT 4000	BDT 12500	BDT 6000	BDT 15000	BDT 10000	BDT 20000	BDT 12000
AC Restaurant	BDT 15000	BDT 7500	BDT 18000	BDT 10000	BDT 20000	BDT 12000	BDT 250000	BDT 15000

Note:

- ▶ Code of Fee Deposit: 1-5301-0001-1817
- ▶ 15% of VAT on License Fee
- ▶ VAT Code: 1-1133-0010-0311

## Process Map (New Issuance & Renewal)



## p. Health Certificate

### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

## Steps to Avail Health Certificate:

1. Applicant visits the Civil Surgeon Office.
2. Health Centre of Civil Surgeon Office conducts the list of health checkup of the applicant.

3. Prepare the test report.
4. Send the report to Civil Surgeon
5. Civil Surgeon signs the Health Certificate
6. Applicant receives the Health Certificate

(Note: No Citizen Charter or data is available to get the instructions or idea to avail of the Health Certificate from Civil Surgeon Office.)

## Annex II: Questionnaire to Collect Data to Design Business Journey Map, User Journey Map to avail G2B Services, Pain Points & Way Forward

### q. Questionnaire to Collect Data to Design Business Journey Map & to Identify G2B Services

#### A. Incorporation of Business

Type of Business (sole/partnership/private ltd)

Name Clearance &  
Registration from RJSC

Final Products List

Mode of Financing:

Interest & Loan Repayment  
Tenure (own capital/personal  
loan/bank loan/cooperative)

Manpower/Staff/HR

Recruitment/Training/Salary/  
Increment/Bonus/

## Machinery Setup Factory/Kitchen/Manufacturing Plant

Name/Sourcing/Setup/  
payment/Servicing/  
Permission

## Factory/Kitchen/Manufacturing Plant Setup

Space/Security/Utility  
connection/Permission

## Warehouse Setup

Storage/QC/Health  
Hygiene/TCL

## Showroom/Display Setup

Price Tag/items/Menu List/  
Dedicated Sales Person



### Shop/Sitting Arrangement Setup

AC/Non-AC/License Issue from  
DC Office/Trail

### List of Required Permission/Licenses/Certificates & Business legal requirements/ frameworks

## B. Sourcing/Manufacturing/Production Stage

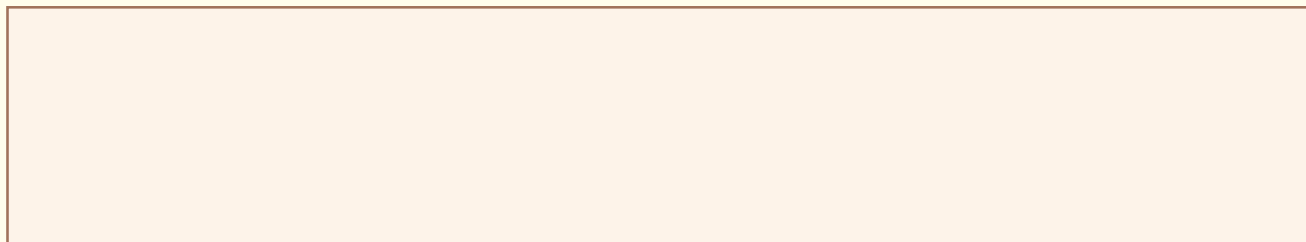
### Raw Material Sourcing

Volume/Price/Quality/Internal  
Coordination/Backup Plan

### Vendor Selection

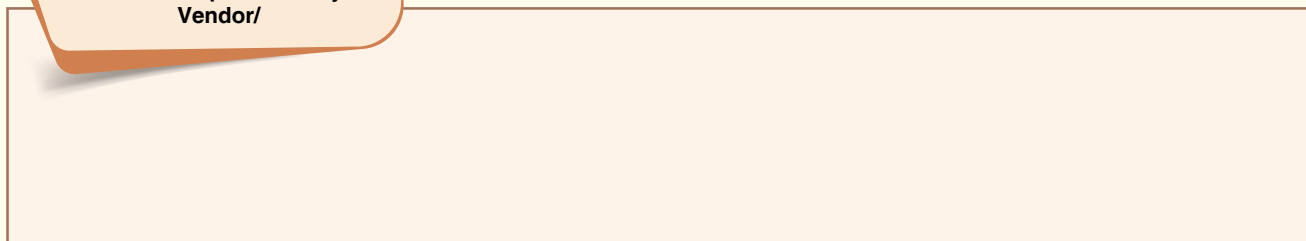
Relationship/Quality/Price/  
Product Back/Payment

## List of Raw Material



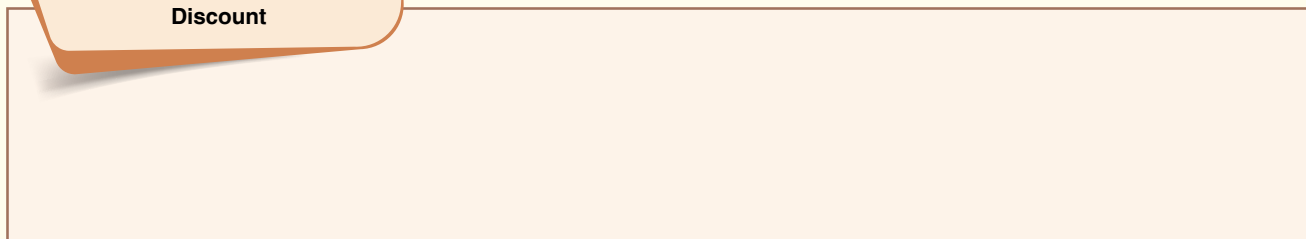
## Logistics & Transportation

Own Transport/Rent/By  
Vendor/



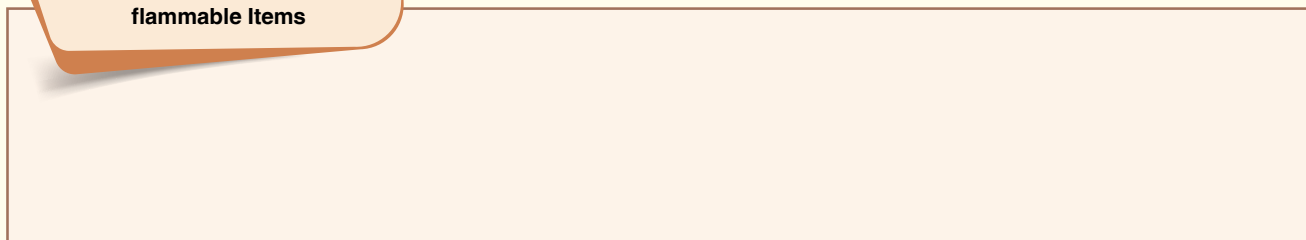
## Payment Method

Advance/Cash/After Sales/  
Discount



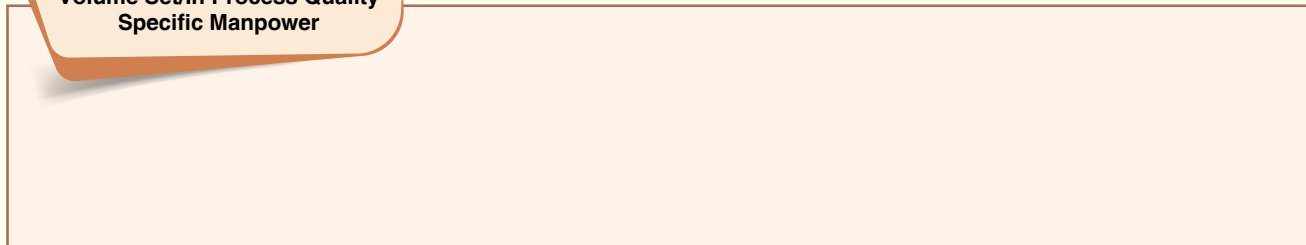
## Raw Material Warehousing

TCL/Won/Rent/  
flammable Items



## Production Stage

Volume Set/In Process Quality  
Specific Manpower



**Finished Goods Warehousing**

TCL/Own/Rent

**Quality Assurance & Disposal**

Product Quality Unsold Left-  
Over management/

**C. Selling/Distribution Stage**

**Channel to Reach Final Consumer**

Product Distribution through  
transport

Retail

Wholesale

E-commerce/Online

## Money Receiving Method

Bank/Cash/EFT/BFT/MBF/VAT/  
Bad Debts

## Promotion/Advertisement

Leaflet/Facebook/YouTube/  
Promotional Officer

## After Sales Service/Review

Review Collection/Complaint  
Box/

## Reverse Supply Chain

Product Collect and back/  
Time/Money Back/Guarantee

## D. VAT/TAX Collection & Submission

### VAT Collection Mechanism

machine/Instant/Added in the  
Price/Not Collected/Calculation

### VAT Submission Mechanism

Daily/Weekly/Monthly/Yearly  
etc./Submission Office/  
documents

### Tax Return Submission Mechanism

Machine/Instant/Added in the  
price/Not collected/Calculation

# Business Journey Map of **LEATHER AND LEATHER GOODS INDUSTRY** in Bangladesh





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- 2.1 Business Journey Map of Leather Goods & Shoe Manufacturing Industry
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## Chapter 3: Pain Points Identification & Way Forward to avail G2B Services for Leather and Leather Goods Industry

- 3.1 Required G2B Services for Leather and Leather Goods Industry in Bangladesh.
- 3.2 Pain Points Identification & Way Forward to Ensure SPS

## Chapter 4: Concluding Remark

### Annex-I: Participant List

### Annex - II: User Journey Map to Avail G2B Services for Leather Goods & Shoe Manufacturing Industry.

- a. Trade License – Commercial Firm
- b. Trade License – Manufacturing Firm
- c. Approval of Layout Factory Plan and Registration
- d. Name Clearance Certificate for Companies
- e. Registration of (Private and Public) Company
- f. TIN Certificate
- g. VAT Certificate
- h. Certification of Mark (CM) Certificate.
- i. Export Permit
- j. Import Permit
- k. Certificate of Origin (Example: China)
- l. Export Registration Certificate (ERC)
- m. Import Registration Certificate (IRC)
- n. EPB Enrollment Certificate
- o. Environment Certificate – Orange B
- p. Fire Safety Certificate

### Annex II: Questionnaire to Collect Data to Design Business Journey Map, User Journey Map to avail G2B Services, Pain Points & Way Forward

- q. Questionnaire to Collect Data to Design Business Journey Map & to Identify G2B Services

# Chapter 1: Introduction

## 1.1 Background of the Study

The leather and leather goods industry is one of the oldest industries in Bangladesh. The industry has been making a significant contribution to the national economy over the years and it is expected to grow to USD 4.8 billion by the end of 2023. The industry caters to both domestic and export markets. In FY 2021-22, it has ranked one of the largest export earning sectors by contributing \$1245 mn in export basket.



About 85% of leather and leather products of Bangladesh are exported abroad, mostly in the form of crushed leather, blue wet leather, finished leather, leather garments, and footwear. Most of the leather and leather goods are exported to the EU, the US, Australia, Japan, Singapore, and South Korea etc. Bangladesh meets the demand for about 10% of the world's total leather market. The sector generates direct and indirect employment for about 850,000 people, 53% of the workforce are women in the leather products industries.

By considering the potential and economic impact of this sector on GDP, the government has decided to organize a stakeholder session/workshop to portray the Business Journey Map of this sector to identify their pain points while availing the G2B services from the public sector.

## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on October 22, 2021, with the participation of stakeholders from Leather and Leather Goods Industry to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

## 1.3 Objectives of the Study

1. To design the Business Journey Map of the Leather and Leather Goods Industry in Bangladesh,
2. To identify the G2B Services required to conduct Leather and Leather Goods Industry operation in Bangladesh,

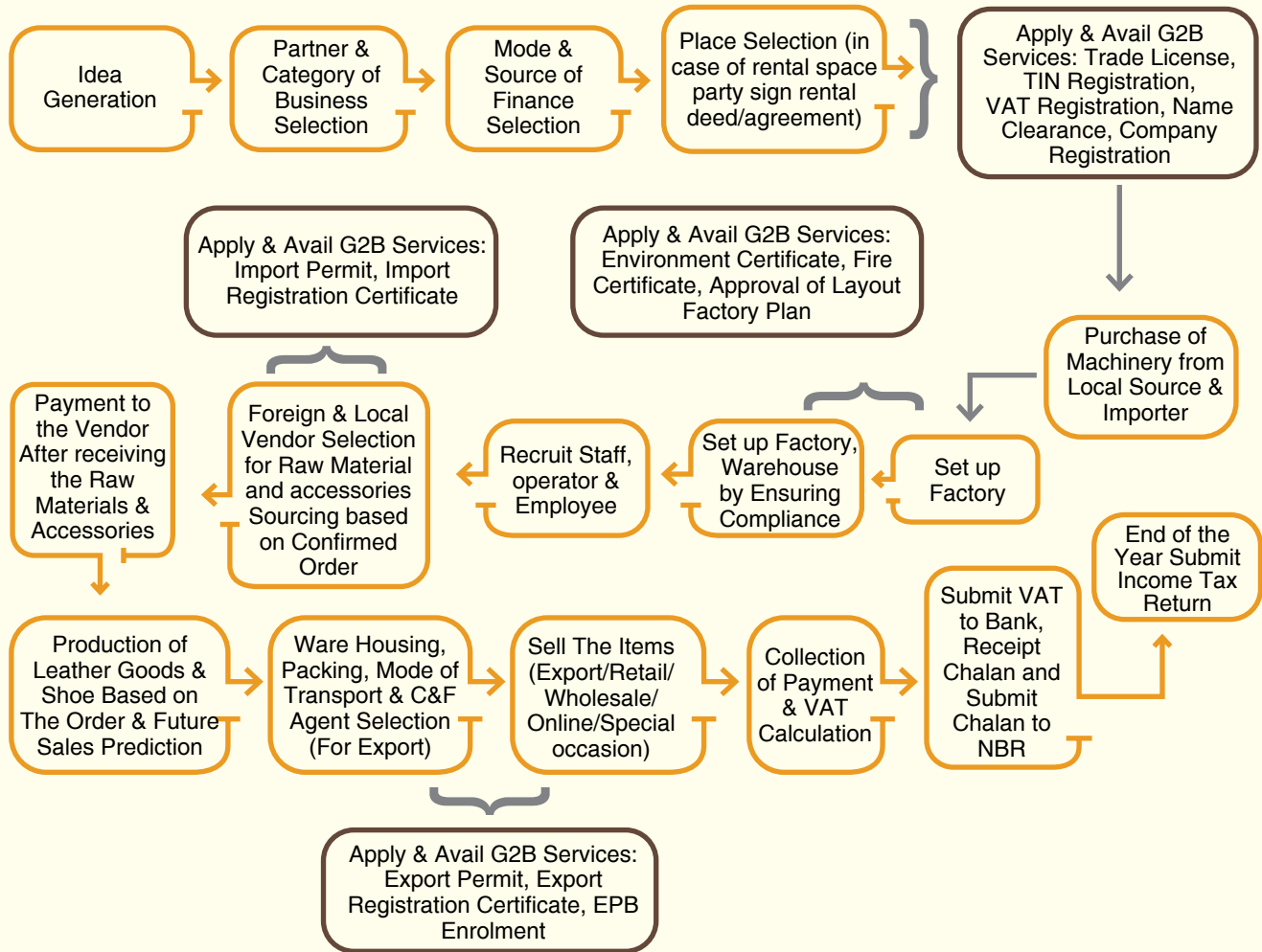
3. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
4. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

#### **1.4 Reason to Choose the Sector**

To ensure harmonized development of this sector, the Government has initiated leather and leather goods development in 2019. Presently, the Contribution of the leather and leather goods sector to GDP is 0.5%. Bangladesh aims to earn \$10bn by exporting leather and leather goods by 2030. According to LFMEAB, the leather industry in Bangladesh indirectly and directly employs about 0.85 million people, of whom 60 percent are women. By considering the economic contribution and future growth potentials, the government has decided to put more concentration on the development of this sector by including it in the BJM program.

# Chapter 2: Business Journey Map of Leather & Leather Goods

## 2.1 Business Journey Map of Leather Goods & Shoe Manufacturing Industry



## 2.2 Story Telling of Leather and Leather Goods Industry

Leather and leather goods along with the shoe manufacturing industries have been treated as one of the most potential and promising sectors in the context of local markets and export destinations. The government has declared several fiscal, monetary, and regulatory assistance to ensure sustainable growth of this sector as a vital sector of the export diversification basket. The backward linkage of this sector has been developing at an excellent growth rate.

Firstly, entrepreneurs along with their partners generate an idea and choose items to produce based on the demand of local and foreign customers. Sourcing of finance and selection of places to establish factories come next to consider. In that continuation, they also chose the types of business as a sole proprietorship, partnership, private ltd, public ltd, etc. Noted that, most of the leather and leather goods and shoe manufacturing companies of the SME sector are sole proprietorship in nature. There are

very few private limited companies in this sector. We select a private limited company registered under Company Act at RJSC&F to design the business journey map.

At the next, entrepreneurs applied for and avail Trade License, TIN Registration, VAT Registration, Name Clearance, and Company Registration from RJSC&F. After the completion of these User Journey to avail G2B services, entrepreneurs purchase machinery, molds, and other necessary equipment from the local market and importers to set up the leather goods and shoe manufacturing factory and warehouse by ensuring environmental compliance. In that time, they apply for and avail Environment Certificate, Fire Certificate, and Approval of Factory Layout.

Later on, they recruit machine operators, shoe and leather goods designers, other workers, and employees to conduct the daily business and factory operation.

To set the production volume, entrepreneurs follow the below mechanism-

1. Prediction on regular retail sales volume
2. Prediction of regular wholesale sales volume
3. Export order
4. Prediction on increasing demand at a special occasion
5. Special order/special design

Based on the above mechanism, entrepreneurs select local and foreign vendors to source raw materials and make payments after receiving the consignment. To import raw material, manufacturers collect Import Permit and Import Registration Certificate from CCI&E.

Manufacturers produce leather goods and shoes to fulfill the received order. After ensuring the quality inspection, manufacturers pack and warehouse the produced items for export, retail sale, wholesale, online sale, and for a special occasion as well. To export the items, it needs Export Permit and Export Registration Certificate to be collected from CCI&E. Manufacturers collect VAT while receiving the sales payment. Later on, collected VAT is submitted to the Bank and receipt of VAT Chalan. Later on, this Chalan Copy is submitted to the concerned VAT authority for documentation. At the end of the year, entrepreneurs submit income tax returns to the concerned Tax Zone Authority.

# Chapter 3: Pain Points Identification & Way Forward to avail G2B Services for Leather and Leather Goods Industry

## 3.1 Required G2B Services for Leather and Leather Goods Industry in Bangladesh

List of required G2B Services (licenses/permission/approval/certificate etc.) to operate the Leather and Leather Goods Industry in Bangladesh is listed below-

No.	G2B Services	Issuing Agency
1.	Trade License	Agencies under Ministry of Local Government, Rural Development & Co-operatives
2.	TIN Certificate	National Board of Revenue
3.	VAT Certificate	National Board of Revenue
4.	Environment (Orange B)	Department of Environment
5.	Fire Certificate	Bangladesh Fire Service and Civil Defence
6.	Import Certificate	Office of Chief Controller of Imports and Exports
7.	Import Permit	Office of Chief Controller of Imports and Exports
8.	Export Certificate	Office of Chief Controller of Imports and Exports
9.	Import Permit	Office of Chief Controller of Imports and Exports
10.	EPB Enrolment	Export Promotion Bureau
11.	Name Clearance	Registrar of Joint Stock Companies and Firms (RJSC)
12.	Company Registration	Registrar of Joint Stock Companies and Firms (RJSC)
13.	Factory Plan & Layout Approval	Department of Factory and Establishment Inspection

### NOTE:

User Journey Maps of the above-listed G2B services are attached in Annex-1.

## 3.2 Pain Points Identification & Way Forward to Ensure SPS

### 3.2.1 Pain Points Identification & Way Forward based on User Journey Map:

No	G2B	Statement/Pain Points	Way
1.	Trade License	The fee to avail trade license both for fresh issuance and renewal is high for the SMEs.	● Trade License fee for and new renewal should than the present schedule for SMEs.
2.	TIN Registration	Entrepreneurs do not face any pain points as the process is fully automated and possible to avail without the intervention of a middleman and associated cost.	-
3.	VAT Registration	Entrepreneurs do not face any pain points as the process is fully automated and possible to avail without the intervention of a middleman and associated cost.	-



No	G2B	Statement/Pain Points	Way
4.	Environment Certificate (Orange B)	<ul style="list-style-type: none"> <li>Production of Shoes and Leather Goods requires Orange-A Environment Certificate (capital up to TK 50 lakh)</li> <li>Production of Shoes and Leather Goods requires Orange-B Environment Certificate (capital above TK 50 lakh)</li> </ul>	-
5.	Fire Certificate	Entrepreneurs informed that no problem is faced while availing the Fire Certificate.	-
6.	Import Registration Certificate	Entrepreneurs informed that no problem is faced while availing the IRC.	<p>N .B.: CCI&amp;E is the dedicated authority to issue IRC, IP, ERC, EP to facilitate export-import business in Bangladesh. CCI&amp;E has implemented OLM System to provide G2B services from their end.</p> <p>Presently, CCI&amp;E is providing services through online to celebrate and to express gratitude to Mujib Centennial.</p>
7.	Import Permit	Entrepreneurs informed that no problem is faced while availing the IP.	
8.	Export Registration Certificate	Entrepreneurs informed that no problem is faced while availing the ERC.	
9.	Export Permit	Entrepreneurs informed that no problem is faced while availing the EP.	
10.	EPB Enrolment	Entrepreneurs informed that no problem is faced while availing the Fire Certificate.	-
11.	Registered Exporters System (REX Certificate)	Entrepreneurs informed that no problem is faced while availing the REX Certificate.	-
12.	Name Clearance	RJSC&F provides a Name Clearance Certificate online while registering the company/entity etc. Entrepreneurs do not face any constraints to avail that.	-
13.	Country of Origin	Entrepreneurs informed that no problem is faced while availing the Fire Certificate.	-
14.	Company Registration	To avail company registration certificate, entrepreneurs take assistance from the lawyer and middlemen.	<ul style="list-style-type: none"> <li>A list of registered company lawyers or experts along with the service-wise fee schedule should be included in the RJSC&amp;F website to mitigate the intervention of middlemen/brokers.</li> </ul>
15.	Factory Plan & Layout Approval	Entrepreneurs informed that no problem is faced while availing the Fire Certificate.	-

No	G2B	Statement/Pain Points	Way
16	Citizen Charter	<p>Citizen Charters to avail G2B services are available on the website of the government agencies. Citizen Charter contains all the relevant information on cost, process, required document, steps, incumbent office, etc. to avail G2B services from concerned government ministry/agencies/organizations, etc.</p> <p>But, most of the entrepreneurs are not aware of that service/documents.</p>	<ul style="list-style-type: none"> <li>● Awareness and outreach program jointly organized by the a2i, MOC, and concerned private and district level chamber and associations to inform them about the citizen charters may increase the level of awareness of the business entrepreneurs.</li> <li>● Hover Effect would be used on the 1st page of the website to draw the attention of the visitors.</li> <li>● Initiative could be taken to prepare Audio Video Tutorial (AVT) for the concerned website to avail required G2B services.</li> </ul>
17.	Facilitation through Ministry of Commerce	<p>Information on sectoral User Journey Map to avail G2B services is not available. Entrepreneurs have been suffering from a lack of information and clear guidelines in that respect.</p>	<ul style="list-style-type: none"> <li>● Private sector business association and Ministry of Commerce may work together to design and upload the sectoral User Journey Maps on the website. Later on, the associations may take initiative to reach the User Journey Maps to the members and potential entrepreneurs through outreach sessions.</li> </ul>
18.	Interlink between the Government Website	<p>While depositing and submitting VAT challan, entrepreneurs face barriers as there is a lack of online interconnectivity among the NBR, scheduled bank, and others. Entrepreneurs are bound to submit a hard copy of the VAT challan to the VAT office after depositing it to Sonali Bank. This is time- consuming and increases the cost of doing business as well.</p>	<ul style="list-style-type: none"> <li>● A harmonized interlink between the websites of NBR, VAT Authority, TAX Authority, Customs Authority, Bangladesh Bank, and Scheduled Banks is the demand of time to ensure the proper utilization of VAT, TAX, Customs process automation.</li> </ul>

No	G2B	Statement/Pain Points	Way
19.	Institutionalization of Middleman	Lack of proper knowledge and awareness, entrepreneurs hire middlemen to avail G2B services. It creates complexity in the management system. Middlemen are not accountable to the government as they have no institutional recognition.	<ul style="list-style-type: none"> <li>● To ensure accountability, the middlemen system should be institutionalized with proper training.</li> <li>● Specific criteria to be the eligible registered middleman/consultant etc., fee structure, maximum processing time, set of documents, etc. should be set by the government.</li> </ul>
20.	Expansion of the Work activities of Union Digital Centre	There are more than 4500 Union Digital Centre in Bangladesh that is the wonderful initiative of a2i to ensure access to information and digitalization.	<ul style="list-style-type: none"> <li>● Initiative to provide G2B services through the Union Digital Centre could be helpful to facilitate the rural entrepreneurs.</li> </ul>
21.	Dedicated Business Support Cell in DC Office and UNO Office	Entrepreneurs of urban are privileged than that of rural areas as access to information is easier for them. Entrepreneurs requested to set a Dedicated Business Support Cell in DC Office and UNO Office to disseminate updated business information, statistics, publication, etc. to the potential and existing entrepreneurs.	<ul style="list-style-type: none"> <li>● Dedicated Business Support Cell could be established in DC Office and UNO Office to facilitate the entrepreneurs with proper information and assistance.</li> <li>● Cabinet Division, Ministry of Public Administration, FBCCI, and District Business Chamber may work together to train the Dedicated Officials in that respect.</li> </ul>
22.	Ease of VAT Submission Process	<p>The VAT submission process (stated in Chapter 2.2) is not fully automated. Entrepreneurs need to submit the VAT challan to the VAT office physically.</p> <p>On the other hand,</p> <ul style="list-style-type: none"> <li>● It is mandatory for traders with annual turnover between Tk 50 lakh and Tk 3.0 crore to file their VAT returns every month with detailed information of sales and VAT deduction.</li> <li>● SMEs with lower than TK 50 lakh turnover are exempted from paying VAT. But they pay VAT every month that is set by the VAT Official based on their prediction over the last month's sales volume. At the end of the year, the total turnover may not exceed TK 50 lakh. In that case, entrepreneurs don't get the deposited VAT amount back from the NBR.</li> </ul>	<ul style="list-style-type: none"> <li>● It is high time to ensure online connectivity among scheduled banks and NBR to examine the VAT Chalan receipt online instead of the existing process.</li> <li>● Annual Turnover should be considered on a Monthly Turnover. So, that entrepreneurs will get relief from paying preset VAT based on prediction over the last month's sales volume.</li> </ul>

No	G2B	Statement/Pain Points	Way
23.	Mobile Court & Inspection	Eight government agencies have jurisdiction over the operation of Mobile Court & Inspection; for example, RAB, DC Office, Department of Environment, VAT Intelligence, Food Safety Authority, etc.	-
24.	Ease of Bonded Warehouse Facility for SMEs	Export-oriented SMEs do not have enough vocal to avail Bonded Warehouse Facility.	<ul style="list-style-type: none"> <li>● SMEs should be included in the types of Bonded Warehouse.</li> <li>● SMEs of the leather sector should get priority to avail such benefit as leather and leather goods have been treated as one of the most promising items in the basket of export diversification.</li> </ul>
25.	Advance Income Tax Deduction against TIN Number	Entrepreneurs deposit AIT against their TIN Certificate. But at the end of the year, getting the return from AIT is very much difficult and the process is stringent.	<ul style="list-style-type: none"> <li>● The system to have return and adjustment from the deposited AIT should be simplified and fully automated.</li> <li>● AIT policy/rules should be upgraded and operationalized.</li> </ul>
26.	Workshop for Associations to Increase Awareness	There is a huge gap among the available information flow and awareness of the entrepreneurs on the business information. Such type of gap causes the emerge of middlemen/broker/third party handling mechanisms.	<ul style="list-style-type: none"> <li>● Workshop and outreach program to increase the awareness of entrepreneurs on G2B service and User Journey Map could be initiated with the collaboration of District Chamber and Government Agency (preferably, Ministry of Commerce, NBR, etc.)</li> </ul> <p>Note: World Bank and Business Initiative Leading Development are conducting such type of outreach program to increase the awareness of the Women Entrepreneurs of Small and Medium Industry on export and import procedure.</p>

No	G2B	Statement/Pain Points	Way
27.	Allow FDI from Foreign SMEs	After investing a specific amount of foreign currency, BIDA treats it as FDI. Such a threshold creates barriers to the inflow of FDI from foreign SMEs.	<ul style="list-style-type: none"> <li>● To increase the inflow of FDI we need to focus on availing FDI inflow from foreign SMEs along with large and heavy industries. A joint venture/partnership/collaboration between local and foreign SMEs will improve the overall business environment of Bangladesh.</li> <li>● BIDA may come forward to facilitate foreign SMEs to invest in Bangladesh.</li> </ul>
28.	Regulatory & Fiscal Incentives to Develop Backward Linkage	A developed backward linkage is a backbone of the development and sustainable growth of an industry. The shoe manufacturing industries have Raw materials, machinery, and ingredients for these industries are mostly sourced from local backward linkage industries. The development of such industries saves foreign currency and reduces the cost of production as well.	<ul style="list-style-type: none"> <li>● Backward linkage industries of the main industries should be identified and listed properly.</li> <li>● Sector-wise regulatory assistance and fiscal incentives should be declared based on their demand and gap.</li> </ul>

## Chapter 4: Concluding Remark

Bangladesh is going to be graduated from LDC by 2024. After 2029, we will not be avail GSP+ facility from the EU as the most favored nation. EU will impose an 11% tariff on an average on export from Bangladesh. It will reduce the export competitiveness in the global market. On the other hand, the government has targeted to attain an average (2021-41) 9.02% GDP growth rate, 11.12% export growth rate, and gross investment of 40.27% of GDP.

To achieve these targets by ensuring export competitiveness, there is no alternative to strengthening the domestic industry. This year, the government has included 15 new industries to calculate the GDP. The government treats the private sector as the growth engine of the economy. A harmonized and balanced sectoral growth will be the key to achieving the goals of 2024, 2026, 2030, 2031, and 2041.

Logistics cost and procedural complexities to avail G2B services have been treated as two major barriers to ensuring sustainable economic growth and predictability of the business environment. The government has taken several mega projects to improve the logistics environment of Bangladesh.

Presently, the government put focuses on process simplification while providing G2B services. The government aims to create a business-friendly ecosystem that will be capitalized as a mega factor to attract foreign and domestic investment through synchronized industrial decentralization. The link between G2B process simplification and trade is clear: simplified process to avail G2B service leads to more trade, greater export diversification, increased attractiveness to local and foreign investment, and economic growth.



## Annex-I: Participant List

1. Md Khalilur Rahman, Manager, Nawabi Voj, Mohammadpur
2. Md. Tanvir Hossain, Managing Partner, Gaze Leather Goods And Footwear
3. Md. Shakil Ahmed, Founder & CEO, Corium Bangladesh
4. Kazi Abdul Ahad, Factory Manager, KMR Craft
5. Mustafizur Rahman Bayazid, Owner, Viper Leather
6. Md.Abid Rahman, Owner, CBK Corporation
7. Imam Hossain Liton, General Manager, Vooter Adda Restaurnt Uttara
8. Kamal Hossain, Hotel Management, Vai Vai Hotel Agargao
9. Khaid Hossain, Operation Director, Paprika Restaurant
10. Moniruzzaman, Owner, Ujan Vati Restaurant
11. Ashraful Alam, Owner, Jheel Kutum Café
12. Nashad Mahmud Moyukh, Managing Director, EL Vanguarda
13. Dilara Begum, CEO, Deki Leather
14. Abdus Sattar Chowdhury, Managing Partner, Delci Engineering
15. Md. Mesbaul Haque, Sector Manager, Lace Footwear BD
16. Tithi Mondol, Brand Manager, Corium BD

## Annex - II: User Journey Map to Avail G2B Services for Leather Goods & Shoe Manufacturing Industry

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

#### Required Documents – For Fresh Issues

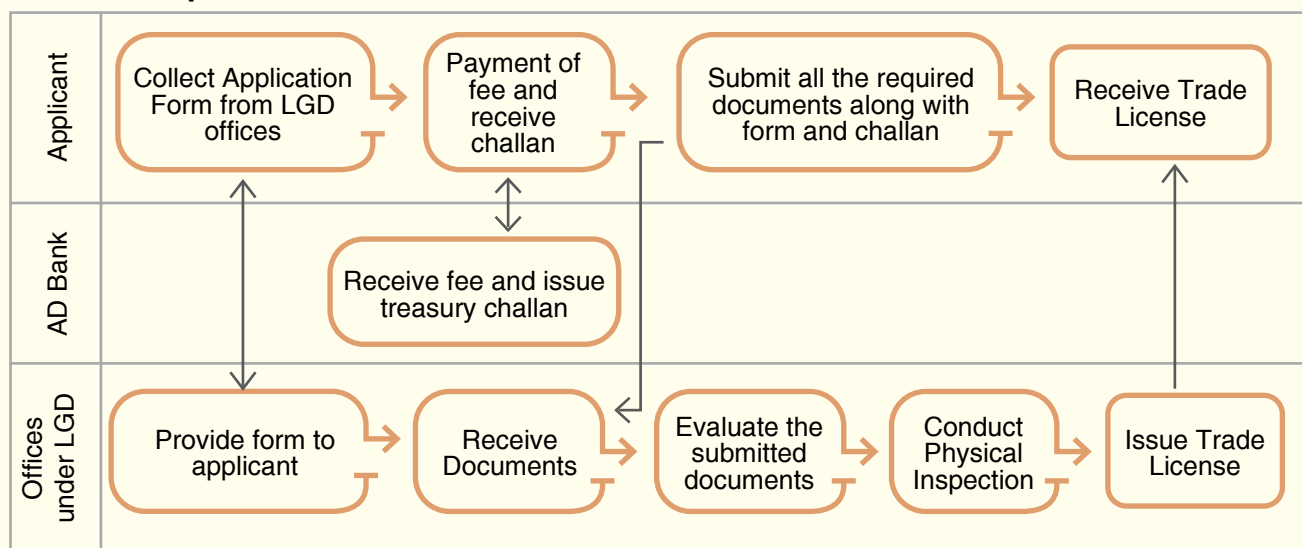
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	Original Copy
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-

Required Documents	Remarks
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 - 4 working days	Time may vary

**Fee Schedule:**

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- ▶ Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**b. Trade License – Manufacturing Firm****Incumbent Office**

Category	License
Renewal Frequency of the License	1-5 years
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

**Required Documents – For Fresh Issues**

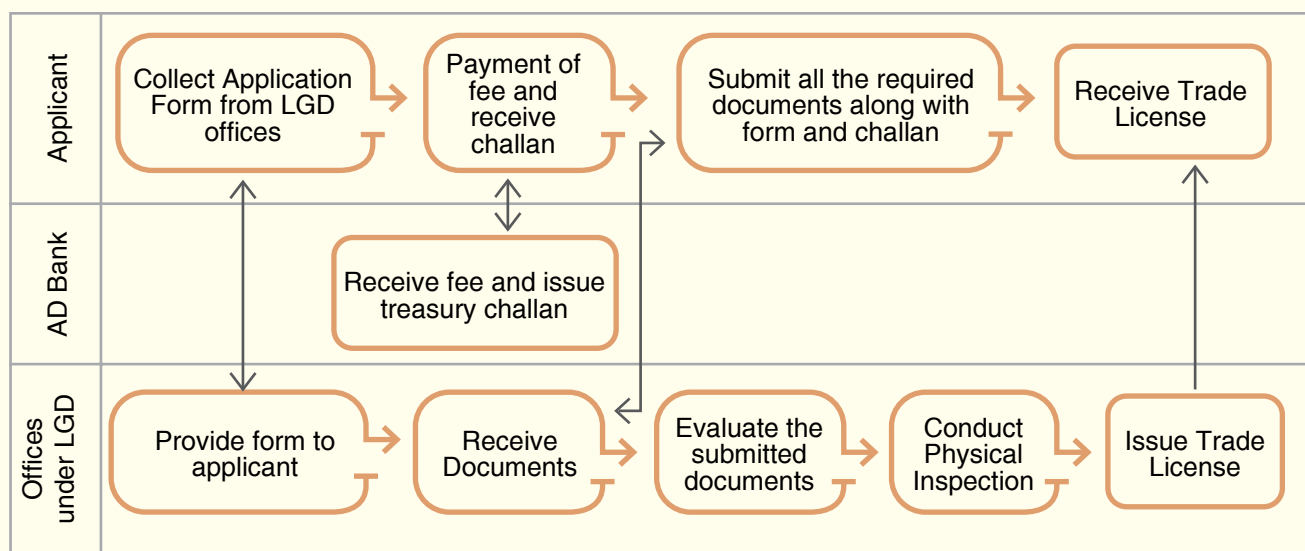
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees

Required Documents	Remarks
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

### Fee Schedule:

- Application Form: BDT 10.00

- ▶ License fee: Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## c. Approval of Layout Factory Plan and Registration

### Incumbent Office

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Department of Inspection for Factories and Establishments (DIEF)

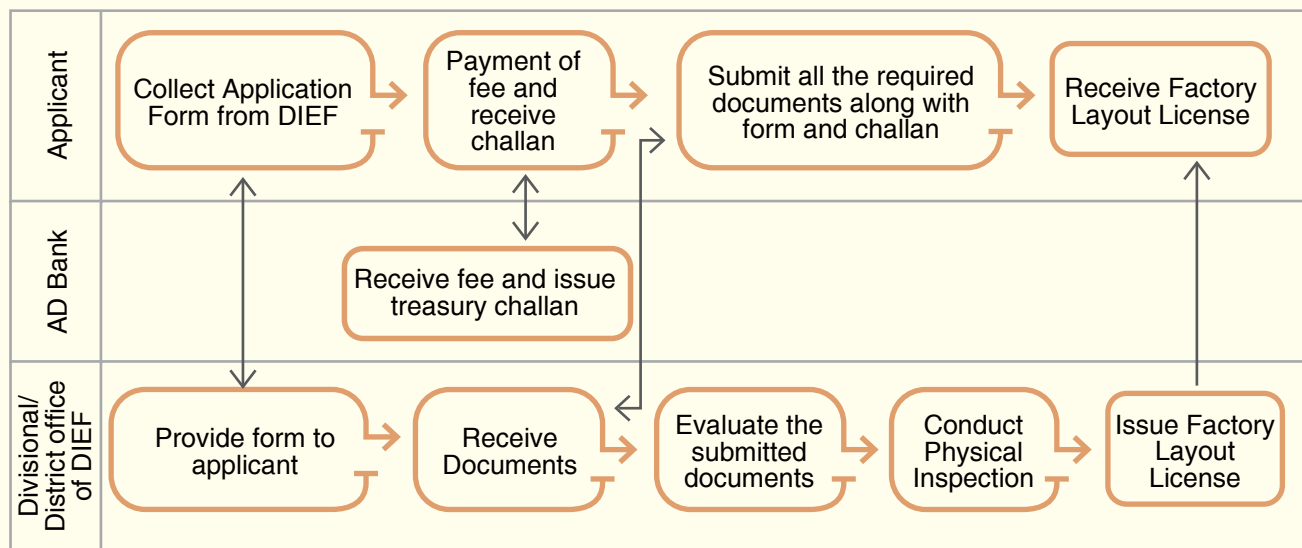
### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

## For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

## Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

## Time and Cost – For Renewal

### Fee Schedule:

#### For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00

Category	Numbers of Workers	Renewal Fee (in BDT)
D	101-200	240.00
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

#### d. Name Clearance Certificate for Companies

##### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

##### Required Documents

Required Documents	Remarks
1. Application	Online Application at <a href="http://123.49.32.36:7781/">http://123.49.32.36:7781/</a>

##### Process Map:

##### Name Clearance

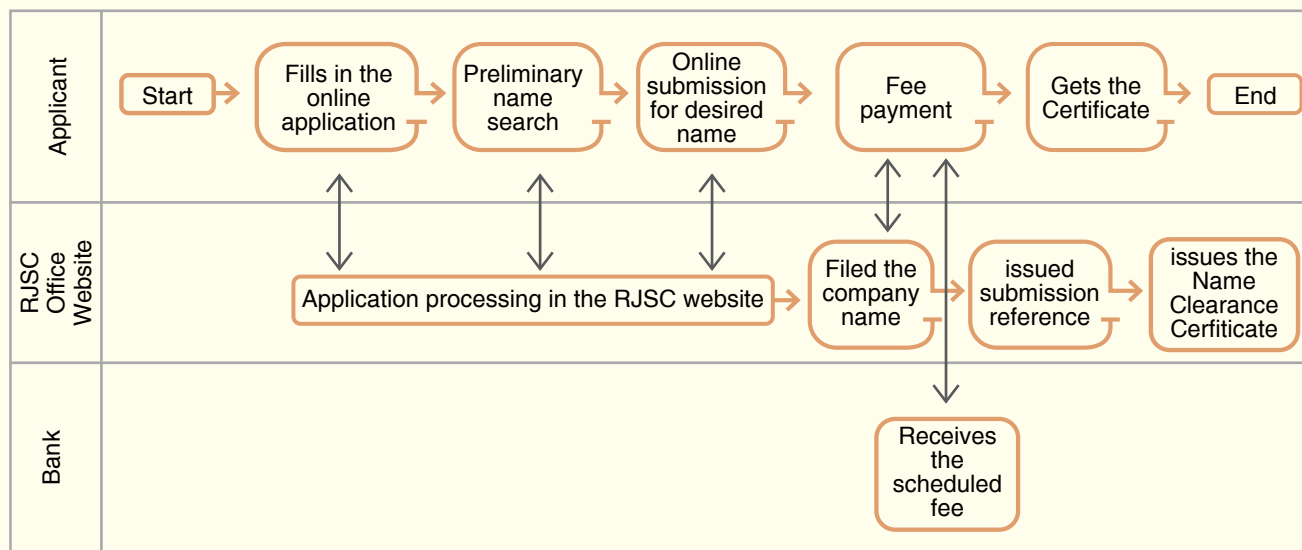


Image Source: Bangladesh Trade Portal

##### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate



**Fee Schedule:**

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

**e. Registration of (Private and Public) Company****Incumbent Office**

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

## Process Map

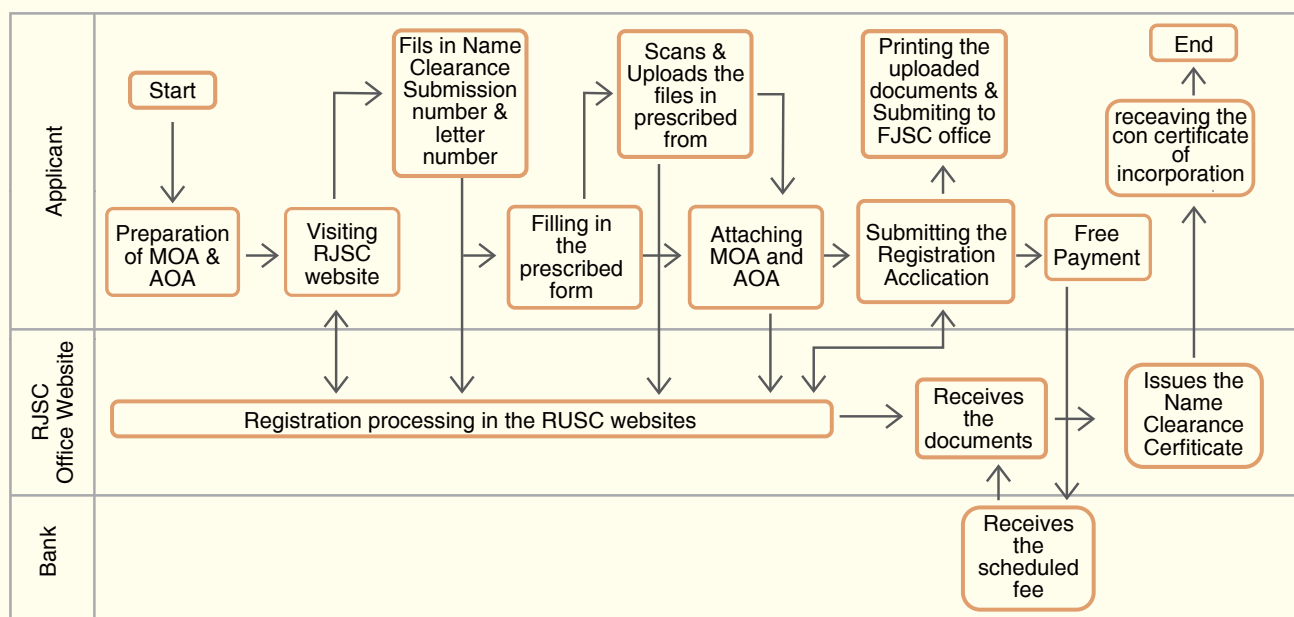


Image Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

## Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00
2. For affixing on the Articles of Association:

### Authorized Capital (BDT)

Up to 20,00,000.00

More than 20,00,000.00 but up to 6,00,00,000.00

More than 6,00,00,000.00

### Stamp (BDT)

3,100.00

8,100.00

20,100.00

## Registration Fee

### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

## f. TIN Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

### Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	
4. Name of the authorized person	Managing Director/Chairman of the company

Required	Remarks Documents
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

### Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



### g. VAT Certificate

#### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

#### Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First
2. TIN Certificate	Class gazetted officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the	For industrial users, Ad-hoc IRC is obtained before applying for VAT products manufactured registration number, Original Copy duly attested by a First-Class gazetted officer
5. List of Invoice and stored product	
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested
9. BIDA registration	by a First-Class gazetted officer

## Process Map:

VAT registration is now online and no fee is required in that respect. Please visit the link for and follow the instruction for VAT registration: [https://vat.gov.bd/sap/bc/ui5/sap/zmcf\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5/sap/zmcf_pri/index.html#/Form/U010)

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required.

## h. Certification of Mark (CM) Certificate

### Incumbent Office

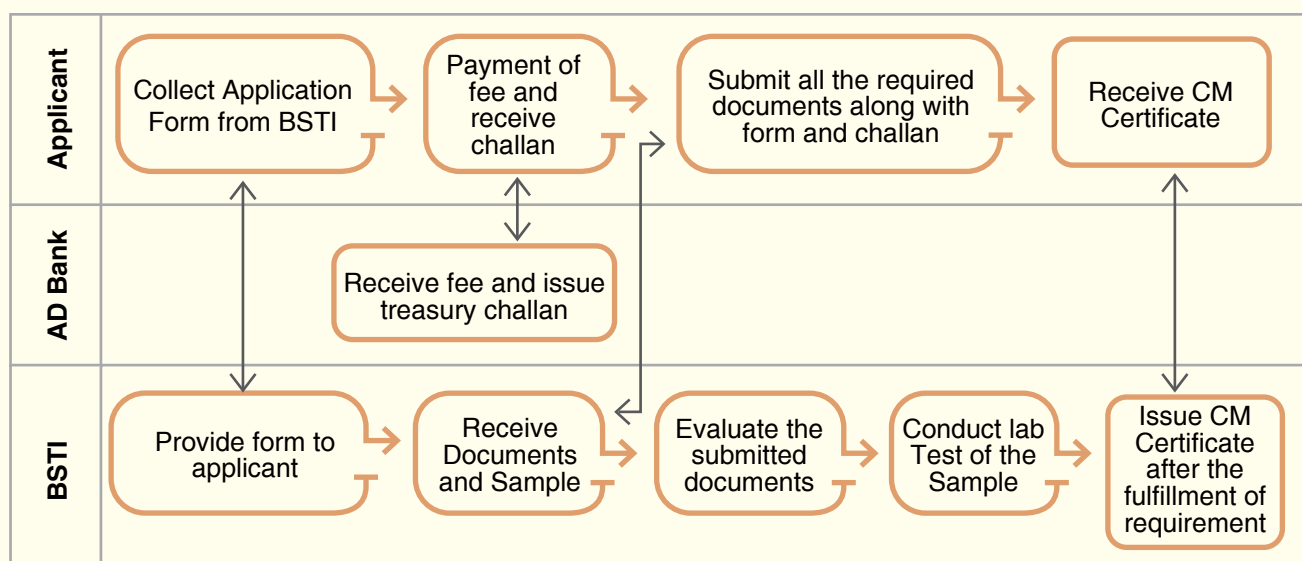
Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries

## Required Documents - For Fresh Issuance & Renewal

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer

Required Documents	Remarks
4. Label or Packet of the Product, and following contents should be included: <ul style="list-style-type: none"> <li>● Name of the product</li> <li>● Grade/Type/Size/Voltage</li> <li>● Weight/Quantity</li> <li>● Code/Batch no.</li> <li>● Product Ingredients'</li> <li>● Mfg. Date/Exp. date</li> <li>● Name &amp; address of the original Company</li> <li>● Highest retail price</li> <li>● Standard Mark along with BDS No.</li> </ul>	Original
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
7. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
8. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and Radiation Certificate (for milk powder)	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product
9. License from District Commissioner	For Brick field
10. Flow sheet	In each stage of production
11. List of machineries in factory	
12. Bio-data of the chemist who is appointed for testing	

## Process Map



## Time and Cost - For Fresh Issuance & Renewal

Official Time Limit (as per BSTI)		Approximate Processing Time for Issuing the License
Document checking and verification after the submission of Application	1 working day	Time may vary
Factory inspection, Sample sealing and issuance of Sample submission	5 working days	
Sample submission in BSTI- OSS office	Depends on Applicant	
Laboratory testing and reporting	Depends on Product wise time	
Approval after receiving the report	5 working days	
Bill Payment	2 working days	
After final approval, submission of Marking fee	Depends on Applicant	
Obtaining License	3 working days	

### Fee Schedule:

- ▶ Application fee: BDT 1000.00 + 15% VAT
- ▶ Testing fee: Product wise
- ▶ Marking fee:
  - In case of Fruits: (0.07% of approximate production capacity) x (x factory price)(at least BDT.1250 and highest BDT. 10,00,000
  - For other products: (0.1% of approximate production capacity) x (x factory price). (At least BDT. 1875 and highest BDT. 15,00,000) + 15% VAT
  - License fee: BDT 200.00 + 15% VAT

## i. Export Permit

### Incumbent Office

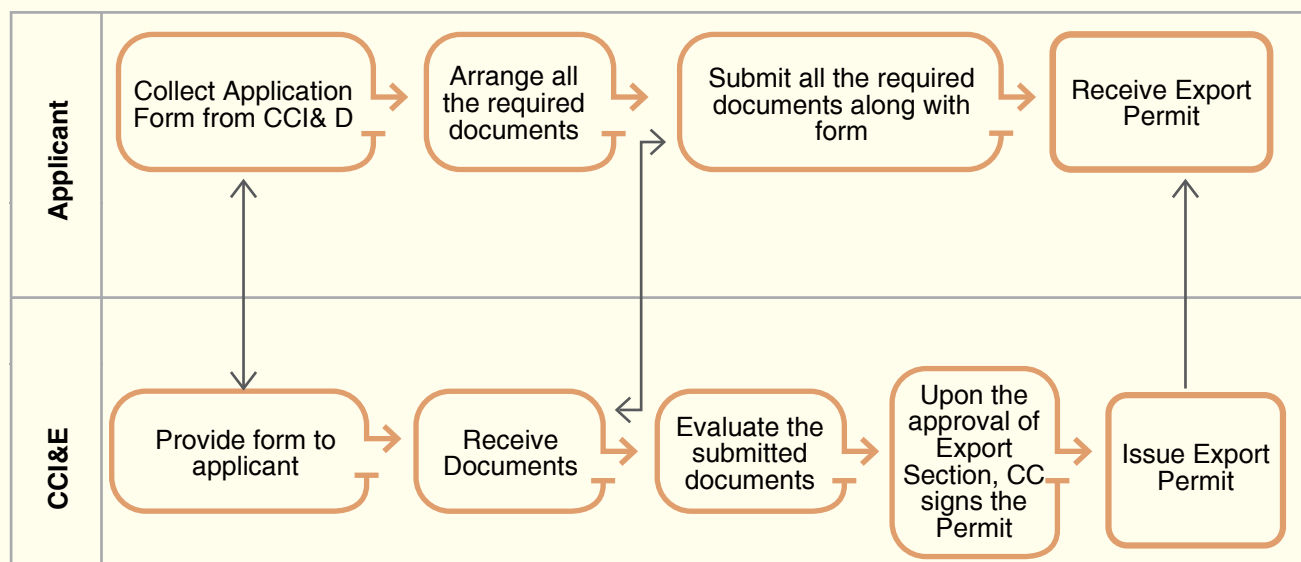
Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy



## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

## Fee Schedule:

No fee is required

## j. Import Permit

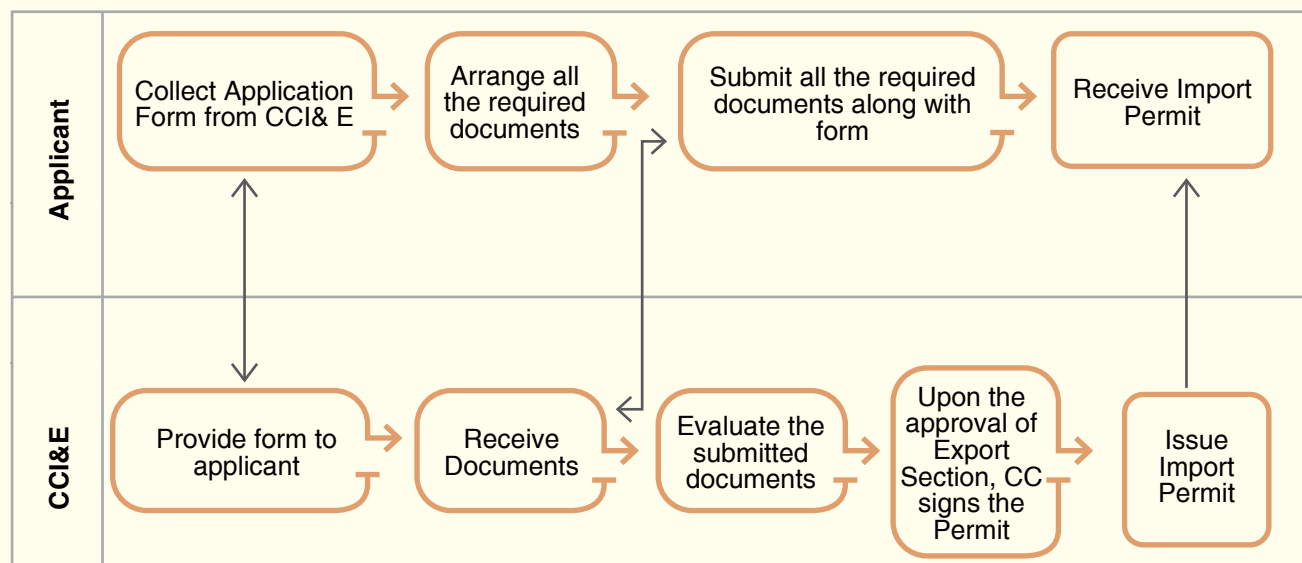
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

## Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

## Fee Schedule:

No fee is required

## k. Certificate of Origin (Example: China)

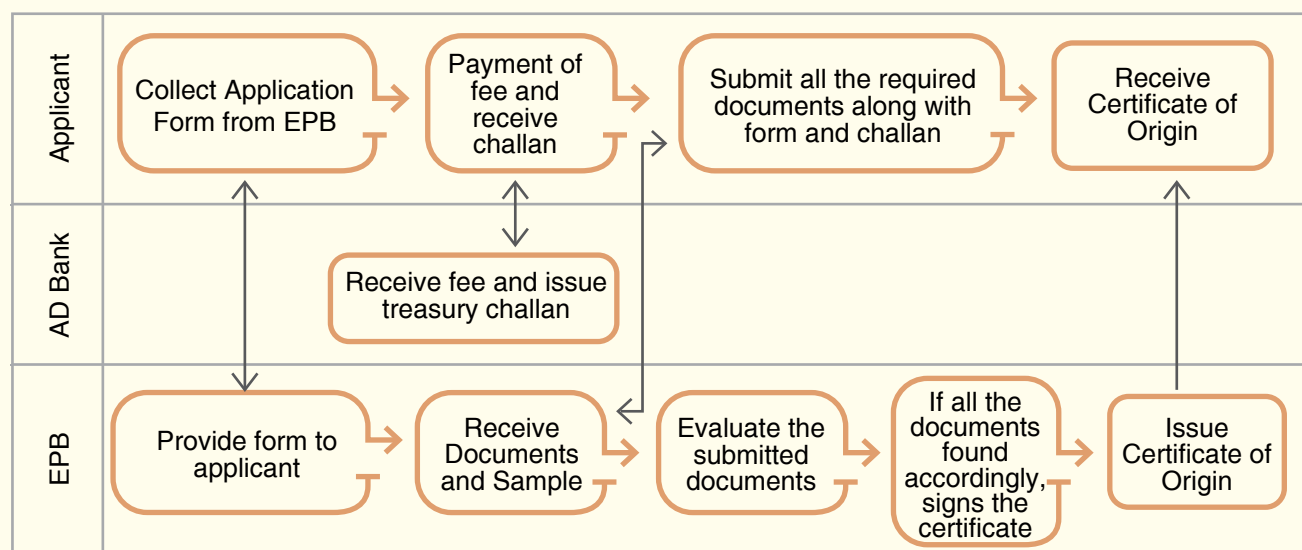
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	N/A
Issuing Ministry/Agency	Ministry of Commerce

## Required Documents

Required Documents	Remarks
1. Application in company Letter head	Original
2. Pay-order for the certificate	
3. Commercial Invoice	
4. Shipping Bill	An attested copy
5. Bill of Lading/Airways Bill	An attested copy
6. EXP Form	An attested copy

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Within 12 hours (by 1 Day) for 400 BDT fee Within 24 hours for 300 BDT fee Within 48 hours for 200 BDT fee	Same As official Time

## Fee Schedule:

Type of the Certification	Fees (BDT)
Certificate issue within 12 hours (by 1 Day)	400.00
Certificate issue within 24 hours	300.00
Certificate issue within 48 hours	200.00
Certificate Re-issue	1900.00

## I. Export Registration Certificate (ERC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents – Fresh Issuance

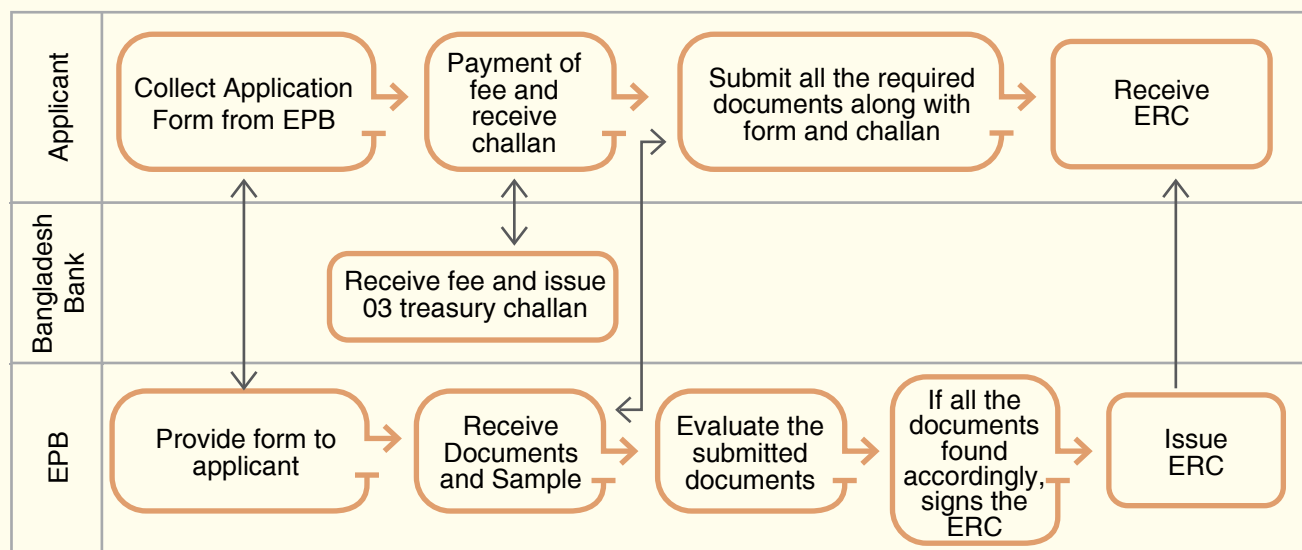
Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer

Required Documents	Remarks
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of incorporation Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

### Process Map



### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

### Fee Schedule:

BDT 7,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:**

BDT 5,000.00

**m. Import Registration Certificate (IRC)****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

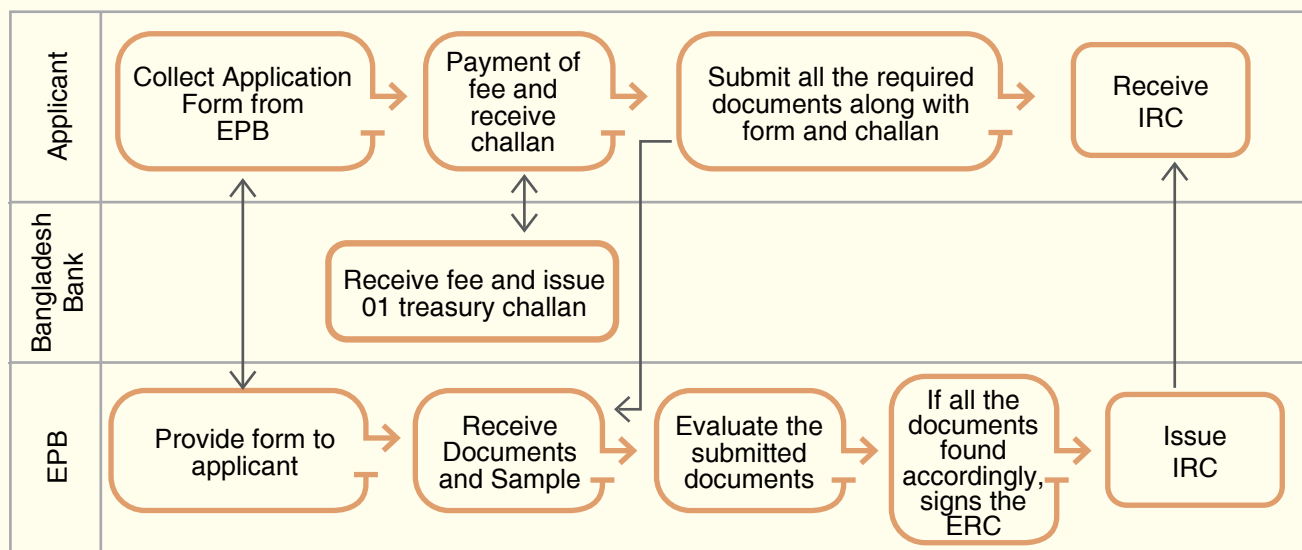
**Required Documents – Fresh Issuance**

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy duly attested by a First-Class gazetted officer
4. Financial solvency certificate	From Bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

**Required Documents – Renewal**

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00

Category	Value Ceiling of Annual Import	Initial Registration Fee
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## n. EPB Enrollment Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	EPB, Ministry of Commerce

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application for EPB Enrolment Certificate	Original
2. Trade License	An attested copy
3. Export Registration Certificate	An attested copy
4. Pay-order for Enrollment Certificate in favor of EPB	Original
5. Association Membership Certificate	An attested copy
6. E-TIN	Original + An attested copy)
7. Photo	(2 attested copies) Passport size
8. VAT Certificate	An attested copy

### Required Documents – Renewal

Required Documents	Remarks
1. Enrollment Certificate	Original copy
2. Application for the renewal of EPB Enrolment	Original
3. Photo	(2 attested copies) Passport size
4. Pay order	Original
5. Updated Trade License	Attested Photocopy
6. Updated Export Registration Certificate	Attested Photocopy
7. Updated Chamber/Association membership	Attested Photocopy
8. VAT registration certificate	Attested Photocopy
9. Updated E-TIN	Attested Photocopy
10. Memorandum	Attested Photocopy

### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	1 Working Day



**Fee Schedule:**

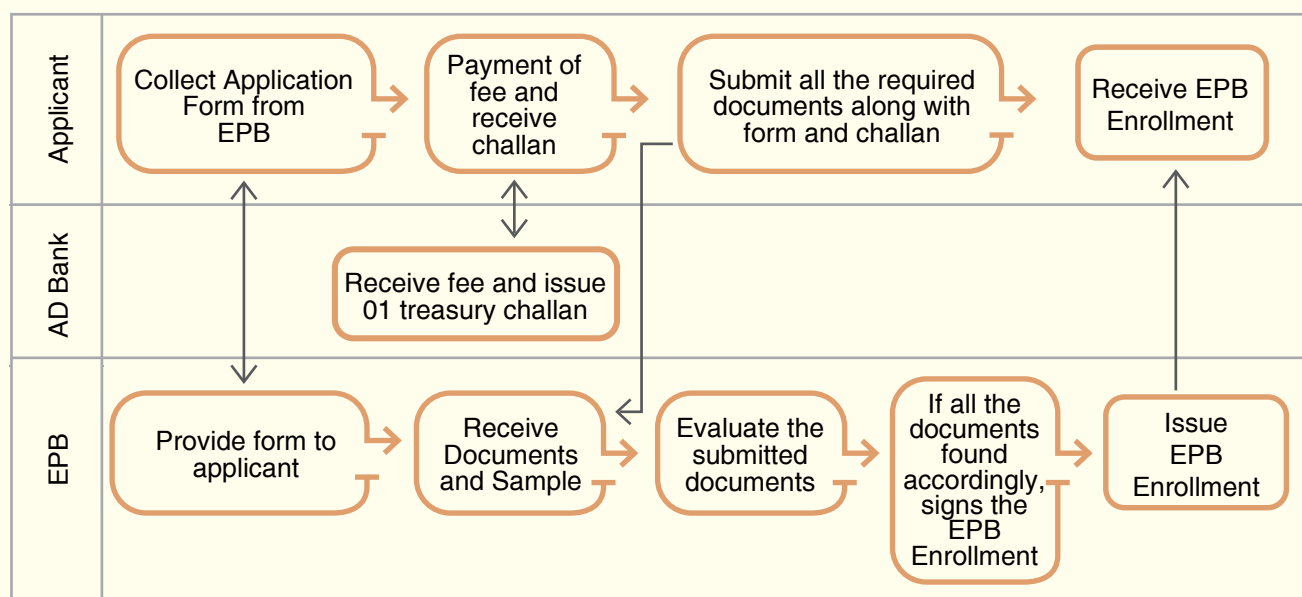
1. Enrollment Fee – BDT 1,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
7 Working Days	1 Working Day

**Fee Schedule:**

1. Enrollment Fee – BDT 1,000.00

**Process Map****o. Environment Certificate – Orange B****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment, Forest & Climate Change

**Required Documents – For Fresh Issuance**

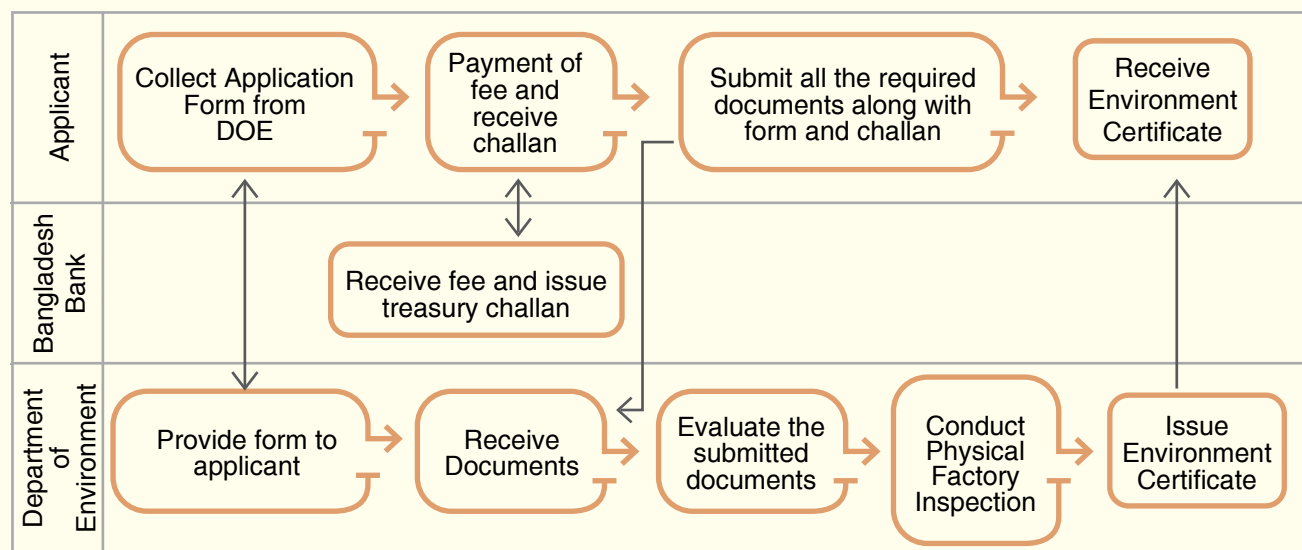
Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	A copy
2. Project Profile/DPP/Feasibility Study Report/General Information	A copy
3. Treasury Chalan	A copy
4. NOC from local Chairman/Ward Commissioner	A copy
5. Location Map and Layout of Plant/Factory	A copy
6. Details of Product with Raw Materials and Process Flow Diagram	A copy
7. Ownership Deed of the Plant	A copy

Required Documents	Remarks
8. Mouza Map/Khotian and Land Stain of Project	A copy
9. Trade License	A copy
10. Ownership Deed of the Plant	A copy
11. Waste management	A copy
12. License/Opinion/NoC from concerned Government Authority	A copy
13. Waste Refinery/Plan (ETP/STP/WTP/others) or ATP's Design with Time schedule or Waste Refinery/Plan (ETP/STP/WTP/others) or ATP's Design with Functionality	A copy
14. License/Registration from BEPZA/BSCIC/BIDA	A copy
15. For Multi Store Building: I. Occupancy Certificate from RAJUK/Appropriate Authority	A copy

### Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
1. 2. General Information Form	Original Copy
Environmental Cleara 3. Treasury Chalan nce Certificate	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 20 days	Depends on the fulfillment of the requirements
Environmental- 21 days	

**Fee Schedule:**

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000
20 crore – 50 crores	80000
50 crore – 100 crores	120000
100 crore – 200 crores	200000
200 crore – 500 crores	300000
500 crore – 1000 crores	400000
More than 1000 crores	500000

**Time and Cost - For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days	Depends on the fulfillment of the requirements
Environmental- 07 days	

**Fee Schedule:**

- The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee

**p. Fire Safety Certificate****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

**Required Documents – For Fresh Issuance**

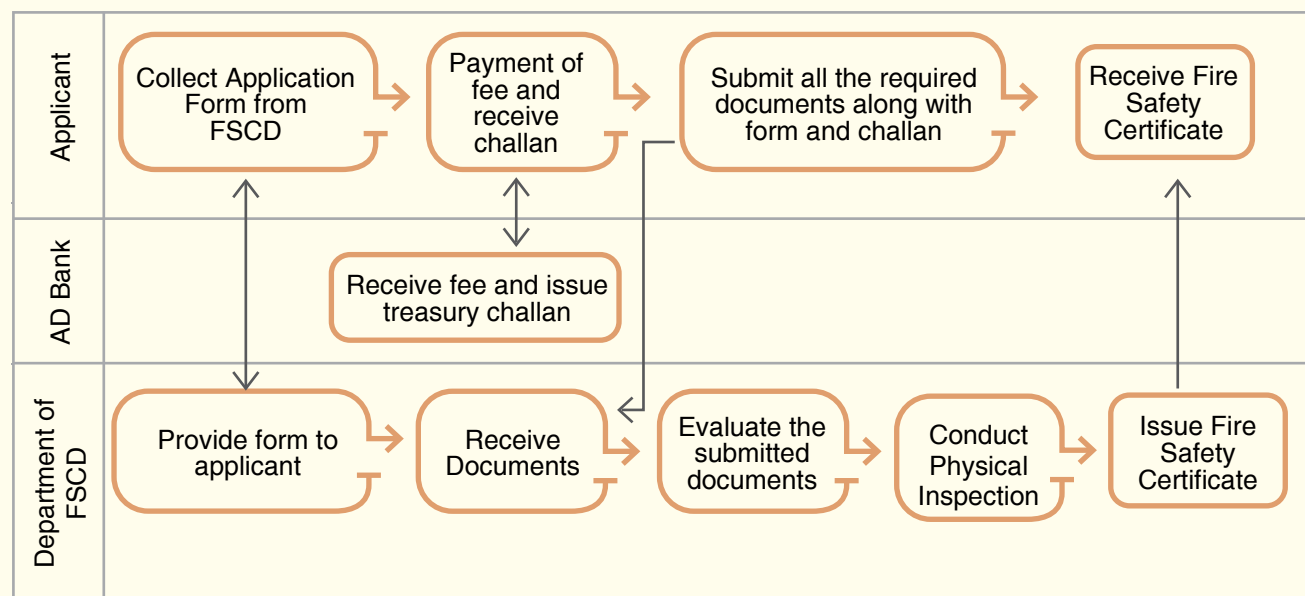
Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First- Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First- Class gazetted officer (required if rental space/property)

Required Documents	Remarks
5. Layout of the establishment authorized by RAJUK/CDA/KDA/RDA/City Corporation/Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First- Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

### Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
90 Working Days	100 – 120 Working Days

**Fee Schedule:**

Fee depends on the assessment

**Time and Cost - For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Working Days	30 working Days

**Fee Schedule:** Fee depends on the assessment

## Annex II: Questionnaire to Collect Data to Design Business Journey Map, User Journey Map to avail G2B Services, Pain Points & Way Forward

q. Questionnaire to Collect Data to Design Business Journey Map & to Identify G2B Services

### A. Incorporation of Business

Type of Business (sole/partnership/private ltd)

Name Clearance &  
Registration from RJSC

Final Products List

Mode of Financing:

Interest & Loan Repayment  
Tenure (own capital/personal  
loan/bank loan/cooperative)

## Manpower/Staff/HR

Recruitment/Training/Salary/  
Increment/Bonus/

## Machinery Setup Factory/Kitchen/Manufacturing Plant

Name/Sourcing/Setup/  
payment/Servicing/  
Permission

## Factory/Kitchen/Manufacturing Plant Setup

Space/Security/Utility  
connection/Permission

## Warehouse Setup

Storage/QC/Health  
Hygiene/TCL



## Showroom/Display setup

Price Tag/items/Menu List/  
Dedicated Sales Person

## Shop/Sitting Arrangement Setup

AC/Non-AC/License Issue from  
DC Office/Trail

## List of Required Permission/Licenses/Certificates & Business legal requirements/ frameworks

## B. Sourcing/Manufacturing/Production Stage

### Raw Material Sourcing

Volume/Price/Quality/Internal  
Coordination/Backup Plan

## Vendor Selection

Relationship/Quality/Price/  
Product Back/Payment

## List of Raw Material

## Logistics & Transportation

Own Transport/Rent/By  
Vendor/

## Payment Method

Advance/Cash/After Sales/  
Discount

## Raw Material Warehousing

TCL/Won/Rent/  
flammable Items

## Production Stage

Volume Set/In Process Quality  
Specific Manpower

## Finished Goods Warehousing

TCL/Own/Rent

## Quality Assurance & Disposal

Product Quality Unsold Left-  
Over management/

## C. Selling/Distribution Stage

### Channel to Reach Final Consumer

Product Distribution through  
transport

Retail

Wholesale

E-commerce/Online

### Money Receiving Method

Bank/Cash/EFT/BFT/MBF/VAT/  
Bad Debts

### Promotion/Advertisement

Leaflet/Facebook/YouTube/  
Promotional Officer

## After Sales Service/Review

Review Collection/Complaint  
Box/

## Reverse Supply Chain

Product Collect and back/  
Time/Money Back/Guarantee

## D. VAT/TAX Collection & Submission

### VAT Collection Mechanism

Machine/Instant/Added in the  
Price/Not Collected/Calculation

### VAT Submission Mechanism

Daily/Weekly/Monthly/Yearly  
etc./Submission Office/  
documents

## Tax Return Submission Mechanism

Machine/Instant/Added in the  
price/Not collected/Calculation

# Business Journey Map of **DIGITAL COMMERCE** in Bangladesh





# Abbreviations

<b>E-commerce</b>	Electronic Commerce
<b>F-commerce</b>	Facebook Commerce
<b>G2B</b>	Government to Business
<b>SPS</b>	Service Process Simplification
<b>TIN</b>	Tax Identification Number
<b>VAT</b>	Value Added Tax
<b>UBID No.</b>	Unique Business Identification Number
<b>RJSC&amp;F</b>	Registrar of Joint Stock Companies and Firms
<b>CCI&amp;E</b>	Office of Chief Controller of Imports and Exports
<b>BIDA</b>	Bangladesh Investment Development Authority
<b>IP</b>	Import Permit
<b>IRC</b>	Import Registration Certificate
<b>EP</b>	Export Permit
<b>ERC</b>	Export Registration Certificate
<b>AOA</b>	Article of Association
<b>MOA</b>	Memorandum of Association
<b>NID</b>	National Identification Number
<b>CEO</b>	Chief Executive Officer
<b>MD</b>	Managing Director
<b>CMSME</b>	Cottage, Micro, Small, Medium Enterprise
<b>UNCTAD</b>	United Nations Conference on Trade and Development
<b>SDGs</b>	Sustainable Development Goals
<b>LDC</b>	Least Developed Country
<b>UMIC</b>	Upper Middle-Income Country
<b>B2B</b>	Business to Business
<b>B2C</b>	Business to Consumer
<b>C2B</b>	Consumer to Business
<b>C2C</b>	Consumer to Consumer
<b>GMV</b>	Gross Merchandize Volume
<b>MFS</b>	Mobile Finance System

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### Annex-I: Participant List

### Annex - II: User Journey Map to avail G2B Service to Inaugurate Digital Commerce Business in Bangladesh

- TIN Registration
- Name Clearance from RJSC&F
- Registration of (Private and Public) Company
- VAT Registration
- Trade License – Commercial Firm
- Export Permit
- Export Registration Certificate (ERC)
- Import Permit (IP)
- Import Registration Certificate (IRC)
- License for Mailing Operator and Courier Service
- Fire Certificate
- Unique Business Identification Number (UBIN)

# Chapter 1: Introduction

## 1.1 Background of the Study

Players/entrepreneurs of the business environment in Bangladesh are classified as "Cottage, Micro, Small, Medium and Large". Among them, entrepreneurs from large industries have enough clout and strength to make their voice/demand/need heard by the regulatory authority. In contrast, entrepreneurs from CMSM are not enough capable to have the same access to the government. From that point of

view, the government is identifying the potential and promising CMSM sectors to identify their pain points while conducting business and availing G2B services as well as designing a suitable way forward to make the overall system simplified and user friendly.

Digital commerce is an integrated business eco-system among e-commerce, f-commerce, digital/online marketplace, logistics partner, merchant, vendor, backward linkage, etc. It enables customers to purchase goods and services through an interactive and self-service experience. Broadly, it includes the people, processes, and technologies to execute the offering of development content, analytics, promotion, pricing, customer acquisition and retention, and customer experience at all touchpoints throughout the customer buying journey. Most importantly, digital commerce gives access to the whole industry sector of a nation to reach their products to urban and rural customers.

Digital commerce has been treated as one of the most promising sectors in Bangladesh. Amid the COVID-19, there are very few industries that enjoy sustainable growth and digital commerce is one of them in Bangladesh. Boost of digital commerce will ensure economic growth, employment generation, increase domestic investment, the contribution of CMSME to GDP, strengthen backward linkage industry, decentralization of industries, and development of overall logistics mechanism.

By considering the holistic economic potentials of digital commerce in Bangladesh, the Government has provided regulatory and operational assistance to this sector. Presently, the government puts concentration to provide simplified G2B services to this sector by identifying pain points as well as other issues.

## 1.2 Objectives of the Study

- ▶ To portrait a holistic overview of Bangladesh's digital commerce eco-system & regulatory framework.
- ▶ To find out the logistics management mechanism of digital commerce.
- ▶ To draw the business journey maps of the participants' digital commerce & logistics partners.
- ▶ To reveal user journey map of availing G2B services to commence digital commerce in operation.
- ▶ To point out the pain points to avail G2B services & way forwards to ensure harmonized service process simplification.

## 1.3 Methodology of the Study

To prepare the report on "Business Journey Map of Digital Commerce in Bangladesh" specific data are collected from primary and secondary sources. Later on, validation of the collected data is ensured to make it realistic. Moreover, participants of the workshop/FGD participated in a survey to put their opinion on some specific questions like multiple choice, dropdown questions, open-ended questions, etc. The report focused on identifying business journey map, user journey map to avail G2B services

and pain points, G2B service-based and issue-based pain points recommendation/way forward those could be achieved by taking timely measures.

Particulars	Remarks
Literature Review	<ul style="list-style-type: none"> <li>● Digital Commerce Policy-2018</li> <li>● Digital Commerce Policy (Amended)-2020</li> <li>● Digital Commerce Operation Guideline-2021</li> <li>● Citizen charter of National Board of Revenue</li> <li>● Citizen Charter of Dhaka South City Corporation</li> <li>● Citizen Charter of CCI&amp;E</li> <li>● Citizen Charter of Ministry of Posts, Telecommunications and Information Technology</li> <li>● Citizen Charter of Department Fire Service and Civil Defense</li> <li>● UNCTAD B2C E-commerce Index 2018</li> <li>● UNCTAD B2C E-commerce Index 2019</li> <li>● UNCTAD B2C E-commerce Index 2020</li> </ul>
Focused Group Discussion	Broadly, participants of the FGD/workshop were from the digital commerce sector. More specifically, they are e-commerce merchants, partners of privately-owned e-commerce platforms, merchants of government-owned e-commerce platform, sellers of the online marketplace. Their selling basket contains processed food, dairy products, organic items, leather goods, footwear, clothing, grocery items, fashion items, tourism service, etc.
Survey Questionnaire	Participants participated in a survey session to provide their opinion on the selection of digital commerce platform, types of questions, trade license, VAT, TIN, selection of logistics partner, logistics management, payment method, vendor & sourcing selection, associated with e-cab, awareness of regulatory affairs, training from government, financial assistance from the government and pain points identification. The demographic question, multiple-choice, dropdown question, and open-ended questions were set in the survey questionnaire.

## 1.4 Scope of the Study

Implementation of the way forwards based on data-driven and fact-based findings to mitigate the pain points faced by digital commerce players will ensure sustainable growth of this sector.

- ▶ There is no alternative to a balanced integration among regulatory framework and logical fiscal & monetary incentives mechanism to make a synchronized development of the industry.
- ▶ In that continuation, it is high time to implement a harmonized regulatory framework and implement a mechanism to monitor the whole operation of the digital commerce ecosystem in Bangladesh.
- ▶ Besides, the study will portrait an insight as well as could be treated as literature to focus on the urge upon simplifying the existing G2B service delivery mechanism.
- ▶ Moreover, issue-based pain points identification and a possible way forward could be considered to ensure capacity building of the participants of the overall supply chain of digital commerce in Bangladesh.
- ▶ Most importantly, awareness creation and outreach initiatives should be treated as a single term to ensure knowledge empowerment on regulatory framework, fiscal & monetary assistance, and operational mechanism among the digital commerce players.

## 1.5 Reason to Choose the Sector

"Bangladesh B2C E-commerce Market Report 2022" revealed that the e-commerce market size in 2021 was about Tk56,870 crore and will be around Tk1.5 lakh crore by 2026. At present, there are approximately 2,000 e-commerce sites and 50,000 Facebook-based outlets delivering almost 30,000 products a day. Currently, 80% of the online sales are taking place in Dhaka, Chattogram, and Gazipur. Among the e-commerce business, 1% are large businesses, 4% are medium, and 95% are small businesses. Some 1,600 e-commerce entrepreneurs were e-Cab members. The government has taken several initiatives to bring this industry under a legal framework. In that respect, the government has included the digital commerce sector in the BJM program to have the sector's voice to provide fiscal and monetary assistance to this sector for sustainable growth.

# Chapter 2: Sector Profile of Digital Commerce in Bangladesh

## 2.1 Digital Commerce-A Global Context

Emerge of e-commerce was backed by the invention & holistic utilization of computers, the internet, the telephone. Technically, Boston Computer Exchange has been treated as the first e-commerce company in the world that was an online marketplace to sell and buy used computers. Amazon was established in 1995 as an online bookstore and is now the largest online retail shop in the globe.

### Top Countries by E-commerce Sales & Top Companies by B2C E-commerce 2020

Top Countries by E-commerce Sales			Top Companies by B2C E-commerce		
Rank	Country	Sales Volume (\$bn)	Rank	Company	Sales Volume (\$bn)
1st	United States	9580	1st	Alibaba	1145
2nd	Japan	3416	2nd	Amazon	575
3rd	China	2604	3rd	JD.com	379
4th	Korea (Rep.)	1302	4th	Pinduoduo	242
5th	United Kingdom	885	5th	Shopify	120
6th	France	785	6th	eBay	100
7th	Germany	524	7th	Meituan	71
8th	Italy	431	8th	Walmart	64
9th	Australia	347	9th	Uber	58
10 th	Spain	344	10 th	Rakuten	42

Source UNCTAD B2C E-commerce Index 2020

Noted that, total e-commerce sales of the world in 2019 was \$26.67 trillion of which \$20.18 trillion was contributed by the above listed 10 countries. Most importantly, the volume of \$26.67 trillion is 30% of the global GDP.

### Top 10 Economies in the UNCTAD B2C E-commerce Index 2020

Rank	Economy	Why Switzerland Ranks N0. 1
1st	Switzerland	● percent of the Swiss population used the Internet in 2019
2nd	Netherlands	● Switzerland has high banking coverage, ranking 11th in the world by the density of bank branches.
3rd	Denmark	● percent of the population aged 15 and older had an account, placing it 12th in the world.
4th	Singapore	● Switzerland is 5th among the countries included in the index in secure server density, a proxy for online shops in the country.
5th	United Kingdom	● Linguistic affinity also means that the Swiss can easily shop from online stores available in the German, French and Italian languages.
6th	Germany	● Switzerland ranks 7th in the world in terms of postal reliability according to the UPU and number one for overall postal development.
7th	Finland	● 95 percent of priority packages are delivered within one working day and 96 percent of other packages within two days
8th	Ireland	● All of the population is within a 20-minute walk or public transport trip to a postal office
9th	Norway	
10 th	China, Hong Kong, SAR	

The two largest B2C e-commerce markets in the world, China and the United States ranked 55th and 12th, respectively. Both countries led in several absolute measures but lagged in relative comparisons.

## 2.2 Present Scenario of Digital Commerce in Bangladesh

Since the Covid-19 breakout has dramatically paced the growth of this industry. According to the official reports of e-CAB and statements of industry insiders, sales in e-commerce platforms rose by about 70 percent in 2020, and the market size of this industry stood at nearly US\$2 billion as of August 2020, which was only US\$0.654 billion in 2016. 2020 was a remarkable year for digital commerce in Bangladesh as the

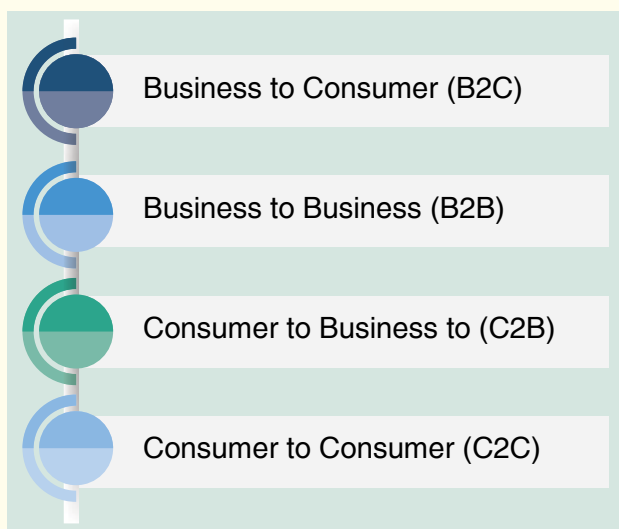
digital commerce entrepreneurs have total transactions worth BDT 160 billion (USD 1.90 bn), which is near to double than 2019 (e-Cab source). Most importantly, it is expected that the market size of digital commerce in Bangladesh will reach USD 3 bn by 2023.

According to the e-Cab, shoppers are mainly city-centric. 80 percent of e-commerce buyers are from Dhaka, Gazipur, and Chattogram. Of these, 35 percent are from Dhaka, 39 percent from Chittagong, and 15 percent from Gazipur. The other two cities are Narayanganj and Sylhet. Eighty-five percent of e-commerce users are between the ages of 18-34.

### Top Digital Commerce Site/Digital Platform/Online Market Place in Bangladesh



At present, more than 35,000 individuals and above 25,000 small and medium enterprises (SMEs) are part of this sector. Till 2020, more than 2,00,000 (two lakh) Facebook-based entrepreneurs are buying and selling products through e-commerce in Bangladesh. In Bangladesh, in the majority of the cases payment is made upon delivery. 80 percent of the payments are done through the cash-on-delivery method, whereas only 15-20 percent are done through mobile payment gateways.



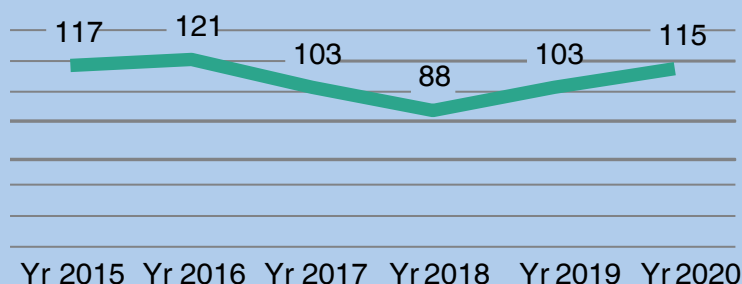
United Nations Conference on Trade and Development publishes the Business to Consumer (B2C) E-commerce Index every year. The index ranked 152 nations on their readiness to support online business. The index is calculated as the average of four indicators as-

No.	Indicators	Source
1	Account ownership at a financial institution or with a mobile-money-service provider (% of population ages 15+)	World Bank
2	Individuals using the Internet (% of the population)	International Telecommunication Union
3	Postal Reliability Index	Universal Postal Union
4	Secure Internet servers (per 1 million people)	Netcraft retrieved from World Bank

### UN CTAD B2C E-commerce Index Bangladesh & South Asia

Bangladesh slipped 12 notches on the United Nations Conference on Trade and Development's (UNCTAD) Business-to-Consumer (B2C) E-commerce Index 2020, the greatest drop among South Asian countries. It ranked 115th, falling from 103rd position on the 2019 index. It performed better on the 2018 index where it was in the 88th position.

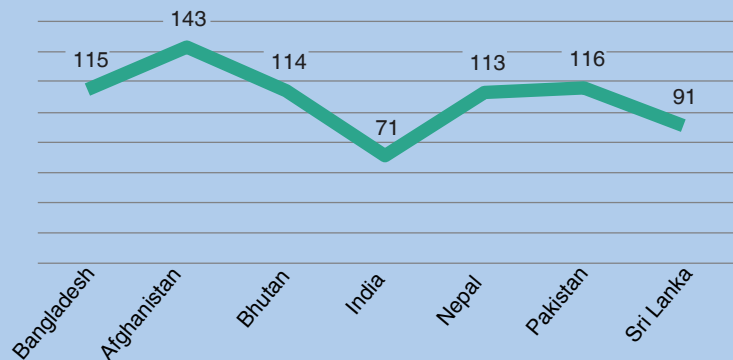
**Bangladesh in UNCTAD B2C E-commerce Index 2015-2020**





India remains, by far, the most prepared country for e-commerce in South Asia. It moved up four notches from its previous year's position to rank 71st globally. Despite experiencing the biggest drop in ranking in the region, Bangladesh managed to stay ahead of Afghanistan and Pakistan. the report said only 13% of Bangladeshis used the internet that year, the lowest among South Asian countries, and 39 out of every one million people had access to secure internet servers.

**SAARC Countries in UNCTAD B2C E- commerce Index 2020**



## 2.3 Government Initiatives to Facilitate Digital Commerce in Bangladesh

### 2.3.1 ekShop: The E-commerce Platform by the Government of Bangladesh



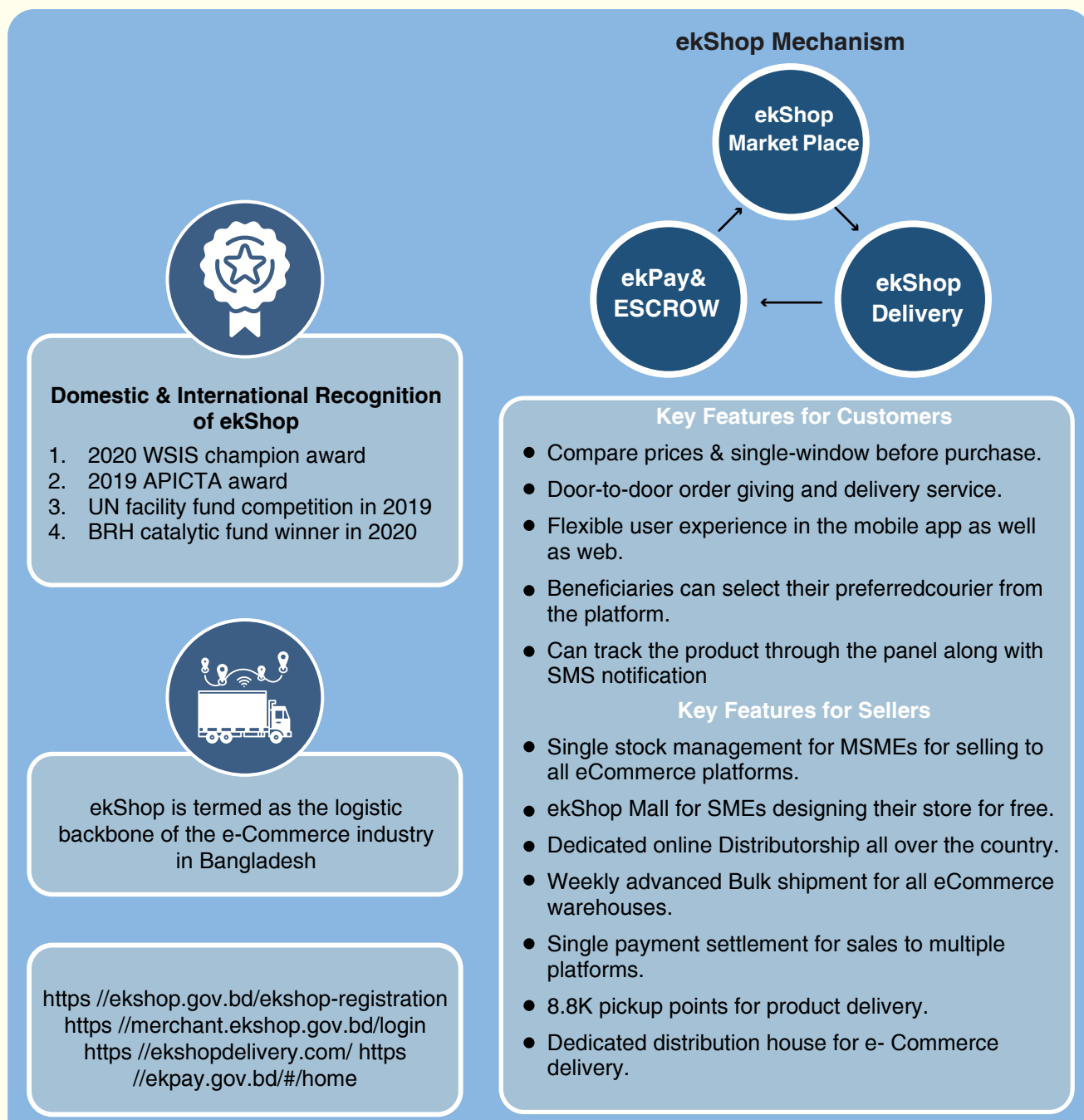
To develop an efficient ecosystem for the e-Commerce industry, the government has taken the initiative to establish an integrated and assisted eCommerce platform, "ekShop". ekShop is the world's first integrated assisted rural eCommerce platform. Through the ekShop platform, entrepreneurs have got the access to reach their product to 10 countries and presently, ekShop is working to reach 18 more.



The mission of ekShop is to, "foster digital commerce expansion throughout the country and building a nationwide supply chain will increase local production and empower rural producers to cross border trade".



The vision of ekShop is to, "create such a platform where marginal producers and disadvantaged entrepreneurs all over Bangladesh will get the opportunity to sell their products directly to the customers."



### 2.3.2. Digital Commerce Cell, Ministry of

Ministry of Commerce has formed Digital Commerce Cell to monitor and facilitate the digital commerce sector in Bangladesh. The cell is dedicated to providing a regulatory framework as well as monitoring the overall digital commerce sector in Bangladesh. Scope of activities of Digital Commerce Cell are-

- ▶ Prepare act/policy/rule/guideline for digital commerce,
- ▶ Train entrepreneurs of digital commerce,
- ▶ Initiate policy advocacy for digital commerce,
- ▶ Conduct awareness and outreach programs.

### **2.3.3. e-banijjo Project under BD Regional Connectivity Project:**

To expand the e-commerce business in Bangladesh and generate more employment opportunities by creating new entrepreneurs in the e-commerce sector, a project titled "I will do e-commerce, build my own business" has been taken up by the Ministry of Commerce. The objective of this project is to develop the skills of new entrepreneurs in e-commerce and create small and medium entrepreneurs in e-commerce in the rural economy of the country, he said. Under this initiative, e-commerce training will be provided to 5,000 new entrepreneurs. Around 3,500 entrepreneurs have already been trained. In addition, steps have been taken under the Bangladesh Regional Connectivity Project to empower women, through which training is being imparted to women entrepreneurs on cut-flower, agro-processing, and ICT skills. WTO Cell of Ministry of Commerce, Business Promotion Council and e-Cab are working together to implement the project.

### **2.3.4. Assistance to Develop E-commerce Website:**

The government will distribute Tk crore among 2,000 women in Bangladesh to encourage women's entrepreneurship in the country's e-commerce market. That means each women entrepreneur will get BDT, each to maintain their e-commerce/f-commerce/digital commerce website. The fund, to be provided on the occasion of Mujib Borsho, will be taken as non-refundable seed money from the ICT Division's Idea Project.

## Chapter 3: G2B Services and Pain Points Identification & Way Forward to Ensure Service Process Simplification (SPS) Digital Commerce in Bangladesh

### 3.1 Required G2B Services to Operate Digital Commerce in Bangladesh

In reference to Section 3.1.12 of Digital Commerce Operation Guideline- 2021, all the person/companies operating their business in the digital commerce arena are bound to avail the below listed G2B services-

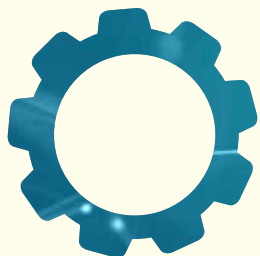
Participants	Required G2B Services/Licenses/Approval/Permission <sup>1</sup>
Marchant/Partners/Vendor/F- commerce Entrepreneurs	<ol style="list-style-type: none"> <li>1. TIN Registration</li> <li>2. VAT Registration</li> <li>3. Trade License-Commercial</li> <li>4. Trade License-Manufacturing (if applicable)</li> <li>5. UBID Number/PRA Number</li> </ol>

### 3.2. G2B Service -Based & Issue-Based Pain Points Identification & Way Forward

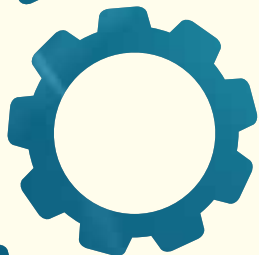
No	G2B Service	Pain Points	Way Forward
1.	Trade License	<ul style="list-style-type: none"> <li>● Trade License fees for fresh issuance and renewal are the same.</li> <li>● Trade License fees for fresh issuance and renewal is too high to afford for small and medium entrepreneurs of e-commerce/f-commerce/digit commerce</li> <li>● On the other hand, e-commerce/ f-commerce/ digit commerce entrepreneurs are registered under the ICT category while applying for Trade License.</li> <li>● Renewal frequency of Trade License is only 1 year.</li> </ul>	<p>Trade License renewal fee should be one-third of the fresh issuance.</p> <ul style="list-style-type: none"> <li>● The items titled "e- commerce/ f-commerce/ digit commerce" could be added in the "drop-down" while selecting the business category/types.</li> <li>● Renewal frequency should be raised to bi- annual/triannual</li> </ul>
2.	TIN Registration	Entrepreneurs do not face any pain points as the process is fully automated and possible to avail without the intervention of a middleman and associated cost.	-
3.	VAT Registration	Entrepreneurs do not face any pain points as the process is fully automated and possible to avail without the intervention of a middleman and associated cost.	-
4	UBID No.	N.B The government is going to provide UBID No. to e-commerce entrepreneurs to take them under a single umbrella by December 2021.	

<sup>1</sup> User Journey Maps to avail G2B Services are Annexed.

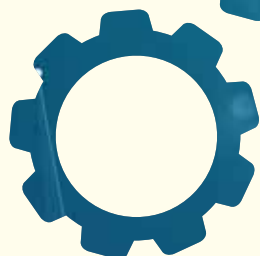
## Issue-Based Way Forward:



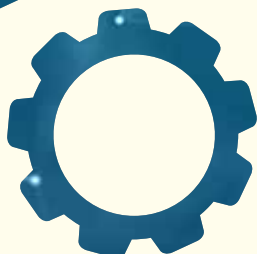
**Awareness Creation of Regulatory Framework:** Number of Digital commerce entrepreneurs aware of the regulatory framework (digital commerce rules 2020 and digital commerce operation guideline 2021). Knowledge empowerment of the entrepreneurs on the regulatory framework of this sector would be a possible way forward to ensure compliance of this sector.



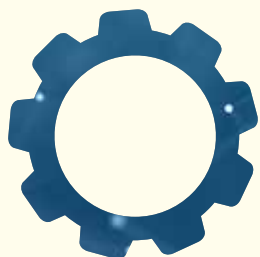
**Outreach of ek Shop platform:** Government should take initiative to engage urban digital commerce entrepreneurs . ekShop is a holistic digital commerce mechanism that ensures the right of merchant, logistics partners and customers while operating business. On the other hand, there is no doubt and question on the capacity and reliability of the ekShop platform.



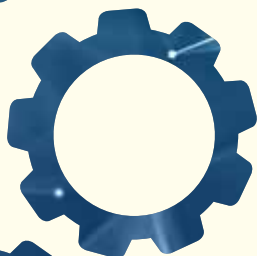
**Expansion of Training Program** Ministry of Commerce, Digital Commerce Cell, Business Promotion Council are jointly providing training on digital commerce to the divisional level. Such initiative should be expanded to the union level to reach the ultimate goal to engage rural entrepreneurs to the main stream of national economy.



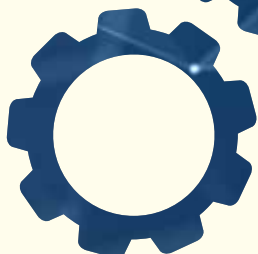
**Expansion of the activity of e-Cab** Expansion of activities of e-Cab to all over the country will ensure the expansion of digital commerce. Ministry of commerce any extend a supportive hand in that respect to boost the capacity and area of expansion of e-Cab.



**Inclusion of Digital Commerce in National Education Curriculum** To cope up with the 4th Industrial Revolution there is no alternative to build technologically sound and skilled workforce. In that respect, at least the basic of the digital commerce, 4IR, block chain, etc. issues should be included in the national education curriculum.



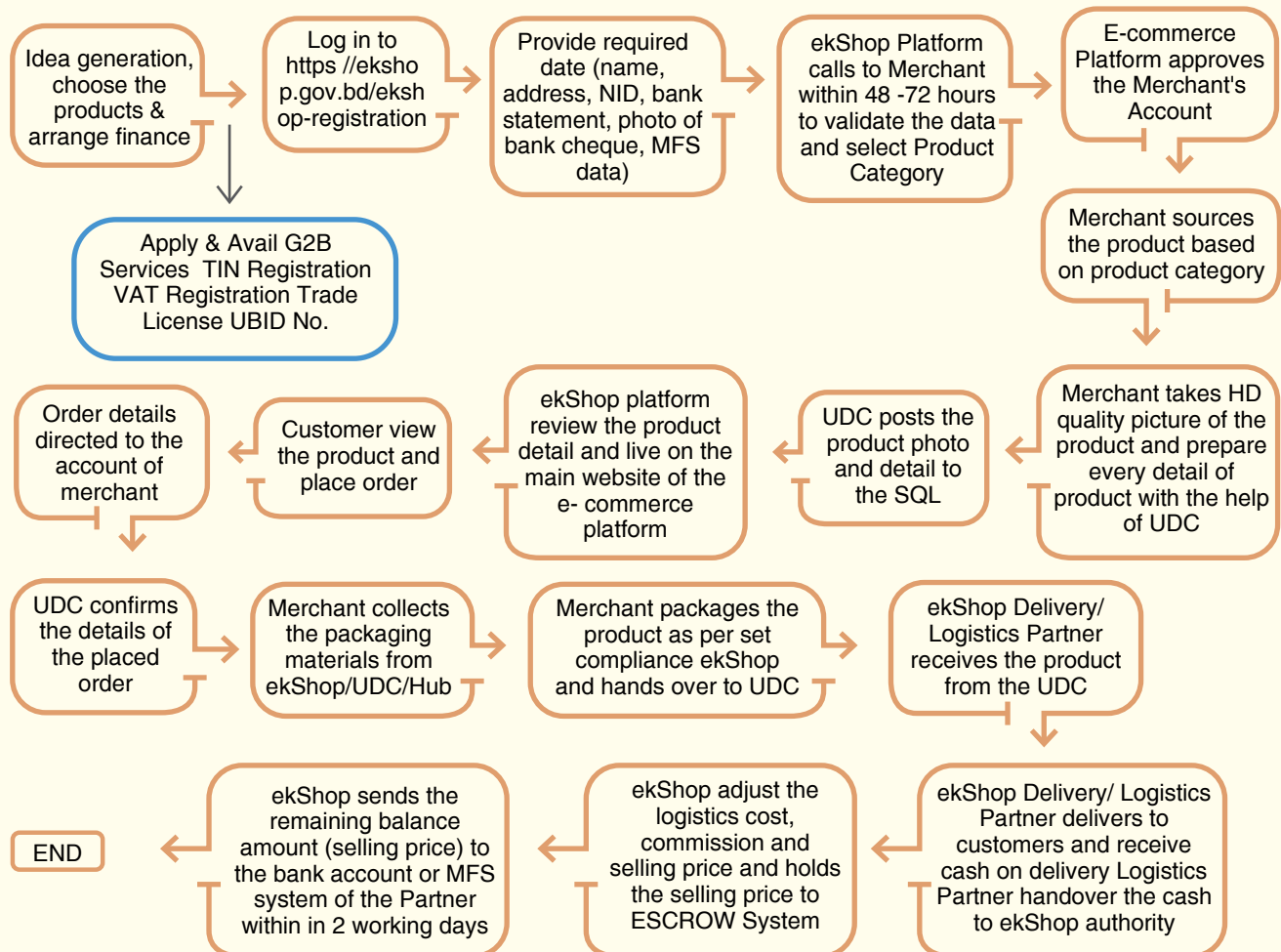
**Monitoring of Mailing & Couriers Service Companies:** Regulatory monitoring over the logistics partners is the demand of time to ensure compliance of this sector. Government should strictly implement the Mailing Operator and Courier Service Rules.



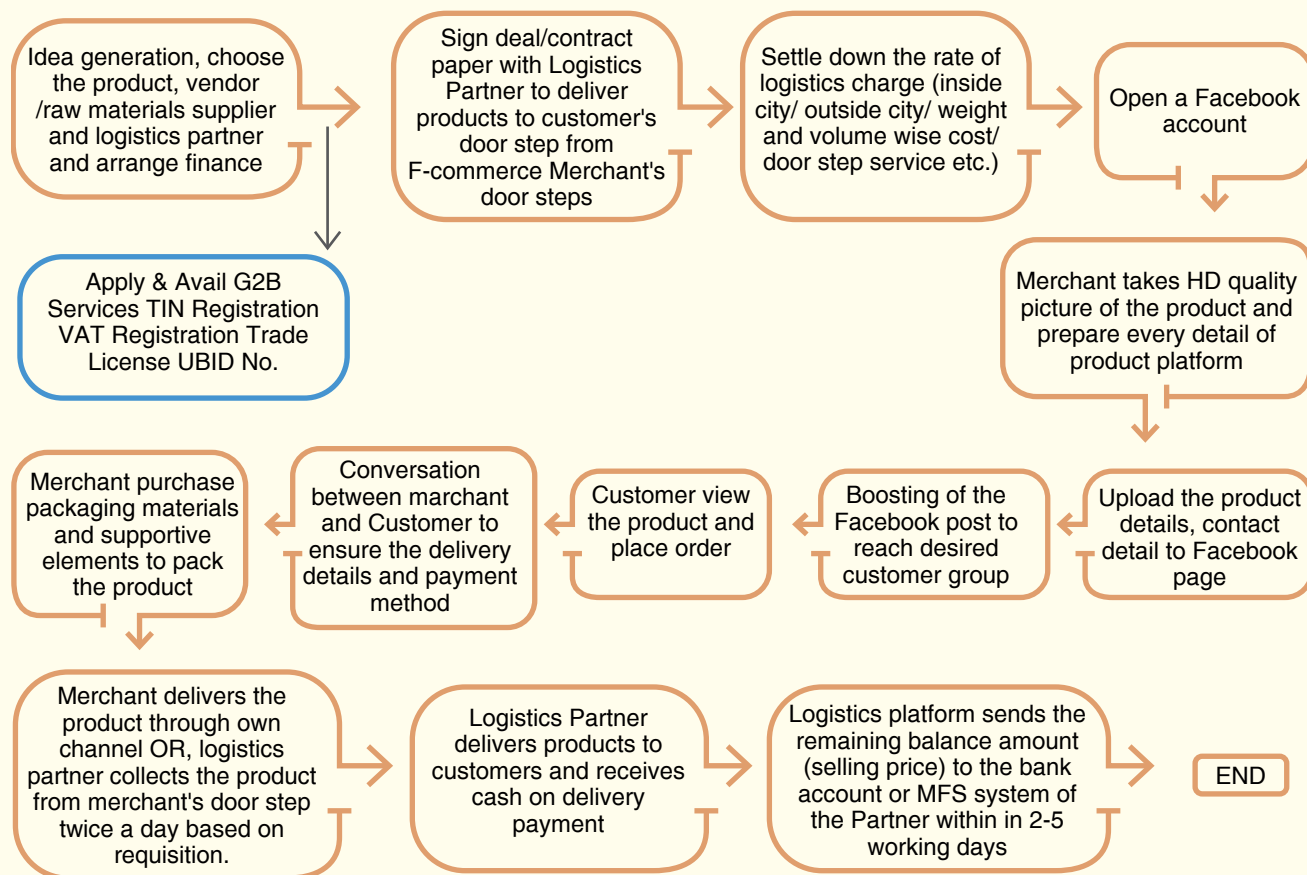
**National Institute for Digital Commerce** National Institute for Digital Commerce could be formed under the supervision of Ministry of Commerce. Example of the Bangladesh Institute of Capital Market should be considered as the best practice.

# Chapter 4: Business Journey Map of Digital Commerce in Bangladesh

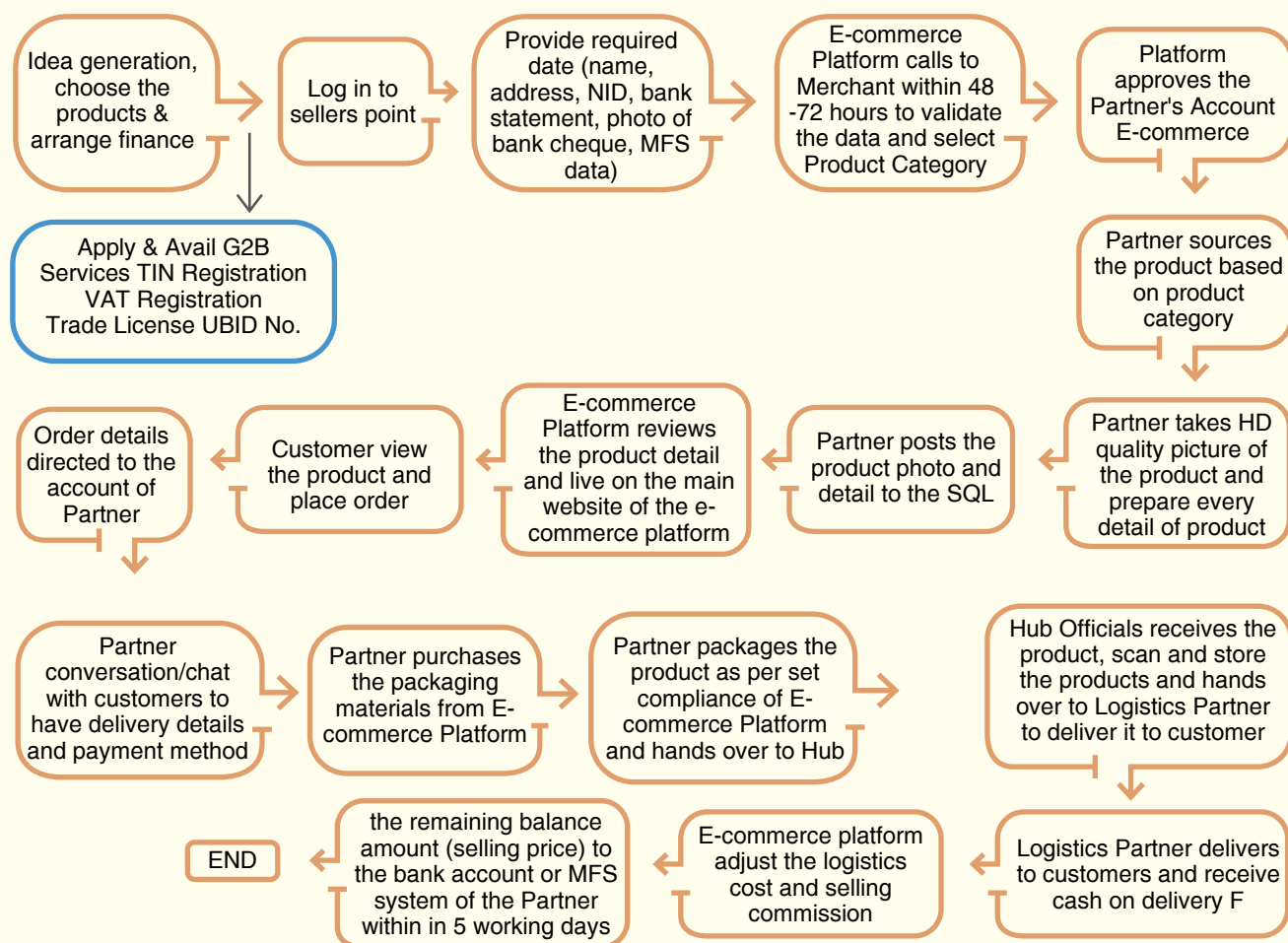
## 4. 1 Business Journey Map of a Merchant of Government E-commerce Platform: ekShop



## 4.2 Business Journey Map of a F-commerce Micro

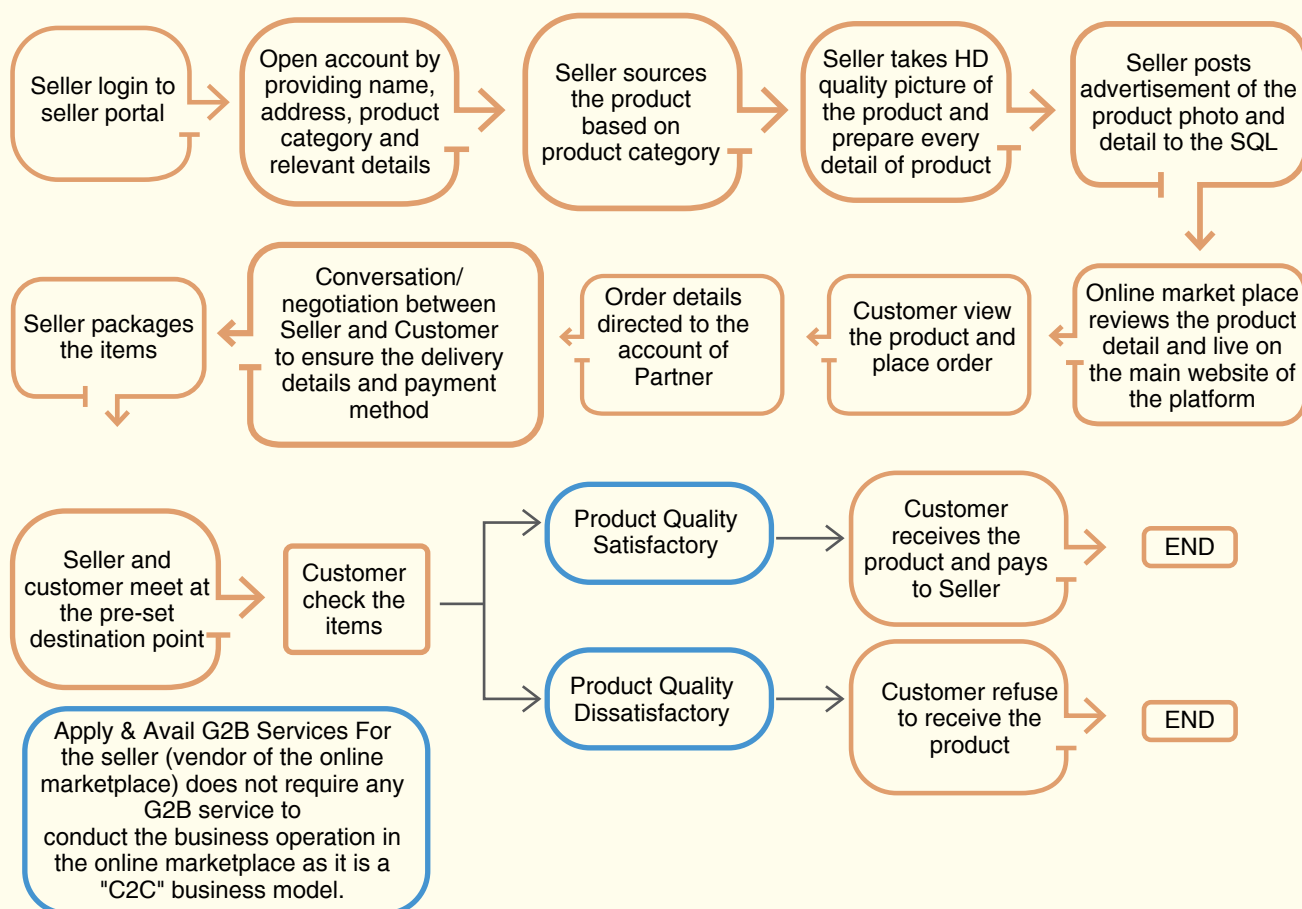


### 4.3 Business Journey Map of a Partner of Private E-commerce Platform: A study on Daraz





## 4.4 Business Journey Map of a Seller of Online Market Place



## 4.5 Logistics Partner: An Integral Part of E-commerce Platform

Logistics partners (Mailing Operator and Courier Service) are an integral part of the digital commerce system. To operate the business in the mailing and courier service arena, applicants are instructed to avail themselves of the below listed G2B services about Schedule 3 of Mailing Operator and Courier Service Rules, 2013.

Participants	Required G2B Services/Licenses/Approval/Permission <sup>2</sup>
Logistics Partners (Mailing Operator and Courier Service)	<ol style="list-style-type: none"> <li>1. TIN Registration</li> <li>2. VAT Registration</li> <li>3. Trade License-Commercial</li> <li>4. License for Mailing Operator and Courier Service</li> <li>5. Import Permit (if applicable)</li> <li>6. Import Registration Certificate (if applicable)</li> <li>7. Export Permit (if applicable)</li> <li>8. Export Registration Certificate (if applicable)</li> <li>9. Fire License</li> </ol>

<sup>2</sup> User Journey Maps to avail G2B Services are Annexed.

## List of top Logistics Partners (Mailing Operator and Courier Service)



1. Bangladesh Post Office
2. Paperfly Courier
3. Sundarban Courier Service Ltd.
4. SA Paribahan
5. Janani Express Parcel Service
6. Continental Courier Service
7. USB Express
8. DHL Bangladesh
9. FedEx Bangladesh
10. United Express Bangladesh
11. Karatoa Courier Service
- United Parcel Service
13. Fox Parcel

Better logistics performance leads to more trade, greater export diversification, increased attractiveness to foreign direct investment and economic growth. & Reducing logistics cost would increase export of Bangladesh by 19 percent.

-World Bank Group

# Chapter 5 : Analysis of Survey Findings

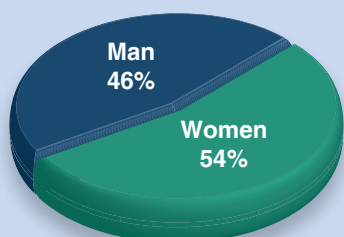
Participants of the "Workshop on Business Journey Map of Digital Commerce Entrepreneurs" participated in the survey session. Objectives of the survey are-

- ▶ To ensure engagement of the participants with the workshop
- ▶ To validate the collected information amid the group discussion session
- ▶ To reflect all the issues raised by the participants in the report

Survey issues and types of survey questionnaires are listed below-

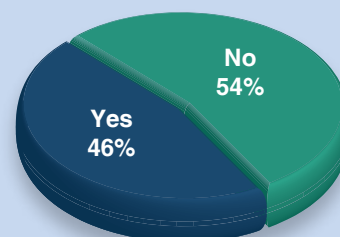
Topics Covered in Survey Questionnaire	Types of Survey Questions
<ul style="list-style-type: none"> <li>● Title/Gender</li> <li>● Selection of digital commerce platform</li> <li>● Types of questions</li> <li>● Trade license, vat, tin</li> <li>● Selection of logistics partner</li> <li>● Logistics management</li> <li>● Payment method</li> <li>● Vendor &amp; sourcing selection</li> <li>● Associated to e-cab</li> <li>● Awareness of regulatory affairs</li> <li>● Training from Government</li> <li>● Financial assistance from the government</li> <li>● Pain points identification</li> </ul>	<ul style="list-style-type: none"> <li>● Demographic Question</li> <li>● Multiple choice</li> <li>● Dropdown question</li> <li>● Open-ended Question</li> </ul>

**Gender Share**



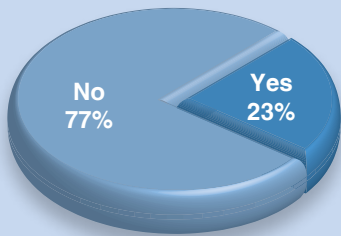
Pie Analysis of Gender Share of Survey participants

**Avail Trade License**



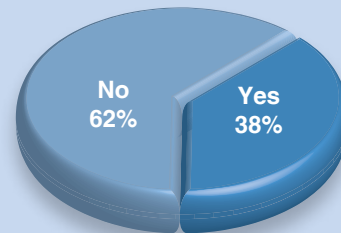
Percentage of Entrepreneurs with & without Trade License

### AVAIL VAT



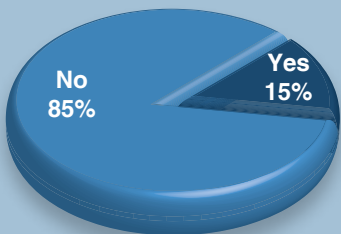
Percentage of Entrepreneurs with & without VAT Registration

### AVAIL TIN



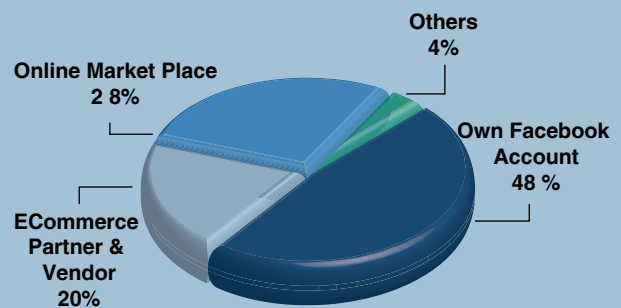
Percentage of Entrepreneurs with & without TIN

### AVAIL ANY TRAINING FROM GOVT.

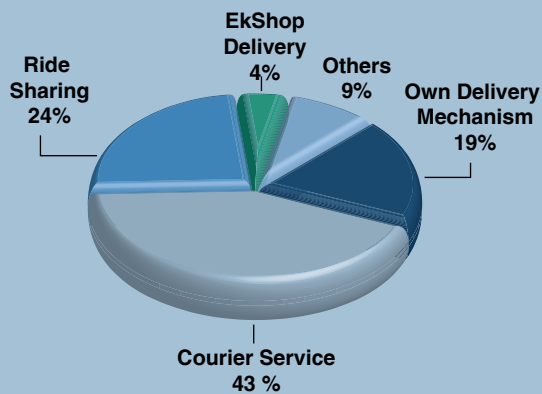


Percentage of Entrepreneurs Received any Training on Digital Commerce

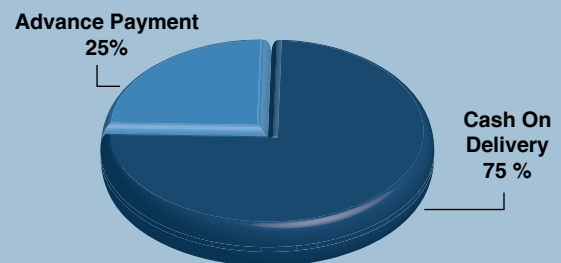
### MARKETING & SELLING PLATFORM



### DELIVERY MECHANISM

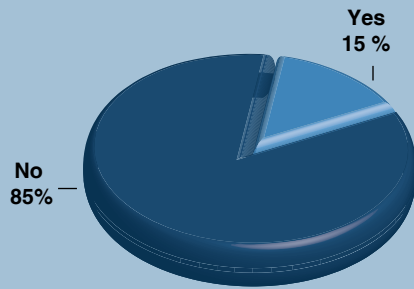


### PAYMENT METHOD



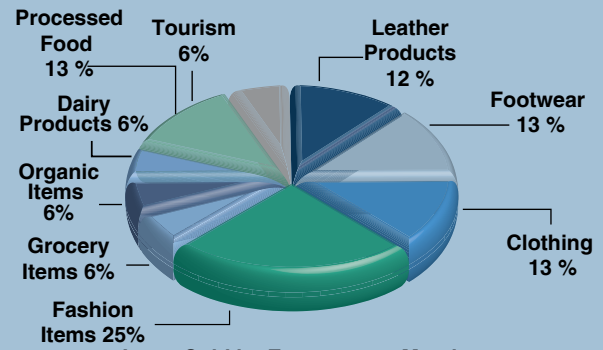
Analysis of Payment Method

### E-CAB MEMBERSHIP



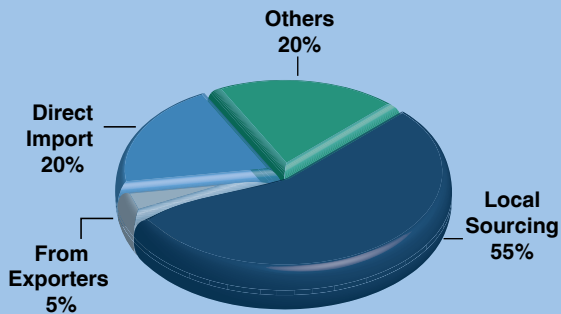
Percentage of E-CAB Membership

### ITEMS SHARE



Items Sold by E-commerce Merchants

### MATERIAL SOURCING



Sourcing of Raw Materials & Ingredients

*Note: Chapter three of the report reflects the analysis of the survey found.*

## Chapter 6: Concluding Remark

Digital commerce gives urban and rural economies to expand at an enormous rate. It has been treated as the machine to create entrepreneurs. Entrepreneurs are now able to produce products based on local competitive advantage and skill. Presently, because of the expansion of e-commerce, it is very much easier for a consumer of Panchagarh district to avail a homemade product produced by entrepreneurs of Rangamati district.

Bangladesh has the potential to increase investment to facilitate the expansion of the e-commerce marketplace in Bangladesh. Digital Commerce Policy (Amended)-2020 allows the 100% FDI in Bangladesh. In a broader aspect, the inflow of such investment will increase the business volume as well as increase the capacity of our local entrepreneurs. On the other hand, local entrepreneurs should make themselves capable to cope with the international giant.

The digital commerce sector in Bangladesh is now at the booming stage. Government regulation and supportive intervention are a must to ensure compliance issues of this sector. Such initiatives will increase the coincidence of the foreign and local investors in the overall business ecosystem of Bangladesh. Most importantly, today's consumers are risk-takers who are also capable to cope with frequently changing upgraded technology. Manufacturing and service industries are investing large to reach their potential clients through the digital marketplace. A well-structured digital commerce ecosystem stem will give assurance to the investors to reach their product and service to customers most responsively and efficiently.

Government should treat the digital commerce industry as the infant industry. Policy intervention, regulatory framework, and fiscal and monetary assistance from the end of government should be declared by considering the present scenario of digital commerce in Bangladesh. To achieve the export and investment target set in Perspective Plan 2021-2041, there is no alternative to focus on the sustainable and balanced expansion of digital commerce in Bangladesh.

## Annex-I: Participant List

1. Saleha Khanom Lovely, Owner, AA Dress Solution
2. Rumana Najneen, Owner, Shopnobilashi
3. Naima Yesmin Farah, Owner, Shuddhotar Sporsho
4. Nishat Afroz Dina, Owner, Door
5. Tasmina Nishat, Owner, Koinya
6. Arup Kumar Ghosh, Owner and Managing director, Ghoshaloy
7. Md. Rabbi Hossain, Assistant Manager, Paperfly Limited
8. Nusrat Jahan, Owner, Pasara Craft
9. Md. Mostafa (Dipu), Founder & Managing Director, Annex Leather Limited
10. Emtiaz Forhad, CEO, Adventure Madness
11. Md. Firoz Kabir, Owner, Eeryday Shopping
12. Tahmina Akhter, Founder, Annex Bangladesh

## Annex - II: User Journey Map to avail G2B Service to Inaugurate Digital Commerce Business in Bangladesh

### TIN Registration

#### Incumbent Office

	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	NBR, Ministry of Finance

#### Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	
4. Name of the authorized person	Managing Director/Chairman of the company

#### Steps

Required Documents	Remarks
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields

Required Documents	Remarks
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 - 20 minutes	15 - 20 minutes

### Fee Schedule

- No fee is required

### Screen Shot of the Registration Page



### Name Clearance from RJSC&F

### Incumbent Office

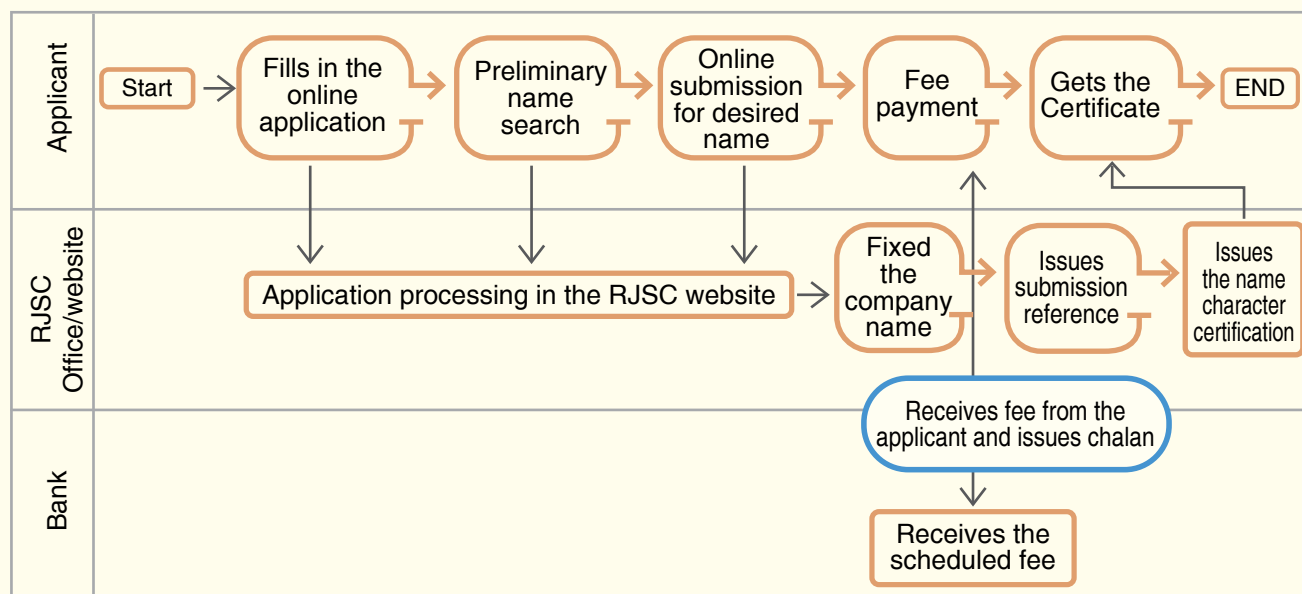
Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce



## Required Documents

1. Application	Online
----------------	--------

## Process Map



Source Bangladesh Trade Portal

## Time and Cost

Immediate	Immediate
-----------	-----------

## Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## Registration of (Private and Public) Company

### Incumbent Office

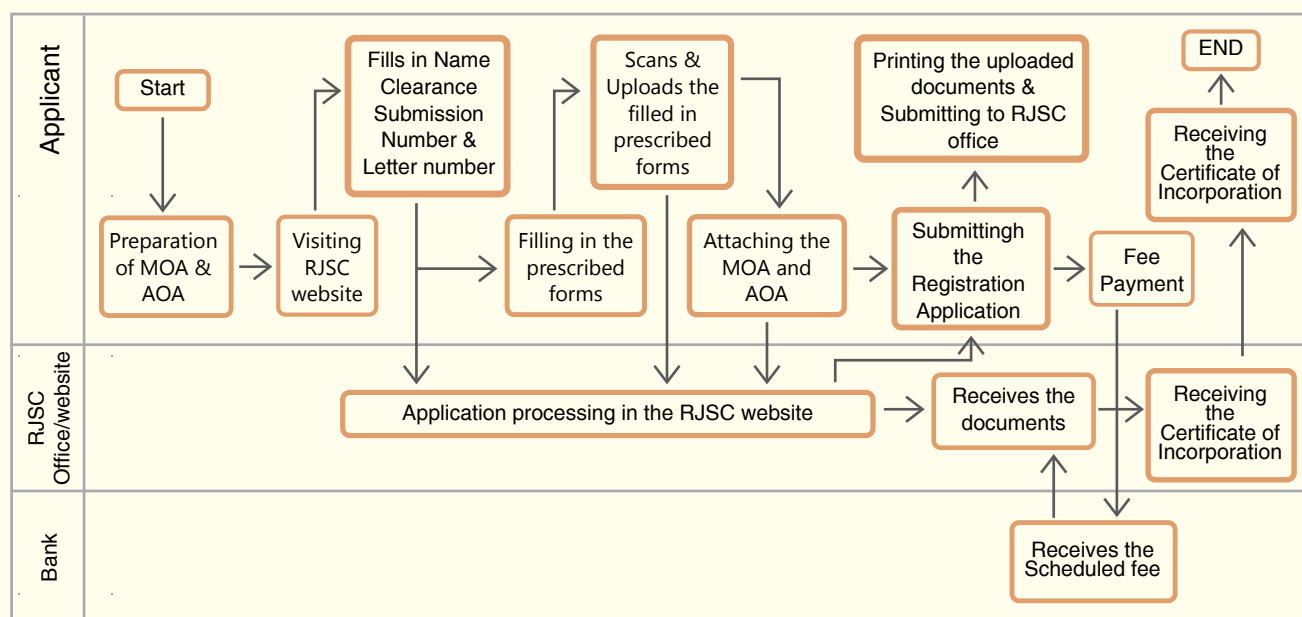
Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

## Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC

Required Documents	Remarks
2. Filled-in Form - I Declaration on registration of company	Required for public/private company
3. Filled-in Form - VI Notice of situation of registered office	Required for public/private company
4. Filled-in Form - IX Consent of director to act	Required for public/private company
5. Filled-in Form - X List of persons consenting to be directors	Required for public/private company
6. Filled-in Form - XI Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form - XII Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

## Process Map



Source Bangladesh Trade Portal

## Time and Cost

	Approximate Processing Time for Issuing the License
1 working day	3 working days

## Fee Schedule

Stamps (for both, Private and Public Limited Company)	
1. For affixing on the Memorandum of Association	BDT 1,000.00
2. For affixing on the Articles of Association	
Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00

Stamps (for both, Private and Public Limited Company)	
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

## Registration Fee

### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document) BDT 1,200.00 For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document) BDT 1,600.00 or 1,800.00

### 2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

## VAT Registration

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	NBR, Ministry of Finance

## Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First
2. TIN Certificate	Class gazetted officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops Sales centers, full address, equipment, machinery, fittings, product features, and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for a VAT registration number, Original Copy duly attested by a First-Class gazetted officer
5. List of Invoice and stored product	-
6. Passport size photos	In the case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested
9. BIDA registration	by a First-Class gazetted officer

## Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmcf\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmcf_pri/index.html#/Form/U010)

**Sign-up to Create User**

**Notes:**  
 \* Mandatory Field  
 You may click on **Check** button to perform the validation for the inputted data before submitting the form.

**User Type**  
 User Type \* Resident

**Check** **Submit**

**I am a Smart VAT Trustee**

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

Fee Schedule No fee is required

## Trade License—Commercial Firm

### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

## Required Documents- For Fresh Issues

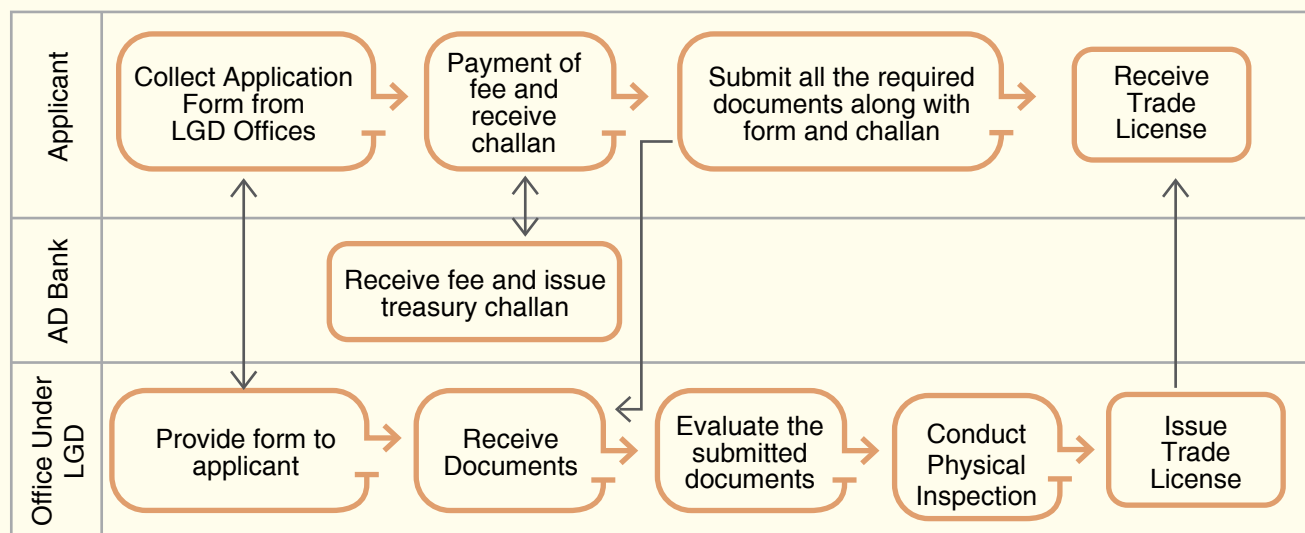
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent entrepreneur passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company

Required Documents	Remarks
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

### Process Map



### Time and Cost- For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 - 4 working days	Time may vary

### Fee Schedule:

- ▶ Application Form BDT 10.00
- ▶ License fee Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)

- For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### Time and Cost- For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule

- Ranges from BDT 100.00 - 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### Export Permit

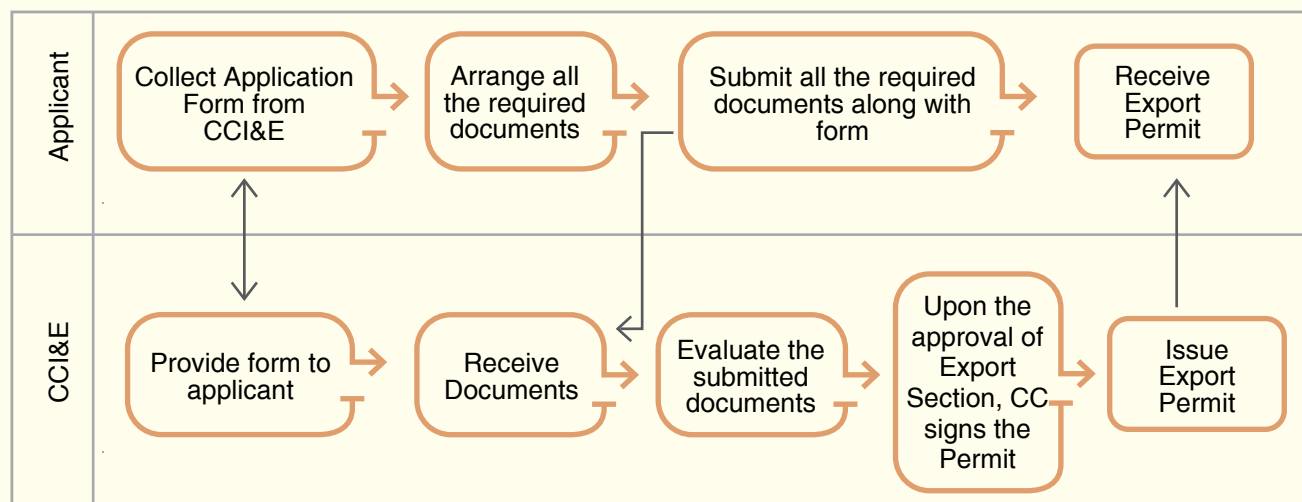
#### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or high commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

## Fee Schedule:

No fee is required

## Export Registration Certificate (ERC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Commerce

## Required Documents- Fresh Issuance

Required Documents of	Remarks
1. Passport size photograph of the entrepreneur/ managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank

Required Documents of	Remarks
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer in case of Limited Company

### Required Documents- Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of Imports and Exports
2. Treasury Challan	Original

### Time and Cost - Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

### Fee Schedule

- BDT 7,000.00

### Time and Cost - Renewal

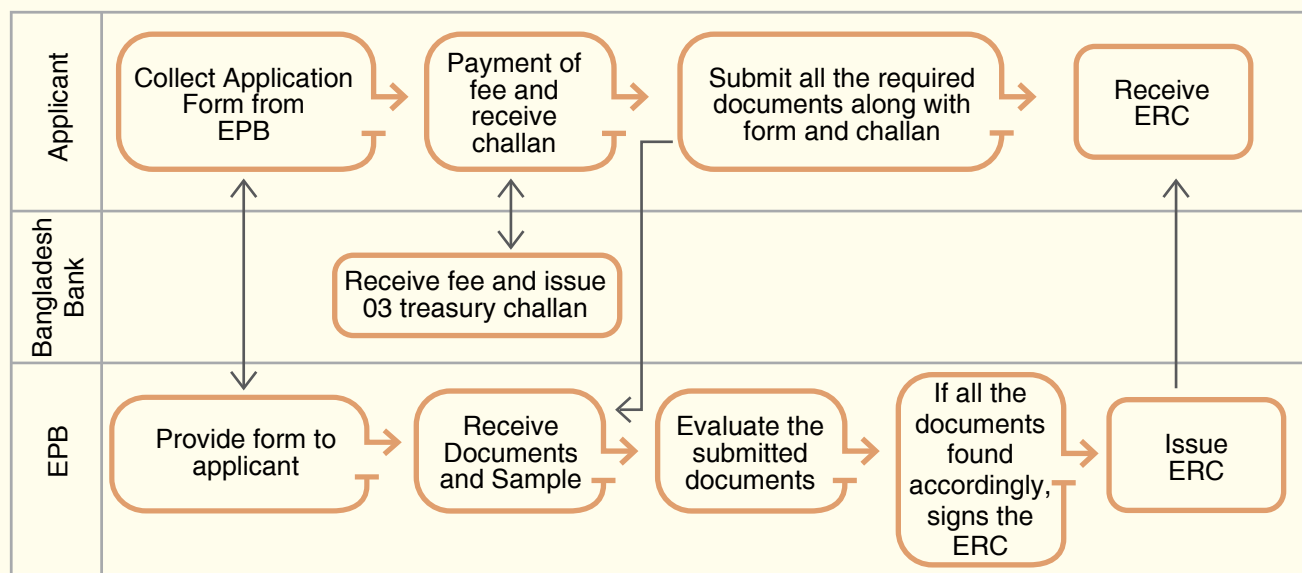
Official Time Limit	Approximate Processing Time for Issuing the License
1 Hour	1 Working Day

### Fee Schedule:

- BDT 5,000.00



## Process Map



## Import Permit (IP)

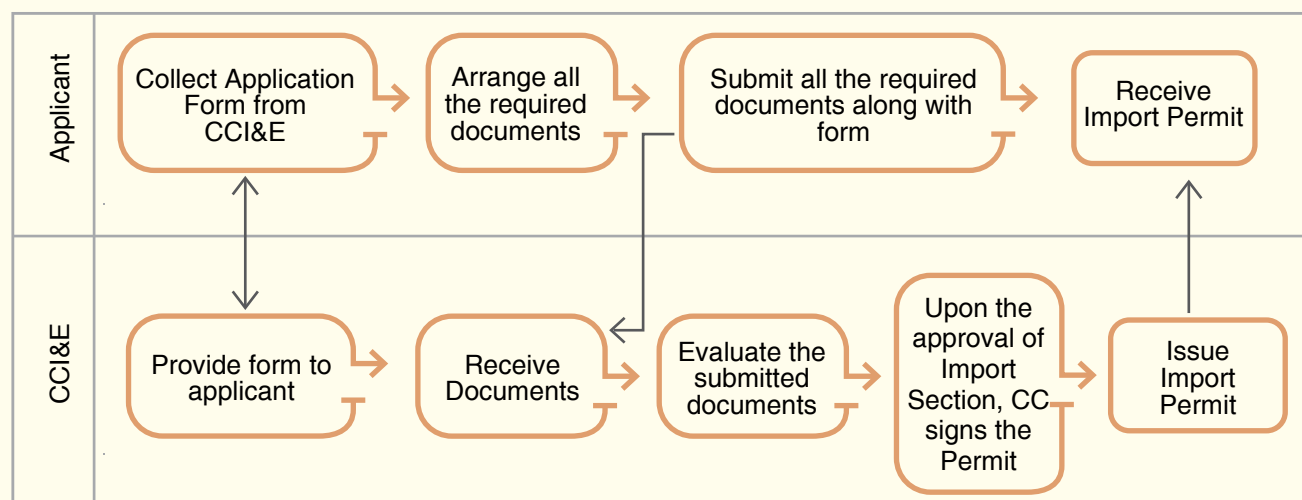
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	True Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Do
3. Original copy of Shipping Documents	Original Copy

## Process Map



**Time and Cost**

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

**Fee Schedule:**

- No fee is required

**Import Registration Certificate (IRC)****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Commerce

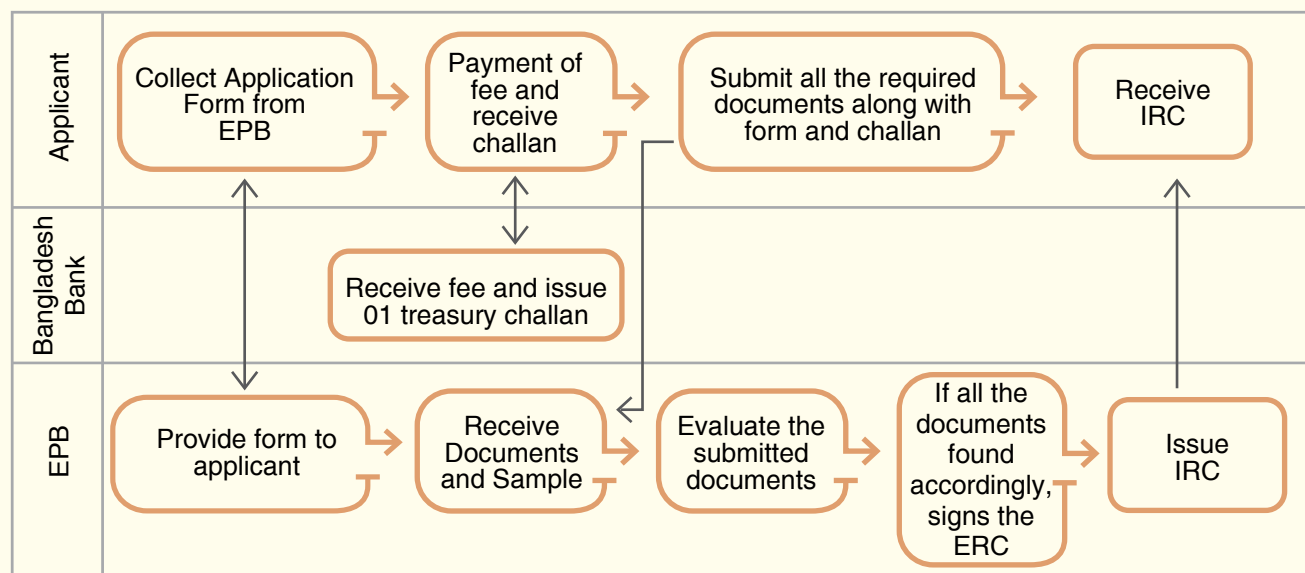
**Required Documents - Fresh Issuance**

Required Documents	Remarks
1. Passport size photograph of entrepreneur/managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer in case of Limited Company

**Required Documents - Renewal**

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of Imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



## Time and Cost-Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## Time and Cost - Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hour	1 Working Day

## Fee Schedule:

### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00

Category	Value Ceiling of Annual Import	Initial Registration Fee
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## License for Mailing Operator and Courier Service

### Incumbent Office

Category	License
Renewal Frequency of the License	3 Years
Issuing Ministry/Agency	Post and Telecommunication Division, Ministry of Posts, Telecommunications, and Information Technology

### Required Documents - Fresh Issuance

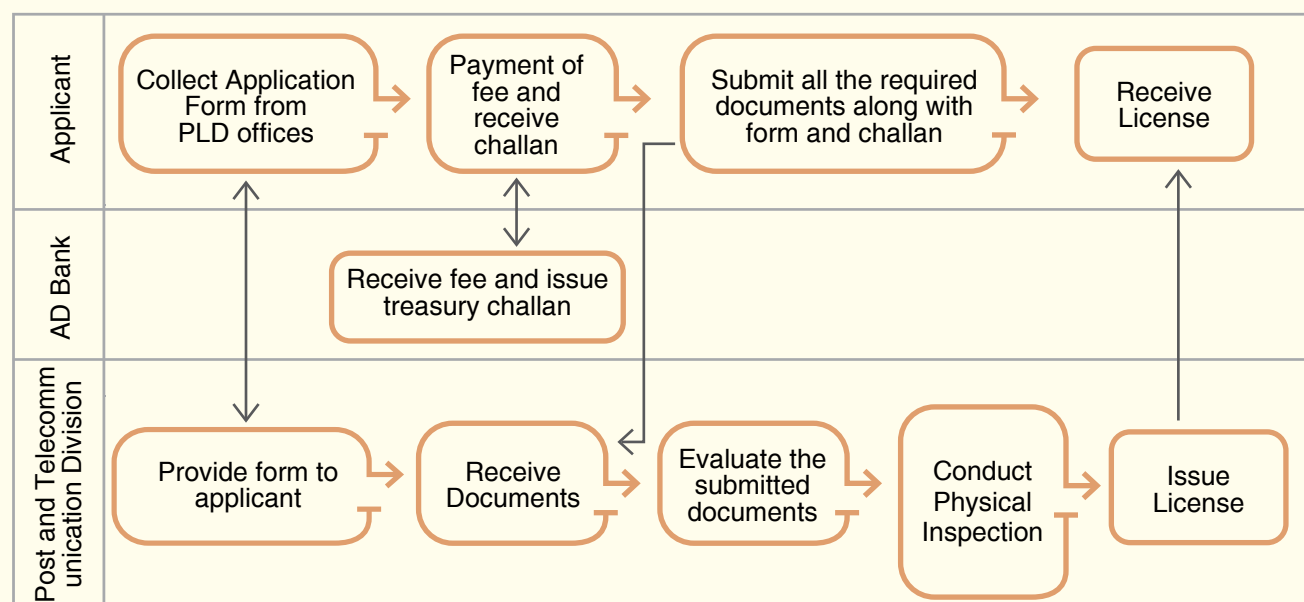
Required Documents	Remarks
1. Properly filled up Application Form.	Main copy
2. Undertaking- (original copy 1 and attested copy - 2).	Attested Copy
3. Attested copy of Memorandum and Articles of Association (where applicable).	Attested Copy
4. Attested copy of the Board of Directors' approved resolution for obtaining the license (where applicable).	Attested Copy
5. Annual statement of last Annual General Meeting or Extraordinary General Meeting (where applicable).	Attested Copy
6. Attested copy of Certificate of Incorporation (where applicable).	Attested Copy
7. Attested copy of the Certificate of Commencement of Business (where applicable).	Attested Copy
8. Attested copy of the Certificate of Membership of a Mailing Operator and Courier Service Association recognized by the government.	Attested Copy
9. Attested copy of the Certificate of Membership of a Chamber of Commerce (if any).	Attested Copy
10. Attested copy of Trade license.	Attested Copy
11. Attested copy of VAT Registration Certificate.	Attested Copy
12. Attested copy of Income Tax Certificate.	Attested Copy
13. Attested copy of Import and Export Registration Certificate (where applicable).	Attested Copy
14. List of vehicles (where applicable) (car no. chassis no. and including an attested copy of registration certificate).	Attested Copy
15. Bio-data of Managing Director/Proprietor/Managing Agent/Authorized Representative (including 3 Copy photograph of passport size).	Attested Copy
16. Attested copy of National ID card of Managing Director/Proprietor/Managing Agent/Authorized Representative.	Attested Copy
17. Head Office/business office including all branch offices (with their address, telephone no. mobile no., e-mail id and fax nos.).	Attested Copy
18. Audited statement of Chartered Accountant or CA Firm and asset and liability statement of concerned Mailing Operator and Courier Service Provider (where applicable).	Attested Copy

Required Documents	Remarks
19. Audited statement of Chartered Accountant or CA Firm and asset and liability statement of concerned Mailing Operator and Courier Service Provider (where applicable).	Attested Copy
20. Attested copy of Trade License of Branches of the concerned Mailing Operator and Courier Service Provider (where applicable).	Attested Copy
21. List of manpower of Mailing Operator and Courier Service Provider including organogram and ladder of posts.	Attested Copy
22. In the case of international Courier Service business, where applicable, attested copy of Memorandum of Understanding/Agreement, Joint Investment Agreement, and Franchise Agreement/Permit concluded between Principal Company and Agency Company of Bangladesh and in case of a foreign investment company, attested copy of permission from Board of Investment, Air route allotment letter, the permission of transaction for foreign exchange.	Attested Copy
23. In the case of an institution engaged in inland Mailing and Courier service business, where applicable, attested copy of Joint Investment Agreement, Franchise Agreement/Permit and in case of a foreign investment company, permission from Board of Investment.	Attested Copy
24. In the case of on-board Mailing and Courier Service business, where applicable, attested copy of Joint Investment Agreement, Franchise Agreement/Permit, and in case of a foreign investment company, permission from Board of Investment, Counterpart Agreement.	Attested Copy
25. Attested Copy of title deed of the Head office established in its land including the schedule of land and Agreement for rent where the Head office established in a rental land or building.	Attested Copy

### Required Documents - Renewal

Required Documents	Remarks
1. Name of the Agency	Attested Copy
2. Business address of Central office of the Agency	Attested Copy
3. Name of the Managing Director/CEO/Managing Agent/Propriet Agent/Managing Partner/Authorized Representative of the Agency	Attested Copy
4. Name of the Principal Mailing Operator and Courier Service Provider	Attested Copy
5. Business Address of the Central office of the Principal Mailing Operator a Courier Service Provider	Attested Copy
6. Category of Agency ship of Mailing Operator and Courier Service Provider	Attested Copy
7. Agency Permit Renewal fees	Attested Copy
8. Receipt No. and date of Agency Permit Renewal fees	Attested Copy
9. Agency permit No. and date issued earlier	Attested Copy
10. Period of Renewed Agency Permit	Attested Copy
11. Deposit Receipt No. of the License renewal fees	Attested Copy
12. License No. and date of which is issued earlier	Attested Copy

## Process Map



## Cost: Fresh Issuance, Renewal, Bank Solvency

SI No.	Sub -category Mailing Operator and Courier Service	Bank Guarantee as to Security (BDT)	License Fee (BDT)	Renewal Fee (BDT)
Inland Mailing Operator and Courier Service Provider -ACU				
1.	ACU-1 Class	3,00,000	50,000	30,000
2.	ACU-2 Class	5,00,000	1,00,000	60,000
3.	ACU-3 Class	7,00,000	1,50,000	1,00,000
4.	ACU-4 Class	10,00,000	2,00,000	1,00,000
5.	ACU-5 Class	50,00,000	20,00,000	15,00,000
6.	ACU-6 Class	100,00,000	50,00,000	30,00,000
7.	ACU-7 Class	500,00,000	100,00,000	60,00,000
On-Board Mailing Operator and Courier Service Provider -ABUCU				
8.	ABUCU-1 Class	1,00,000	10,000	5,000
9.	ABUCU-2 Class	20,00,000	5,00,000	3,00,000
10.	ABUCU-3 Class	50,00,000	20,00,000	15,00,000
11.	ABUCU-4 Class	2,00,00,000	50,00,000	30,00,000
International Mailing Operator and Courier Service Provider -AACU				
12.	AACU-1 Class	5,00,000	25,000	15,000
13.	AACU-2 Class	20,00,000	5,00,000	3,00,000
14.	AACU-3 Class	50,00,000	20,00,000	15,00,000
15.	AACU-4 Class	250,00,000	50,00,000	30,00,000

## Agency Permit Fees & Permit Renewal Fees

Sl No.	Sub -category Mailing Operator and Courier Service	Bank Guarantee as to Security (BDT)	License Fee (BDT)
Inland Mailing Operator and Courier Service Provider			
1.	ACU-1 Class to ACU-4 Class	500	200
2.	ACU-5 Class	200	3,000
3.	ACU-6 Class	50,000	25,000
4.	ACU-7 Class	1,00,000	4,000
On -Board Mailing Operator and Courier Service Provider			
5.	ABUCU-1 Class	1,000	500
6.	ABUCU-2 Class	5,000	2,500
7.	ABUCU-3 Class	25,000	12,500
8.	ABUCU-4 Class	50,000	25,000
International Mailing Operator and Courier Service Provider			
9.	AACU-1 Class	1,000	500
10.	AACU-2 Class	5,000	2,500
11.	AACU-3 Class	2,00,000	1,00,000
12.	AACU-4 Class	5,00,000	2,50,000

## Compensation Fee:

Class	Head	Amount of Fees (BDT)
ACU Class 1-7	In the case of inland Mailing Operator and Courier Service Provider, based on Income-tax return and VAT statement	
	Each booked document	0.20
	Each booked goods/carton	1.00
	Each booked logistic goods/carton	2.00
	Each booked express service goods/carton	3.00
	Each booked value declared goods/carton	5.00
ABUCU Class 1 -4	In the case of onboard Mailing Operator and Courier Service Provider, goods, excepting arrival and departure document, per kg (based on bill of entry)	2.00
AACU Class 1 -4	In the case of international Mailing Operator and Courier Service Provider, goods, excepting arrival and departure document, per kg (based on House Airway Bill)	6.00

## Fire Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

## Required Documents - For Fresh Issuance

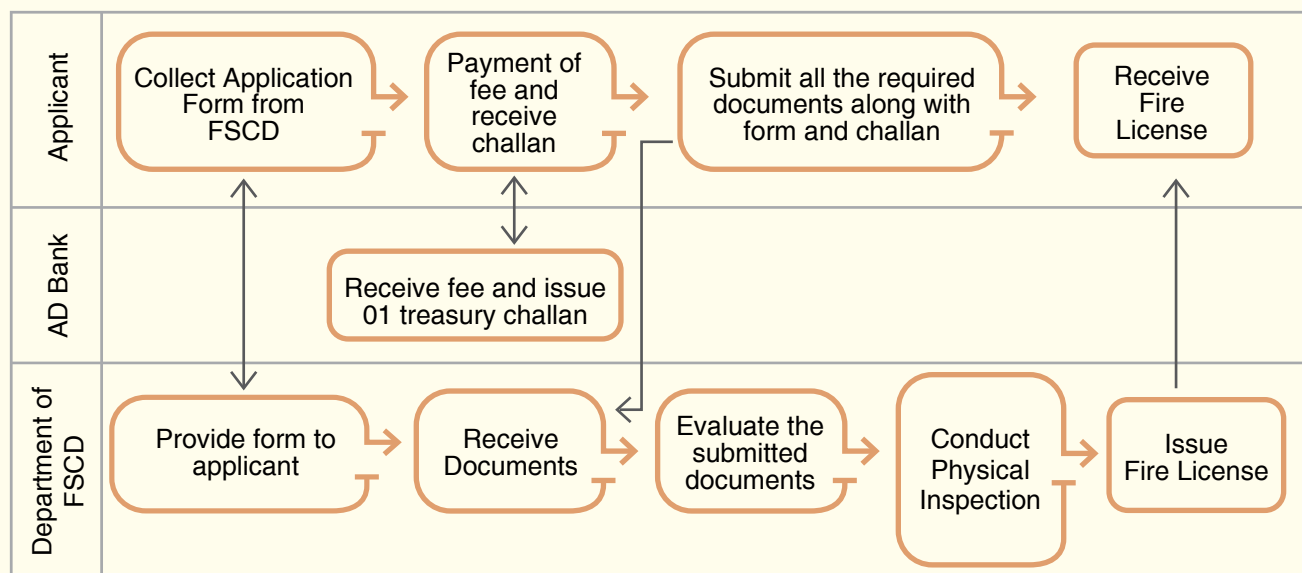
Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First-Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First-Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)
5. Layout of the establishment authorized by RAJUK/ CDA/KDA/RDA/City Corporation/Municipality/Union Parishad	Original Copy duly attested by a First-Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First-Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form - "Information Garments Factory"	Original (required in case of garment factories)
10. Deposit slip/Treasury Challan in favor of the demand note	Original

## Required Documents-For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original



## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
90 Working Days	100 - 120 Working Days

## Fee Schedule:

- Fee depends on the assessment

## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Working Days	30 working days

## Fee Schedule The fee depends on the assessment

A close-up, low-angle shot of a person's hand on the wheel of a silver wheelchair. The person is wearing a grey t-shirt and light blue jeans. The wheelchair is on a paved path, and a grassy field is visible in the background under a clear blue sky.

# Business Journey Map of Policy Advocacy for **ENTREPRENEURS WITH DISABILITIES**



# Abbreviations

CMSME	Cottage, Micro, Small and Medium Enterprise
a2i	Aspire to Innovate
G2B	Government to Business
SPS	Service Process Simplification
TIN	Tax Identification Number
VAT	Value Added Tax
ICT	Information and Communication Technology
SDG	Sustainable Development Goals
PWD	Person with Disabilities
MOC	Ministry of Commerce
MOI	Ministry of Industries

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- 1.2 Objectives of the Study
- 1.3 Methodology of the Study
- 1.4 Scope of the Study
- 1.5 Reason to Choose the Sector

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- 2.1 Addressing Disabilities through Act
- 2.2 Addressing Disabilities in 8th Five Years Plan
- 2.4 Addressing Disabilities in SDGs
- 2.5 Institutional Fragmentation to Protect the Right of PWD

## Chapter 3: Findings of the Session

## Chapter 4: Constraints & Pain Points Faced by Entrepreneurs with Disabilities

## Chapter 5: Policy Advocacy for the Entrepreneurs with Disabilities

## Chapter 6: Concluding Remarks

## Annex-I: Participant List

# Chapter 1: Introduction

## 1.1 Background of the Study

The contribution of the manufacturing sector to the national economy is 35%. Among these SMEs contributes 25%. It is told that 7.8 million of employment are generated by these sectors. But it is expected that the number is higher than the old one. At present 99% of the industry and business of Bangladesh are under the CMSME sectors. 70% of the economic activities of Bangladesh are controlled by this sector as well. 80-85% of the employment to the total industrial sector is contributed by CMSMEs. SME sector supplies 30-35% of the total demand for internal industrial items in Bangladesh. Players/entrepreneurs of the business environment in Bangladesh are classified as “Cottage, Micro, Small, Medium and Large”. Among them, entrepreneurs from large industries have enough vocal and strength to reach their voice/demand/need, etc. to the regulatory authority. In contrast, entrepreneurs from CMSM are not enough capable to have the same access to the government. In that point of view, the government is identifying the potential and promising CMSM sectors to identify their pain points while conducting business and availing G2B services as well as designing a suitable way forward to make the overall system simplified and user friendly.

The government wants to facilitate the entrepreneurs with disabilities through structured and harmonized policy assistance to ensure their contribution to the national economy. It is estimated that 10% of the population are living with a disability and they are one of the most vulnerable groups in Bangladesh. Entrepreneurs with disabilities face several socioeconomic constraints while conducting business. In that regard, Aspire to Innovate (a2i) program of the ICT Division with the assistance of Access Bangladesh Foundation organized a daylong session where entrepreneurs with disabilities expressed their concerns and constraints as well as placed their valuable remarks to have a better business environment through fiscal, monetary and policy assistance.

## 1.2 Objectives of the Study

- ▶ To portray a scenario analysis of a social and business environment for the persons and entrepreneurs with disabilities;
- ▶ To find out the constraints & pain points faced by entrepreneurs with disabilities;
- ▶ To put a data-driven and fact-based policy advocacy to ensure a better business environment for entrepreneurs with disabilities

## 1.3 Methodology of the Study

To prepare the report on “Policy Advocacy for Entrepreneurs with Disabilities: Leave No One Behind”, required data are collected from primary and secondary sources. Later on, validation of the collected data is ensured to make it realistic. The report focused on identifying constraints & pain points faced by entrepreneurs with disabilities as well as put a data-driven and fact-based policy advocacy to ensure a better business environment for entrepreneurs with disabilities. Participants for the workshop were from business several sectors like pharmacy, internet service provider, IP TV, jewelry, homemade food, online clothing boutique, poultry farm, tailor, retail shop, milk and milk made food items, RMG, agro products, and NGO. They put their valuable insights and shared real-life experiences that made the session prolific.

## 1.4 Scope of the Study

The study titled “Policy Advocacy for Entrepreneurs with Disabilities: Leave No One Behind” was focused on not just documenting the pain points and way forward delivered by the entrepreneurs with disabilities. Without the inclusion of the entrepreneurs with disabilities in the economic activities of the nation, it is not possible to achieve the targets of 8th the Five Years Plan by 2025, SDGs by 2030 and Perspective Plan by 2041. Recommendations of the study would be treated as tools to determine the way forward to provide further assistance to entrepreneurs with disabilities.

## 1.5 Reason to Choose the Sector

To ensure the sustainable economic growth of the nation, initiatives must take to make the population capable of the required capacity. Entrepreneurs with disabilities have their own urge and self-motivation to bring some positive differences in their life. By considering the voice of entrepreneurs with disabilities, the government has included the segment in the BJM to provide structured policy support for the betterment of entrepreneurs with disabilities.



# Chapter 2: Entrepreneurs with Disabilities: Scenario Analysis

## 2.1 Addressing Disabilities through Act

The Government of the People's Republic of Bangladesh signed the United Nations Convention on the Right of Persons with Disabilities. In that respect, the government implemented an act namely Disability Rights and Protection Act 2013 to ensure the right and protection. The act identifies the types of persons with disabilities as-

1. Autism or autism spectrum disorders
2. Physical disability
3. Mental illness leading to disability
4. Visual disability
5. Speech disability
6. Intellectual disability
7. Hearing disability
8. Deaf and blindness
9. Cerebral palsy
10. Multiple disabilities
11. Other disability

**Table: Statistics on Persons with Disability**

Sex	Autism	Physical Disability	Longterm	Visual Disability	Vocal Disability	Intellectual disability	Hearing Disability	Hearing and Visual Disability	Cerebral Palsy	Multiple Disability	Down Syndrome	Others	Total
Female	25131	417711	36130	142262	69132	76927	37302	4668	38126	92714	2279	6794	949176
Male	39747	772052	53488	197463	93324	104225	47593	5930	60030	128291	2844	9572	1514559
Third Gender	63	1239	89	114	106	240	60	4	30	129	7	617	2698
Total	64941	1191002	89707	339839	162562	181392	84955	10602	98186	221134	5130	16983	2466433

*Source: Disability Information System available at [dis.gov.bd](http://dis.gov.bd) Retrieved on 29 January 2020*

To protect the right of persons with disabilities several committees like the National Committee, District Committee, Upazila Committee, City Committee, etc. would be formed based on the Disability Rights and Protection Act 2013.

The government has taken the following 16 activities to protect the right of persons with disabilities-

1. Detection
2. Assessment & Planning
3. Health Services

4. Language & Communication
5. Accessibility
6. Sharing Information and Information & Communication Technology
7. Mobility
8. Habilitation and Rehabilitation
9. Education & Training
10. Employment
11. Social Security
12. Freedom from Violence, Access to Justice and Legal Aid
13. Natural Disaster, Risk, and Humanitarian Emergencies
14. Sports, Cultural Activities and Recreation
15. Awareness
16. Organization

Bangladesh has come a long way in terms of promoting and protecting the rights of persons with disabilities (PWD). Both the UN Convention on Rights of Persons with Disabilities and the Beijing Proclamation on the Full Participation and Equality with Disability in Asia and the Pacific Region have been ratified. A 5-year National Disability Action Plan in 2006 was also implemented, making all relevant ministries responsible for undertaking various initiatives to include and protect PWD.

Persons with Disabilities and networks of persons with disabilities need more support to create opportunities for them to speak about the issues affecting their lives. The value of the disability benefit is Taka 700 per month. There are some programs for skill development. A disability information system has also been established under the Department of Social Services.

## 2.2 Addressing Disabilities in 8<sup>th</sup> Five Years Plan

The government has proposed the following strategies and actions for the betterment of persons with disabilities in the 8th Five Years Plan-

1. The Rights and Protection of the Persons with Disabilities Act, 2013 (RPPD) will be implemented to ensure international standards on disability rights as set out in the Act. The National Coordination Committee for Persons with Disabilities will be strengthened to monitor and coordinate activities of different ministries/divisions in the implementation of the Act. Requirements of the poor and vulnerable, including women and children, will be prioritized in all activities and implemented.
2. The Government will ensure full implementation of the Disability Benefit schemes proposed in NSSS during the Eighth Plan. The Government will ensure that every child certified as having a severe disability will be provided with a regular transfer, known as the Child Disability Benefit. This will extend the current Child Disability Grant that is managed by the Ministry of Social Welfare.
3. The Government will develop a mechanism to identify the severe disability among children, which will not only include children with physical disability but also other disabilities like autism, cognitive, mental, sensory impairment, etc. It is estimated that there will be around 350,000 children eligible for the scheme. Mechanisms will also be established to remove children with disabilities from the street, making the Child Disability Benefit conditional on children not



involved in begging. A system of penalties will be introduced for those who employ children as beggars.

4. The current disability grant managed by the Ministry of Social Welfare will be reformed into a scheme that provides a regular transfer to all poor and vulnerable citizens of Bangladesh with a severe disability. The scheme will be accessible to all poor and vulnerable people aged 19-59 years with a severe disability and, at 60 years, they will transition to the Citizens' Pension. The Government will design robust measures for identifying the severe disability and will establish an appeals mechanism for those who feel that they have been unfairly excluded.
5. The introduction of a reformed Disability Benefit will mark a significant change in the lives of the poor and disabled citizens to be better able to enter the labor market and access credit so that they can invest in small businesses. The Ministry of Social Welfare will complement the Disability Benefit by providing additional support to recipients by ensuring access to vocational education and small business schemes and eliminating discrimination in the labor market.
6. Along with an expansion of integrated education programs for visually impaired children, existing institutions for hearing impaired and mentally retarded children will be expanded. New institutions will be established to provide access to more children with disabilities at primary, secondary and tertiary levels. A collaborative effort involving the government, NGOs and the private sector will be encouraged to expedite an expansion of existing institutions, establish new institutions and undertake teachers' training on disability.
7. Action will be taken in the health sector to: (i) strengthen early detection of symptoms of disability and provide primary medical rehabilitation; (ii) undertake a nutrition programme for pregnant women; (iii) appoint trainee doctors, nurses and other caregivers to deal with disability issues; and (iv) introduce support services of assistive devices and equipment at health centres.
8. Measures will be taken so that persons with disabilities can have access to all physical facilities and information and communication. Inclusion of persons with disabilities in various national and community level decision-making processes that affect their lives will be ensured. Services like early detection and timely medical intervention, fitment of artificial aids and appliances, educational services in special and integrated schools, vocational rehabilitation including micro-credit will be provided to persons with disabilities through community-based rehabilitation program.
9. As persons with disabilities are predominantly poor and marginalized in society, it is necessary to support the organizing of people with disabilities to make them 'visible' and to empower them to make their voices heard. Some persons with disabilities require specialized support services, assistive devices and job modifications but, more importantly, the right to decent work needs to be recognized. Such an approach can ensure meaningful participation of persons with disabilities in the development process.

## 2.4 Addressing Disabilities in SDGs

Disability is referenced in various parts of the SDGs and specifically in parts related to education, growth and employment, inequality, accessibility of human settlements, as well as data collection and monitoring of the SDGs, for instance:

Goal 4 on inclusive and equitable quality education and promotion of life-long learning opportunities for all focuses on eliminating gender disparities in education and ensuring equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities. In addition,

the proposal calls for building and upgrading education facilities that are child, disability and gender sensitive and also provide safe, non-violent, inclusive and effective learning environments for all.

In Goal 8: to promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all, the international community aims to achieve full and productive employment and decent work for all women and men, including for persons with disabilities, and equal pay for work of equal value.

Closely linked is Goal 10, which strives to reduce inequality within and among countries by empowering and promoting the social, economic and political inclusion of all, including persons with disabilities.

Goal 11 would work to make cities and human settlements inclusive, safe and sustainable. To realize this goal, Member States are called upon to provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, such as persons with disabilities. In addition, the proposal calls for providing universal access to safe, inclusive and accessible, green and public spaces, particularly for persons with disabilities.

Goal 17 stresses that in order to strengthen the means of implementation and revitalize the global partnership for sustainable development, the collection of data and monitoring and accountability of the SDGs are crucial. Member States are called upon to enhance capacity-building support to developing countries, including least developed countries (LDCs) and small island developing states (SIDS), which would significantly increase the availability of high-quality, timely and reliable data that is also disaggregated by disability.

Goals & Targets	Description
4.5	By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations
4.a	Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, nonviolent, inclusive and effective learning environments for all
8.5	By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value
10.2	By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, economic or another status
11.2	By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons
11.7	By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities
17.18	By 2020, enhance capacity-building support to developing countries, including for least developed countries and small island developing States, to increase significantly the availability of high-quality, timely and reliable data disaggregated by income, gender, age, race, ethnicity, migratory status, disability, geographic location and other characteristics relevant in national contexts

## 2.5 Institutional Fragmentation to Protect the Right of PWD

Government is very much willing to protect the right of PWD. Every year government allocate funds and budget to cover PWD under the social safety net program. List of parent ministries and government agencies who work for protecting the rights of disabilities are-

Parent Ministries	Government Agencies
1. Ministry of Social Welfare	1. Prime Minister' Office
2. Ministry of Women and Children Affairs	2. National Board of Revenue
3. Ministry of Youth and Sports	3. Customs Authority
4. Ministry of Disaster Management and Relief	4. NGO Affairs Bureau
5. Ministry of Public Administration	5. Planning Division
6. Ministry of Health and Family Welfare	6. National Disabled Development Foundation
7. Ministry of Local Government, Rural Development and Co-operatives	
8. Ministry of Finance	
9. Ministry of Commerce	
10. Ministry of Industries	
11. Ministry of Planning	

Besides, there are number of NGOs work for the development of persons with disabilities. Moreover, development partners and donor organizations like World Bank, UKAID, USAID, AUSAID, UN etc. donate funds in that respect.

## Chapter 3: Findings of the Session

We have tried to present the data collected from several disabled entrepreneurs to get a fair idea about the real experience of the constraints faced by the disabled entrepreneurs in their business. From that structure we got the opportunity to focus primarily on any challenges or problems that could facilitate the maximum number of services as well as bring the maximum number of disabled entrepreneurs under the service. It is noted that the entrepreneurs with disabilities are picked up randomly.

### Analysis:

Person No	Disabilities	Constraints/Pain Points/Challenges														
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Pers-1	Physical disability	✓	✓	✓	✓	✓	✓	✓			✓	✓		✓	✓	✓
Pers-2	Mental illness			✓		✓	✓	✓	✓			✓	✓	✓		✓
Pers-3	Visual disability	✓	✓	✓	✓	✓	✓	✓			✓	✓		✓		✓
Pers-4	Speech disability	✓	✓	✓	✓	✓	✓		✓			✓	✓	✓	✓	✓
Pers-5	Intellectual disability			✓		✓	✓	✓	✓	✓	✓	✓		✓		✓
Pers-6	Hearing disability	✓		✓	✓	✓	✓	✓				✓	✓	✓	✓	✓
Pers-7	Deaf blindness	✓		✓	✓	✓	✓	✓			✓	✓		✓		✓
Pers-8	Multiple disability		✓	✓	✓	✓	✓	✓				✓		✓		✓
Pers-9	Visual disability	✓		✓		✓	✓	✓			✓	✓		✓	✓	✓
Pers-10	Physical disability	✓		✓	✓	✓	✓		✓			✓		✓		✓
Pers-11	Deaf blindness			✓	✓	✓	✓	✓			✓	✓		✓		✓
Pers-12	Physical disability		✓	✓		✓	✓	✓				✓	✓	✓		✓
Pers-14	Visual disability	✓		✓	✓	✓	✓	✓			✓	✓		✓	✓	✓
Pers-15	Intellectual disability			✓		✓	✓	✓	✓	✓		✓		✓		✓
Pers-16	Deaf blindness	✓	✓	✓	✓	✓	✓	✓			✓	✓		✓		✓
Pers-17	Physical disability			✓		✓	✓					✓		✓		✓
Pers-18	Multiple disability	✓		✓		✓	✓	✓		✓	✓	✓		✓	✓	✓
Pers-19	Visual disability	✓	✓	✓	✓	✓	✓	✓				✓	✓	✓		✓
Pers-20	Intellectual disability			✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓

Note: [Definition (a); Policy Recognition (b); Bank Finance (c); Micro Finance (d); Information (e); Infrastructure (f); Education (g); Social Barriers (h); Family Assistance (i); Awareness & Outreach (j); Trade License (k); Dedicated Cell (l); Individual Loan (m); Quota in FSP (n); Market Access (o);]

### Observation:

In Scatter density analysis (highlighted yellow and red) it is observed in two different ways for possible

intervention of service process simplification or policy advocacy so that the G2B services can reach in easier way to the entrepreneurs with disabilities.

If we focus on challenges, it is observed that Bank Finance (c); Micro Finance (d); Information (e); Infrastructure (f); Education (g); Trade License (k); Individual Loan (m); Market Access (o); are the most common faced constraint or pain points by the entrepreneurs with disabilities.

If we focus on a specific group of entrepreneurs with disabilities to facilitate by more G2B services those can be simplified by SPS, it is observed that entrepreneurs with Physical disability, Visual disability, Speech disability, Hearing disability, Deaf blindness are the most problematic groups who are facing more challenges than the other disabilities in case of availing G2B services.

So, if we focus and prioritize for intervention to simplify or reform any constraints/Pain Points/Challenges it would be better to think about Bank Finance (c); Micro Finance (d); Information (e); Infrastructure (f); Education (g); Trade License (k); Individual Loan (m); Market Access (o); not only to facilitate with the maximum number of services as well as bring the maximum number or group of entrepreneurs with disabilities under this service.

## Chapter 4: Constraints & Pain Points Faced by Entrepreneurs with Disabilities

No	Issue	Constraints/Pain Points
1.	Definition	Several policies define the CMSMEs and large industries along with the definition of women entrepreneurs. But the definition of entrepreneurs with disabilities is not stated in the policy.
2.	Policy Recognition for Entrepreneurs with Disabilities	Policy recognition is highly required to provide structured policy assistance for entrepreneurs with disabilities. The government has implemented the Right and Protection Act for Person with Disabilities, 2013 to protect the right of PWDs. But there is no specific act to facilitate the entrepreneurs with disabilities.
3.	FSP amid Pandemic	The government declared 27 financial stimulus packages to recover from the economic crisis caused by the pandemic. Among these several FSPs were dedicated to recovering the confidence in the business environment. No FSP was declared dedicatedly to addressing the challenges faced by entrepreneurs with disabilities.
4.	Bank & Micro Finance	Entrepreneurs with disabilities are not bankable as well as not under the micro-financing scheme because of their volume of business transactions. Constraints to avail financing to operate the business is one of the major pain points. Banks and microfinance organizations are not willing to provide loans to entrepreneurs with disabilities.
5.	Access to Information	Persons with disabilities are not aware of all of the information disseminated by the government. In most cases, PWDs depend on NGOs in that respect. There is a lack of a well-structured information dissemination mechanism.
6.	Ease of Physical Infrastructure	Most of the government offices are not infrastructural accessible to the persons with disabilities to avail G2B services. Ramp facility is not available in most of the offices.
7.	Education	More than 80 percent of children with disabilities are not in education. Constraints in access to infrastructure, access to educational equipment, transport, teaching capability make the situation worse. On the other hand, demand based schooling system for children with disabilities is not available all over the country.
8.	Social Barriers	Social views towards the PWDs demotivate them and push them to the backstage of society and the economy. Most of the time society addresses the PWDs with negligence.
9.	Family Assistance	In rural areas, persons with disabilities are treated as a burden and curse for the family. The financial conditions of the families do not allow them to spend money for treatment and educational purposes.
10.	Awareness & Outreach	There is the absence of awareness and outreach programs to ensure knowledge empowerment among the entrepreneurs with disabilities on business and trade procedures.
11.	Trade License	A new license fee and renewal fee to avail of a trade license is a burden for entrepreneurs with disabilities. There is no special treatment for them to avail trade license.
12.	Dedicated Cell in Government Agencies	A dedicated cell in every government office to facilitate entrepreneurs with disabilities is yet to establish. There is fear among the entrepreneurs to visit and avail services from the government offices.

No	Issue	Constraints/Pain Points
13.	Individual Loan	Entrepreneurs with disabilities are entitled to avail of group loans instead of an individual loan from the youth ministry. Such a provision limits the business opportunity of entrepreneurs with disabilities.
14.	Logistics & Marketing Access	Entrepreneurs with disabilities are not physically able to source raw material from the cheapest sources by visiting the market. On the other hand, they face problems to reach their products to the final consumers of remote places.
15	Presence in Digital Commerce Platform	Because of the low knowledge of internet and digital marketing, their presence in the digital/e-commerce platform is very much limited. They are constantly missing the opportunity to grab online market access.

## Chapter 5: Policy Advocacy for the Entrepreneurs with Disabilities

Disability is a part of biodiversity. Not all disabilities are visible. In some cases, disability is not endurance. Rather, temporary disability is observed in different cases. There are notable numbers of disabled people in Bangladesh. It is found in many research that a lot of disabled people are poor or members of low-income groups. Time demands to eradicate the poverty of disabled people and develop their standard of life. It is necessary to take initiative to eradicate poverty and develop their standard of life by the appropriate goal-oriented plan of health, education and training. Policy advocacy to facilitate entrepreneurs with disabilities are tabled-

No.	Issue	Policy Advocacy	Implementing Authority
1.	Industrial Policy	Specific investment incentives and policy assistance along with a definition of entrepreneurs with disabilities should be declared in the National Industrial Policy to ensure policy recognition of this promising business group.	Ministry of Industries
2.	Export Policy	The export policy should contain clear directives on the export incentives and export benefits for the organizations owned by entrepreneurs with disabilities.	Ministry of Commerce
3.	Import Policy Order	In the import policy order, de-minimis value, import celling, import procedure, etc. should be relaxed for the entrepreneurs with disabilities.	Ministry of Commerce
4.	SME Policy	There should be a separate definition of CMSMEs and large industries that are owned by entrepreneurs with disabilities.	Ministry of Industries
5.	Digital Commerce Policy	To ensure accessibility and presence of entrepreneurs with disabilities in the digital/online/e-commerce marketplace, specific guidelines/provisions should be accommodated in the Digital Commerce Policy.	Ministry of Commerce
6.	Cash Incentive/ Export Subsidy	Cash incentives/export subsidies should be declared for the organization led by entrepreneurs with disabilities to attract them to international trade.	Ministry of Finance, Ministry of Commerce, Bangladesh Bank
7.	Trade License	Trade license fees should be declared at a minimal amount for entrepreneurs with disabilities. Besides, the provision of annual renewal frequency should be considered to reduce the cost of doing business.	Ministry of Local Government, Rural Development and Cooperatives
8.	Special Business & Trade Education	Ministry of Education in collaboration with the Ministry of Social Welfare may introduce a special business and trade-related education system/training facility to ensure knowledge empowerment among the entrepreneurs with disabilities.	Ministry of Education, Ministry of Social Welfare



No.	Issue	Policy Advocacy	Implementing Authority
9.	AV Assistance to avail Information on Citizen Charter	Several times, entrepreneurs with disabilities are not able to access the information of the citizen charter because of their disabilities. In that respect ICT Division and a2i may assist the Ministries to prepare Audio Video Tutorial to ensure accessibility of information.	ICT Division, a2i
10.	Infrastructural Issue	All the government offices should be physically accessible by establishing a ramp, escalator etc. Besides, the issue “infrastructure accessible for entrepreneurs” should be considered while designing the structure of a building, restroom, washroom, etc.	Ministry of Housing and Public Works
11.	Assistance to Market Access	MOI and MOC may jointly conduct product and market research to inform entrepreneurs with disabilities on the suitable market access through the best product.	Ministry of Industries, Ministry of Commerce
12.	Dedicated Cell/ OSS	There should be a dedicated cell or one-stop service centre in every government office to provide services to entrepreneurs with disabilities in the shortest possible time. Most importantly, such a cell or centre should be established on the ground floor of the office building.	Cabinet Division
13.	Dedicated FSP	A dedicated FSP should be declared to facilitate the entrepreneurs with disabilities to cope up with the adverse situation caused for pandemic.	Prime Minister's Office, Ministry of Finance
14.	ADP Allocation for Entrepreneurs with Disabilities	A proper budget should be allocated in ADP for entrepreneurs with disabilities to organize training, financing, knowledge empowerment, awareness and outreach, etc.	Ministry of Planning
15.	Attain SDGs	To implement the motto “Leave No One Behind”, there is no alternative to the inclusion and holistic development of entrepreneurs with disabilities. SDG wing of PMO should coordinate the issue to all the relevant ministries. Follow-up meetings should be organized biannually in that regard.	Prime Minister's Office
16.	Popularize Ek-shop	The Ek-shop mechanism could be the ultimate solution to remove the logistics and market access constraints faced by entrepreneurs with disabilities. Besides, that will ensure the security of payment. Training to accommodate the entrepreneurs to the ek-shop mechanism should be explored.	ICT Division, a2i
17.	Popularize e-banijyo	e-banijyo project provides 11 days long full-length training to create capable e-commerce entrepreneurs. Ministry of Commerce and NGO Affairs Bureau may work together to train potential and promising entrepreneurs with disabilities to popularize with e-commerce mechanism.	Ministry of Commerce, NGO Affairs Bureau
18.	Product Fair	BSCIC, SME Foundation, NGO Affairs Bureau may jointly arrange trade fairs for entrepreneurs with disabilities to ensure domestic market expansion. EPB may facilitate entrepreneurs with disabilities to participate in international trade fairs as well.	BSCIC, SME Foundation, NGO Affairs Bureau, Export Promotion Bureau

No.	Issue	Policy Advocacy	Implementing Authority
19.	Association Membership	The cost/fee/charge to avail the membership of an association/ chamber is too high to bear for entrepreneurs with disabilities. Ministry of Commerce may instruct business and trade-related chambers/associations to reduce the membership and renewal fee for entrepreneurs with disabilities.	Ministry of Commerce
20.	Database for Entrepreneurs with Disabilities	SME Foundation with the technical assistance of a2i is preparing National SME Database to bring the SME sector into a single umbrella. That could be taken as an example to establish a National Database for Entrepreneurs with Disabilities.	Ministry of Commerce, Ministry of Industries, NGO Affairs Bureau, ICT Division, a2i
21.	Access to Bank Finance at Concession Rate	Amid the COVID-19 the government has granted bank loans to CMSMEs and farmers at the concessionary rate. Such a rate should be allowed for entrepreneurs with disabilities to avail of loans. Most importantly, initiatives should be taken to make them bankable.	Bangladesh Bank
22.	Credit Guarantee Scheme (CGS)	Bangladesh Bank's new credit guarantee scheme will enable small and medium-sized businesses to access the loans they need to cope with the economic impact of Covid-19. Bangladesh Bank has taken initiative to popularize the CGS all over the country. Bangladesh Bank may put special provisions to accommodate entrepreneurs with disabilities in the present CGS mechanism to bring them under credit guarantee scheme. Such an initiative will inspire scheduled banks to grant loans.	Bangladesh Bank
23.	Micro Finance	Ministry of Finance should come forward with policy assistance to accommodate the entrepreneurs with disabilities under the micro-financing mechanism.	Ministry of Finance
24.	Guarantor Issue	To avail loan from the Ministry of Youth, entrepreneurs with disabilities are instructed to arrange a guarantor/introducer (1st class gazetted officer). Such provision creates a hindrance to avail loan. The government may take initiative to simplify the provision of guarantor	Cabinet Division
25.	Awareness & Outreach Program	Cabinet division may issue an SRO by instructing all the relevant ministries to initiate awareness and outreach programs to ensure knowledge and information empowerment of entrepreneurs with disabilities. Development partners may work together in that respect.	Cabinet Division
26.	Strengthen Capability of NGOs	NGOs that work for the development of persons with disabilities, should get policy and financial assistance to strengthen their capacities. Such initiative will assist the government to achieve the targets to ensure a better life for persons with disability.	NGO Affairs Bureau
27.	Computer Literacy	In the era of 4IR&ICT, there is no alternative to computer literacy. Computer literacy will help persons with disability to be self-employed freelancers.	ICT Division, NGO Affairs Bureau, Ministry of Social Welfare

No.	Issue	Policy Advocacy	Implementing Authority
28.	Branding & Marketing Training	BSCIC is conducting training on branding and marketing knowledge empowerment. Such initiative should be replicated by the NGO Affairs Bureau and Ministry of Social Welfare to train entrepreneurs with disabilities.	NGO Affairs Bureau, Ministry of Social Welfare
29.	Expansion of SSNP	Among the 120 SSNP, 7-9 are dedicated to the development of business. Expansion of the SSNP program should be considered while designing the ADP.	Ministry of Planning
30.	Individual Loan	Entrepreneurs with disabilities should be allowed individual loans instead of group loans to ensure a structured expansion of their business is.	Cabinet Division
31.	Engagement of Private Sector	Prime Minister's Office should come forward to motivate private sectors leaders/chambers/associations to extend their support to bring entrepreneurs with disabilities to the main economic stream of the nation.	Prime Minister's Office, PSDPCC
32.	Dedicated Ministry	In 2021, New Zealand formed the Ministry of Disability to put a concentrated focus on the development of persons with disabilities. The government of Bangladesh may consider the example to put a dedicated focus on 10% of its total population.	Cabinet Division

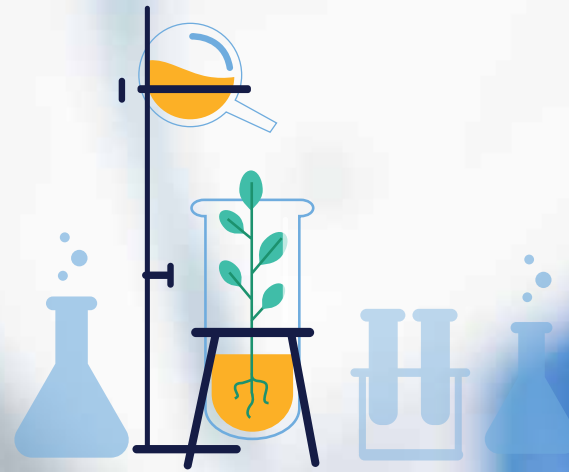
## Chapter 6: Concluding Remarks

Disable does not mean less or notable. To bring the persons with disability to the main economic stream of the economy, the first step should be the change of the existing social views towards the PWD. A positive mindset of society will be the best motivation for the PWD to come across the social and self-barriers. The government has taken wonderful initiatives to ensure and protect the right of PWDs. Now it is high time to take initiative to encourage the private sector to come forward to assist PWDs. PWDs are not the burden of society and the economy. They have enough potentials and strengths to ensure contribution from their end. Several government initiatives seem like a ray of hope to them. Implementation of fiscal and policy advocacy to provide a better business environment will inspire entrepreneurs with disabilities to engage in business. Government should ensure the participation of the representatives of the persons with disabilities as well as the representatives of the NGOs' who work for them while drafting policy/act/rules/order etc. We do believe that a harmonized and coordinated knowledge-sharing and empowering mechanism will bring the PWDs forward.

## Annex-I: Participant List

1. Prasanjit Kumar Ghoshe, Entrepreneur With Disabilities , ACCESS Bangladesh Foundation
2. Sufia Khatun, Entrepreneur with disabilities, Access Bangladesh Foundation
3. Md. Azizul Haque Babu, Entrepreneur with disabilities, Access Bangladesh Foundation
4. Jony Akter, Member, Entrepreneur with disabilities, Access Bangladesh Foundation
5. Lata, Entrepreneur with disabilities, Access Bangladesh Foundation
6. Nilufa Begum, Entrepreneur with disabilities, Access Bangladesh Foundation
7. Zaman, Entrepreneur with disabilities, Access Bangladesh Foundation
8. Shahinur, Entrepreneur with disabilities, Access Bangladesh Foundation
9. Md. Ershad Hossain, Entrepreneur with disabilities, Access Bangladesh Foundation
10. Hashina Akter Keya, General- Secretary, Jagroto Pratibondi Samajkallayan Samity
11. Shormi Roy, General Secretary, Person with Cerebral Palsy Foundation (PCPF), Entrepreneur with disabilities, Ahona Randhanshala
12. Ayesha Ajter Mukta , Entrepreneur with disabilities, Access Bangladesh Foundation
13. Md. Habibur Rahman Gazi, General Secretary Protibondhi Unnayan Parisad
14. Emran Hossain
15. Md. Suman Hossain, President, Muktir Songram prtibondhi Unnoyon songstha
16. Yusuf Roman, Entrepreneur with disabilities, Access Bangladesh Foundation
17. Zahidul Islam Bakht, Entrepreneur with disabilities, Access Bangladesh Foundation
18. Md. Billal Hossain, Entrepreneur with disabilities, Access Bangladesh Foundation
19. Ananda Chandra Shil, Entrepreneur with disabilities, Access Bangladesh Foundation
20. Aklima Akter, Entrepreneur with disabilities, Access Bangladesh Foundation
21. Sakhina Mamtaz (Ruma), Entrepreneur with disabilities, Access Bangladesh Foundation
22. Md. Rashedul Islam, Entrepreneur with disabilities, Access Bangladesh Foundation
23. Rafia Akter, Entrepreneur with disabilities, Access Bangladesh Foundation
24. Najmul Nahar Munmun, Entrepreneur with disabilities, Access Bangladesh Foundation
25. Shamim Kawser, Entrepreneur with disabilities, Access Bangladesh Foundation

# **Business Journey Map of** **AGRICULTURE AND** **AGRO- PROCESSING INDUSTRY** **IN BANGLADESH**



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### Annex: User Journey Map to Avail G2B Services for Agro Chemical Industry in Bangladesh

- a. Trade License – Commercial Firm
- b. Trade License – Manufacturing Firm
- c. Approval of Layout Factory Plan and Registration
- d. Name Clearance Certificate for Companies
- e. Registration of (Private and Public) Company
- f. TIN Certificate
- g. VAT Certificate
- h. Export Permit
- i. Import Permit
- j. Import Registration Certificate (IRC)
- k. Export Registration Certificate (ERC)
- l. Environment Certificate: Orange-A
- m. Fire Safety Certificate
- n. Import Permit for Phyto (Plant) Items
- o. Phytosanitary Certificate
- p. Clearance Certificate of Phyto (Plant) Items
- q. Anchoring Permit of Phyto Items
- r. Special Clearance Certificate for Phyto Items
- s. Certification of Mark (CM) Certificate
- t. Registration of Product Packing
- u. Health Certificate



# Chapter 1: Introduction

## 1.1 Background of the Study

Agriculture has been treated as the basic backbone of the nation as it ensures food security and employment. Moreover, this cross-cutting sector is directly linked to national peace and prosperity. Once the contribution of agriculture sector to GDP was more than 80% and the sector created 85% of national employment generation. Because of the emerge of the industrialization and increase of domestic and export market demand, agro processing industry has been evolved globally. Bangladesh is trying to increase market share in export market by expanding this sector. Government is very much willing to support the primary agriculture sector and the agro-processing sector by providing policy, fiscal and monetary assistance as per requirement.

By addressing the potentials of the agriculture and agro-processing sector along with the existing constraints that are creating hindrances in this sector, the government has aimed to organize an interactive stakeholder's session/workshop with the participation of agro sector to have their voice to make a suitable business environment both for the local and domestic entrepreneurs.

## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on April 24, 2022 with the participation of stakeholders from Agriculture and Agro-Processing Industries to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

## 1.3 Objectives of the Study

1. To portray the sector overview as well as local and foreign market demand of agricultural and agro-processing items,
2. To design the Business Journey Map of Agriculture and Agro-Processing Bangladesh,
3. To identify the G2B Services required to conduct Agriculture and Agro-Processing Industries business operation in Bangladesh,
4. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
5. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

## 1.4 Reason to Choose the Sector

BIDA pointed out that the agriculture sector employs around 40.6% of the labor force and contributes 14.23% to GDP. The agro-food processing industry now contributes about 1.7 percent to GDP and employs about 250,000 people. Its share of total exports now stands at around 3.5 percent. Export earnings from this sector was \$1162 mn in FY 2021-22. National peace and food security are directly linked with the agriculture sector. Simultaneously, the agriculture and agro-processing sectors have been treated as promising export-earning sectors. To mitigate the pain points of this sector, the government has included this sector in the BJM program to upgrade this to the next level.

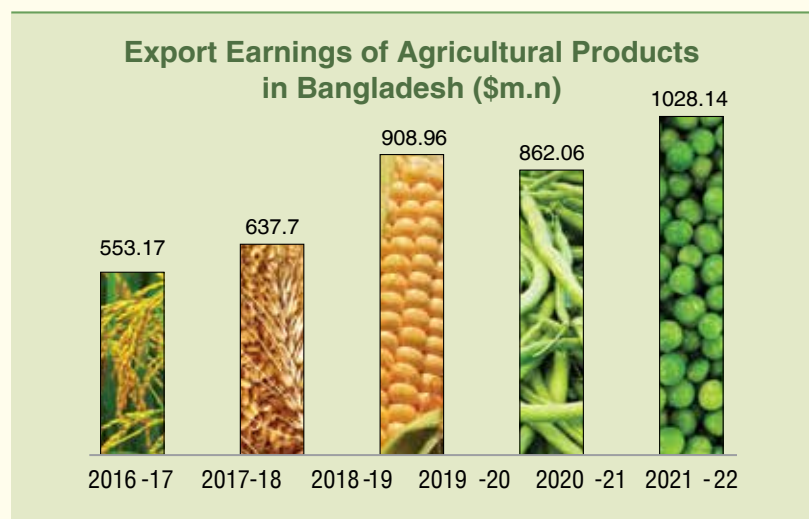


# Chapter 2: Business Journey Map of Agriculture & Agro- Processing Industry in Bangladesh

## 2.1 Industry Overview

Bangladesh is an agrarian country with a tropical climate perfectly suitable for the production of a variety of crops, fruits & vegetables, livestock and fisheries and a promising Agro and Food-Processing industry. The agriculture sector employs around 40.6% of the labor force and contributes 14.23% to GDP. The agricultural products industry now contributes about 1.7 per cent to GDP and employs about 37.35% of total employment (ILO). Its share of total exports now stands at around 2.65 per cent in FY 2020-21.

Bangladesh exports more than 700 items, including 63 basic processed agro products, most of which are cereal grains, frozen fish, processed meat, tea, vegetables, tobacco, cut flower, fruits, spices, dry food and other processed agricultural products including livestock, poultry and fish feed, to more than 140 countries, the document mentioned.



At present, Bangladeshi firms export processed food to well over hundred countries, including the US, Canada, UK, Saudi Arabia, UAE, China, Japan, Middle East, Gulf and Australia. The products include among others spices, fruit juice, fruit drinks, biscuits, processed nuts, potato chips, potato flakes and pickles.

In FY 2020-21, the agro sector realized export earnings worth \$ 1.02 billion which made this sector as the second largest export earnings sector. Currently, more or less 90

processed agro items are enjoying export subsidies under existing 20 categories.

Primarily, Bangladeshi migrants are the main consumers of these products, and with more and more quality products made available to them, their preference for home-grown products are very likely to increase.

Global Ranking of BD Agriculture Sector	
<ul style="list-style-type: none"> <li>• 2nd largest producer of jackfruit</li> <li>• 9th largest mango producer</li> <li>• 8th largest producer of guava</li> <li>• 8th largest potato producer</li> <li>• 10th largest chili producer</li> <li>• 12th largest cattle inventory producer</li> <li>• 3rd largest producer of tomato in South Asia</li> <li>• Top 10 fruit producer</li> </ul>	Domestic market for agro-processed products is also growing as people are getting increasingly inclined to ready-to-cook and ready-to-eat food items. The domestic market size of packaged food was about 5.2 billion in 2018 and is forecasted to reach 7.3 billion in 2023. In the packaged food market, edible oils, dairy products and snacks dominate in terms of sales value.

These products are expected to continue growing steadily by around 6 per cent per annum till 2023. Products that are expected to expand rapidly include processed fruits and vegetables, seafood, and meat, which are expected to grow by 8 per cent, 13 per cent, and 13 per cent per year respectively. Over the years, the export potential of organic products has grown exponentially due to the world becoming more health-conscious. Therefore, a number of courtesies export vegetables from Bangladesh, around over 40 different countries, as Bangladesh has the high export potential of organic products.

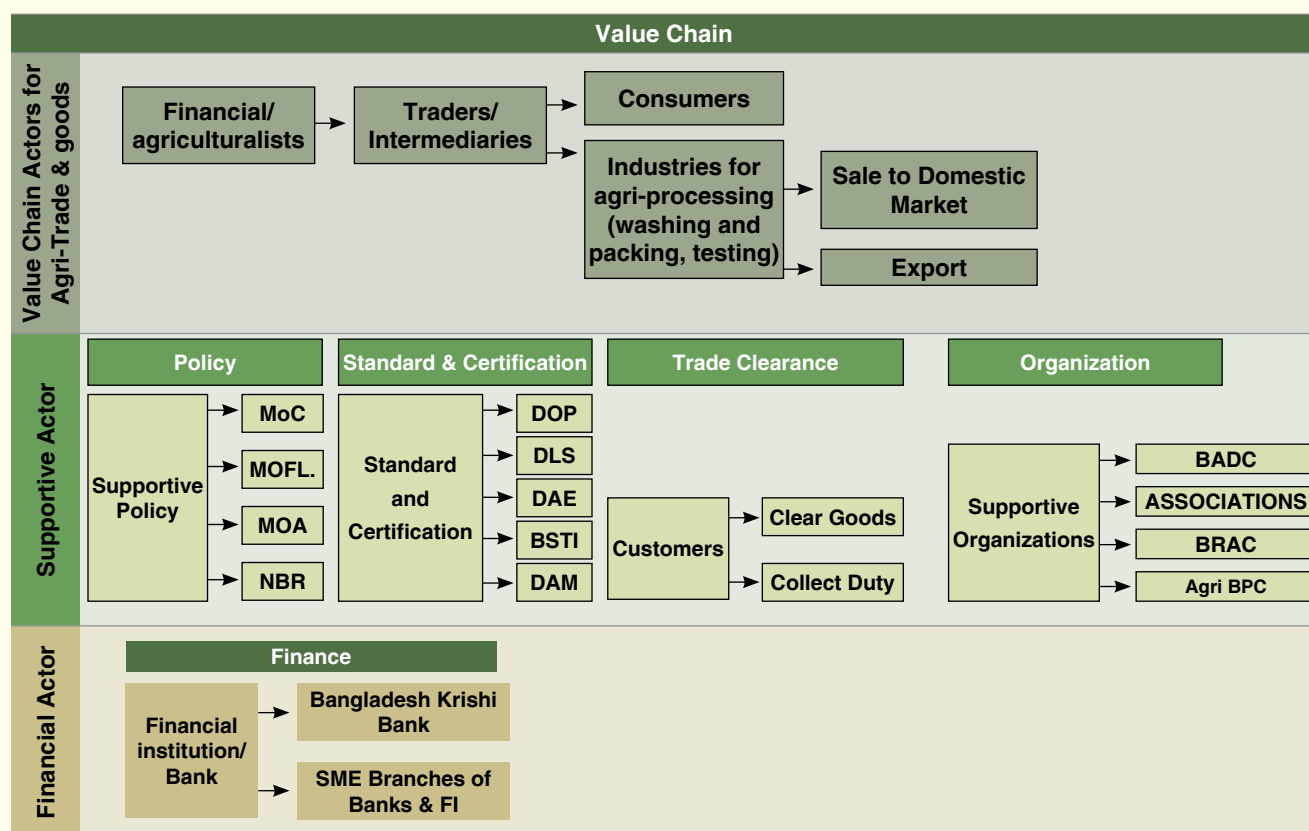
In Bangladesh, private consumption accounts for 77.17% of the GDP. 83 With a young demography, rising per capita income, urbanization and dual-income family, demand for packaged food is increasing at above GDP growth rate. Besides, an expanding middle income population, estimated to be growing at a rate of 10.5% per annum, and an increasing focus on health benefits is driving the demand for healthy food, while the demand for convenience food is being propelled by the busy lifestyles.

Most importantly, people's integration in an urban way of life leads to less time available to prepare traditional foods at home. Urban people benefit from the availability of stored, processed, easy-to-prepare or convenient foods in some form or other. In these contexts, the agro-processing sector of Bangladesh has prospects concerning both the domestic and the international markets. There are three vital reasons for brighter prospects in the agro- processing sector in Bangladesh.<sup>1</sup>

- First, agro-processing in Bangladesh, compared with other manufacturing sub-sectors, enjoys a much higher value addition in the production process, given the domestic availability of raw materials.
- Second, as the sector is expanding, there is a shortage of workers in packaging, temperature control and other technical works, which indicates that this sector enjoys the potential to absorb a large number of skilled and semi-skilled workers in the coming years. Moreover, this sector can generate employment for women, which can help enhance female labour market participation in Bangladesh.
- Third, this sector has enormous potential for development through the forward and backward linkage industries.

<sup>1</sup> *Challenges of the agro-processing industry in Bangladesh (2022) by Dr Selim Raihan, Professor, Department of Economics, University of Dhaka*

## 2.2 Agriculture Sector Value Chain and Key Players

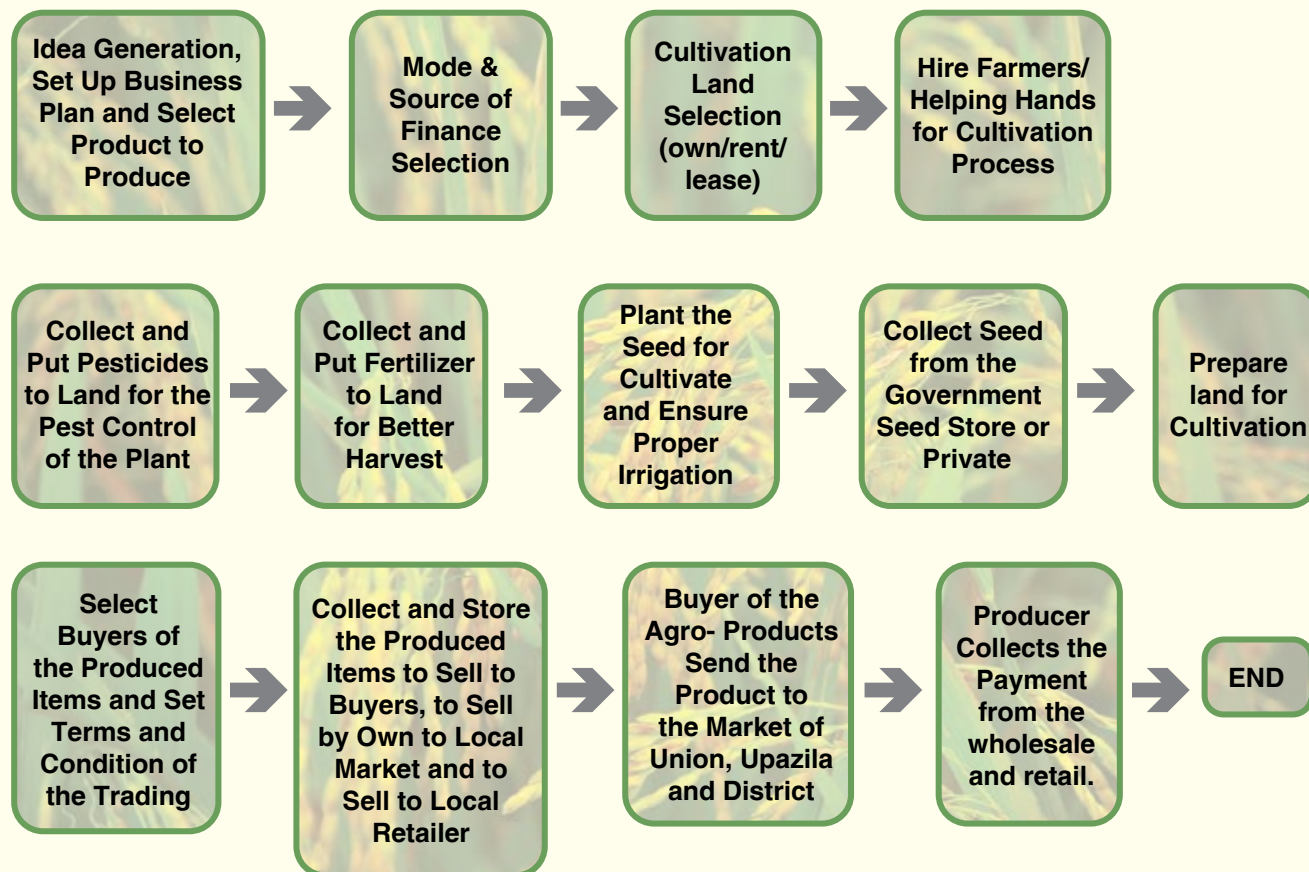


At present, there are 486 agro-processing manufacturers in the country; of which, 241 are exporters and 235 cater to the domestic market. Besides, number of local agricultural product producers, dealers, wholesalers, retailers, transporters, seasonal producers and traders etc. are too big in number to identify as more than 37 percent of total employed people are directly or indirectly linked with this sector. Players of agriculture and agro-processing industries are-

1. Local agricultural product producer	13. Seed Importer
2. Local agro-processed item producer	14. Fertilizer Producer
3. Contract farmers	15. Fertilizer Dealer
4. Export Oriented agro-processed items producers	16. Fertilizer Wholesaler
5. Agricultural product wholesaler	17. Fertilizer Retailer
6. Agricultural products retailer	18. Fertilizer Importer
7. Seasonal agricultural items producer	19. Pesticides Producer
8. Seasonal agricultural items trader	20. Pesticides Dealer
9. Seed Producer	21. Pesticides Wholesaler
10. Seed Dealer	23. Pesticides Importer, etc.
11. Seed Wholesaler	23. Pesticides Importer, etc.
12. Seed Retailer	

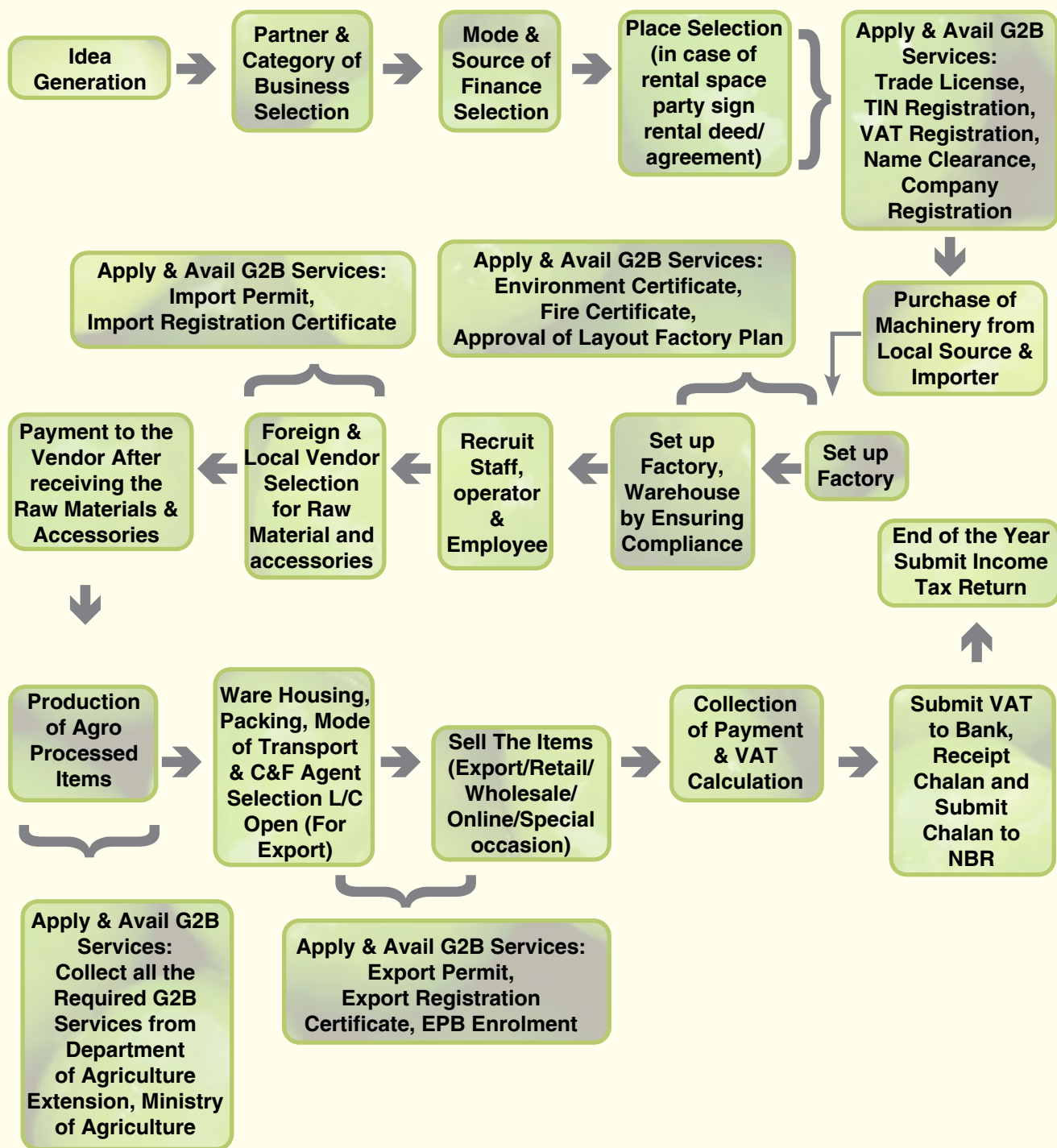
## 2.3 Business Journey Map of Agriculture and Agro Processing Industry in Bangladesh

### 2.3.1 Business Journey Map of Local Agricultural Items Producer (focused to supply products to Dhaka district)



*Note: Most of the local agricultural product producers do not avail any sort of G2B services to operate the business.*

### 2.3.2 Business Journey Map of Domestic and Export Oriented Agro-Processing Items Producing Industry



## 2.4 List of Required G2B Services to Operate Agriculture and Agro Processing Industry in Bangladesh

To operate a commercial agricultural production house or a domestic and export oriented agro-processing industry, entrepreneurs need to avail the following G2B services (license, permit, certificate, clearance, etc.) from designated government offices.

1. Trade License for Commercial Firm
2. Trade License for Manufacturing Firm
3. Approval of Layout Factory Plan and Registration
4. Name Clearance Certificate for Companies
5. Registration of (Private and Public) Company
6. TIN Certificate
7. VAT Certificate
8. Export Permit
9. Import Permit
10. Import Registration Certificate (IRC)
11. Export Registration Certificate (ERC)
12. Environment Certificate: Orange-A
13. Fire Safety Certificate
14. Import Permit for Phyto (Plant) Items
15. Phytosanitary (Plant Health) Certificate
16. Clearance Certificate of Phyto (Plant) Items
17. Anchoring Permit of Phyto (Plant) Items
18. Special Clearance Certificate for Phyto (Plant) Items
19. Certification of Mark (CM) Certificate
20. Registration of Product Packing
21. Health Certificate

*NOTE: User Journey Maps of the above-listed G2B services are attached in Annex.*



# Chapter 3: Pain Points Identification and Way Forward/Policy Advocacy for the Growth of Agriculture and Agro-Processing Industry in Bangladesh

Participants of the stakeholders' consultation session of the "Program on Business Journey Map of Agriculture and Agro-Processing Industry" pointed out the following pain points that create hindrance to the growth of this highly potential sector. Besides, policy advocacy and way forward to mitigate the constraints are also designed below-

No.	Pain Points	Way Forward
1.	Interest rates to avail loans from NGO, NBFI, and local lenders are very much higher than the AD Banks. On the other hand, Banks are not interested to provide loans to the agro producers of the SME sector.	Bangladesh Bank should come forward to monitor the activities of AD Banks to ensure proper disbursement of the agriculture loan. On the other hand, loan activities of NGOs, and NBFI should be monitored.
2.	Entrepreneurs of the agriculture and agro-processing industry are deprived of availing information on G2B services, government policy assistance, fiscal and monetary incentives, domestic and international market demand, product price, cross-border market, trading process, logistics and transport system, etc.	A dedicated website would be formed to provide all sorts of the required information to the entrepreneurs of the agriculture and agro-processing industry.  Union Digital Centre could be a key play to disseminate the information as well as an information hub to assist the entrepreneurs with the desired information.
3.	There is lack of cold storage to store agro-products for the offseason.	Government and Bangladesh Cold Storage Association should work together ensure investment to establish cold storage nationwide as per requirement.
4.	Temperature Controlled Logistics System has not been established yet in Bangladesh.	Presently, IFC, World Bank is working with private sector to develop TCL System in Bangladesh. Ministry of Agriculture should play a potential role in this operation.
5.	There is no legal obligation to formulate an agriculture insurance system in Bangladesh.	Agriculture insurance is a protection shield to cope up with any financial lose in cultivation stage. Ministry of Finance should play an important role to strengthen the capacity of insurance companies so that they would be able to extend their business operation in agriculture sector.
6.	Farmers are bound to use chemical fertilizer instead of organic fertilizer in some cases.	A proper combination of chemical and organic fertilizer should be set to use in the harvesting period.
7.	Contact farming system is not popularized and developed yet.	Fiscal and monetary incentives would be offered to agro-processing companies to engage in contract farming. This will help the farmers to get proper price of the product.
8.	There is the existence of third-party middlemen and syndicates in this sector. Such middlemen gain huge profits by depriving the actual stakeholders of the agro sector.	A monitoring cell should be formed to protect the right of farmers as well as mitigate the illegal unhealthy existence of the third party in the agri-marketing process.

No.	Pain Points	Way Forward
9.	Compliance with SPS standards, especially in high-end destination markets, such as in the EU and the US, remains a challenge for many Bangladeshi agro-processing exporters. For SMEs in particular, the burden is much higher.	Department of Agriculture Extension should simplify the SPS process along with other G2B services provided from their end to assist the agriculture industry of Bangladesh. One-stop service of DAE should be formed at the every air, sea and land ports.
10.	High transport costs, resulting from road congestion and transportation-related delays, affect business operations.	Ministry of Rail and Ministry of Road and Transport should work together to reduce the transport cost of agricultural products. A dedicated transport management system to ensure flawless transportation of agricultural should be developed.
11.	Lack of access to electricity is also a drawback to the sustainable agro-industrial development of the country. Despite the improvement in the availability of electricity in recent years, many firms, especially SMEs, still face problems related to accessing new connections to the power supply and accessing quality power.	Agriculture and Agro-processing Industry should get the priority to have the quick permission of electricity connection. Ministry of Agriculture and Ministry of Power and Energy may work in that respect.
12.	There are also problems related to poor air cargo management, inadequate cold storage and cold chain transportation facilities for vegetables and lack of processing unit near the airport.	Airport management system should be upgraded at the international level to provide services to agriculture and agro-processing sector while exporting and importing agro items.
13.	The agro-processing sector encounters problems at most of the processing stages. Problems exist from the cultivation of vegetables or crops to the packaging stage. At the primary level, farmers use too much pesticide and fertilizer.	A proper combination of chemical and organic fertilizer should be set to use in the harvesting period. DAE should come forward to monitor the overall pesticide and fertilizer management system in harvesting session.
14.	Farmers' lack of knowledge on post-harvesting techniques also leads to a very high level of damage. At the packaging stage, exporters face challenges regarding buyers' differences in packaging requirements. Also, tariff rates on the import of packaging materials are high.	Ministry of Commerce, Ministry of Industries and Ministry of Agriculture should organize a Upazila wise training session to provide post harvesting management training to farmers to reduce the product damage.
15.	Access to finance is one of the most critical problems affecting supply and export responses. The problem is even worse for SMEs, including export-oriented ones.	Ministry of Finance, Ministry of Industries, Ministry of Commerce, BSCIC SME Foundation, Ministry of Agriculture and Bangladesh Bank may form a fund to provide loans at simplified ways to the agriculture sector.
16.	Although GoB's cash incentive plays a vital role in the export of agro-food processing products, exporters complain about difficulties in access to this subsidy due to bureaucratic and other procedural obstacles.	Bangladesh Bank should monitor the cash incentives disbursement process to mitigate any sort of difficulties in that process. On the other hand, the provision to cut tax at source from the cash incentives should be mitigated.



## Chapter 4: Concluding Remark

A harmonized balanced growth of the agriculture, service and manufacturing sectors is the key to ensure a sustainable economic prospect of a nation. Government has taken several initiatives to assist all the three sectors. To ensure food safety and security as well as to ensure decent employment especially for rural area, there is no alternative to utilize the agro land properly. Policy, monetary and fiscal assistance to agro sector will attract the foreign and domestic investors to invest in agriculture and agro-processing sectors. Government is very much keen to facilitate the expansion of agro sector along with its sub sectors through G2B service process simplification. It is high time to ensure a synchronization between the public and private sectors players to work together. To attain the SDGs, agriculture sector has been treated as one of the vital sectors to play role. All the trade bodies/ associations/chambers related to agriculture and agro-processing industries should come under a single umbrella to raise and reach their voice to the government for the betterment of this sector. Such a joint initiative will lead to form a healthy business eco-system to practice.

## Annex-I: Participant List

1. Razia Sultana, Managing Director, Raiyan Agro Link
2. Mili Ahmed Shoma, Proprietor/Owner, Malini Agro Enterprise
3. Sadrul Alam, Proprietor, AR Fertilizer Limited
4. Md. Azad Hossain, Manager, Blessing Agroveter Ind. Ltd
5. Md. Sazzad Hossain Mithu, Head-of-Technical, Genetica Ind. Ltd.
6. Golam Azam Khan, Deputy General Manager, Khan Agriculture Products Ltd.
7. Bidhan Chandra Paul, Business Manager - Seeds, Bayer CropScience
8. Kbd. A. B. Mohammed Ahsanul Haque, Business Development Manager, Ingenious Crop Science Limited
9. Dr. Sultan Mahmud, General Manager, NAAFCO Group
10. Md. Shadequr Rahman, Founder, Al- Maniu Agroveter
11. Abu Nayem Jewel, Founder CEO, Uran Agro
12. Kamrul Hasan Shimul, Founder, Taifa Expo
13. Nizamul Huda Khan, Owner, Girosto BD
14. Md. Ahsan Habib, CEO, Green Fruits Agro
15. Md. Shuhanur Rahman, Founder & CEO, Noor Food Products
16. Md. Samim Hossain, Proprietor, Imam Corporation
17. Kbd. Hafez Ahmed, Product Executive, Square Pharmaceutical Ltd.
18. Md. Enamul Haque, Deputy Manager (Development), Nokon Limited
19. Md. Ahsan Kabir, Regulatory Manager, Syngenta Bangladesh Ltd.
20. Md. Mustafijur Rahman, Senior Product Executive, Square Crop Care Division
21. Md Samsuddin, Managing director, Sunseed pesticides

## Annex-II: User Journey Map to Avail G2B Services for Agro Chemical Industry in Bangladesh

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

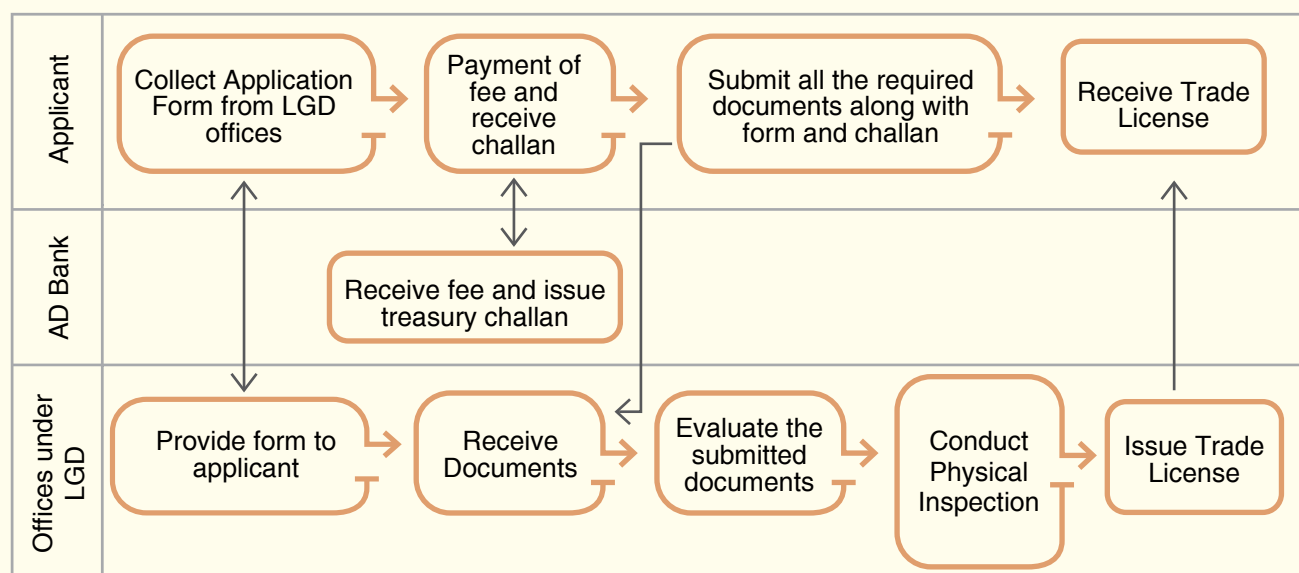
## Required Documents – For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

## For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	-
3. Rent receipt or ownership proof	Original Copy duly attested by a First-Class gazetted officer
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

## Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

## Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## b. Trade License – Manufacturing Firm

### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

### Required Documents – For Fresh Issues

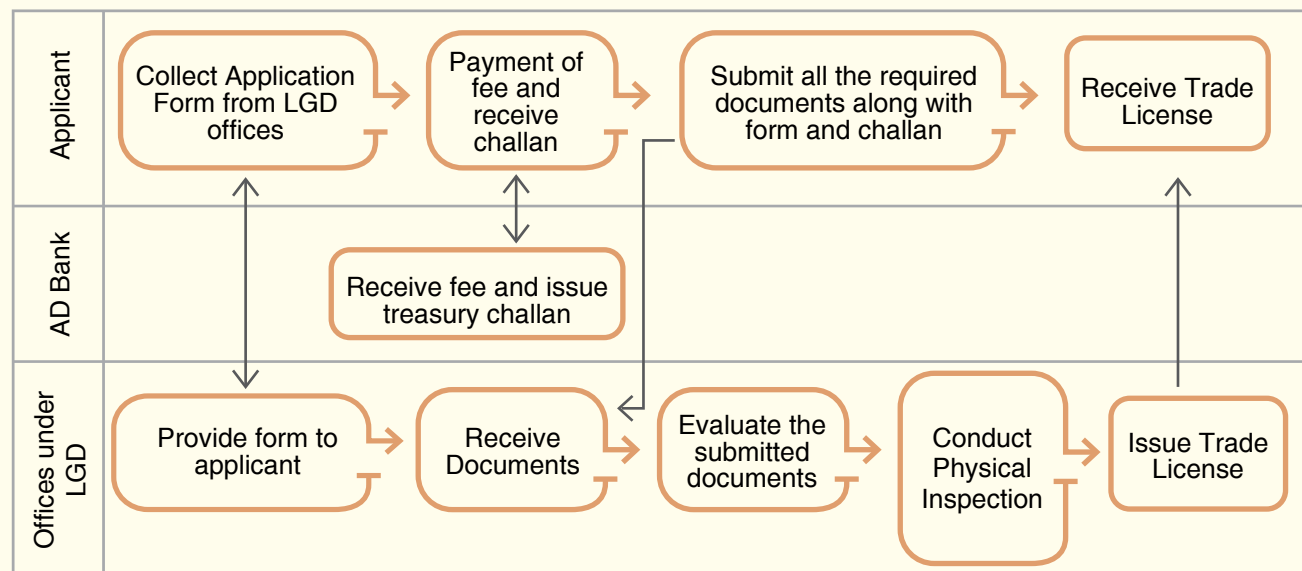
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	

Required Documents	Remarks
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## c. Approval of Layout Factory Plan and Registration

### Incumbent Office

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

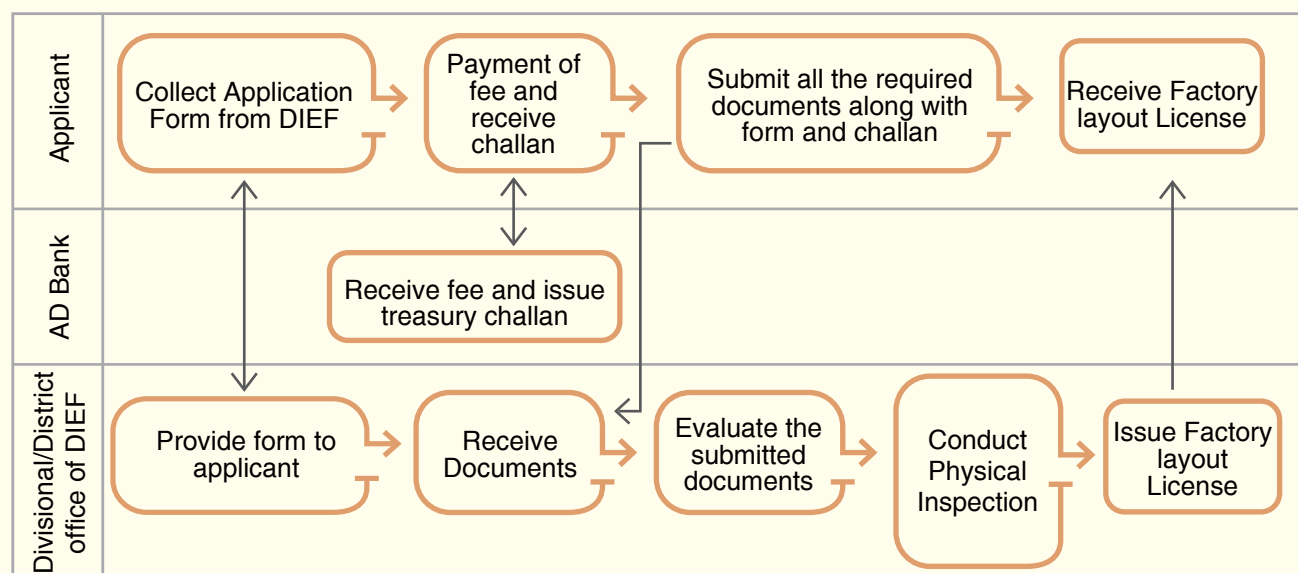
### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

## Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

## Time and Cost – For Renewal

### Fee Schedule:

### For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00



## d. Name Clearance Certificate for Companies

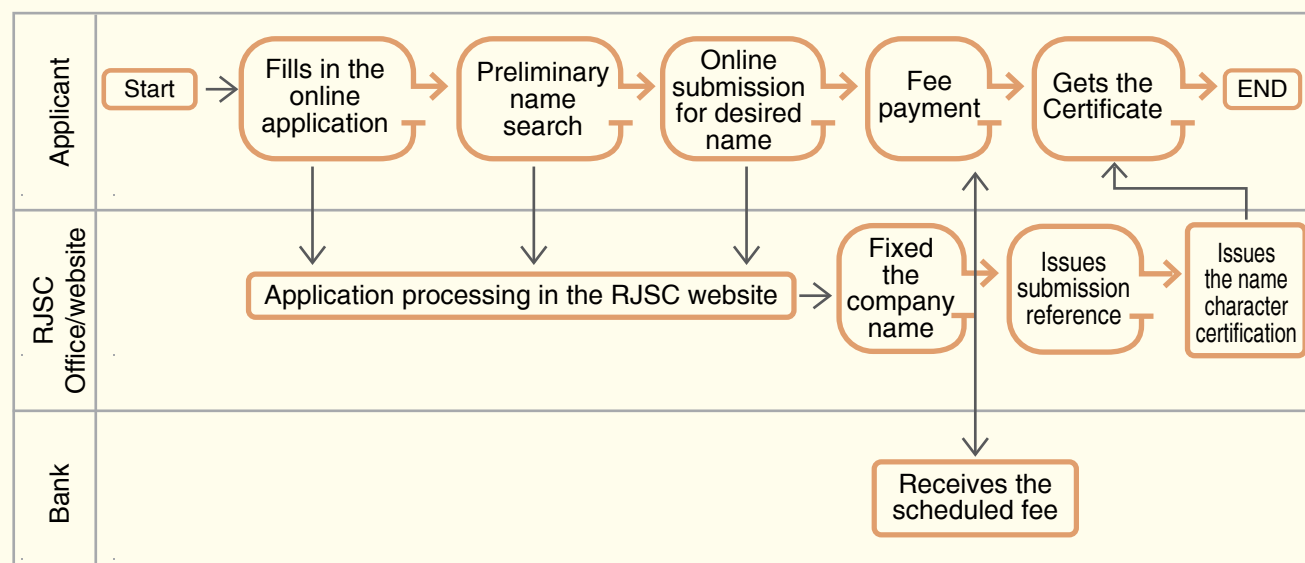
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application	Online

### Process Map



Source: Bangladesh Trade Portal

### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## e. Registration of (Private and Public) Company

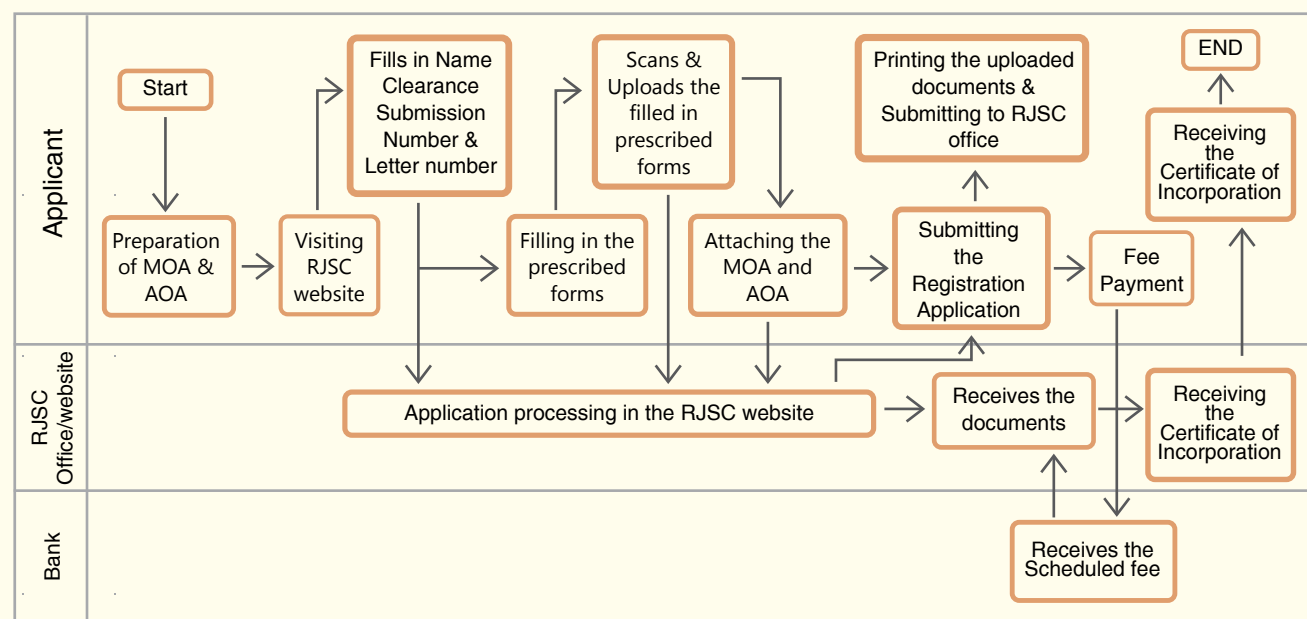
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

### Process Map



Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

### Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00

2. For affixing on the Articles of Association:

#### Authorized Capital (BDT)

Up to 20,00,000.00

#### Stamp (BDT)

3,100.00

More than 20,00,000.00 but up to 6,00,00,000.00

8,100.00

More than 6,00,00,000.00

20,100.00

### Registration Fee

#### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

#### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

#### 2. For the authorized share capital (for both, Private and Public Limited Company)

#### Authorized Capital (BDT)

Up to 20,000.00

#### Fee (BDT)

360.00

Additional for every 10,000 or part after first 20,000.00 up to 50,000 180.00

Additional for every 10,000 or part after first 50,000.00 up to 10,00,000

45.00

Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000

24.00

Additional for every 1,00,000 or part after first 50,00,000.00

45.00

## f. TIN Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	NBR, Ministry of Finance

## Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. NID	-
4. Name of the authorized person	Managing Director/Chairman of the company

## Steps

Required Documents	Remarks
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

### Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First
2. TIN Certificate	Class gazetted officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazetted officer
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested
9. BIDA registration	by a First-Class gazetted officer

### Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmc\\_f\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmc_f_pri/index.html#/Form/U010)

The screenshot shows the 'Sign-up to Create User' page on the VAT Online portal. The page has a green header with the National Board of Revenue, Bangladesh logo and navigation links: Home, Back, Documents, FAQ, User Manual, Contact, and VAT Online. Below the header, there are 'Check' and 'Submit' buttons. The main content area includes a 'Notes' section with a mandatory field indicator and a validation instruction. The 'User Type' section features a dropdown menu currently set to 'Resident'. On the right side, there is a cartoon illustration of a man in a suit holding a briefcase, with the text 'I am a smart VAT Trustee'.

### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

**Fee Schedule:**

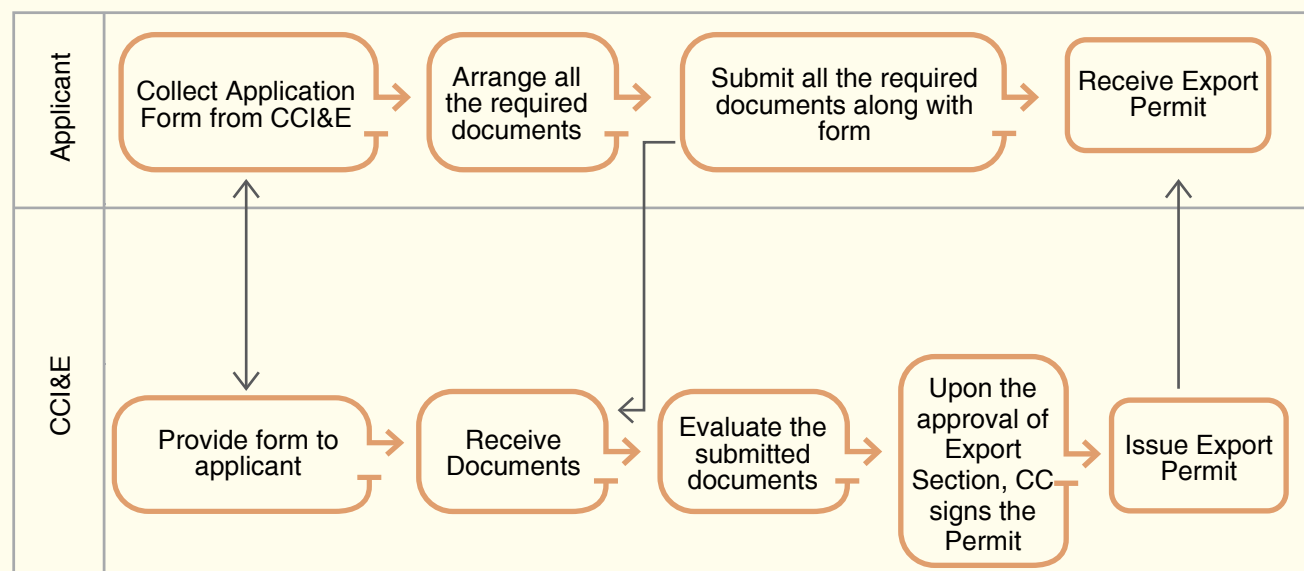
- No fee is required

**h. Export Permit****Incumbent Office**

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

**Process Map****Time and Cost**

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

**Fee Schedule:**

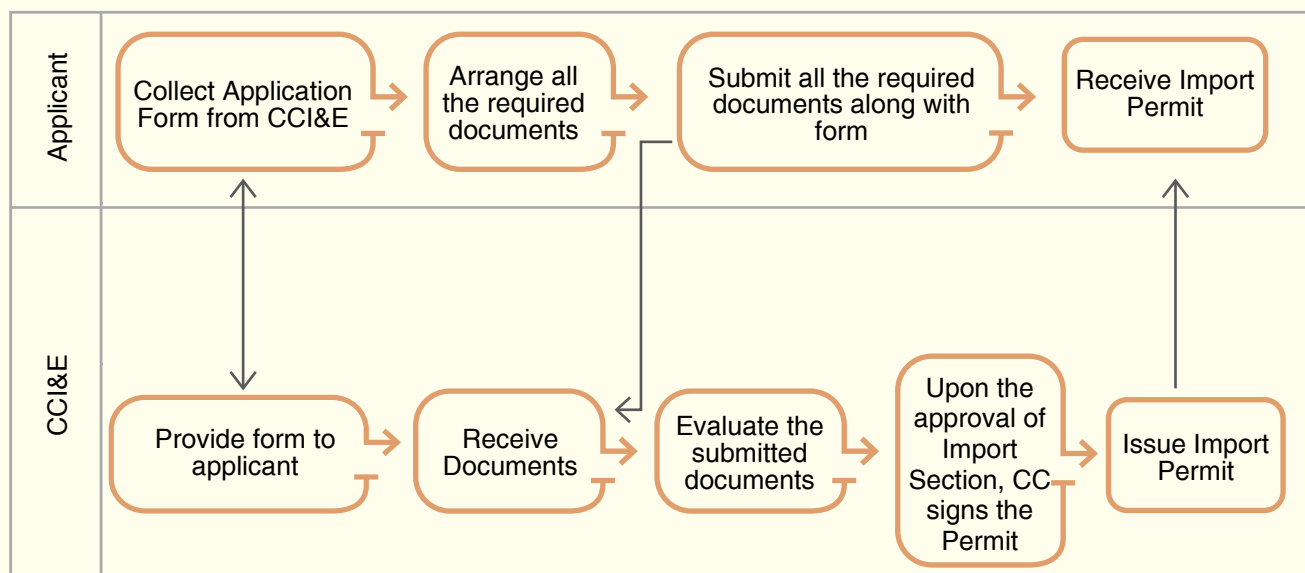
- No fee is required

**i. Import Permit****Incumbent Office**

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

**Process Map****Time and Cost**

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

**Fee Schedule:**

- No fee is required

## j. Import Registration Certificate (IRC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents – Fresh Issuance

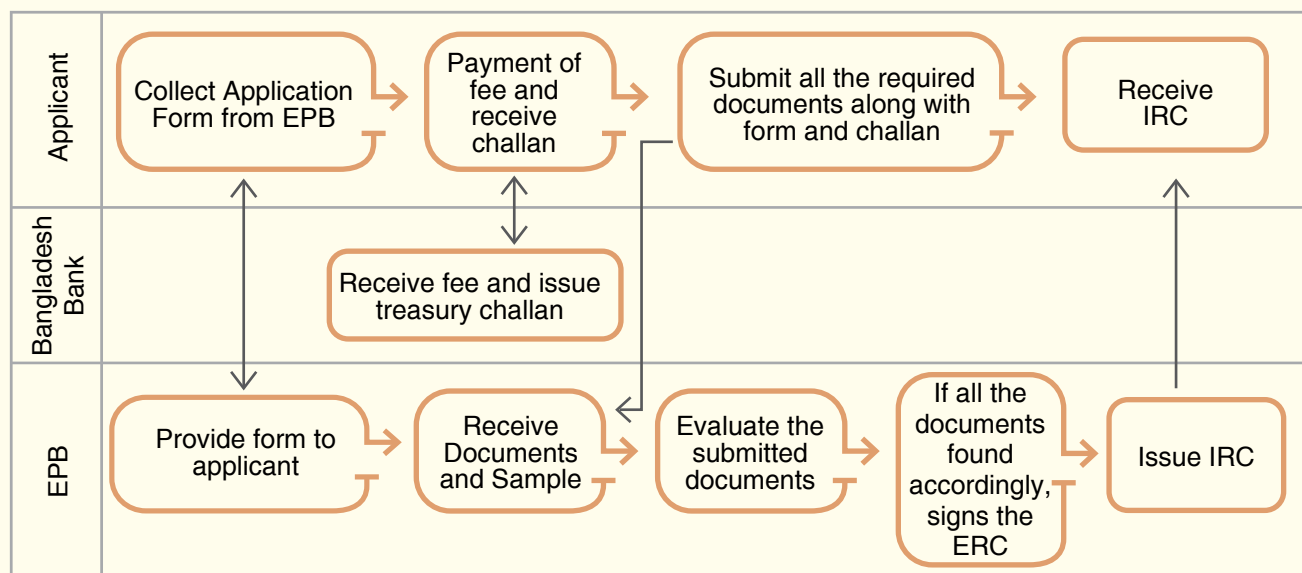
Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter



## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00

Category	Value Ceiling of Annual Import	Initial Registration Fee
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## k. Export Registration Certificate (ERC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

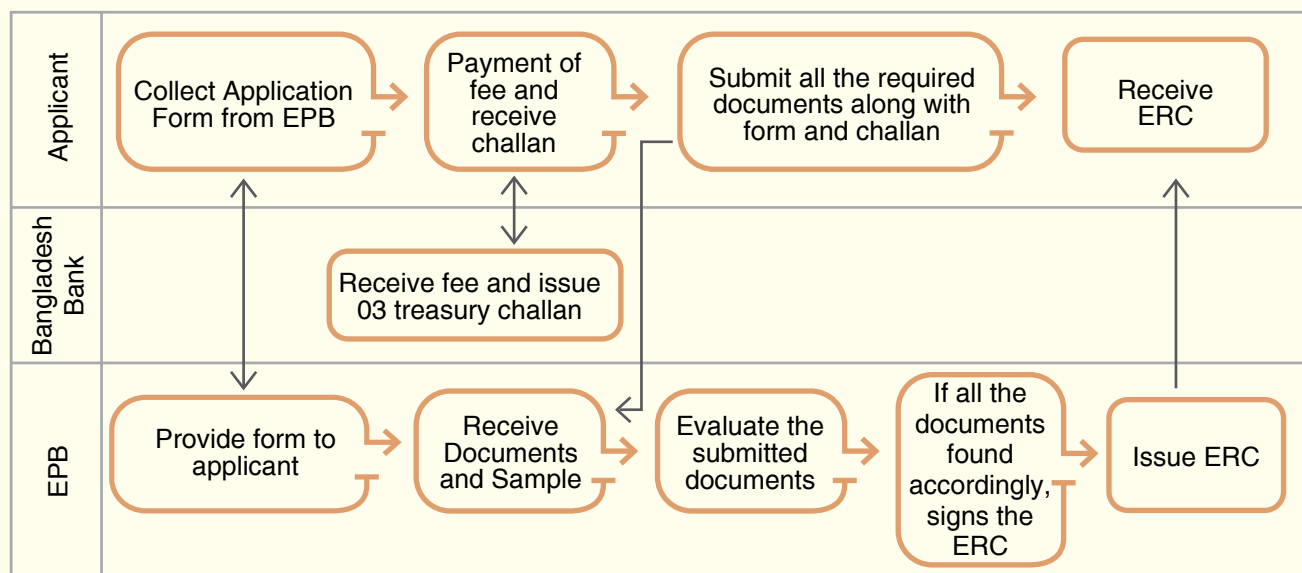
### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

- BDT 7,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

## Fee Schedule:

- BDT 5,000.00

## I. Environment Certificate: Orange-A

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment & Forests

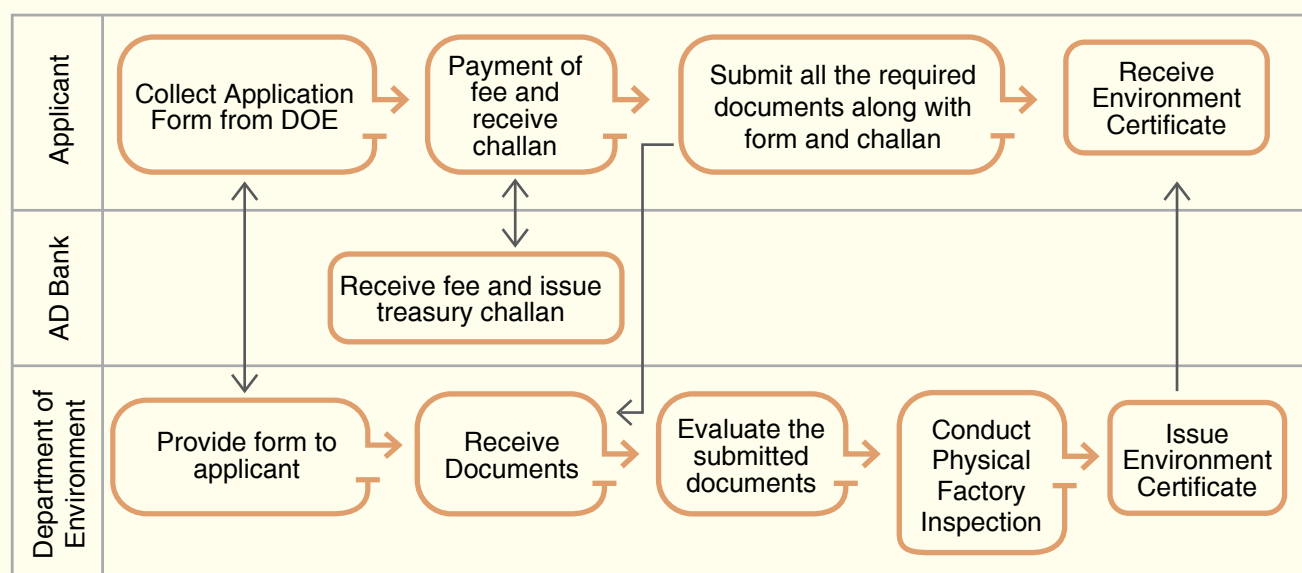
### Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	Main Copy
2. Project Profile/DPP/Feasibility Study Report/ General Information	Attested Copy
3. Treasury Chalan	Main Copy
4. NOC from local Chairman/Ward Commissioner	Attested Copy
5. Location Map and Layout of Plant/Factory	Attested Copy
6. Details of Product with Raw Materials and Process Flow Diagram	Attested Copy
7. Ownership Deed of the Plant	Attested Copy
8. Mouza Map/Khotian and Land Stain of Project	Attested Copy
9. Trade License	Attested Copy
10. Ownership Deed of the Plant	Attested Copy
11. Waste management	Attested Copy
12. License/Opinion/NoC from concerned Government Authority	Attested Copy

### Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	-

### Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days	Depends on the fulfillment of the requirements
Environmental- 07 days	

## Fee Schedule:

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000
20 crore – 50 crores	80000
50 crore – 100 crores	120000
100 crore – 200 crores	200000
200 crore – 500 crores	300000
500 crore – 1000 crores	400000
More than 1000 crores	500000

## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days	Depends on the fulfillment of the requirements
Environmental- 07 days	

## Fee Schedule:

The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee + 15% VAT

## m. Fire Safety Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

## Required Documents – For Fresh Issuance

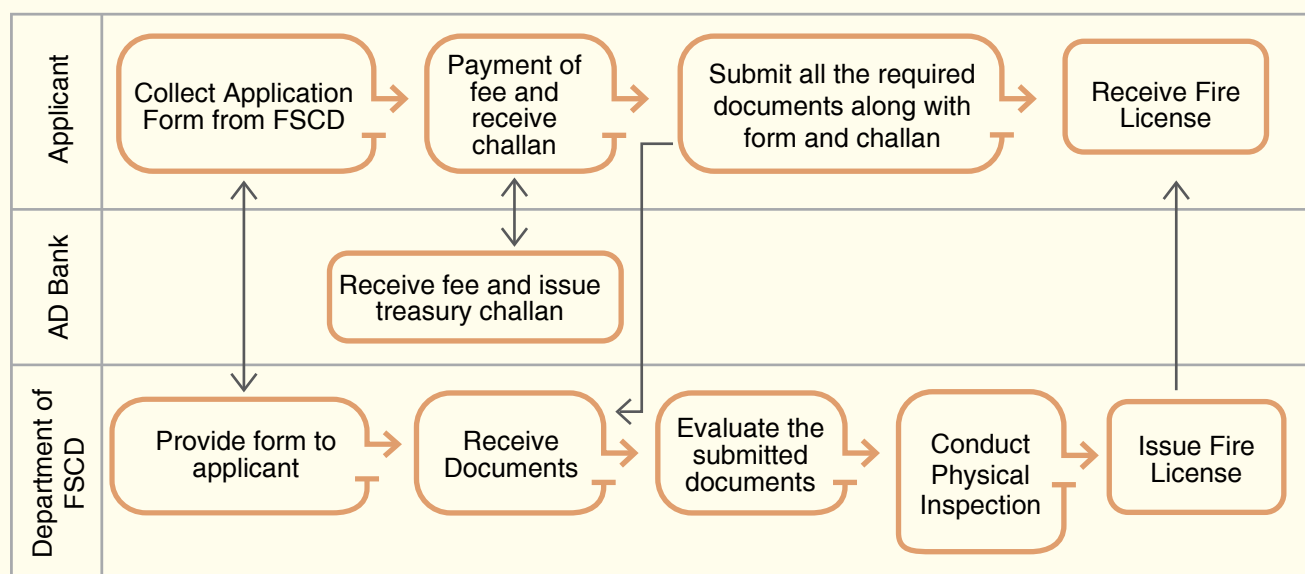
Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First-Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First-Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)

Required Documents	Remarks
5. Layout of the establishment authorized by RAJUK/CDA/KDA/RDA/City Corporation/Municipality/Union Parishad	Original Copy duly attested by a First-Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First-Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

### Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
90 Working Days	100 – 120 Working Days

### Fee Schedule:

- Fee depends on the assessment

## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Working Days	30 working Days

## n. Import Permit for Phyto (Plant) Items

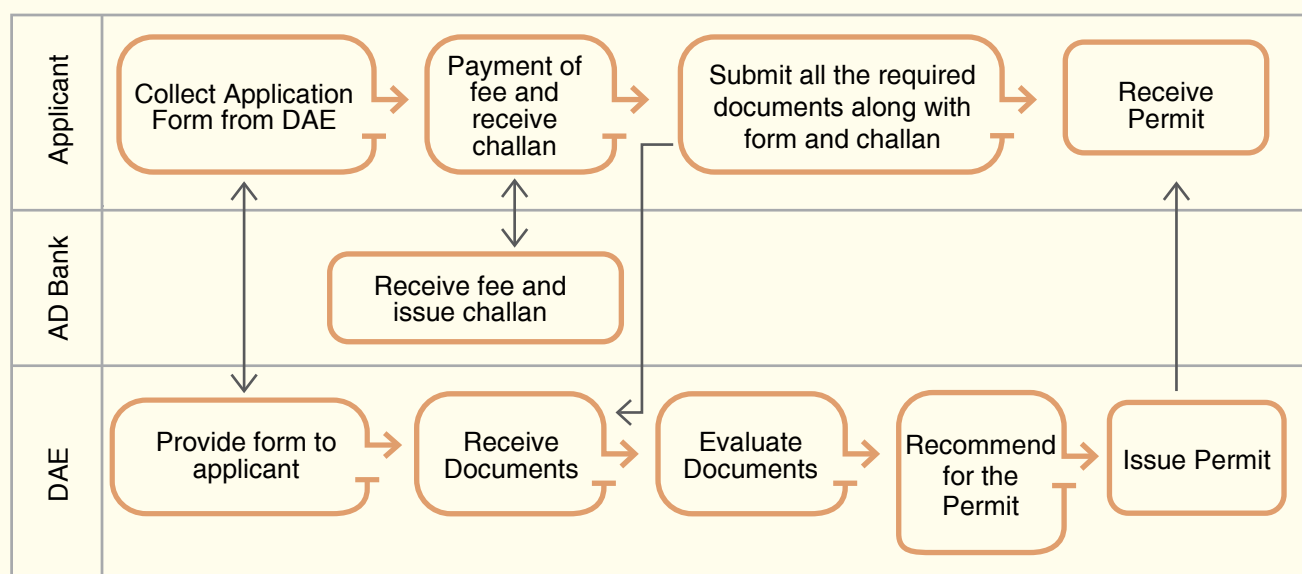
### Incumbent Office

Category	Permit
Renewal Frequency of the License	-
Issuing Ministry/Agency	Plant Quarantine Wing (Import), Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Required Form	Original Copy
Trade License	Attested Copy
Import Registration Certificate	Attested Copy
VAT Certificate	Attested Copy
TIN Certificate	Attested Copy
Treasury Chalan	Original Copy
Registration Certificate from Ministry of Agriculture for Seed Import	Attested Copy

### Process Map



**Time and Cost -**

Official Time Limit	Approximate Processing Time for Issuing the Certificate
7 Days	-

**Fee Schedule:**

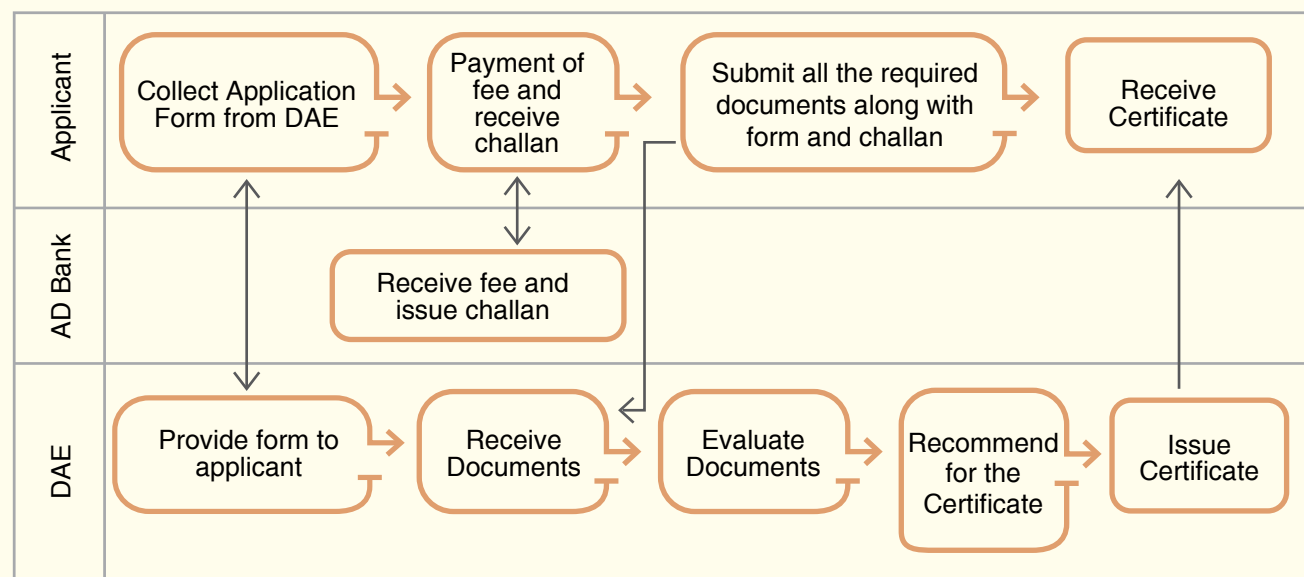
- ▶ 1st 1000kg BDT 10
- ▶ For each 1000kg BDT 1

**o. Phytosanitary Certificate****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	-
Issuing Ministry/Agency	Plant Quarantine Wing (Export), Department of Agriculture Extension, Ministry of Agriculture

**Required Documents – For Fresh Issuance**

Required Documents	Remarks
Required Form	Original Copy
Trade License	Attested Copy
Export Registration Certificate	Attested Copy
VAT Certificate	Attested Copy
TIN Certificate	Attested Copy
Treasury Chalan	Original Copy
Registration Certificate from Ministry of Agriculture for Seed Import	Attested Copy

**Process Map**



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
3 Days	-

## Fee Schedule:

- ▶ BDT 50 for each 1000kg
- ▶ Fumigation Fee (if required)

## p. Clearance Certificate of Phyto (Plant) Items

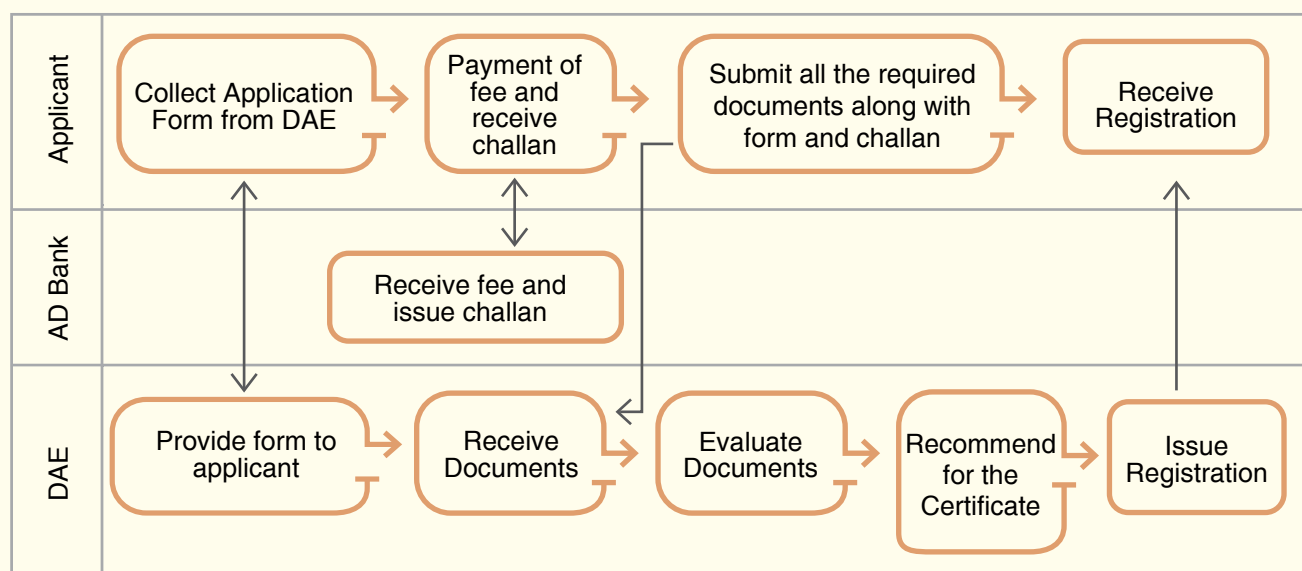
## Incumbent Office

Category	Certificate
Renewal Frequency of the License	-
Issuing Ministry/Agency	Plant Quarantine Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Required Form	Original Copy
Phytosanitary certificate of Exporting Country	A copy
Import Registration Certificate	A copy
Phytosanitary certificate	A copy
In voice	A copy
Packing List	A copy
Bill of Lading	A copy

## Process Map



**Time and Cost -**

Official Time Limit	Approximate Processing Time for Issuing the Certificate
3 Days	-

**Fee Schedule:**

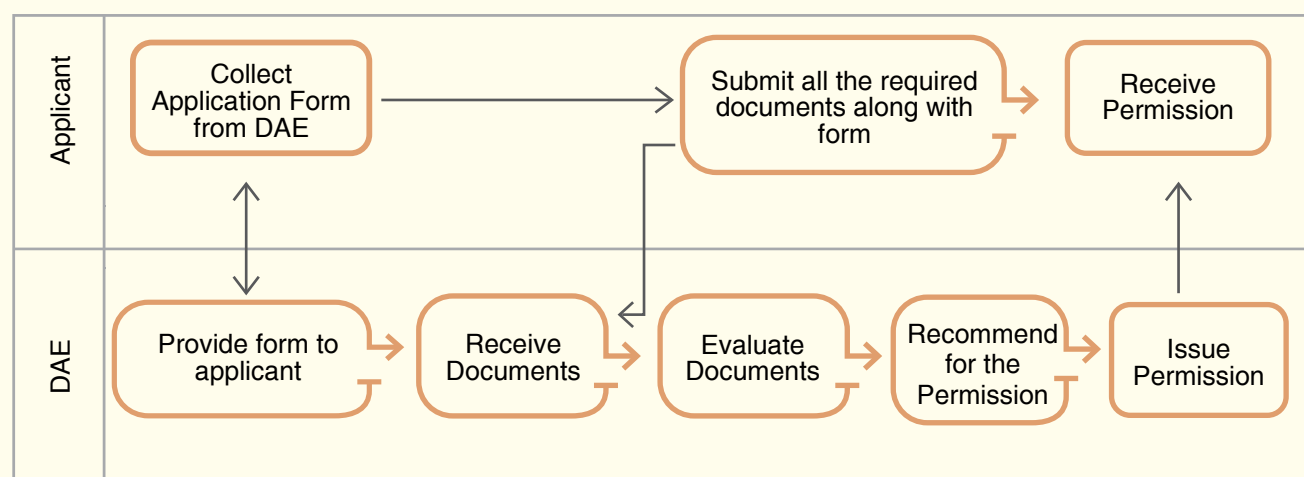
Applicant will deposit fee set by the government through treasury challan based on the type of product.

**q. Anchoring Permit of Phyto Items****Incumbent Office**

Category	Permit
Renewal Frequency of the License	-
Issuing Ministry/Agency	Plant Quarantine Wing, Department of Agriculture Extension, Ministry of Agriculture

**Required Documents – For Fresh Issuance**

Required Documents	Remarks
Required Form	Original Copy
Phytosanitary certificate of Exporting Country	A copy
Import Registration Certificate	A copy
Phytosanitary certificate	A copy
Airway Bill	A copy
Packing List	A copy
L/C	A copy
Certificate of Origin	A copy

**Process Map**

## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
3 Days	-

## Fee Schedule:

Free of charge

## r. Special Clearance Certificate for Phyto Items

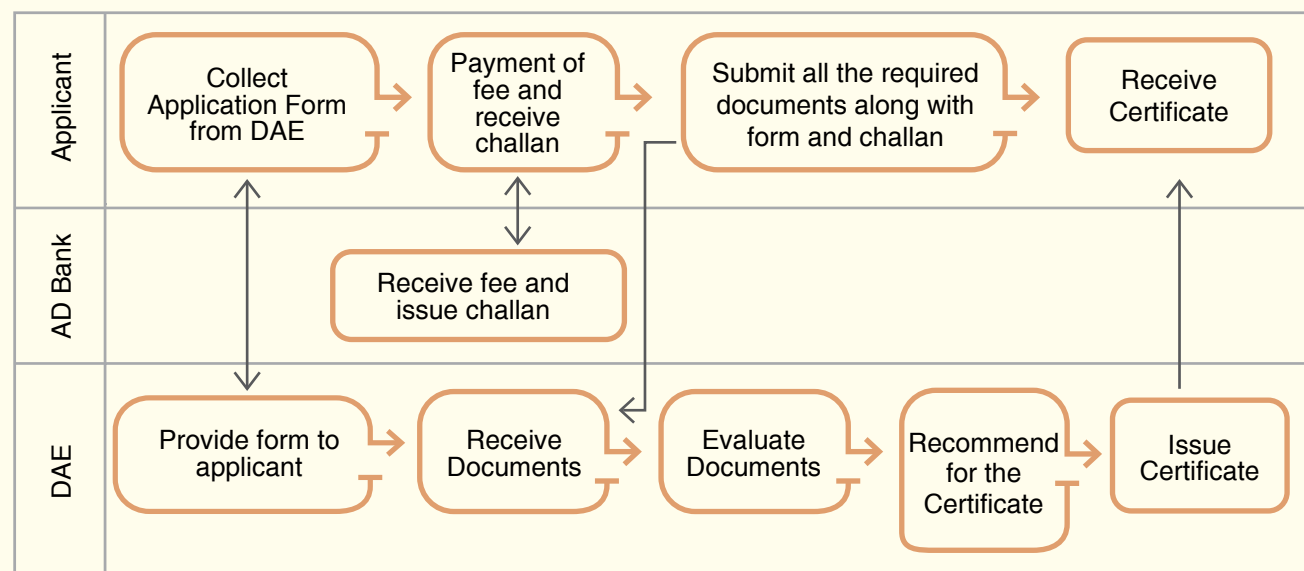
## Incumbent Office

Category	Certificate
Renewal Frequency of the License	-
Issuing Ministry/Agency	Plant Quarantine Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Required Form	Original Copy
Phytosanitary certificate of Exporting Country	A copy
Import Registration Certificate	A copy
Phytosanitary certificate	A copy
Airway Bill	A copy
Packing List	A copy
L/C	A copy
Certificate of Origin	A copy

## Process Map



**Time and Cost -**

Official Time Limit	Approximate Processing Time for Issuing the Certificate
3 Days	-

**Fee Schedule:**

Applicant will deposit fee set by the government through treasury challan based on the type of product.

**s. Certification of Mark (CM) Certificate****Incumbent Office**

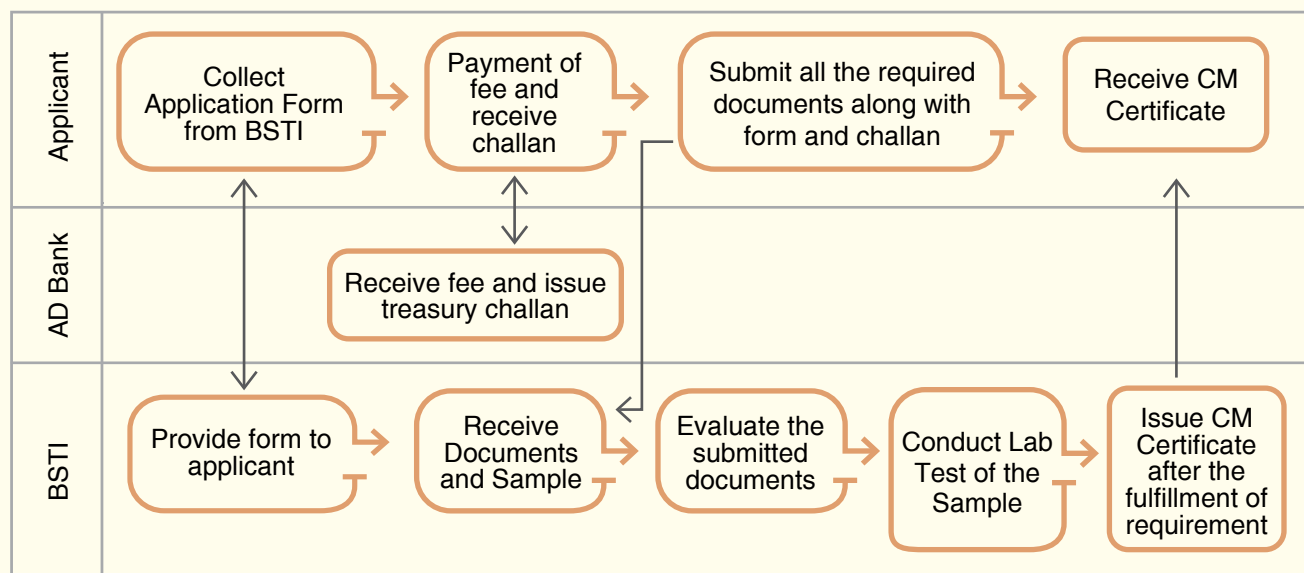
Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries

**Required Documents - For Fresh Issuance & Renewal**

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer
4. Label or Packet of the Product, and following contents should be included:	Original
• Name of the product	
• Grade/Type/Size/Voltage	
• Weight/Quantity	
• Code/Batch no.	
• Product Ingredients'	
• Mfg. Date/Exp. date	
• Name & address of the original Company	
• Highest retail price	
• Standard Mark along with BDS No.	
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
7. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
8. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and Radiation Certificate (for milk powder)	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product
9. License from District Commissioner	For Brick field
10. Flow sheet	In each stage of production

Required Documents	Remarks
11. List of machineries in factory	-
12. Bio-data of the chemist who is appointed for testing	-

## Process Map



## t. Registration of Product Packing

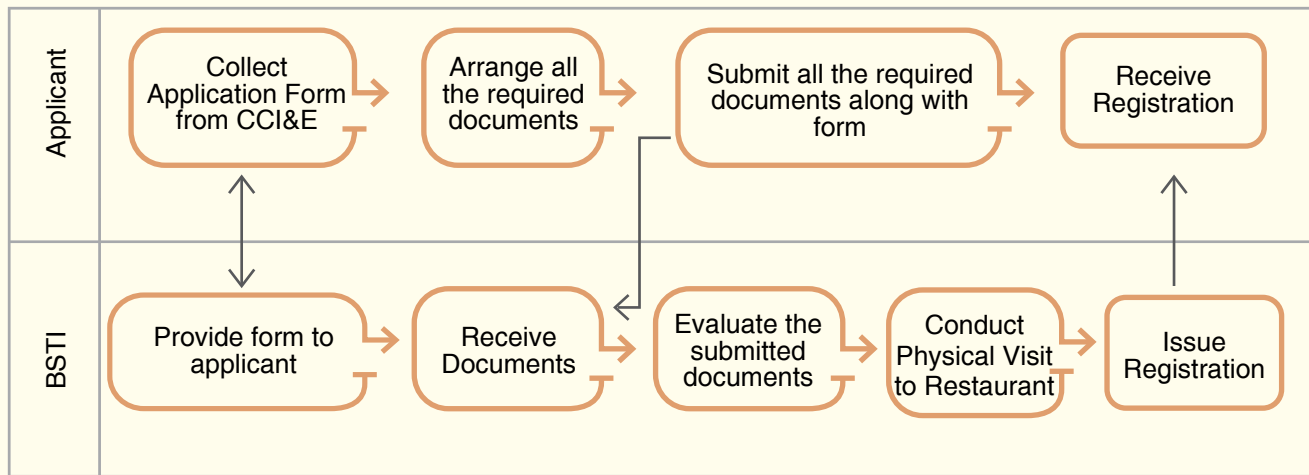
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

### Required Documents

Required Documents	Remarks
1. Prescribed Form	Main Copy
2. TIN Certificate	Photocopy
3. Trade License	Photocopy
4. Packet of the Product as Sample	

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
10 Working Days	Time may vary

## Fee Schedule:

BDT 1000

## u. Health Certificate

### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

## Steps to Avail Health Certificate:

1. Applicant visit the Civil Surgeon Office.
2. Health Centre of Civil Surgeon Office conduct the list health checkup of the applicant.
3. Prepare the test report
4. Send the report to Civil Surgeon
5. Civil Surgeon signs the Health Certificate
6. Applicant receives the Health Certificate

(Note: No Citizen Charter or data is available to get the instructions or idea to avail the Health Certificate from Civil Surgeon Office.)

# **Business Journey Map of AGRO CHEMICAL INDUSTRY IN BANGLADESH**

## **A Study on Fertilizer and Pesticides Products**



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- 2.1 Industry Overview Fertilizer Industry
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- 3.1 Industry Overview of Pesticides Industry
- 3.2 Business Journey Map of Pesticides Industry
- 3.3 List of Required G2B Services for Pesticides Industry

## Chapter 4: Pain Points Identification and Way Forward

### to Ensure Sustainable Growth of Fertilizer and Pesticides Industry in Bangladesh

- 4.1 Pain Points Identification and Way Forward to Ensure Sustainable Growth of Fertilizer Industry in Bangladesh
- 4.2 Pain Points Identification and Way Forward to Ensure Sustainable Growth of Pesticides Industry in Bangladesh

## Chapter 5: Concluding Remark

### **Annex:** User Journey Map to Avail G2B Services for Agro Chemical Industry in Bangladesh

- a. Trade License – Commercial Firm
- b. Trade License – Manufacturing Firm
- c. Approval of Layout Factory Plan and Registration
- d. Name Clearance Certificate for Companies
- e. Registration of (Private and Public) Company
- f. TIN Certificate
- g. VAT Certificate
- h. Export Permit
- i. Import Permit
- j. Import Registration Certificate (IRC)
- k. Export Registration Certificate (ERC)
- l. Environment Certificate: Red Category
- m. Fire Safety Certificate
- n. Import Registration of Fertilizer
- o. Production Registration of Fertilizer
- p. Advertisement Registration of Fertilizer
- q. Registration of Fertilizer (Renewal)



- r. Fertilizer Dealership Registration
- s. License for Pesticides Import
- t. License for Pesticides Formulation
- u. License for Pesticides Wholesale
- v. License for Pesticides Retail
- w. License for Pesticides Re-packing
- x. License for Pesticides Control Operation on Commercial Basis
- y. License for Pesticides Advertisement
- z. Product Registration: Chemical Pesticides
- aa. Product Registration: Bio Pesticides
- bb. Product Registration: Microbial Pesticides

# Chapter 1: Introduction

## 1.1 Background of the Study

The growth of the agriculture industry depends both on nature and human intervention. Agriculture is a sector that accommodates several players like the agro-producer, agro-processing producers, seed industry, fertilizer industry, pesticides industry, cold storage, etc. A harmonized coordination among this sector leads to the sustainable growth of agriculture industry.

Fertilizers replace the nutrients that crops remove from the soil. Without the addition of fertilizers, crop yields and agricultural productivity would be significantly reduced. That's why mineral fertilizers are used to supplement the soil's nutrient stocks with minerals that can be quickly absorbed and used by crops. On the other hand, Pesticides enable farmers to produce more crops per unit area, thus reducing deforestation and conserving natural resources. Pesticides allow farmers to secure their investment for crop production and maximize the benefit of other valuable agricultural tools, such as high-quality seeds, fertilizers, and water resources. Pesticide technologies add millions of dollars a year to Bangladesh's economy by increasing farmers' harvests and improving crop quality. Pesticide helps to ensure safe and affordable foods to eat that increase the life expectancy of Bangladeshi people. Numerous scientific studies show that eating fruit and vegetables regularly reduces the risk of many cancers, high blood pressure, heart disease, diabetes, stroke, and other chronic diseases. Both the fertilizer and pesticides industries have been treated as the vital supportive industries for the agriculture sector.

To ensure holistic growth of the agriculture sector, the government has aimed to provide every possible policy assistance to its supportive sectors like fertilizer, pesticides, etc. In that respect, the government has taken a program titled Business Journey Map to have the voice of private sector entrepreneurs to improve the existing G2B services through service process simplification.

## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on February 24, 2022, with the participation of stakeholders from the Agro Chemical Industry to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

## 1.3 Objectives of the Study

1. To design the Business Journey Map of Agro Chemical Industry in Bangladesh,
2. To identify the G2B Services required to conduct Agro Chemical operations in Bangladesh,
3. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
4. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

#### 1.4 Reason to Choose the Sector

Fertilizers and pesticides are the major sub-sectors of agrochemical industry. To attain the expected volume of crop production mostly depends on the slandered quality of chemicals. The growth of the agriculture industry is positively correlated with the agrochemical industry. Food safety and food security both are linked to this sector. In that respect to ensure sustainable development of the agrochemical industry in Bangladesh as well as to boost the export volume, the government expects to have its voice to provide the required remedies to mitigate the sectoral constraints.

## Chapter 2: Business Journey Map of Fertilizer Industry in Bangladesh

### 2.1 Industry Overview Fertilizer Industry

The expansion of modern agricultural farming practices like the use of High Yielding Variety (HYV) together with intensified cultivation is needed to ensure food for all, which leads to an increased demand for fertilizers. Therefore, it is necessary to ensure a timely supply of both organic and chemical fertilizers to meet the nutritional demand of these varieties. The use of chemical fertilizer is increasing with the increased demand for food production in the country. The use of urea fertilizer alone is the highest in the agriculture of the country.

**Table: Use of Chemical Fertilizer in Bangladesh**

*in '000' metric ton*

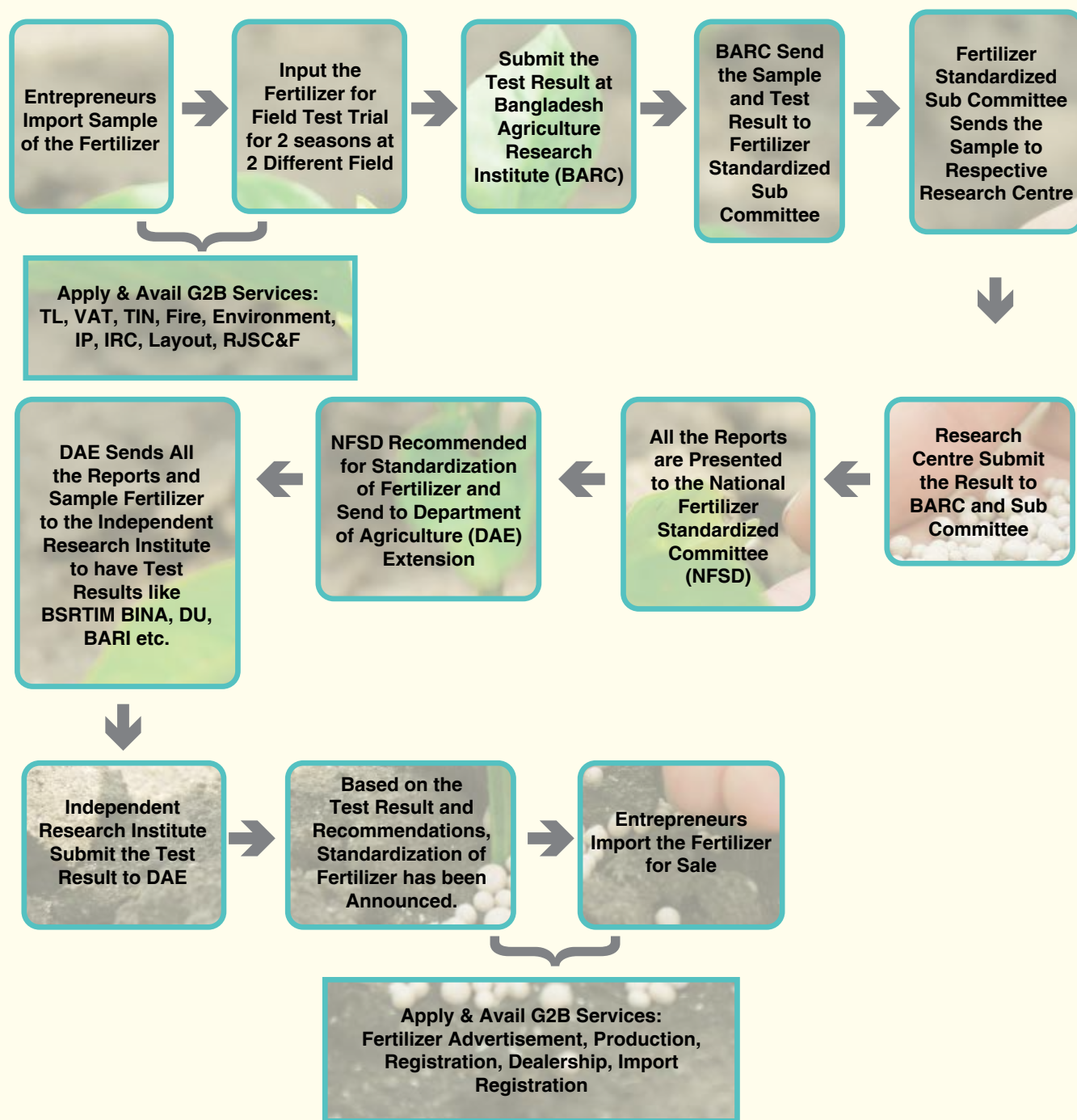
FY	Name of Fertilizer										Total
	Urea	TSP	DAP	SSP	NPKS	MOP	AS	Gypsum	Zinc	Others	
2013-14	2462.00	685.00	543.00	0	27.00	577.00	3.00	126.00	42.00	0.40	4465.40
2014-15	2638.00	722.00	597.00	0	27.00	640.00	6.22	122.00	39.00	0.00	4791.22
2015-16	2291.00	730.00	658.00	0	39.59	727.00	9.96	129.42	53.43	0.00	4738.40
2016-17	2366.00	740.00	609.00	0	40.00	781.00	10.00	323.30	57.47	0.00	4926.77
2017-18	2427.00	706.62	389.90	0	50.00	789.47	10.00	250.00	80.00	90.00	5093.45
2018-19	2594.00	781.00	763.00	0	50.00	724.00	10.00	285.00	95.00	120.00	5422.00
2019-20	2505.00	660.00	953.00	0	42.00	715.00	6.00	360.00	115.00	101.00	5457.00
2021-21	2450.00	500.00	1300.00	0	40.00	750.00	4.00	550.00	141.00	130.00	5865.00

**Trade Body of Fertilizer Industry:** Bangladesh Fertilizer Association (BFA) was established in 1994. This is a non-profit and non-political organization financed through the subscription by its 7000 members. This is the largest private business organization in the country serving the most important sector agriculture of the country, which plays vital role in national economy. The vision of the Association is to protect, develop, support and promote all measures and steps towards open/free competitive marketing, trade and manufacture of all fertilizers and plant nutrients in Bangladesh, to co-ordinate the efforts of the members of the Association and to serve and protect the interest of the farmers of the country. BFA is represented in different Government Committees related to policy making and agricultural development activities. The fertilizer importers, manufacturers of NPKS, SSP, micronutrient and organic fertilizers are the members of this Association. So long all related activities with fertilizers are dealt with by BFA; it plays key role of federation in agricultural sector.

#### Key Players of Fertilizer Industry in Bangladesh

1. Fertilizer Producer
2. Fertilizer Exporter
3. Fertilizer Importer
4. Fertilizer Dealer
5. Fertilizer Retailer

## 2.2 Business Journey Map of Fertilizer Industry



## 2.3 List of Required G2B Services for Fertilizer Industry

To operate a fertilizer company, entrepreneur needs to avail the following listed G2B service-

1. Trade License – Commercial Firm
2. Trade License – Manufacturing Firm
3. Approval of Layout Factory Plan and Registration

4. Name Clearance Certificate for Companies
5. Registration of (Private and Public) Company
6. TIN Certificate
7. VAT Certificate
8. Import Permit
9. Import Registration Certificate (IRC)
10. Environment Certificate: Red Category
11. Fire Safety Certificate
12. Import Registration of Fertilizer
13. Production Registration of Fertilizer
14. Advertisement Registration of Fertilizer
15. Registration of Fertilizer (Renewal)
16. Fertilizer Dealership Registration

NOTE: User Journey Maps of the above-listed G2B services are attached in Annex.

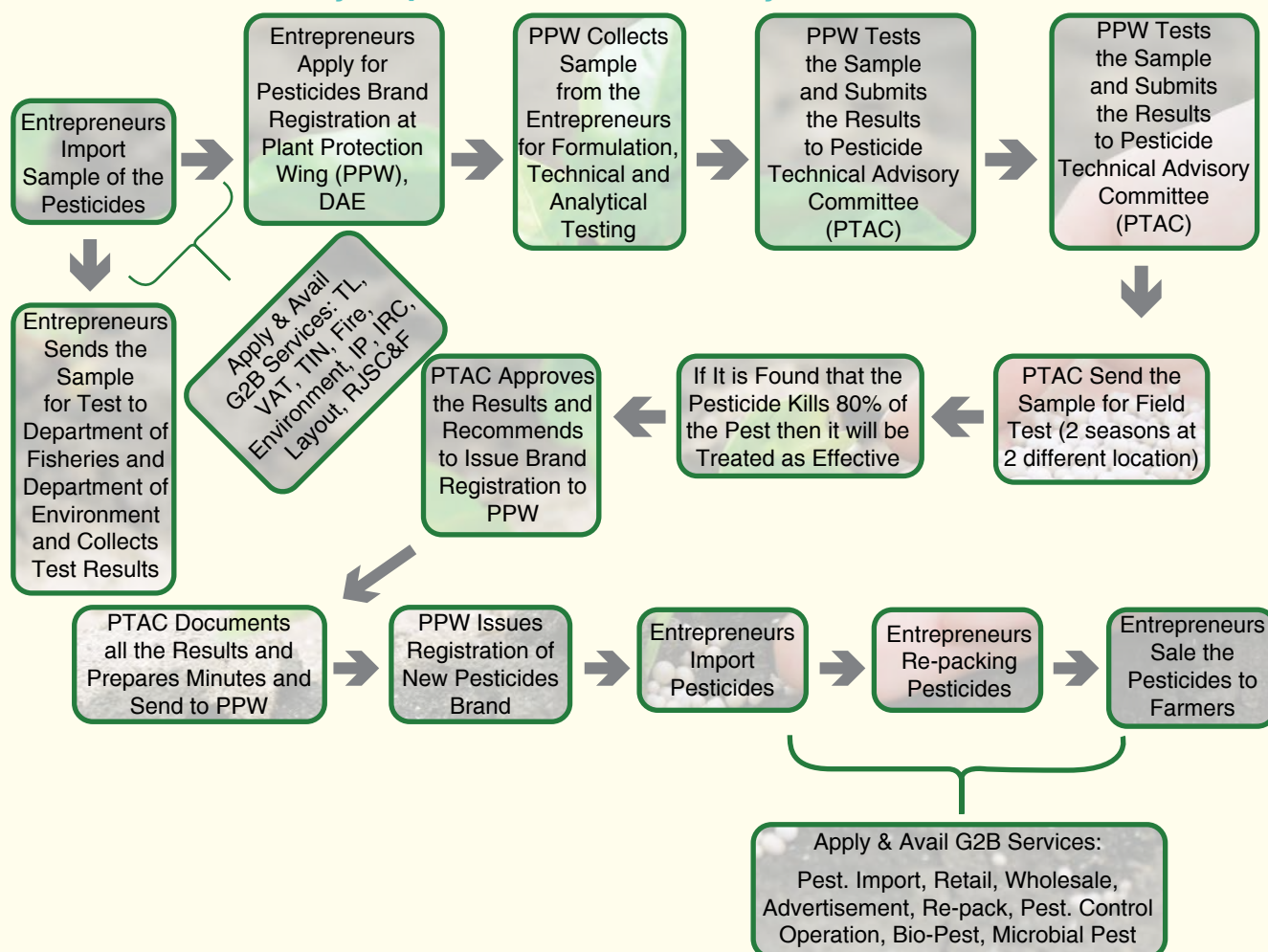
# Chapter 3: Business Journey Map of Pesticides Industry in Bangladesh

## 3.1 Industry Overview of Pesticides Industry

Pesticide technologies add millions of dollars a year to Bangladesh's economy by increasing farmers' harvests and improving crop quality. Pesticide helps to ensure safe and affordable foods to eat that increase life expectancy of Bangladeshi peoples. Pesticides enable farmers to produce more crops per unit area, thus reducing deforestation and conserving natural resources. Pesticides allow farmers to secure their investment for crop production and maximize the benefit of other valuable agricultural tools, such as high-quality seeds, fertilizers and water resources. Pesticides used in stored products can prolong the viable life of the produce, prevent huge post-harvest losses from pests and diseases and protect the grain so it is safe to eat. Pesticide innovations allow farmers to drive over their field's fewer times, which saves up millions of working hours and allow farmers to engage with non-farm activities to earn more for their livelihood. Pesticide improves productivity of animal foodstuffs. Pesticides are used to control mosquito, flies, cockroach, bugs, etc and protect our people & livestock from different vector borne diseases.

Trade Bodies for Pesticides Industry: Bangladesh Crop Protection Association (BCPA) is a unique national trade organization of pesticide companies involve in import, manufacture, formulation and marketing of agricultural pesticides and public health pesticides in Bangladesh. BCPA is dignitary member of Pesticide Technical Advisory Committee (PTAC) which is the apex committee to approve pesticide registration and advise the Government on general policy relating to pesticide and pest management in Bangladesh. BCPA support legislative and regulatory advocacy to safeguard the interest of member companies and developing the plant protection chemical business in the country. BCPA is a non-profit organization, committed to ensure sustainable development of agriculture by promoting responsible use of pesticides through engagement and partnership. BCPA encourages in developing diverse and innovative toolbox for pest management in farms and premises. BCPA was established in 1976 and now a leading association with 500+ pesticides company.

### 3.2 Business Journey Map of Pesticides Industry



### 3.3 List of Required G2B Services for Pesticides Industry

To operate a pesticides company, entrepreneur needs to avail the following listed G2B service-

1. Trade License – Commercial Firm
2. Trade License – Manufacturing Firm
3. Approval of Layout Factory Plan and Registration
4. Name Clearance Certificate for Companies
5. Registration of (Private and Public) Company
6. TIN Certificate
7. VAT Certificate
8. Import Permit
9. Import Registration Certificate (IRC)
10. Environment Certificate: Red Category
11. Fire Safety Certificate



12. License for Pesticides Import
13. License for Pesticides Formulation
14. License for Pesticides Wholesale
15. License for Pesticides Retail
16. License for Pesticides Re-packing
17. License for Pesticides Advertisement
18. License for Pesticides Control Operation on Commercial Basis
19. Product Registration: Bio Pesticides
20. Product Registration: Microbial Pesticides

NOTE: User Journey Maps of the above-listed G2B services are attached in Annex.

## Chapter 4: Pain Points Identification and Way Forward to Ensure Sustainable Growth of Fertilizer and Pesticides Industry in Bangladesh

### 4.1 Pain Points Identification and Way Forward to Ensure Sustainable Growth of Fertilizer Industry in Bangladesh

No.	Pain Points	Way Forward
1.	In case of availing the standardization of new fertilizer, entrepreneurs are bound to submit samples again to the Department of Agriculture Extension (DAE) for chemical testing though it has already been tested and recommended by the National Fertilizer Standardization Committee (NFSD). It takes addition 6 months and increases the testing cost by 50%.	A synchronization among BARC, NFSD and DAE should be ensured to avoid the redundancy of similar test same products.
2.	Restructuring of National Fertilizer Standardization Committee (NFSD) is demand of time.	There should be representation of the representatives from Ministry of Industries, Ministry of Agriculture, DAE, Department of Fisheries, Department of Environment etc. at NFSD to simplify the fertilizer standardization testing procedure.
3.	Hassel faces by the entrepreneurs while go for renew the license. Entrepreneurs are bound to follow the same procedure (fresh issuance of license) while applying for renewal.	Provision of product testing should be relaxed in the time of availing renewal of license/registration etc.
4.	Lack of digitalization to store the product data.	NFSD should be run under fully automation system to reduce the time to avail services.
5.	Problems in renewal frequency.	Renewal frequency of the registration is 5 years. But, entrepreneurs are bound to apply for registration by every 2 years which increases the cost of doing business. Department of Agriculture should resolve the pain point immediately.
6.	Trade License renewal frequency and fee.	Renewal frequency of trade license should be minimum of 5 years instead of 1 year. Besides, renewal fees should be minimized at a justified rate.
7.	Provision to mention the name, contact detail of sourcing company in the packet of fertilizer.	A company collects fertilizer from number of vendor companies. To mention name and contact detail crates hindrance in the day to day business operation. Such provision could be relaxed.
8.	Government imposes a 5% VAT on Gypsum import but the rate is much higher for other product.	As all types of fertilizer are very much essential for agriculture sector, a single tax rate should be followed.

## 4.2 Pain Points Identification and Way Forward to Ensure Sustainable Growth of Pesticides Industry in Bangladesh

No.	Pain Points/Issue	Way Forward
1.	Permission from BIDA/BSCIC	It requires permission from BIDA/BSCIC to operate pesticides company in Bangladesh. The provision should be relaxed to make the overall business process simplified.
2.	Single test result should be counted for Me-Too Products.	All products under Me-Too category should be treated and considered under a single test result to mitigate test <b>Time and Cost</b> .
3.	Modernization of Pesticides Rules and Act	Pesticides Rules, Act, Policy should be restructured by the consultation with the stakeholders of pesticides industry.
4.	Lack of testing facility/lab.	Testing lab to test the pesticides for registration is very few. Number of lab facility should be increased.
5.	Strengthen the capacity of PTAC.	Pesticide Technical Advisory Committee (PTAC) should be equipped with modern technology, upgraded machinery and skilled workforce.
6.	Submission of test sample once or twice in a year.	There should be a provision to submit the sample for testing at PTAC all over the year.
7.	B2B trading is not allowed in pesticides industry.	Government may allow B2B trading among the pesticides companies.
8.	Restriction in exporting of pesticides.	Fertilizer industry avails the permission to export fertilizer. Such facility could be provided to the pesticides industry as well.

## Chapter 5: Concluding Remark

Presently, the government puts focus on process simplification while providing G2B services to private sector. The government aims to create a business-friendly ecosystem that will be capitalized as a mega factor to attract foreign and domestic investment through synchronized industrial decentralization. The link between G2B process simplification and trade is clear that the simplified process to avail G2B services leads to more trade, greater export diversification, increased attractiveness to local and foreign investment, and economic growth.

Pain points identified by the stakeholders of fertilizer and pesticides industries as well as the way forwards to mitigate the pain points will be treated with utmost care to make the existing service providing mechanism simplified.

## Annex-I: Participant List

1. Razia Sultana, Managing Director, Raiyan Agro Link
2. Mili Ahmed Shoma, Proprietor/Owner, Malini Agro Enterprise
3. Sadrul Alam, Proprietor, AR Fertilizer Limited
4. Md. Azad Hossain, Manager, Blessing Agroveter Ind. Ltd.
5. Md. Sazzad Hossain Mithu, Head-of-Technical, Genetica Ind. Ltd.
6. Golam Azam Khan, Deputy General Manager, Khan Agriculture Products Ltd.
7. Bidhan Chandra Paul, Business Manager - Seeds, Bayer CropScience
8. Kbd. A. B. Mohammed Ahsanul Haque, Business Development Manager, Ingenious Crop Science Limited
9. Dr. Sultan Mahmud, General Manager, NAAFCO Group
10. Md. Shadequr Rahman, Founder, Al-Maniu Agroveter
11. Abu Nayem Jewel, Founder CEO, Uran Agro
12. Kamrul Hasan Shimul, Founder, Taifa Expo
13. Nizamul Huda Khan, Owner, Girosto BD
14. Md. Ahsan Habib, CEO, Green Fruits Agro
15. Md. Shuhanur Rahman, Founder & CEO, Noor Food Products
16. Md. Samim Hossain, Proprietor, Imam Corporation
17. Kbd. Hafez Ahmed, Product Executive, Square Pharmaceuticals Ltd.
18. Md. Enamul Haque, Deputy Manager (Development), Nokon Limited
19. Md. Ahsan Kabir, Regulatory Manager, Syngenta Bangladesh Ltd.
20. Md. Mustafijur Rahman, Senior Product Executive, Square Crop Care Division
21. Md. Samsuddin, Managing director, Sunseed pesticides

## Annex-II: User Journey Map to Avail G2B Services for Agro Chemical Industry in Bangladesh

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

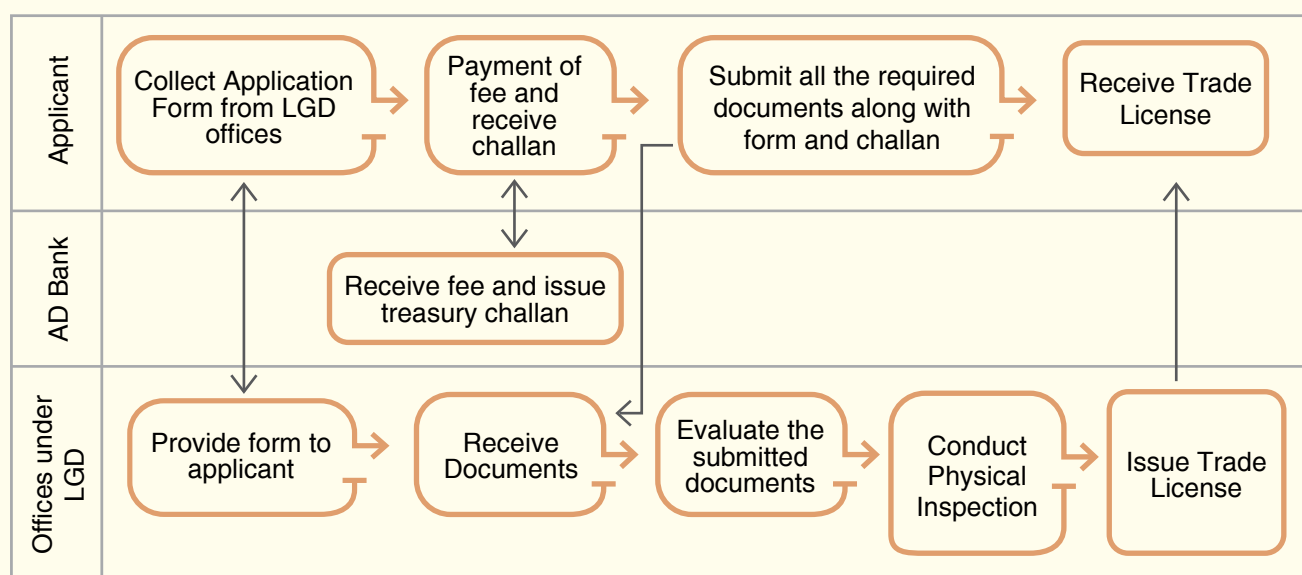
#### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer

Required Documents	Remarks
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

**For Renewal:**

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	
3. Rent receipt or ownership proof	Original Copy duly attested by a First-Class gazetted officer
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

**Process Map**

## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## b. Trade License – Manufacturing Firm

### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

### Required Documents – For Fresh Issues

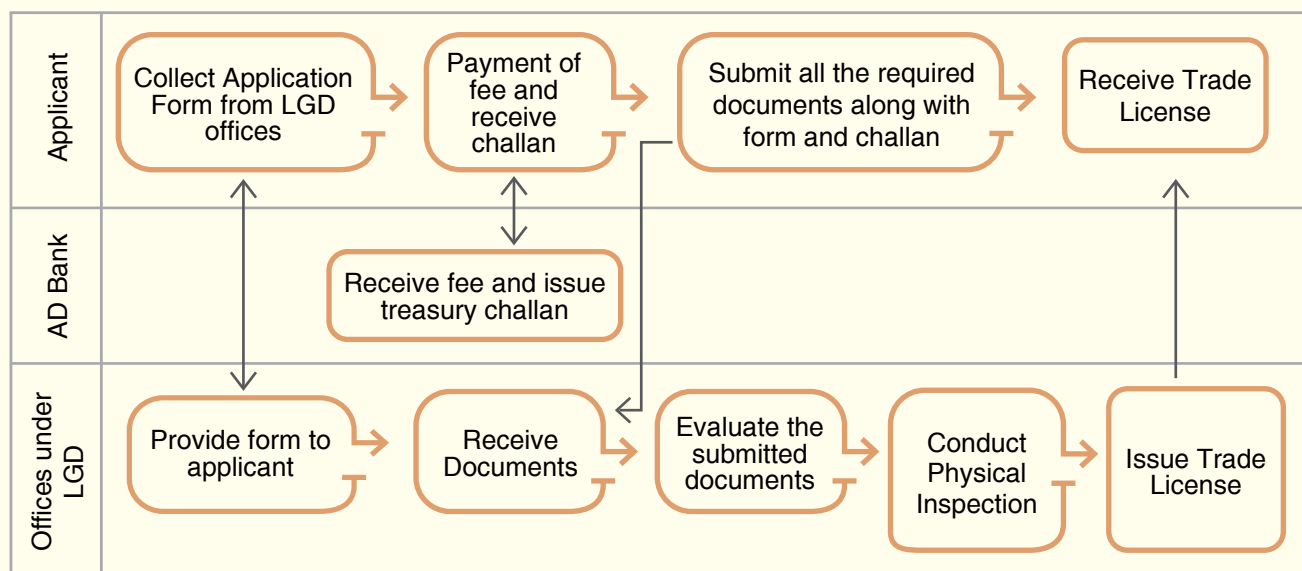
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company



Required Documents	Remarks
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

#### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

#### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### c. Approval of Layout Factory Plan and Registration

#### Incumbent Office

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

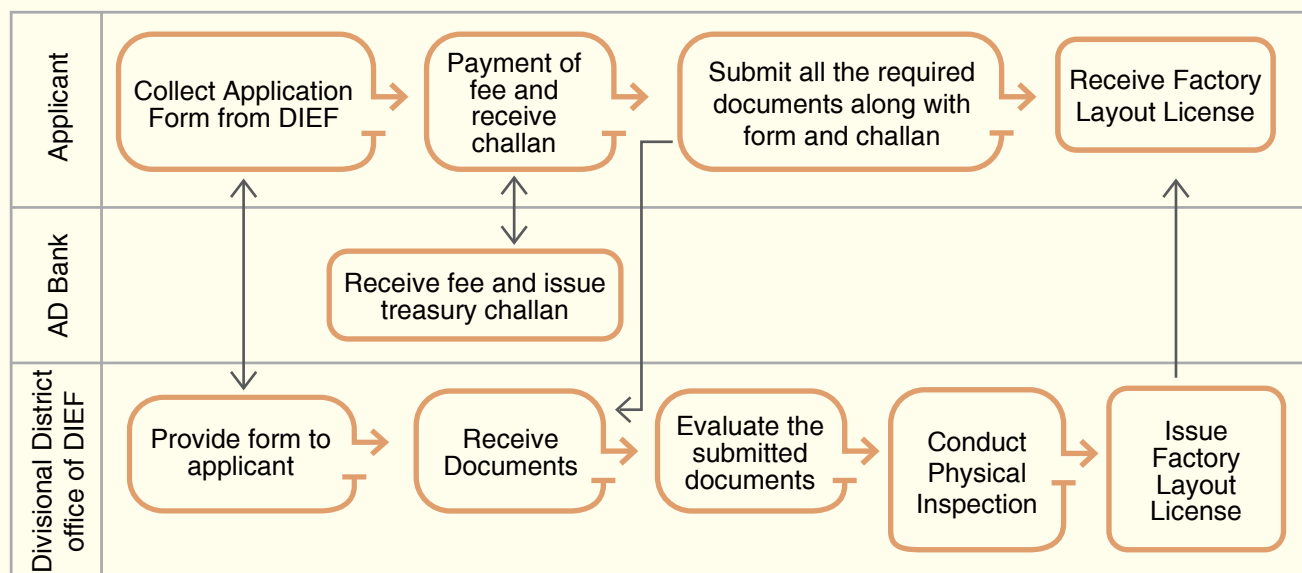
#### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

#### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

### Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

## Time and Cost – For Renewal

### Fee Schedule:

#### For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

#### d. Name Clearance Certificate for Companies

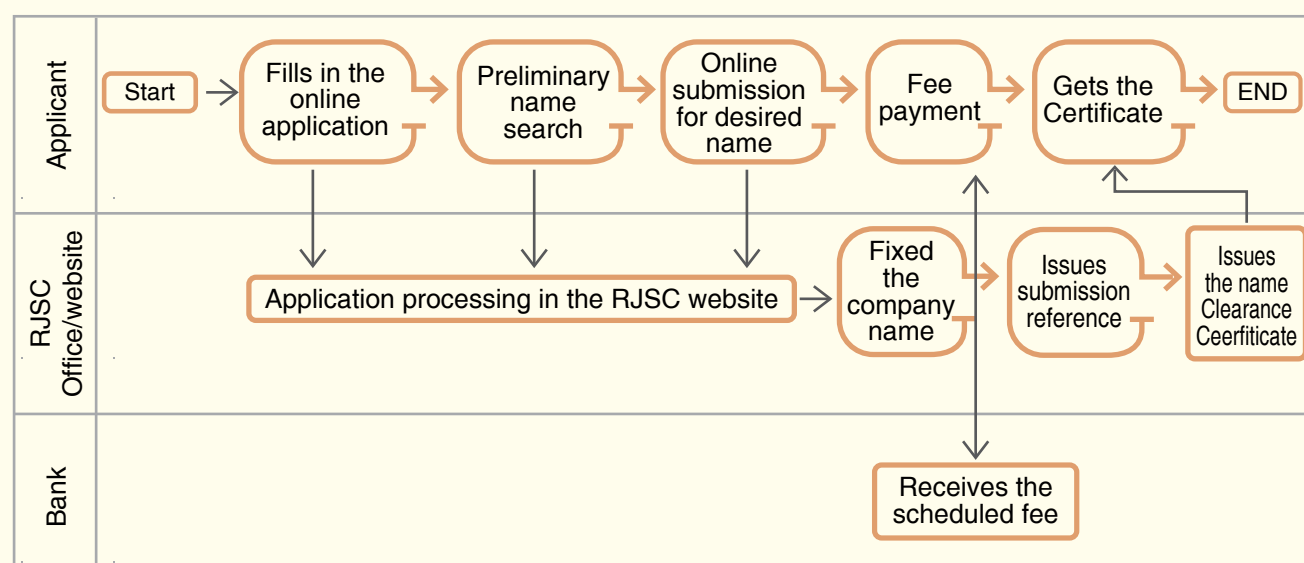
##### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

##### Required Documents

Required Documents	Remarks
1. Application	Online

##### Process Map



Source: Bangladesh Trade Portal

##### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

##### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## e. Registration of (Private and Public) Company

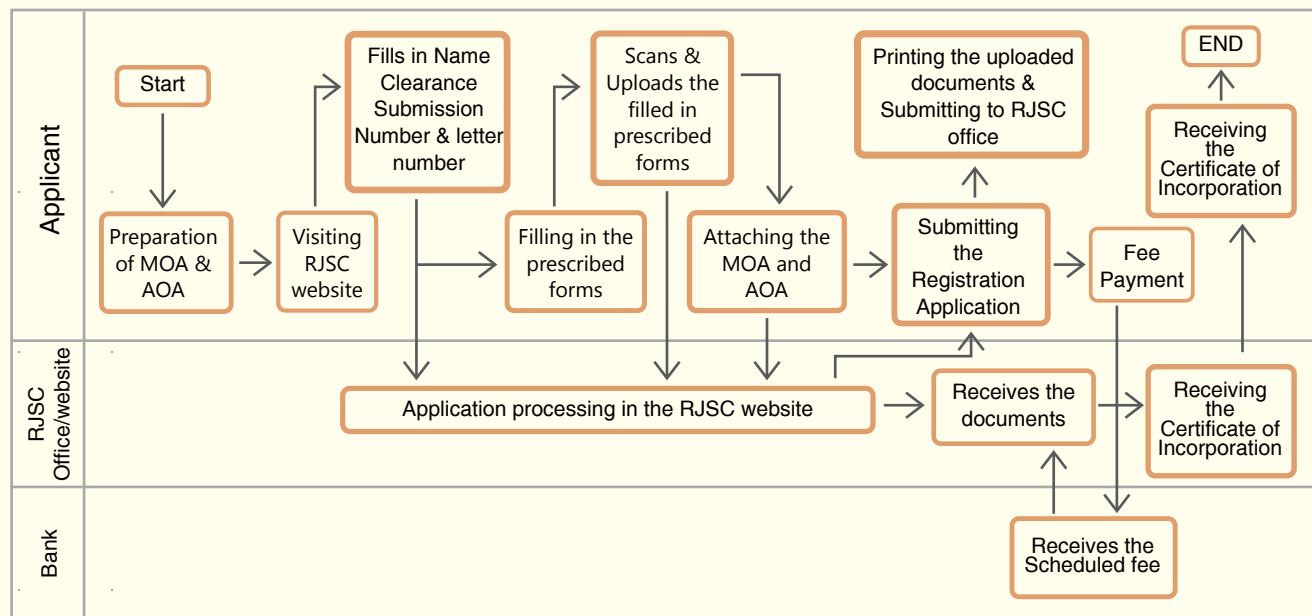
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

### Process Map



**Time and Cost**

Official Time Limit	Approximate Processing Time for Issuing the License
1 working days	3 working days

**Fee Schedule:**

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00

2. For affixing on the Articles of Association:

Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

**Registration Fee**

1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

**f. TIN Certificate****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	NBR, Ministry of Finance

**Required Documents**

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only

Required Documents	Remarks
2. Incorporation number of the company	Incorporation with RJSC
3. NID	-
4. Name of the authorized person	Managing Director/Chairman of the company

## Steps

Required Documents	Remarks
Step 1	Applicant visits the following website “incometax.gov.bd”
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an “Activation Code” to the Applicant’s phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

### Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First
2. TIN Certificate	Class gazetted officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazetted officer
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested by a First-Class gazetted officer
9. BIDA registration	

### Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmcf\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmcf_pri/index.html#/Form/U010)

The screenshot shows the 'Sign-up to Create User' page on the VAT Online portal. The page has a green header with the National Board of Revenue, Bangladesh logo and navigation links: Home, Back, Documents, FAQ, User Manual, Contact. There are 'Check' and 'Submit' buttons in the top right. The main content area includes a 'Notes' section with a mandatory field indicator and a validation instruction. Below is a 'User Type' section with a dropdown menu currently set to 'Resident'. On the right, there is a cartoon illustration of a man in a suit holding a briefcase, with the text 'I am a smart VAT Trustee'.

### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days



**Fee Schedule:**

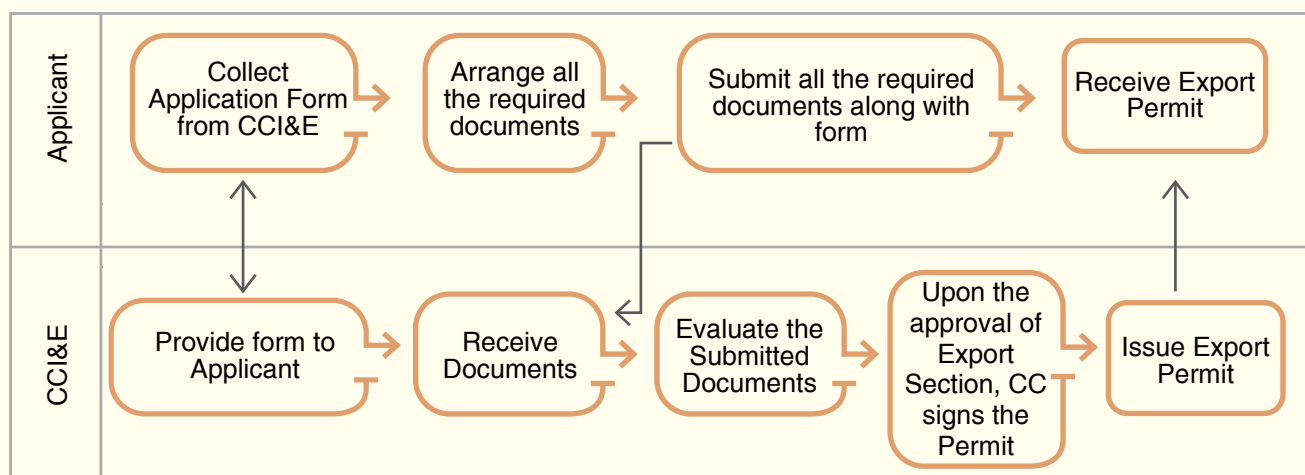
- No fee is required

**h. Export Permit****Incumbent Office**

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

**Process Map****Time and Cost**

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

**Fee Schedule:**

- No fee is required

## i. Import Permit

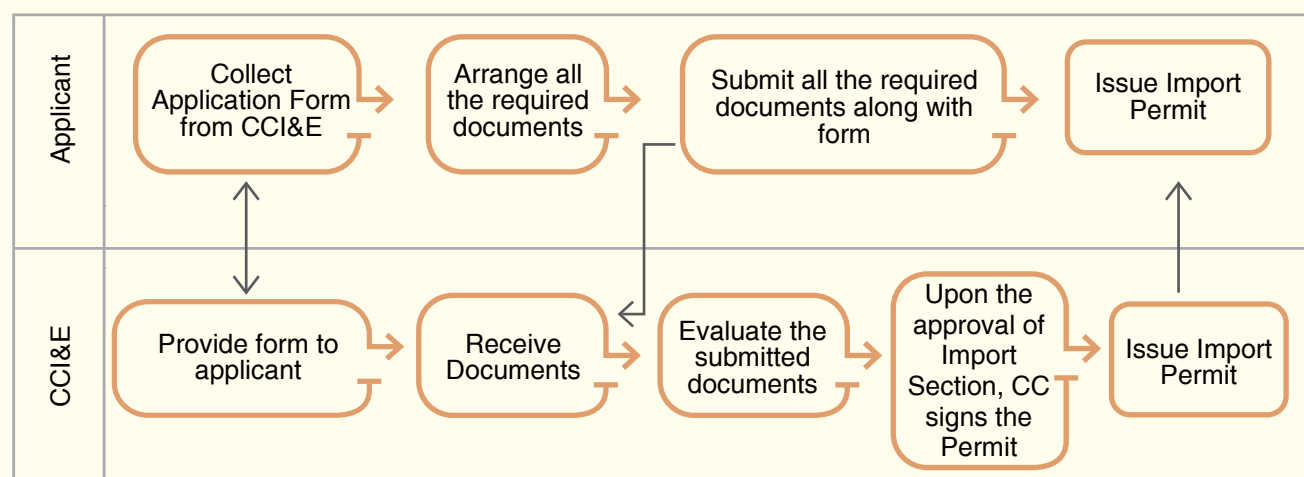
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

### Fee Schedule:

- No fee is required

## j. Import Registration Certificate (IRC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

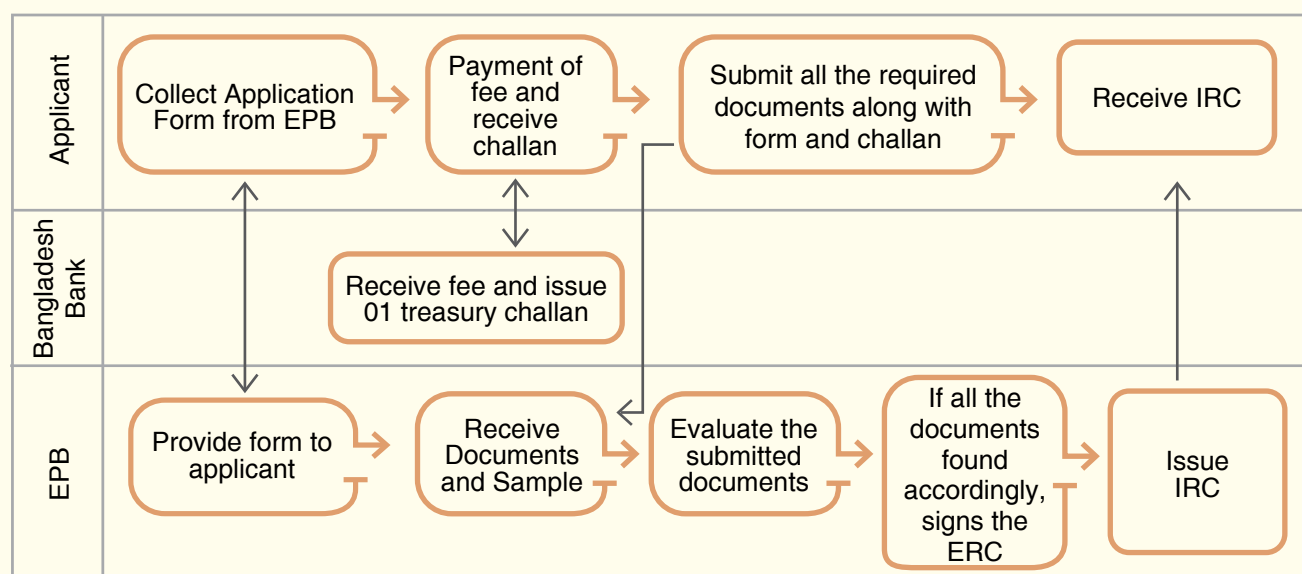
## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

## Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



**Time and Cost – Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

**Fee Schedule:****1. Security deposit**

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:****1. Security deposit**

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

**k. Export Registration Certificate (ERC)****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

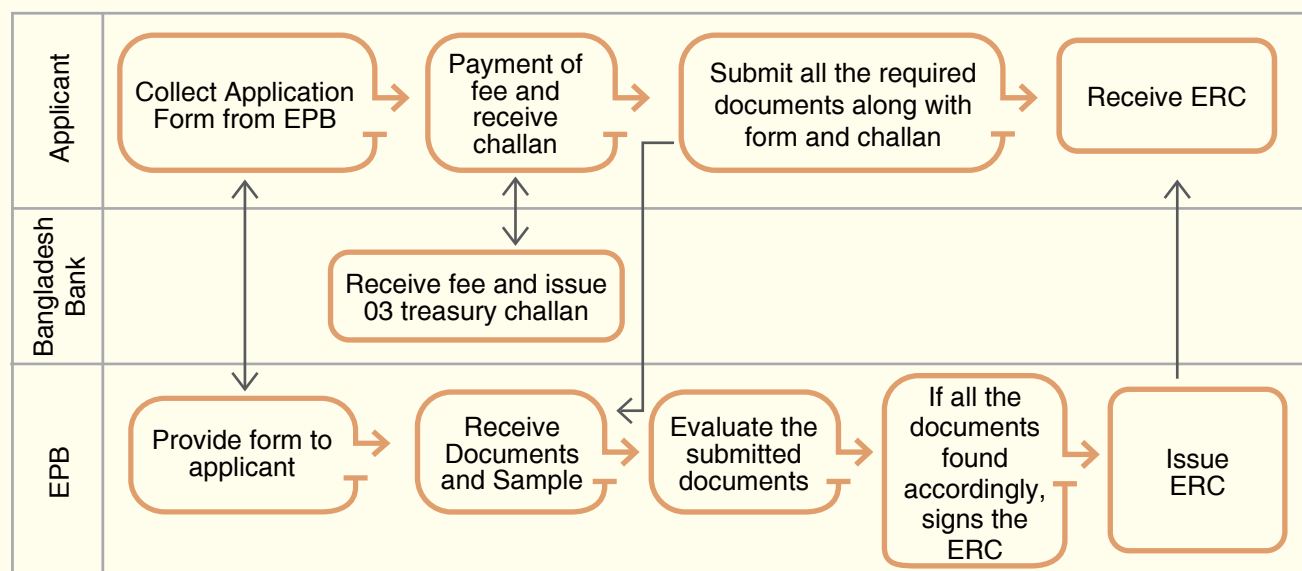
## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

## Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

## Process Map



**Time and Cost – Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

**Fee Schedule:**

- BDT 7,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:**

- BDT 5,000.00

**I. Environment Certificate: Red Category****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Department of Environment, Ministry of Environment, Forest & Climate Change

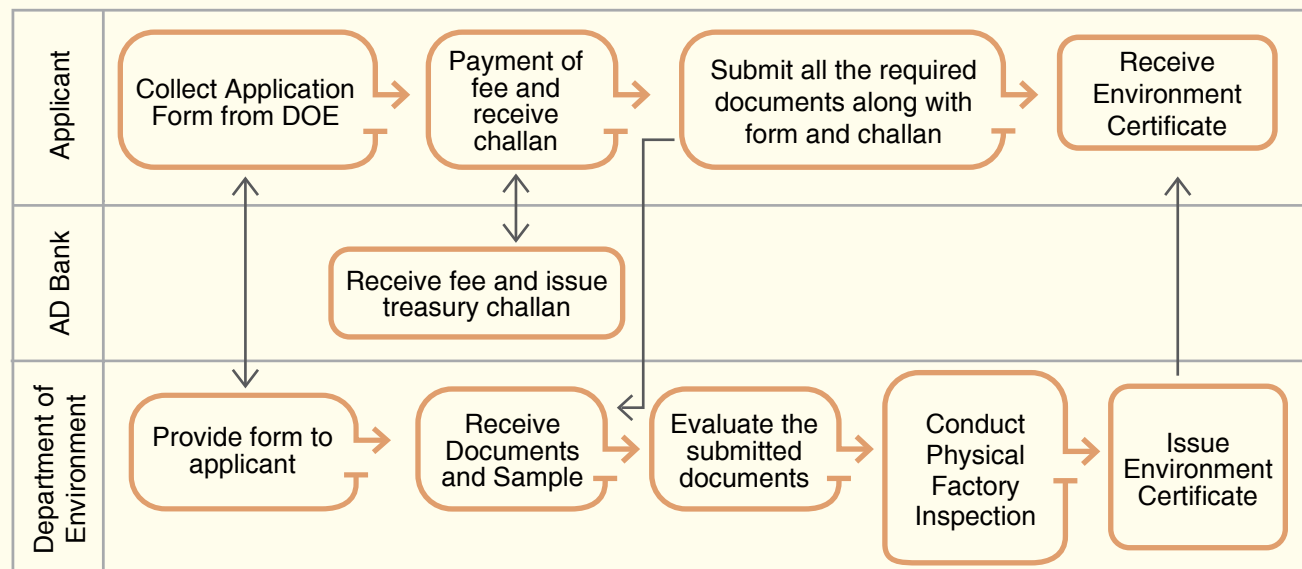
**Required Documents – For Fresh Issuance**

Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	A copy
2. Project Profile/DPP/Feasibility Study Report/General Information	A copy
3. Treasury Chalan	A copy
4. NOC from local Chairman/Ward Commissioner	A copy
5. Location Map and Layout of Plant/Factory	A copy
6. Details of Product with Raw Materials and Process Flow Diagram	A copy
7. Ownership Deed of the Plant	A copy
8. Mouza Map/Khotian and Land Stain of Project	A copy
9. Trade License	A copy
10. Ownership Deed of the Plant	A copy
11. Waste management	A copy
12. License/Opinion/NoC from concerned Government Authority	A copy
13. Waste Refinery/Plan (ETP/STP/WTP/others) or ATP's Design with Time schedule or Waste Refinery/Plan (ETP/STP/WTP/others) or ATP's Design with Functionality	A copy
14. License/Registration from BEPZA/BSCIC/BIDA	A copy
15. For Multi Store Building: I. Occupancy Certificate from RAJUK/Appropriate Authority	A copy
16. Fire Certificate	A copy

## Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	

## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
45 Days	Depends on the fulfillment of the requirements

## Fee Schedule:

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000
20 crore – 50 crores	80000
50 crore – 100 crores	120000
100 crore – 200 crores	200000
200 crore – 500 crores	300000

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
500 crore – 1000 crores	400000
More than 1000 crores	500000

## Time and Cost - For Renewal

### Fee Schedule:

- The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee

## m. Fire Safety Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

### Required Documents – For Fresh Issuance

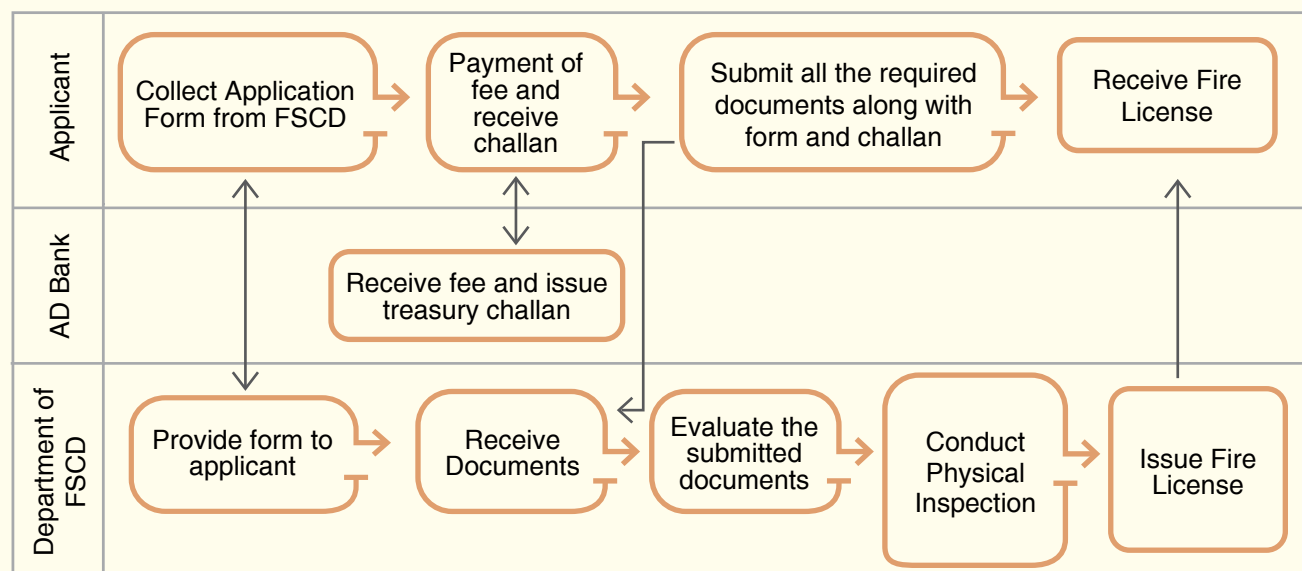
Required Documents	Remarks
1. Filled-in prescribed Application Form.	Original.
2. Trade License.	Original Copy duly attested by a First-Class gazetted officer. The Trade License should be valid.
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad.	Original Copy duly attested by a First-Class gazetted officer (Required if the business is set up in owner's space/property).
4. Deed of agreements with rental receipt.	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property).
5. Layout of the establishment authorized by RAJUK/ CDA/KDA/RDA/City Corporation/Municipality/Union Parishad.	Original Copy duly attested by a First-Class gazetted officer.
6. Certification of Incorporation along with Memorandum of Association.	Original Copy duly attested by a First-Class gazetted officer (required if the business is a company).
7. No-objection-Certificate (NOC) from the local (elected) representative.	Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC.
8. Clearance Certificate from the FSCD office.	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”.	Original (required in case of garment factories).
10. Deposit slip/treasury Challan in favor of the demand note.	Original.



## Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the Certificate
90 Working Days	100 – 120 Working Days

### Fee Schedule:

- Fee depends on the assessment

## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Working Days	30 working Days

## n. Import Registration of Fertilizer

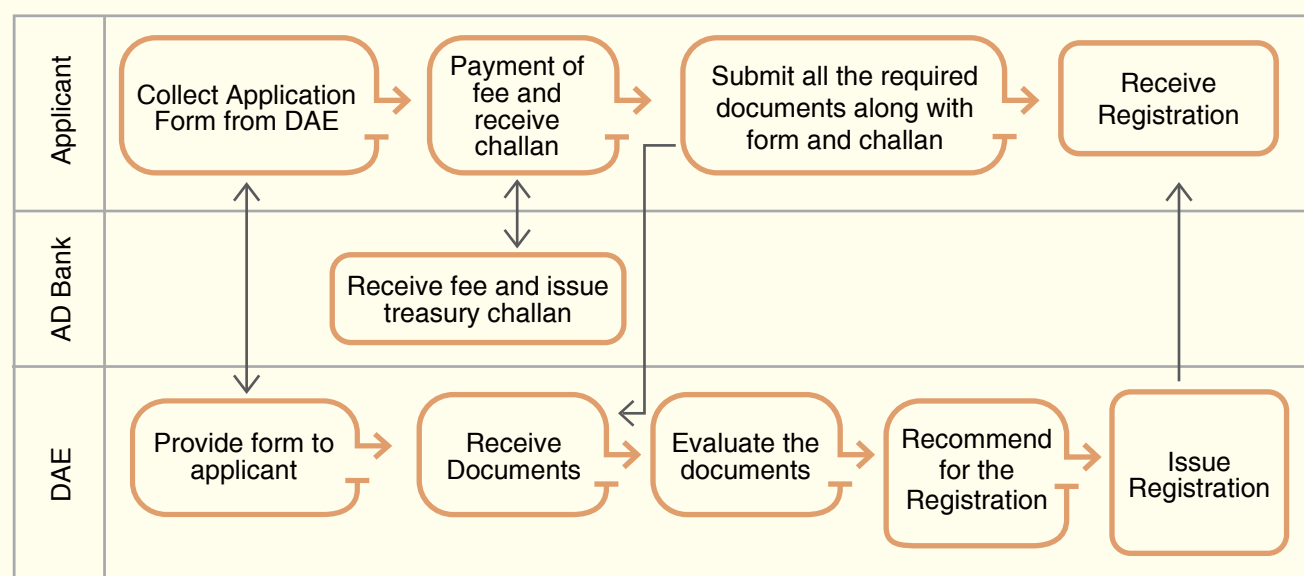
### Incumbent Office

Category	Registration
Renewal Frequency of the License	5 Years
Issuing Ministry/Agency	Implementation Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Form-2 (Application form for import registration)	Original Copy
5 copies of passport size photo	Attested copy
Citizen Certificate	Attested copy
Passport	Attested copy
TIN Certificate	Attested copy
Trade License	Attested copy
VAT Certificate	Attested copy
Bank Solvency Certificate	Attested copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	Depends on the proper submission of required documents

## Fee Schedule:

- BDT 1000/= through treasury challan.

## o. Production Registration of Fertilizer

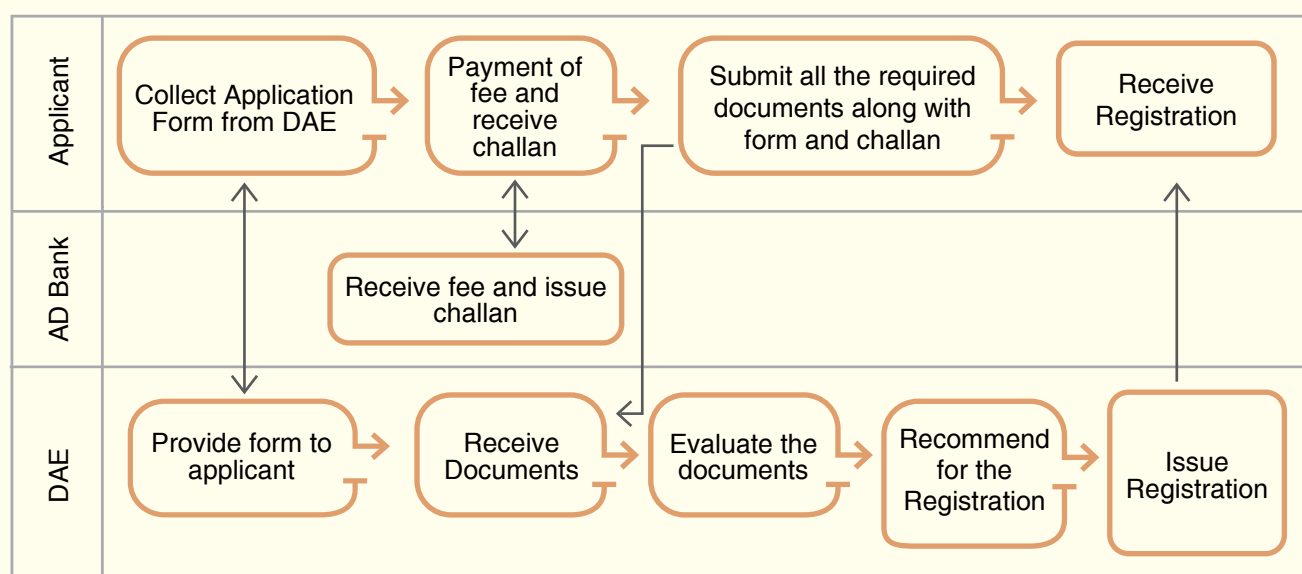
### Incumbent Office

Category	Registration
Renewal Frequency of the License	5 Years
Issuing Ministry/Agency	Implementation Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Form-2 (Application form for import registration)	Original Copy
5 copies of passport size photo	Attested copy
Citizen Certificate	Attested copy
Passport	Attested copy
TIN Certificate	Attested copy
Trade License	Attested copy
VAT Certificate	Attested copy
Bank Solvency Certificate	Attested copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	Depends on the proper submission of required documents

## Fee Schedule:

- BDT 1000/= through treasury challan.

## p. Advertisement Registration of Fertilizer

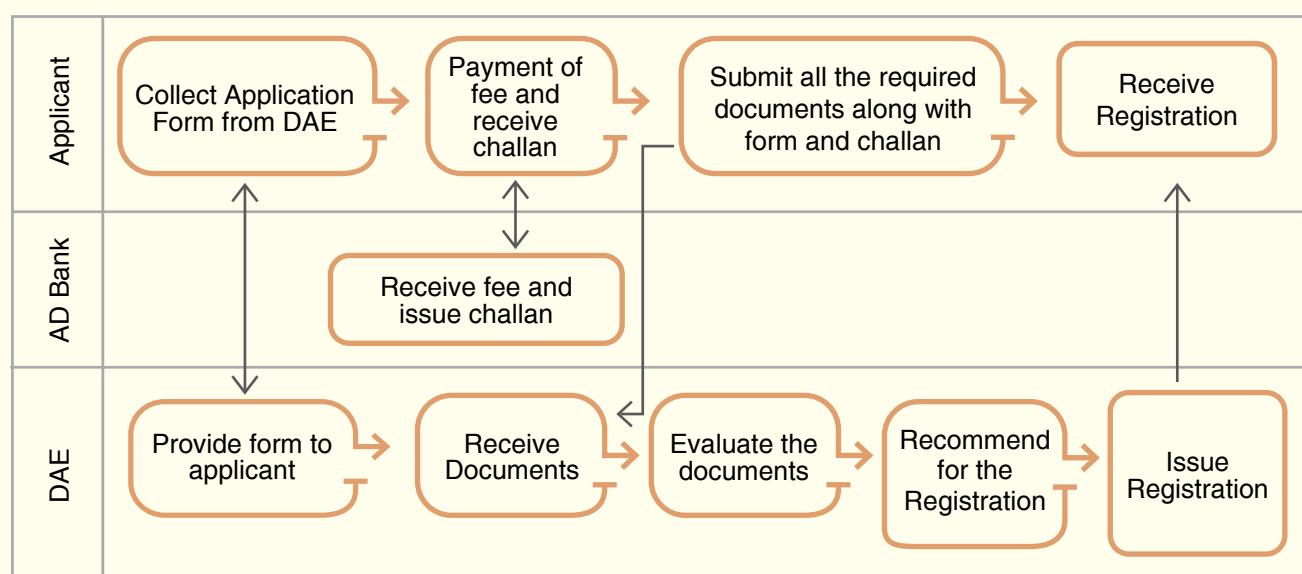
### Incumbent Office

Category	Registration
Renewal Frequency of the License	5 Years
Issuing Ministry/Agency	Implementation Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Form-2 (Application form for import registration)	Original Copy
5 copies of passport size photo	Attested copy
Citizen Certificate	Attested copy
Passport	Attested copy
TIN Certificate	Attested copy
Trade License	Attested copy
VAT Certificate	Attested copy
Bank Solvency Certificate	Attested copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	Depends on the proper submission of required documents

## Fee Schedule:

- BDT 1000/= through treasury challan.

## q. Registration of Fertilizer (Renewal)

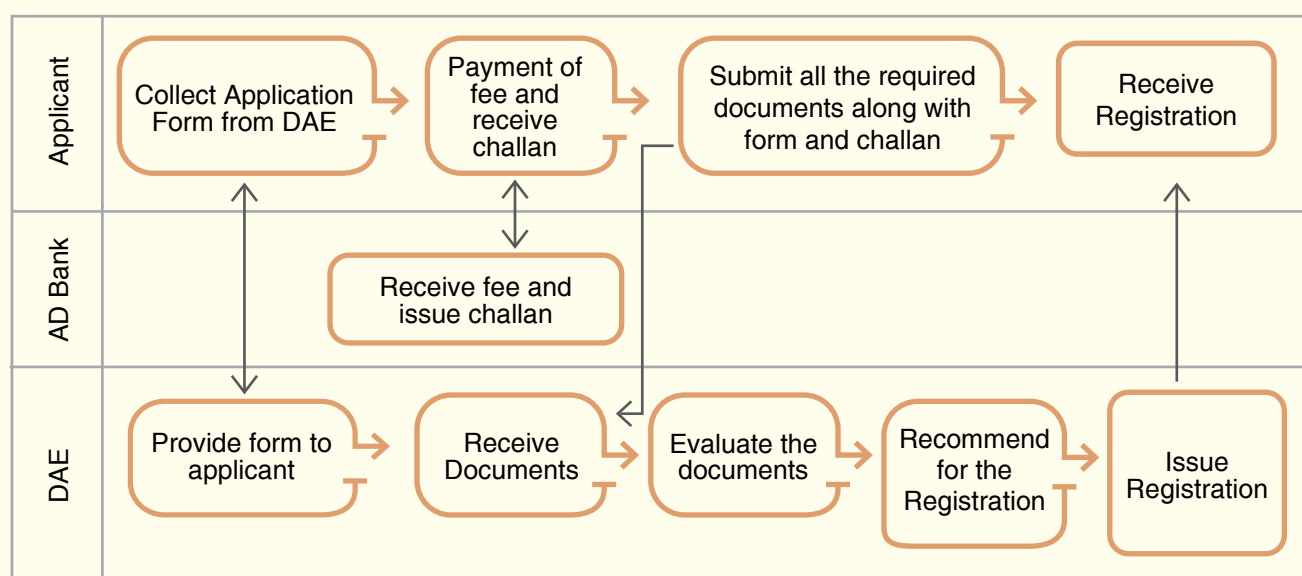
### Incumbent Office

Category	Registration
Renewal Frequency of the License	5 Years
Issuing Ministry/Agency	Implementation Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Form-2 (Application form for import registration)	Original Copy
5 copies of passport size photo	Attested copy
Citizen Certificate	Attested copy
Passport	Attested copy
TIN Certificate	Attested copy
Trade License	Attested copy
VAT Certificate	Attested copy
Bank Solvency Certificate	Attested copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	Depends on the proper submission of required documents

## Fee Schedule:

- BDT 1000/= through treasury challan.

## r. Fertilizer Dealership Registration

### Incumbent Office

Category	Registration
Renewal Frequency of the License	5 Years
Issuing Ministry/Agency	Implementation Wing, Department of Agriculture Extension, Ministry of Agriculture

**Required Documents – For Fresh Issuance**

Required Documents	Remarks
Application printed in company pad	Original Copy
Birth Certificate	Attested copy
SSC Certificate	Attested copy
4 copies of Passport size photo	Attested copy
Trade License	Attested copy
Shop/Warehouse Ownership/Rent Deed	Attested copy
Bank Solvency Certificate	Attested copy
Experience Certificate	Attested copy

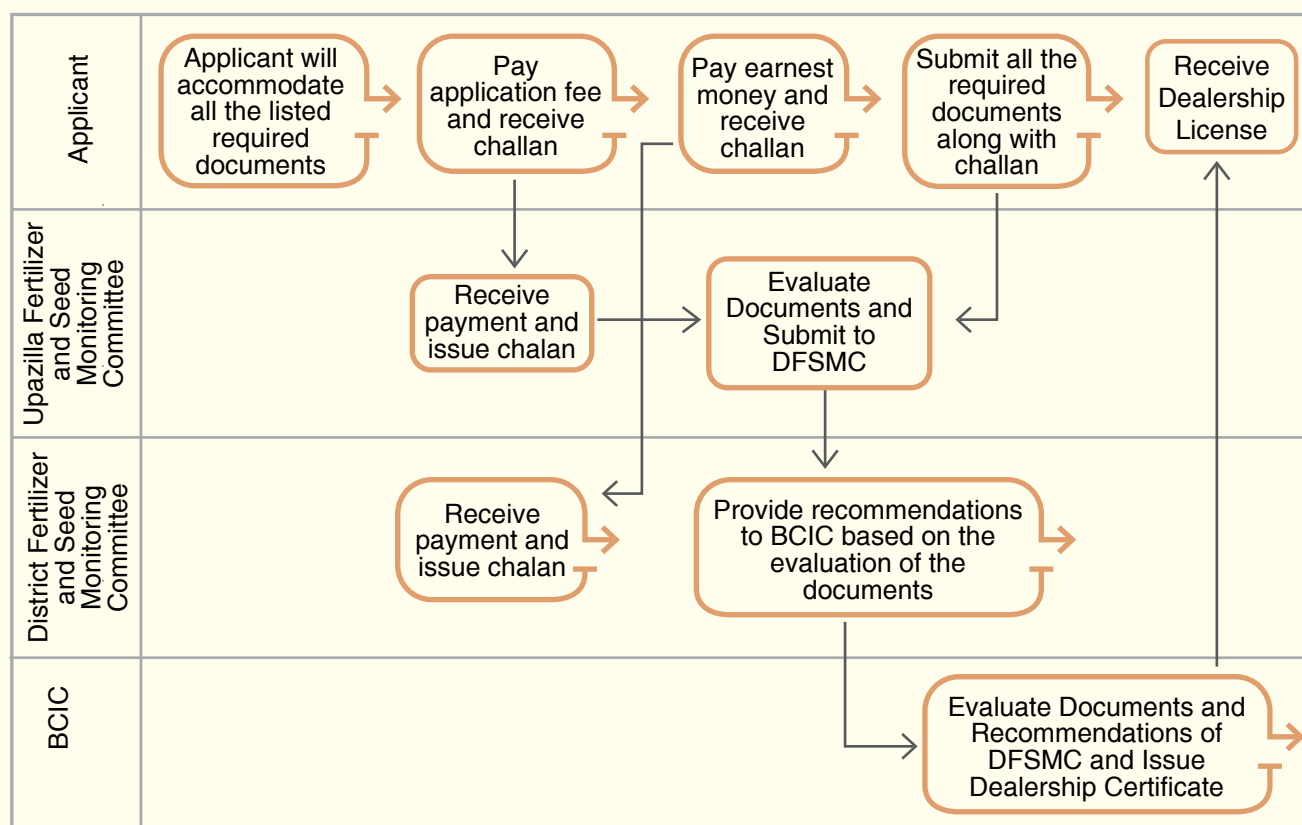
**Time and Cost -**

Official Time Limit	Approximate Processing Time for Issuing the Certificate
---------------------	---

**Fee Schedule:**

- ▶ Application fee BDT 500.00 (nonrefundable)
- ▶ Earnest money BDT 5000.00
- ▶ Security money BDT 2,00,000.00
- ▶ Non-judicial stamp fee BDT 150.00
- ▶ Bank Solvency Certificate of BDT 5,00,000.00

## Process Map



## s. License for Pesticides Import

### Incumbent Office

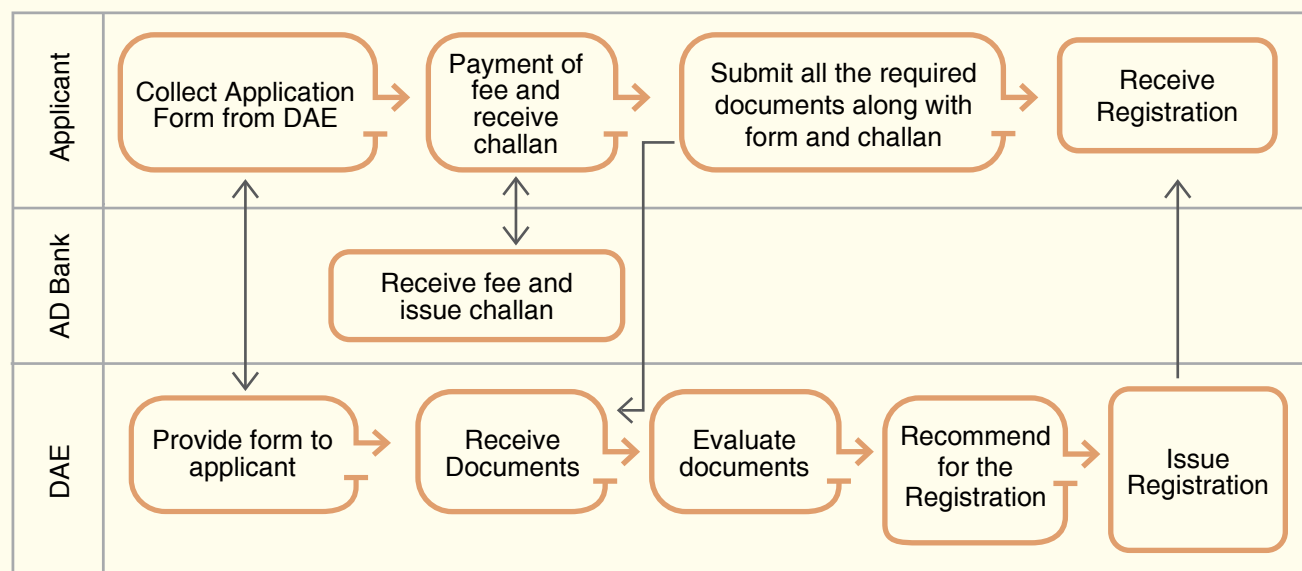
Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Application Form-5	Original Copy
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Registration	Attested Copy
Registration Certificate	Attested Copy
Factory/Warehouse Ownership/Rent Deed	Attested Copy
Bank Solvency Certificate	Attested Copy
Certification from Local Authority	Attested Copy
Environment Certificate	Attested Copy

Required Documents	Remarks
Fire Certificate	Attested Copy
Appointment Letter of MBBS Doctor	Attested Copy
ETP Certificate	Attested Copy

### Process Map



### Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	-

### Fee Schedule:

- Fresh Issuance Fee BDT 2,000.00
- Renewal Fee BDT 1,000.00

## t. License for Pesticides Formulation

### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

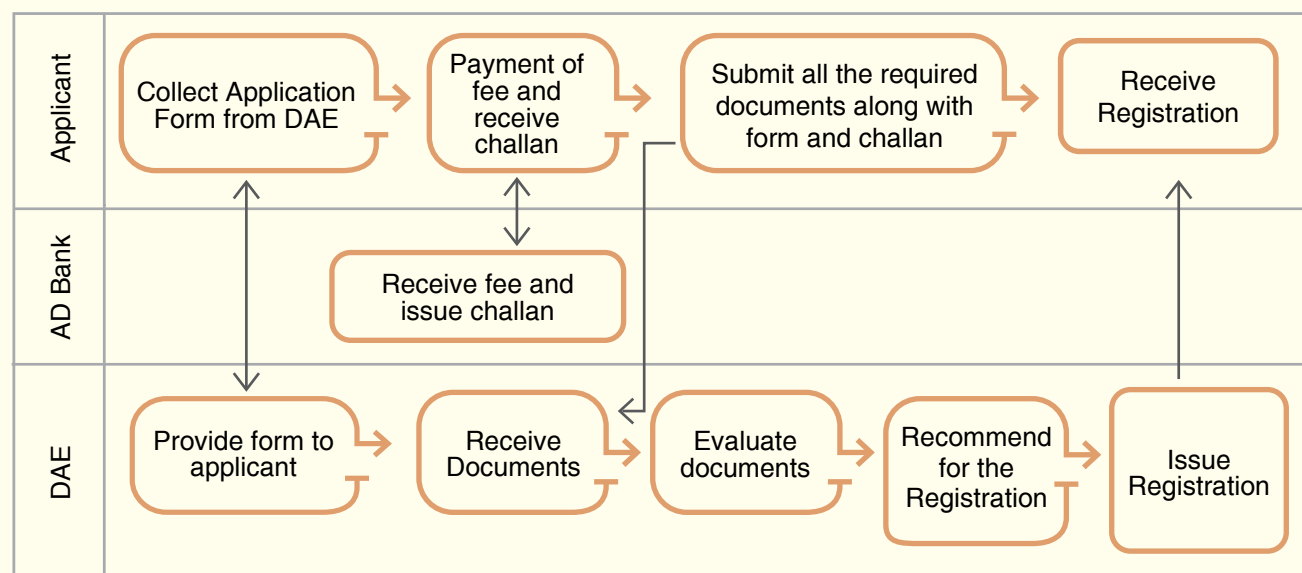
### Required Documents – For Fresh Issuance

Required Documents	Remarks
Application Form-6	Original Copy
Trade License	Attested Copy



Required Documents	Remarks
TIN Certificate	Attested Copy
VAT Registration	Attested Copy
Registration Certificate	Attested Copy
Factory/Warehouse Ownership/Rent Deed	Attested Copy
Bank Solvency Certificate	Attested Copy
Certification from Local Authority	Attested Copy
Environment Certificate	Attested Copy
Fire Certificate	Attested Copy
Appointment Letter of MBBS Doctor	Attested Copy
Factory Layout	Attested Copy
Appointment Letter of Chemist	Attested Copy
Factory Inspection Certificate	Attested Copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	-

## Fee Schedule:

- Fresh Issuance Fee BDT 5,000.00
- Renewal Fee BDT 1,000.00

## u. License for Pesticides Wholesale

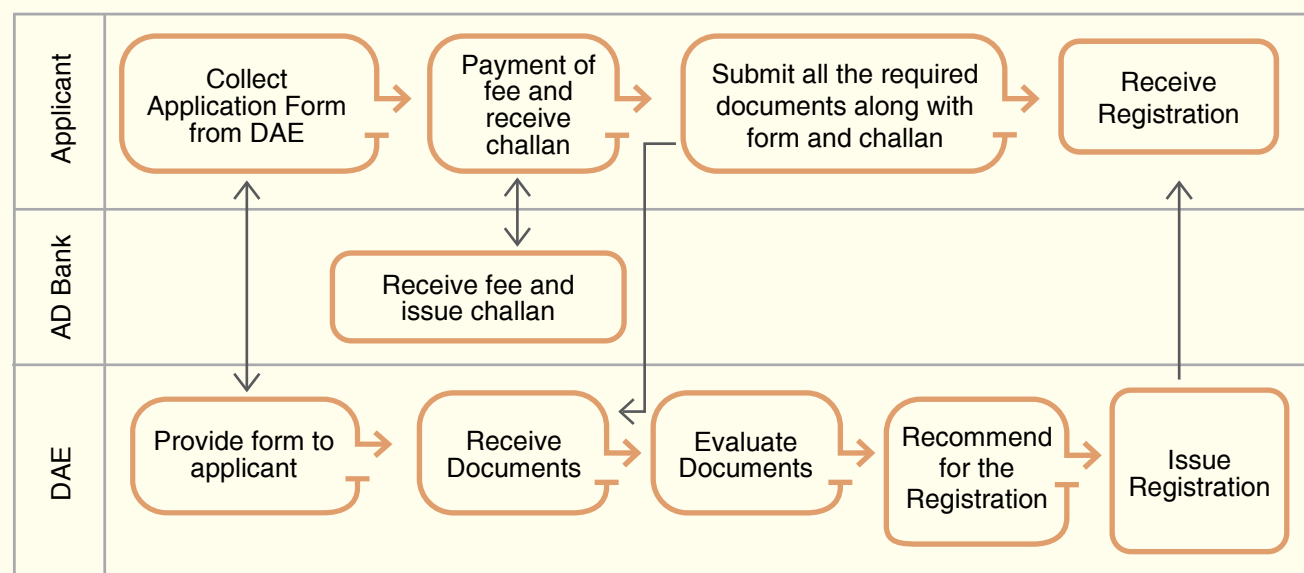
### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Application Form-7	Original Copy
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Registration	Attested Copy
Registration Certificate	Attested Copy
Bank Solvency Certificate	Attested Copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	-

### Fee Schedule:

- Fresh Issuance Fee BDT 1,000.00
- Renewal Fee BDT 500.00

## v. License for Pesticides Retail

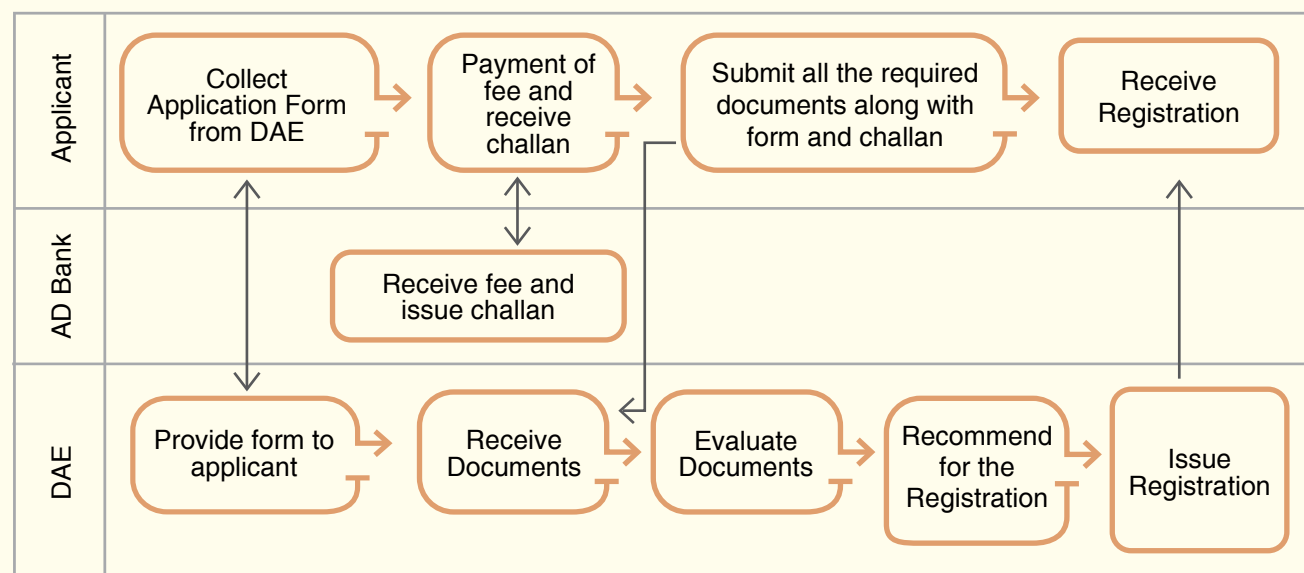
### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	District and Upazila Office of Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Application Form-8	Original Copy
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Registration	Attested Copy
Registration Certificate	Attested Copy
Description of Shop	Attested Copy
Citizen Certificate	Attested Copy

### Process Map



### Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	-

### Fee Schedule:

- Fresh Issuance Fee BDT 300.00
- Renewal Fee BDT 200.00

## w. License for Pesticides Re-packing

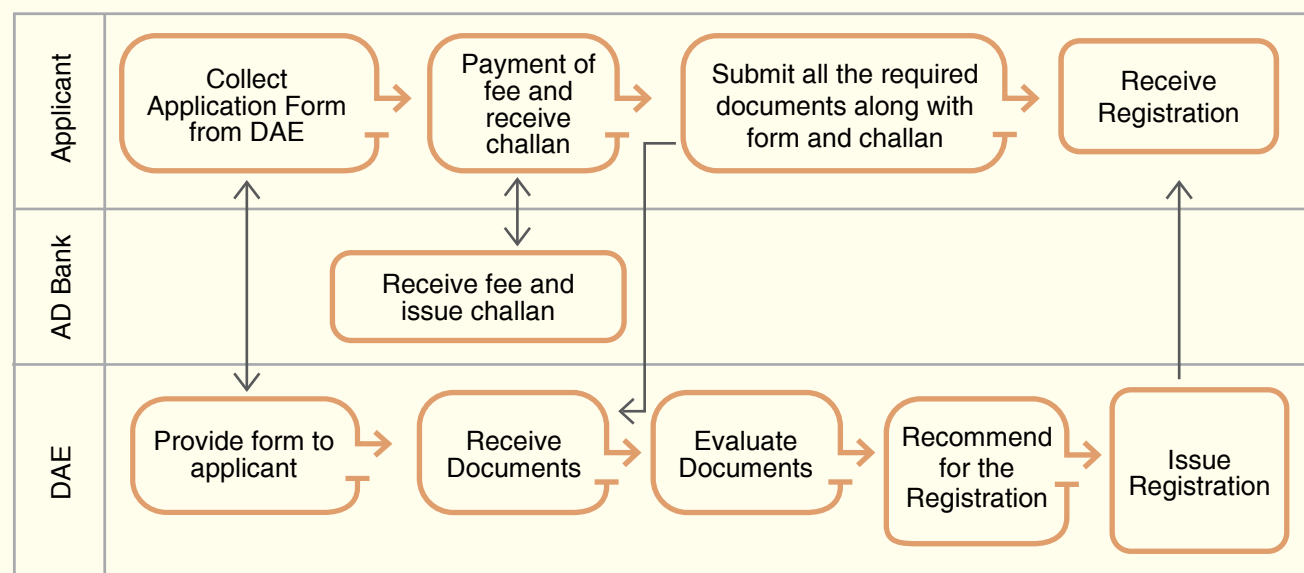
### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Application Form-9	Original Copy
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Registration	Attested Copy
Registration Certificate	Attested Copy
Factory/Warehouse Ownership/Rent Deed	Attested Copy
Bank Solvency Certificate	Attested Copy
Certification from Local Authority	Attested Copy
Environment Certificate	Attested Copy
Fire Certificate	Attested Copy
Appointment Letter of MBBS Doctor	Attested Copy
Factory Layout	Attested Copy
Appointment Letter of Chemist	Attested Copy
Factory Inspection Certificate	Attested Copy

### Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	

### Fee Schedule:

- Fresh Issuance Fee BDT 2,000.00
- Renewal Fee BDT 1,000.00

## x. License for Pesticides Control Operation on Commercial Basis

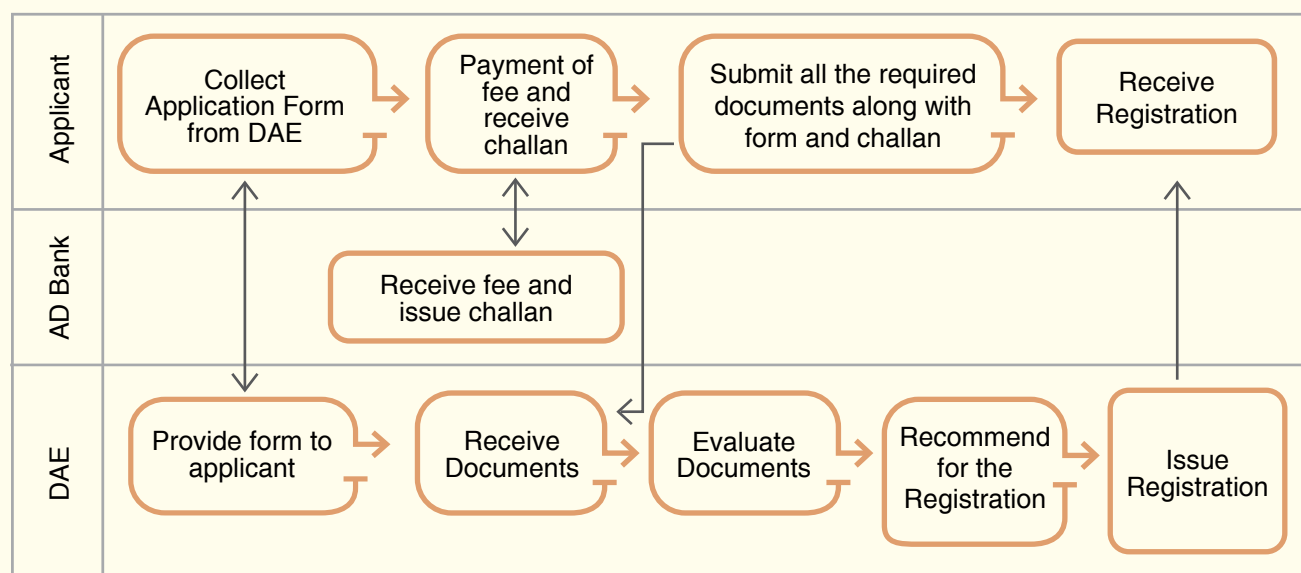
### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Application Form-10	Original Copy
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Registration	Attested Copy
Certification from Local Authority	Attested Copy
Fire Certificate	Attested Copy
Appointment Letter of Skilled Labour	Attested Copy
Appointment Letter of Chemist	Attested Copy
Factory Inspection Certificate	Attested Copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	-

## Fee Schedule:

- ▶ Fresh Issuance Fee BDT 2,000.00
- ▶ Renewal Fee BDT 500.00

## y. License for Pesticides Advertisement

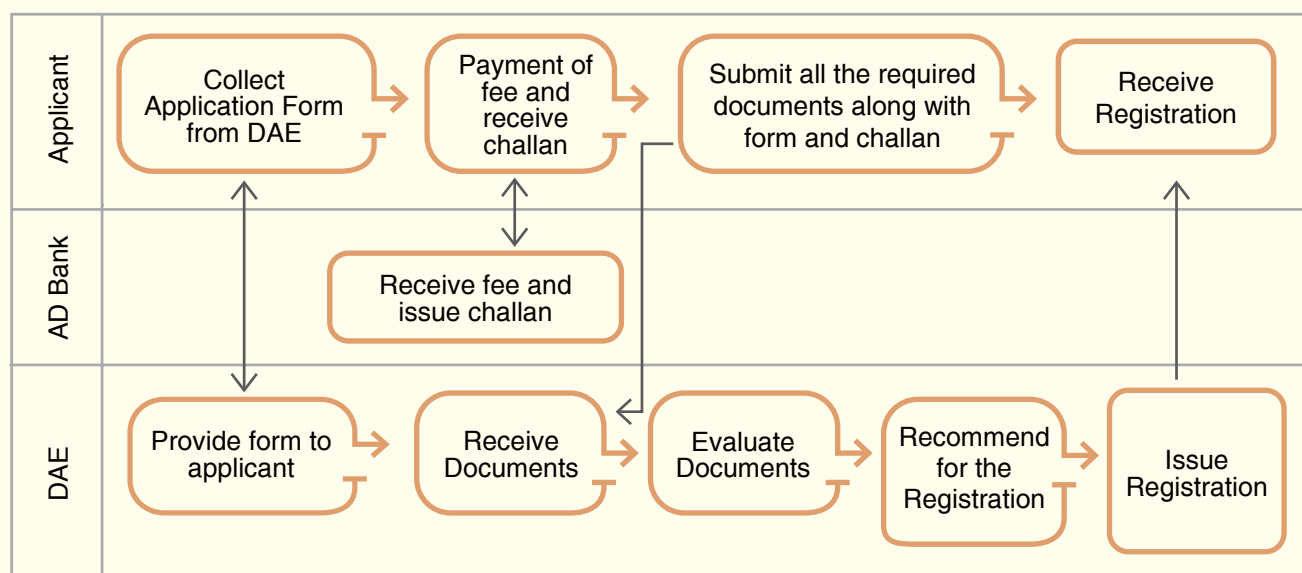
### Incumbent Office

Category	License
Renewal Frequency of the License	N/A
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Application Form-11	Original Copy
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Registration	Attested Copy
Registration Certificate	Attested Copy
Bank Solvency Certificate	Attested Copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
30 Days	

## Fee Schedule:

- Fresh Issuance Fee BDT 1,000.00
- Renewal Fee BDT 500.00

## z. Product Registration: Chemical Pesticides

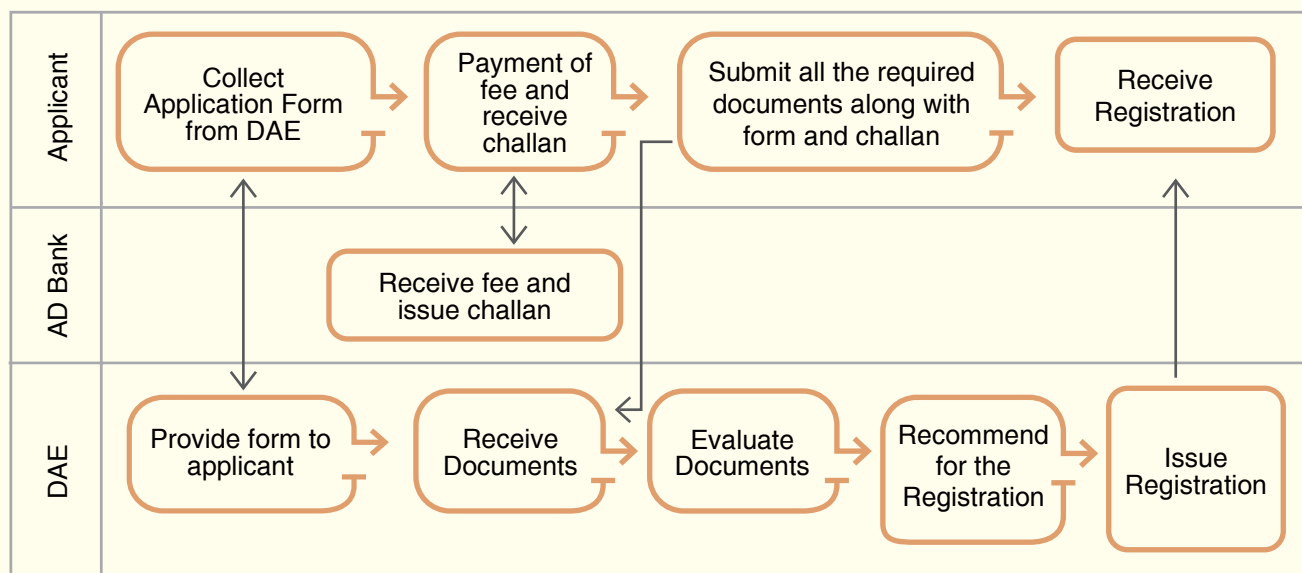
### Incumbent Office

Category	Registration
Renewal Frequency of the License	3 years
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

## Required Documents – For Fresh Issuance

Required Documents	Remarks
Form-1 (A) (Application form for Registration of Chemical Pesticides)	Original Copy
All the Required Test Report Stated in Form 1 (A)	Attested copy
Treasury Chalan of Registration Fee	Original copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Two Crop Seasons/2 Years	

### Fee Schedule:

- ▶ Registration Fee BDT 20,000.00
- ▶ Renewal Fee BDT 5,000.00

## aa. Product Registration: Bio Pesticides

### Incumbent Office

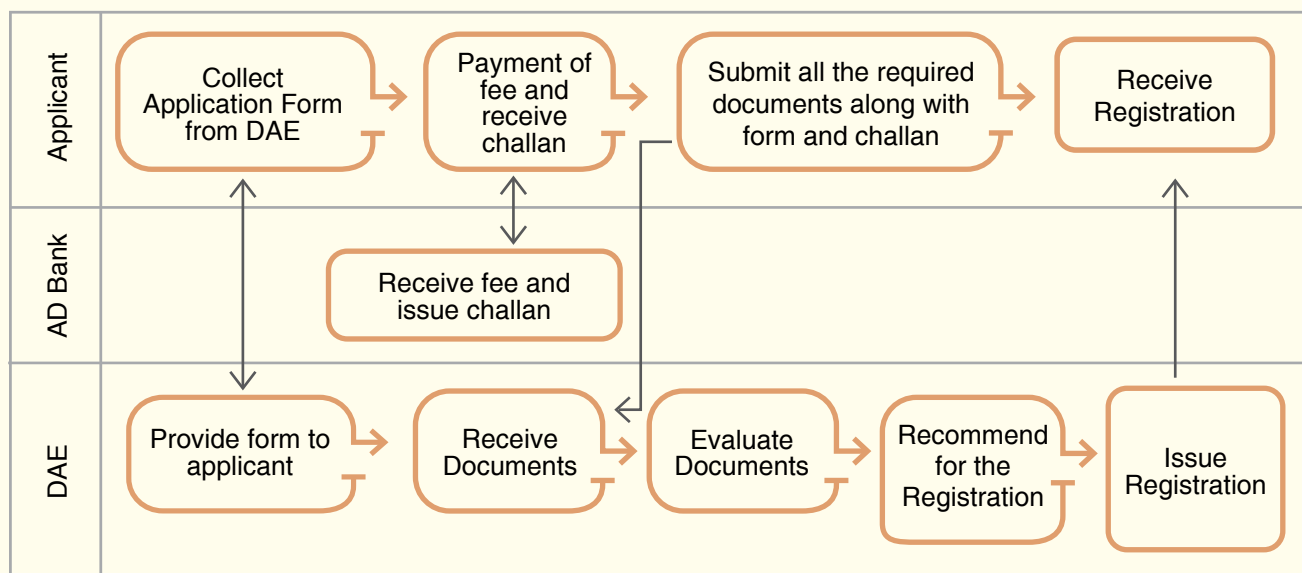
Category	Registration
Renewal Frequency of the License	3 years
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Form-1 (B) (Application form for Registration of Bio Pesticides)	Original Copy
All the Required Test Report Stated in Form 1 (A)	Attested copy
Treasury Chalan of Registration Fee	Original copy



## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Two Crop Seasons/2 Years	

### Fee Schedule:

- ▶ Registration Fee BDT 20,000.00
- ▶ Renewal Fee BDT 5,000.00

## bb. Product Registration: Microbial Pesticides

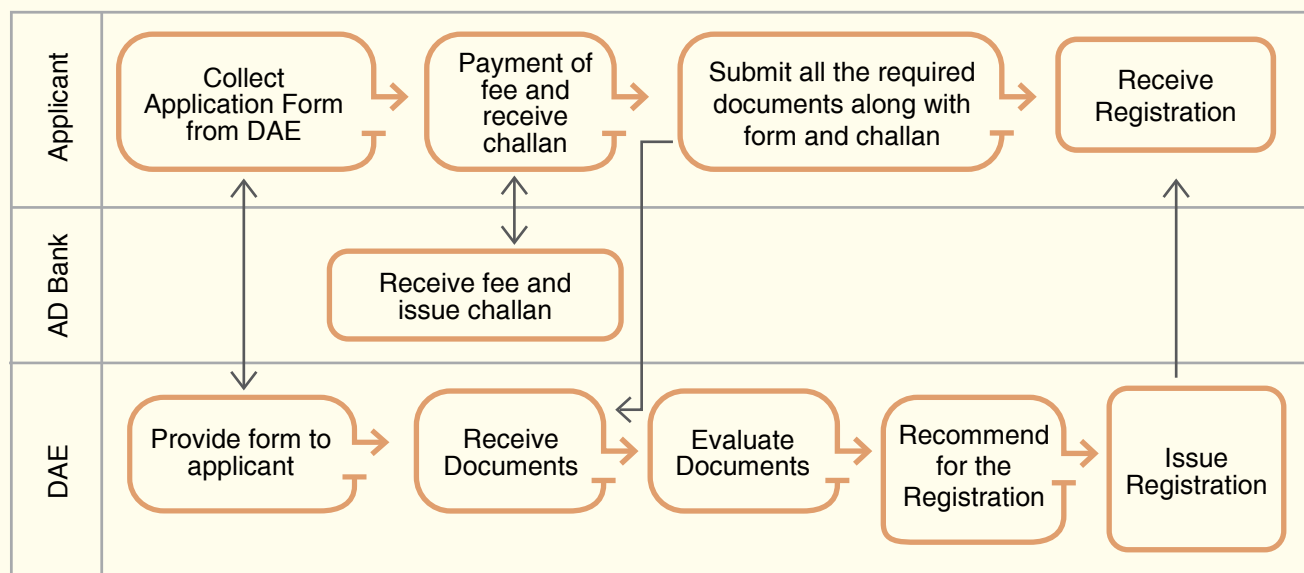
### Incumbent Office

Category	Registration
Renewal Frequency of the License	3 years
Issuing Ministry/Agency	Plant Protection Wing, Department of Agriculture Extension, Ministry of Agriculture

### Required Documents – For Fresh Issuance

Required Documents	Remarks
Form-1 (C) (Application form for Registration of Microbial Pesticides)	Original Copy
All the Required Test Report Stated in Form 1 (A)	Attested copy
Treasury Chalan of Registration Fee	Original copy

## Process Map



## Time and Cost -

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Two Crop Seasons/2 Years	-

## Fee Schedule:

- ▶ Registration Fee BDT 20,000.00
- ▶ Renewal Fee BDT 5,000.00

# Business Journey Map of **FISH PRODUCING & FISH PROCESSED ITEMS INDUSTRY** IN BANGLADESH



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- 2.1.3 Business Journey Map of Fish Production in Government Owned Jol Mohal
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- 2.5.2 Business Journey Map of Processed Fish Items Production
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- 2.6.2 Business Journey Map of Dry Fish Production (Case Study on Sundarban Dublar Char)

## Chapter 3: Pain Points Identification & Way Forward to Mitigate Constrains

## Chapter 4: Concluding Remark

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### Annex II: User Journey Map to Avail G2B Services for Fish Producing & Fish Processed Items Industry in Bangladesh.

- a. Trade License – Commercial Firm
- b. Trade License – Manufacturing Firm
- c. Approval of Layout Factory Plan and Registration
- d. Name Clearance Certificate for Companies
- e. Registration of (Private and Public) Company
- f. TIN Certificate
- g. VAT Certificate

- h. Certification of Mark (CM) Certificate.
- i. Import Permit
- j. Import Registration Certificate (IRC).
- k. Environment Certificate – Orange A
- l. Fire Safety Certificate.
- m. Registration of Product Packing
- n. Health Certificate
- o. Export Permit
- p. Export Registration Certificate (ERC)
- q. Registration for Hatchery Establishment and Operation
- r. Registration of Co-operatives
- s. Lease License for Jol Mohal
- t. Project Approval of BIDA
- u. Government Permit/Gate Pass to Fishing at Sundarban at for Dry Fish Production



# Chapter 1: Introduction

## 1.1 Background of the Study

Bangladesh is a riverine country. Besides, there are a number of inland water reserves like ponds, lakes, etc. In view of this important river system, inland fisheries and aquaculture are prime contributors to food security and employment. Bangladesh is one of the world's most important inland fishing nations.

The Fisheries Sector represents one of the most productive and dynamic sectors in Bangladesh. In the early 70s, the fisheries sector was dominated by small-scale enterprises operating in the capture fishery sector. Since then, aquaculture has become the key player in providing fish for the urban consumer and shrimp for the export market. During this period the commercial operations have expanded rapidly, from hatcheries to producers, to mechanized trawlers, and to processors. The changes are mostly to be welcomed, but concerns are growing about the effects on the environment of developments in the water sector and the ownership of the resource. Much of the development in the 70s until the mid-90s has not been governed by Policies for the sector, nor was there any real appreciation of how other development initiatives would affect it. During this period many of the developments in the water sector damaged the inland waters, restricting fish movement and limiting the flood plain and dry season water areas. The lack of any clear objectives for the sector led to the development of the National Fisheries Policy in 1998. Since then, several other Ministries and Departments have developed policies or revised previous ones, recognizing the need for fisheries to be considered during the development of water and land resources.

Presently, the government has taken several initiatives to boost fish production in Bangladesh. Aims of the government are to-

- ▶ Ensure nutrition through fish;
- ▶ Ensure decent job creation through the fish industry;
- ▶ Ensure the supply of fish to the domestic market based on the demand;
- ▶ Ensure proper utilization of the water reservoirs of Bangladesh;
- ▶ Ensure the presence of fish and fish processed items as the potential sectors of the export basket.

In that respect, the government has decided to have the voice of the stakeholders of the Fish Producing & Fish Processed Items Industry to identify their business pain points (constraints/hindrance) as well as the way forwards to build a better business friendly environment with confidence.

## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on May 24, 2022, with the participation of stakeholders from Fish Producing & Fish Processed Items Industry to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

### 1.3 Objectives of the Study

1. To design the Business Journey Map of Fish Producing & Fish Processed Items Industry in Bangladesh,
2. To identify the G2B Services required to conduct Fish Producing & Fish Processed Items Industry operation in Bangladesh,
3. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
4. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

### 1.4 Reason to Choose the Sector

There are three major segments of the fisheries industries of Bangladesh inland capture, inland culture, and marine fisheries. Bangladesh's fishery industry contributes 2.59% to the GDP and 4.91% to the total export value in 2021-22. Live fish, frozen fish, chilled fish, shrimp, crab, etc. are exported from Bangladesh. 2021-22 export earnings from this sector was \$572 mn. There is a huge local and foreign market demand for fish-produced items. Moreover, entrepreneurs can process the fish or can produce various types of products from fish and export those. To boost the "Fish Producing and Fish Processing Industry" in Bangladesh, the government has taken initiatives to facilitate them with simplified policy assistance.

## Chapter 2: Government to Business (G2B) Service and Business Journey Map (BJM) Identification of Fish Producing and Fish Processed Items Industry

### 2.0 List of G2B Services to Operate Fish Producing and Fish Processed Items Industry

In the report titled “Business Journey Map of Fish Producing and Fish Processed Items Industry in Bangladesh” covers the below titled BJM of 7 sectoral stakeholders as-

1. Fish Production in Own Pond/Private Leased Pond
2. Fish Production on Government Owned Jol Mohal
3. Fish Production in Hatchery
4. Shrimp Production
5. Ornamental Fish Production
6. Dry Fish Production
7. Fish Processed Items Production

List of required G2B services to operate fish producing and fish processed items industry in Bangladesh as tabled (N.B.: best practices have been considered in that respect)-

No.	Sectoral Stakeholders	List of G2B Services
1.	Homestead Pond Fish	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN</li> <li>3. VAT</li> </ol>
2.	Fish Production in Government Owned Jol Mohal	<ol style="list-style-type: none"> <li>1. Registration of Cooperative</li> <li>2. Lease License of Jol Mohal</li> <li>3. Trade License</li> <li>4. TIN</li> <li>5. VAT</li> </ol>
3.	Hatchery Fish Production	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN</li> <li>3. VAT</li> <li>4. Registration for Hatchery</li> <li>5. Fry/Baby Fish Import NOC</li> <li>6. Salubrity Certificate</li> <li>7. Import Registration Certificate</li> <li>8. Approval from BIDA</li> <li>9. Environment Certificate</li> </ol>



No.	Sectoral Stakeholders	List of G2B Services
4.	Ornamental Fish Production- Commercial Purpose	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN</li> <li>3. VAT</li> <li>4. Registration for Hatchery</li> <li>5. Fry/Baby Fish Import NOC</li> <li>6. Salubrity Certificate</li> <li>7. Import Registration Certificate</li> <li>8. Environment Certificate</li> </ol>
5.	Shrimp Production	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN</li> <li>3. VAT</li> <li>4. Salubrity Certificate</li> <li>5. Environment Certificate</li> </ol>
6.	Dry Fish Production- Commercial Purpose	<ol style="list-style-type: none"> <li>1. Gate pass/permission from the Department of Forest</li> <li>2. Trade License</li> <li>3. TIN Certificate</li> <li>4. VAT Certificate</li> <li>5. Name Clearance Certificate</li> <li>6. Registration of Private Ltd. Co.</li> <li>7. Export Registration Certificate (ERC)</li> <li>8. Export Permit (EP)</li> <li>9. Certification of Mark License</li> <li>10. Packing Registration</li> <li>11. Environment Certificate</li> <li>12. Fire Certificate</li> <li>13. Health Certificate</li> <li>14. Approval from BIDA</li> <li>15. Factory Plan &amp; Layout Approval</li> </ol>
7.	Fish Processing Industry	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN Certificate</li> <li>3. VAT Certificate</li> <li>4. Name Clearance Certificate</li> <li>5. Registration of Private Ltd. Co.</li> <li>6. Import Registration Certificate (IRC)</li> <li>7. Import Permit (IP)</li> <li>8. Export Registration Certificate (ERC)</li> <li>9. Export Permit (EP)</li> <li>10. Certification of Mark License</li> <li>11. Packing Registration</li> <li>12. Environment Certificate</li> <li>13. Fire Certificate</li> <li>14. Health Certificate</li> <li>15. Factory Plan &amp; Layout Approval</li> <li>16. Approval from BIDA</li> </ol>

### 2.1.1 Sector Overview: Fish Production in Own Pond/Private Leased Pond or Fish Production on Government Owned Jol Mohal

Families that own homestead ponds can consume more fish on the one hand and can spend the money earned by selling surplus fish for buying other nutritious foods. Fish farming in homestead ponds is increasing the nutritional security of people. If someone has additional fish to sell in their ponds after meeting their family's demand, then their earnings from fish sales are spent on pulses, eggs, meat and other fish. Those whose income from fish farming is increasing are spending more on food and calorie intake. A 10% increase in aquaculture income contributes to 1.5% increase in food consumption and 1.2% increase in calorie consumption, finds the research.

According to the Ministry of Fisheries and Livestock, the amount of fish production in the 2020-21 fiscal year was 43 lakh tonnes. About 70% of it came from aquaculture. On the other hand, about 43% of fish produced through aquaculture came from homestead ponds.

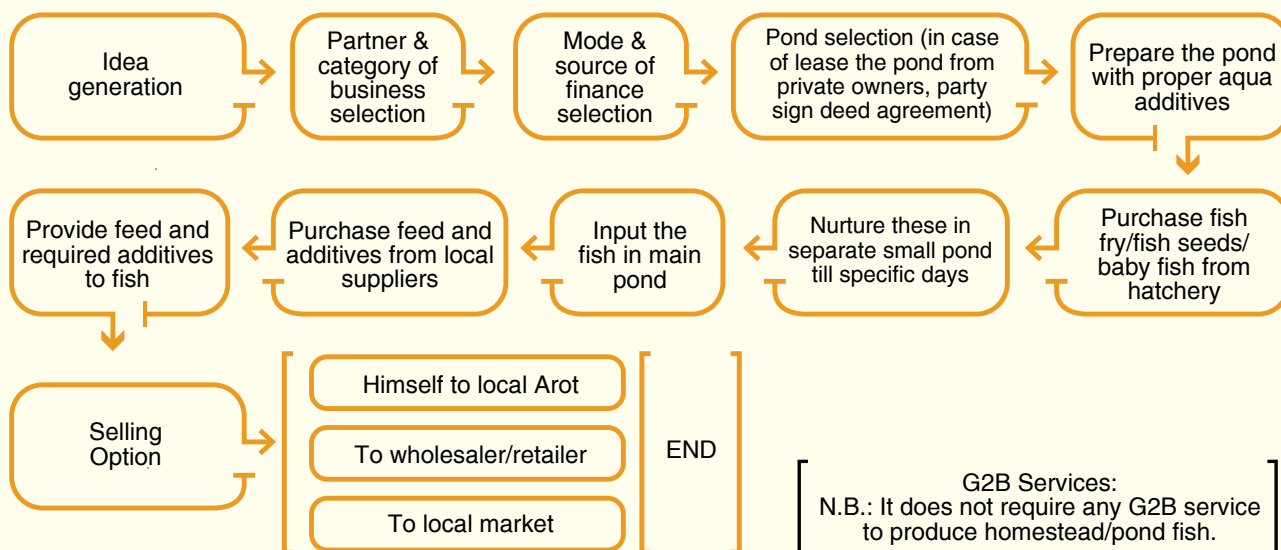
Homestead pond aquaculture is one of the prominent aquaculture technologies in Bangladesh. It can play a significant role in ensuring nutritional security at the household level. As most of the rural households rely on home production for fish, homestead ponds can be a viable and good source of protein and micronutrients. According to Department of Fisheries, production from homestead pond contributes to more than 43 per cent of the total fish production in Bangladesh. Low-income households can be greatly benefit from it.

In Bangladesh, homestead pond fish producer does not produce fish for commercial purpose. In that respect they do not collect any G2B services (license/permission/certification/approval) from the government agency. They sell the extra amount of produced fish after their home consumption to the local market or nearby neighbors.

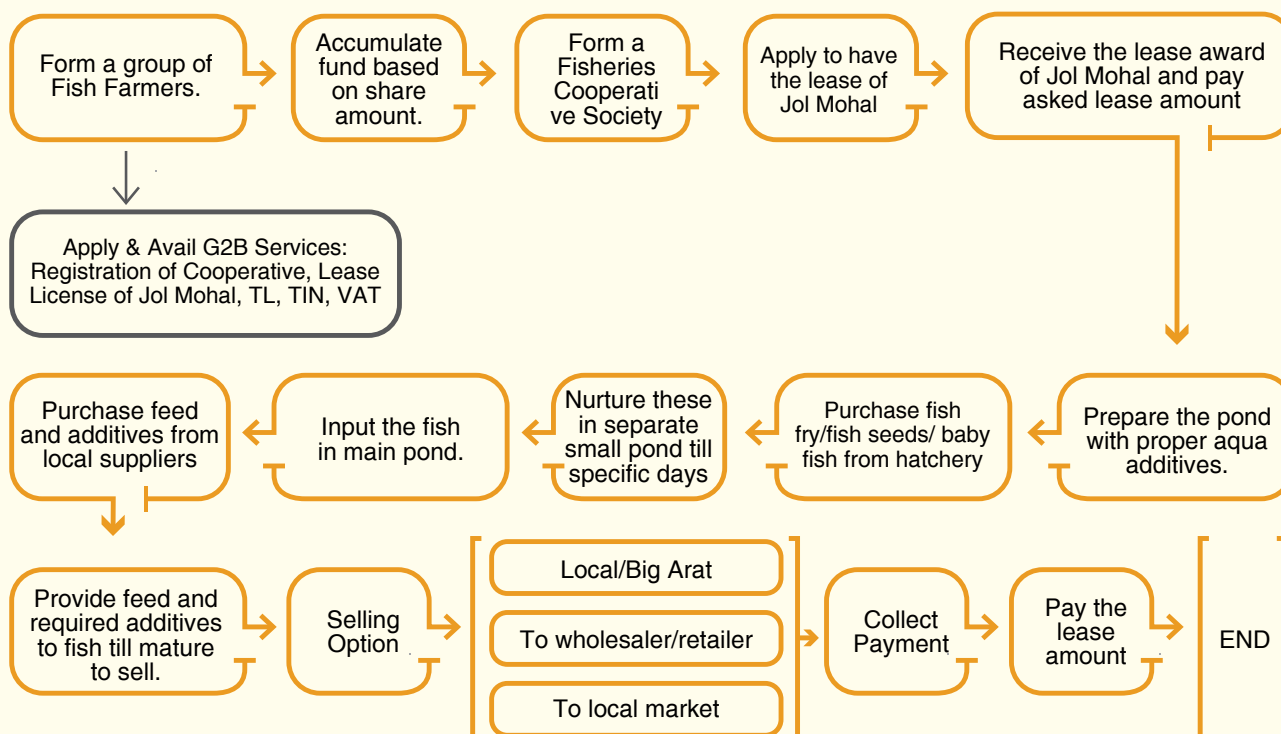
To know about the fish cultivation process, such fish farmers receive training and information from Department of Fisheries, Department of Youth Development, Department of Social Services, Department of Cooperatives etc.

On the other hand, there are a number of government-owned water reservoirs (Jol Mohal) under the authority of the Ministry of Land. Government leases these Jol Mohal to actual fish farmers to ensure employment, to increase local production of fish, to utilize the jol mohal, to ensure the nutrition, to increase the income of people, etc. No individuals are allowed to get the lease of these jol mohal. To get the lease of these government owned jol mohal, fish farmers need to establish a co-operation registered under the Department of Cooperatives. Later on they need to apply for having the jol mohal to the Jol Mohal Management Committee. Noted that there are 38 thousand jol mohal in Bangladesh.

### 2.1.2 Business Journey Map of Homestead/Pond Fish Production



### 2.1.3 Business Journey Map of Fish Production in Government Owned Jol Mohal



### 2.2.1 Sector Overview: Fish Hatchery

Fish hatchery has been treated as the most important players of the upstream supply chain of fish producing industry. Prospect and growth of the fish industry is highly dependent to the quality fry/baby fish supplied by the fish hatchery. At present there are 963 private nurseries, 103 Government fish Hatcheries and 124 Government fish seed multiplication farms in the country. A total of 6,63,897 kg spawn was produced from private and Government Hatcheries in the year 2020. Collection of fish fry/seed/baby fish from natural grounds has increased to about 2606 kg. In 2019-20 there were about 43

P.monodon (Bagda) Hatcheries and 33 M.rosenbergii (Galda) Hatcheries. About 792952 lakh bagda post larva (PL) and about 236 lakh galda post larvae (PL) were produced in these hatcheries. almost all Bagda Hatcheries are located in Cox's Bazar region, but major culture grounds are situated in southwest region of Bangladesh.<sup>1</sup>

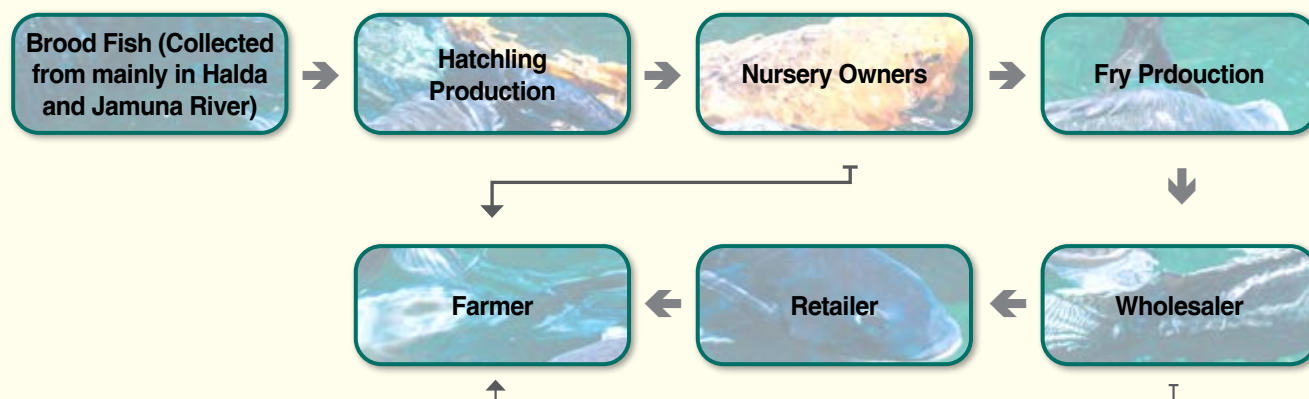
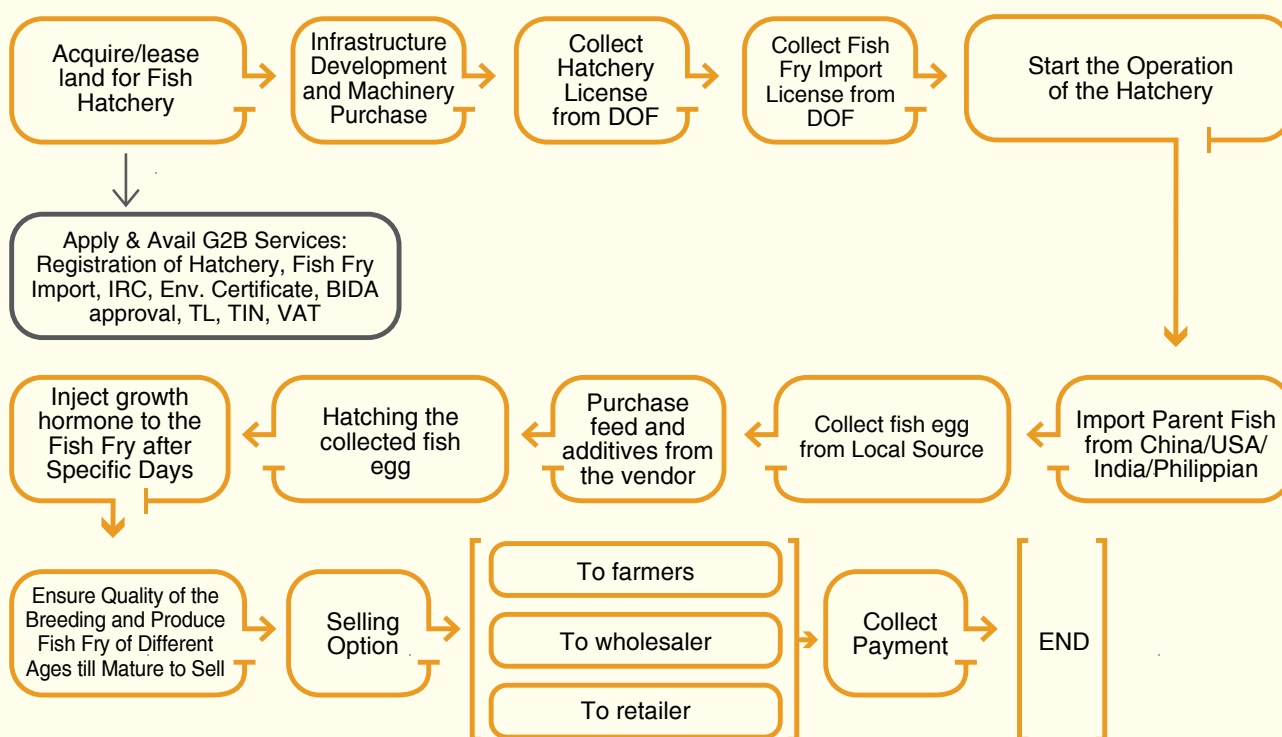


Fig: Marketing Flow Chart of a Local Fish Hatchery<sup>2</sup>

## 2.2.2 Business Journey Map of Fish Hatchery Industry



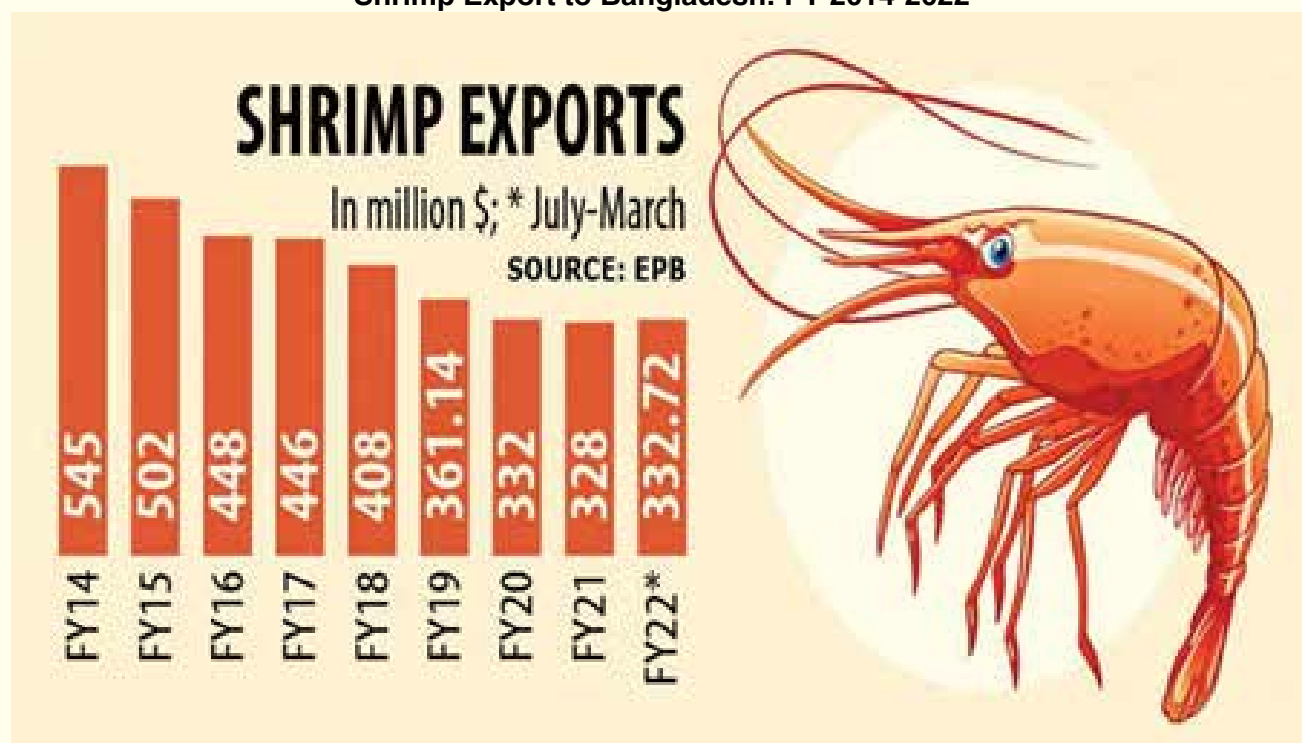
## 2.3.1 Sector Overview: Shrimp Production

Shrimp has been treated as one of most potential elements of the export basket of Bangladesh. That's why it is called white gold. Frozen foods (shrimp, prawn and fish) ranked seventh among export items as per Bangladesh Export Promotion Bureau count done in 2021.

<sup>1</sup> <http://www.fisheries.gov.bd/site/page/43ce3767-3981-4248-99bd-d321b6e3a7e5/%E0%A6%AA%E0%A6%9F%E0%A6%AD%E0%A7%82%E0%A6%AE%E0%A6%BF>

<sup>2</sup> (source: Present status of fish hatchlings and fry production management in greater Jessore, Bangladesh by BM Newaz Sharif, Abdulla-Al-Asif on 2015)

## Shrimp Export to Bangladesh: FY 2014-2022



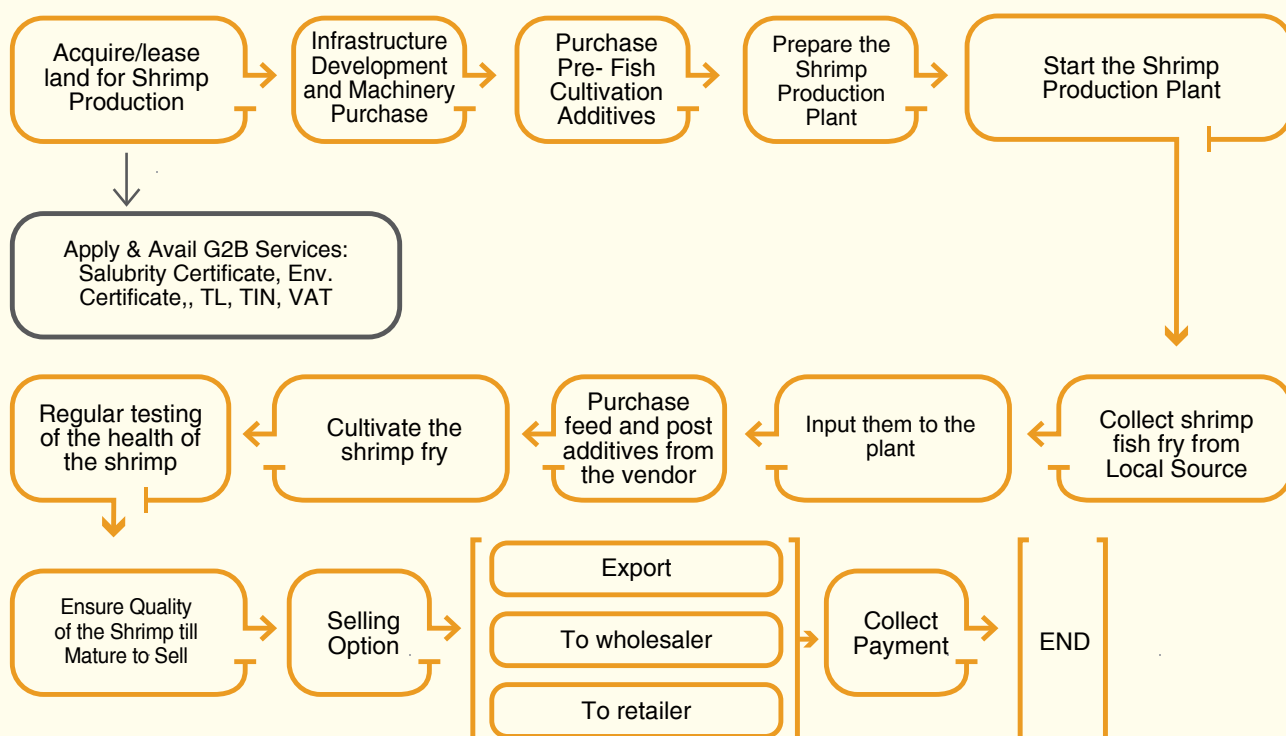
Shrimp is the biggest contributor to the fisheries of Bangladesh. There are several steps from starting from the production of shrimp larvae to the consumer. Shrimp larvae basically refer to the newly hatched shrimplings from shrimp eggs. The larvae are cared for in different hatcheries and handed over to the shrimp farmers after a certain period of time. At the end of cultivation, the mature shrimps are divided into four sectors which are local vendors, merchants, depots and wholesalers. The shrimp usually reaches the depot and wholesaler from the local vendors and merchants. However, in some cases, the depot and the wholesaler collects the shrimp themselves, processes it and sends it directly for sale or export.

The core shrimp/prawn value chain players include mainly-

1. Post Larva (PL) production in hatcheries
2. Grow-out farms,
3. Feed and other input suppliers,
4. Intermediate markets,
5. Processing plants
6. Exporters.

Besides Bangladesh, countries like China, India, Pakistan, Japan, Vietnam, Germany, and the Netherlands are involved in shrimp exports to the world market. India is the world's largest exporter of shrimp, accounting for about 25 percent of the world's demand, and Ecuador is the second largest exporter at 21.1 percent. As an Asian country, Vietnam exports 11.1 percent, Indonesia 8.3 percent and Thailand about 4 percent. On the other hand, Bangladesh ranks 9th in the world with 2.1 percent shrimp exports.

### 2.3.2 Business Journey Map of Shrimp Production



### 2.4.1 Sector Overview: Ornamental Fish Production

Increased demand for ornamental fishes among a cross-section of people and high profitability in its farming inspired many youths across Bangladesh to go for commercial farming of such fishes which once was merely a hobby. Aquarium fish business results in rapid cash generation and it is relatively easy to start as a hobby or small-scale farming enterprise and its handling cost is low, say the breeders. Keeping colorful ornamental fishes in an aquarium became a part of the luxury lifestyle and psychologists say the culture of ornamental fishes in household aquariums is expected to provide psychological advantages in terms of reducing stress.

In Bangladesh, Kataban is treated as the largest market for ornamental fish. Around 100+ species of ornamental fish are available at Kataban market and among them, 15 are indigenous species. Gold Fish, Comet Fish, Koi Carp, Angel Fish, Platy, Guppy, Fighter Fish, Parrot Fish, Kissing Gourami, and Zebra Fish are among the most demanded species among the customers. There are 35 to 40 shops of ornamental fish and their combined sales amount to nearly Tk 4 crore a month.

Bangladesh Agriculture Research Institute data shows still 50 percent of the ornamental fish breeders are hobbyists, 33 percent have a family business or previous experience of breeding, and the remaining 17 percent are influenced by friends.

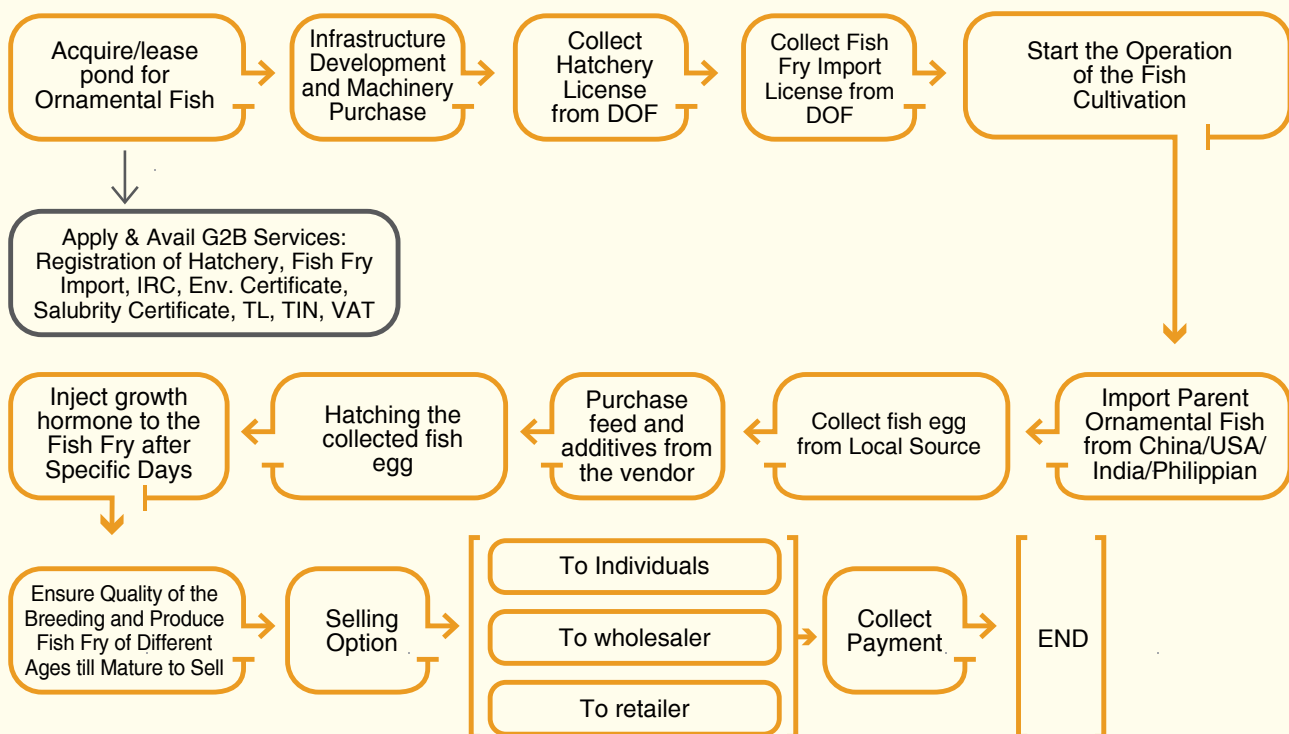
Department of Fisheries informed that, said there was no official data on how many people are involved in the aquarium fish business and how many hatcheries of ornamental fish are there. Besides, there is no proper information on the status of ornamental fish species currently traded in Bangladesh. The same goes for research on the behavior and feeding of ornamental fish and their breeding technology. Presently, a committee has been working in this regard to find out the actual scenario of aquarium fish.

According to a research on ‘Present Status, Challenges and Scope of Ornamental Fish Trade in Bangladesh and Development of Breeding Techniques of Some Commercially Important Species’

implemented by the Bangladesh Agricultural Research Council and the National Agricultural Technology Program – Phase II Project, around 80 percent fish in the market are collected from local sources such as Kamrangir Char, Feni, Jashore, Chattogram, and Bogura while about 20 percent are imported from Thailand, India, Malaysia, Singapore, and Australia.

Breeding ornamental fish is rapidly increasing in Bangladesh as there is a huge opportunity to earn foreign currency through the export of ornamental fish. So, it is high time to nurture this sector. The aquarium fish business has huge economic potential. Many of the youths in Bangladesh became successful through farming and breeding ornamental fishes. Someone can start a business with little amount of money and it yields huge benefits. The global ornamental fish market size was valued at \$5.0 billion in 2018, according to Grandview Research. It is considered the second most popular hobby across the globe and the most popular type of pet.

### 2.4.2 Business Journey Map of Ornamental Fish Production



### 2.5.1 Sector Overview: Fish Processed Items

There is huge demand of fish processed item both in local and international markets but no company here is making processed food with fish in large amounts. Although the production of fish in Bangladesh is more than the demand, only shrimp is processed for exports. In the global market numbers of fish processed items are sold. But in Bangladesh very few below listed items are sold-

1. Fish Finger
2. Fish Ball
3. Crispy Shrimp,
4. Shrimp Spring Roll
5. Dried Fish



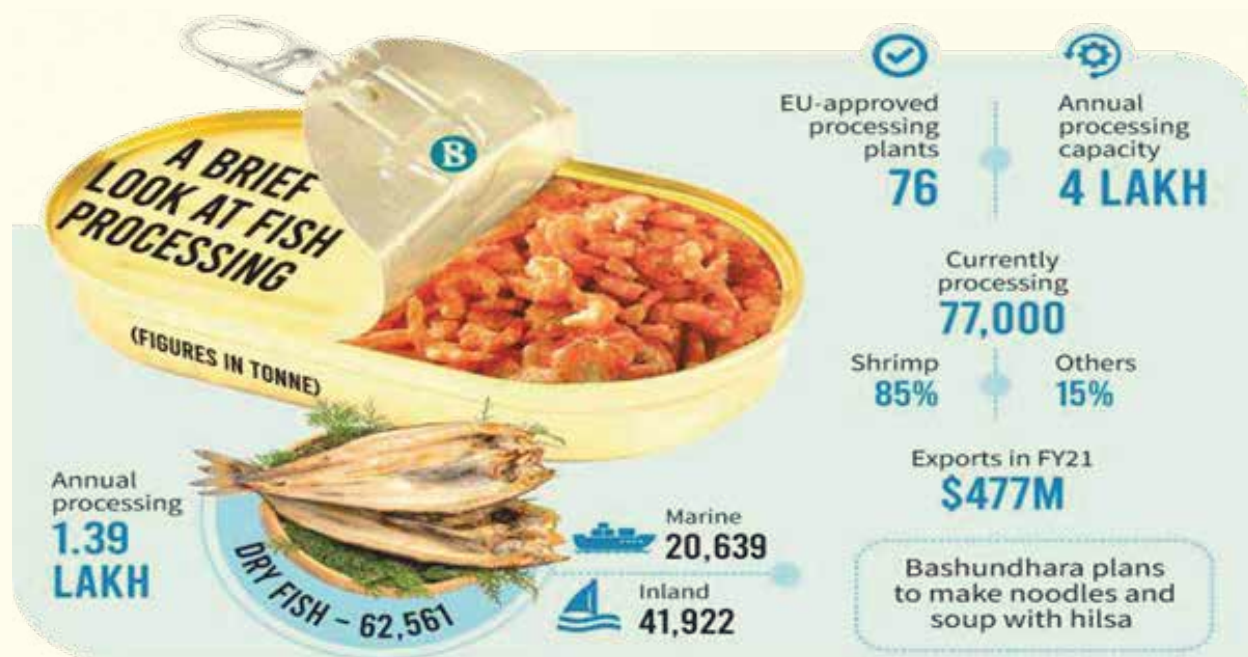


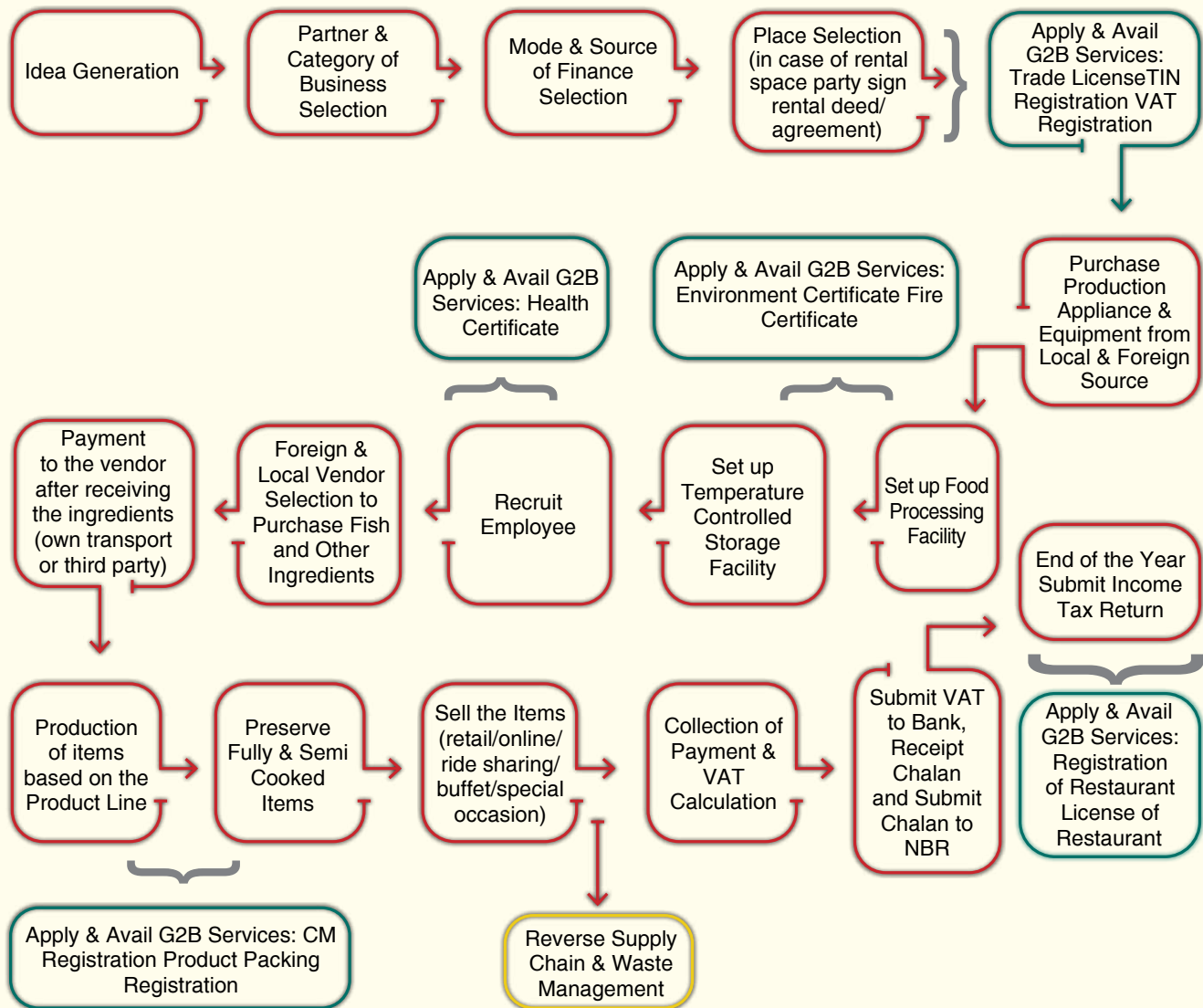
Fig: A Brief Look at Fish Processing Industry in Bangladesh (source: TBS)

There is huge scope for expanding business in local and international markets by processing different types of fish. According to data available with the livestock and fisheries ministry and the Bangladesh Frozen Foods Exporters Association (BFFEA), the country earned over \$477 million in fiscal 2020-21 by exporting 77,000 tonnes of processed shrimp and marine fish. On the other hand, the production of dried fish at this time was 62,561 tonnes. In all, the production of processed fish rose to 1.39 lakh tonnes compared to the country's fish yields of more than 45 lakh tonnes. The Bangladesh Frozen Foods Exporters Association says there are 77 export-dependent fish processing plants approved by the European Union. The companies process shrimp and some marine fish and export them entirely.

But there are many risks involved in making fish products by processing fish, and the cost is much higher. That is why entrepreneurs are not going to play an important role in adding value to fish through processing for the local market.



## 2.5.2 Business Journey Map of Processed Fish Items Production



## 2.6.1 Sector Overview: Dry Fish Industry (Coastal Area)

Dry fish is one of the main delicacies of the Southern region of Bangladesh. Traditional dry fish preparations are quite popular across the country. Bangladeshi dry fish is now being exported to the UK, the US, and the Middle East. The Department of Fisheries has adopted new and hygienic methods of drying and preserving fish, thereby contributing to its growing popularity abroad. Presently fishermen preserve dry fish by adopting the new methods and without using harmful chemicals that make the taste of fish remain intact.

To ensure quality and hygiene, after removing fish intestines, fishermen are now mixing turmeric and pepper. It is very hygienic and keeps the quality of dry fish unchanged. Moreover, these preservatives keep insects away. The devices for drying fish have already changed. Fishermen are now using solar dryers, ropes, and bamboo scaffolds.

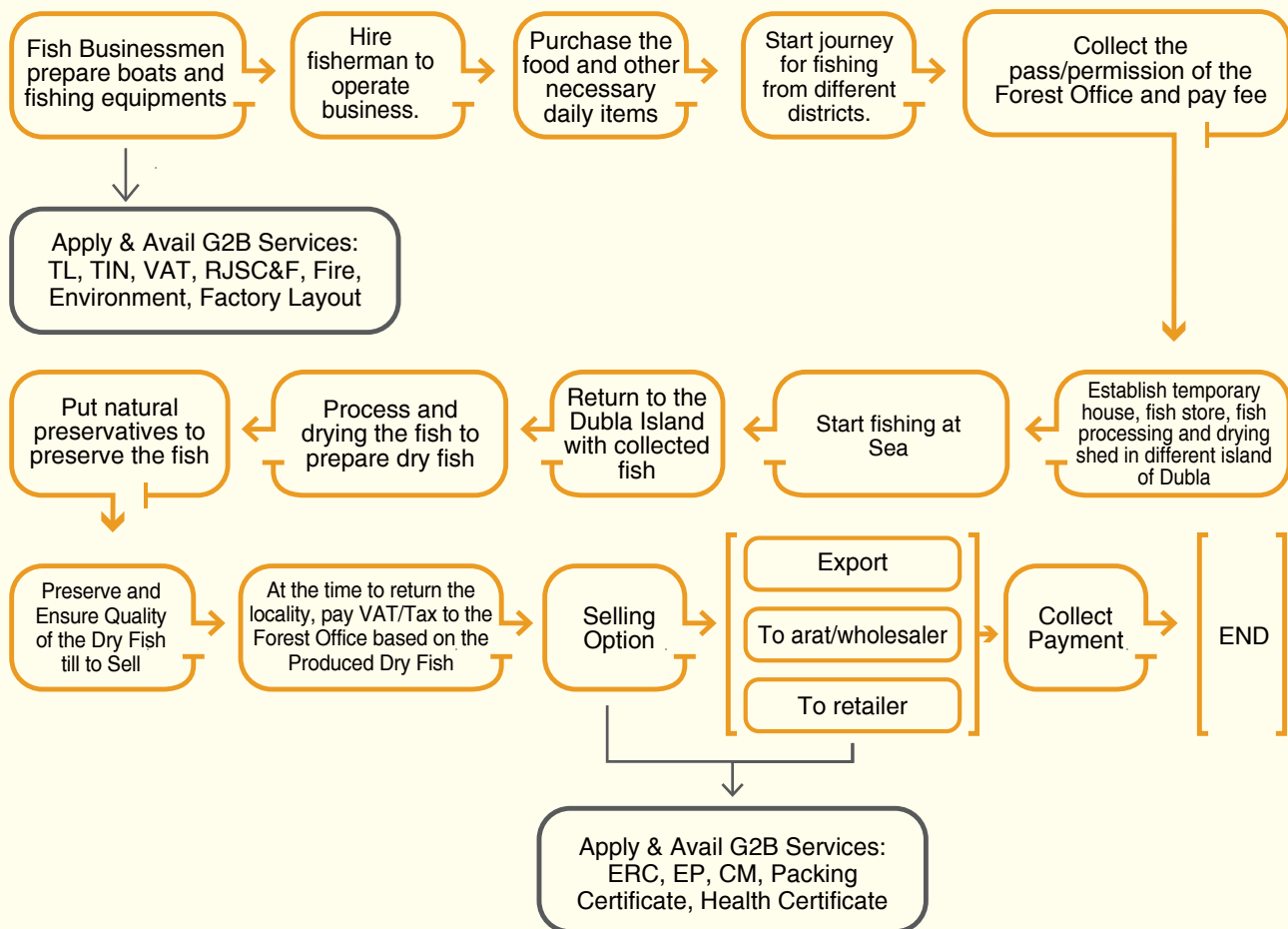
Dublar Char and several other areas in the Sundarbans are now buzzing with activities as a large number of fishermen are engaged in drying fishes after netting them from the sea. Around 90 species

of fishes including rupchanda, bhada, khalisa, churi, ditanas, laitya and different kinds of shrimp are dried in different areas including Dublar Char, Chapra Khalias, Alkorokol, Office Killa, Meher Ali, Majhir Killa, Shelar Char, Kokilmoni, Kaborkhali, Narkel Baria, Bara Amberia, Manik Khali and Chhoto Amberia char areas of the Sundarbans,

The government has started the work to establish a global standard dried fish processing industry at Khurushkul in Cox's Bazar at a cost of Tk 2.0 billion. Once the project is completed, above 14,000 tonnes of dried fish could be processed annually. The government will extend the tax exemption facility for the businesses which will import machinery as well as take initiatives for setting up such industries in the country. Above 4,500 people related to the fishing and dried fish trade would directly be benefited from the project as more than 14,000 tonnes of dried fish could be processed at the hub. Fish are now being dried in traditional ways in many areas, including the key dried fish hub at Nazirtek in Cox's Bazar. All the people related to dried fish processing at Nazirtek will be shifted to Khurushkul after the completion of the project. At present, local traders export 2,400-2,500 tonnes of dried fish annually this can be increased notably with the beginning of the dried fish processing project at Khurushkul. As per the Export Promotion Bureau (EPB), shipment from dried fish was worth US\$10 million in the financial year 2020-21.

In order to equip the plant with logistics and technology, Bangladesh Fisheries Development Corporation (BFDC) is going build a landing shed, laboratory, cold storage and training center at the dry fish processing zone at Cox Bazar to facilitate production, preservation and marketing of quality dry fish through a use of modern methods. The zone will also get 380 greenhouse mechanical dryers and 30 mechanical dryers, along with 36 dry fish sales centers, packaging factory, central waste treatment and sewerage treatment plants. The government will build three RCC jetties for transportation of goods as well.

## 2.6.2 Business Journey Map of Dry Fish Production (Case Study on Sundarban Dublar Char)



## Chapter 3: Pain Points Identification & Way Forward to Mitigate Constrains

Stakeholders of fish producing and fish processed items producers pointed out some specific pain points as well as suggested the way forwards to mitigate these constraints to provide a better business environment to this sector-

No	Issue	Pain Points/Statement	Way forward
1.	Lease Jol Mohal	Lease period of the jol mohal is three years. It creates hindrance to produce big/matured fish.	Longer lease period will be helpful for the fish farmers to cultivate fish for longer time. That will lead to the growth of matured fish and high income. Ministry of Land may extend the lease period to 5-10 years on case basis.
2.	Maintenances of Owned Water Government- Reservoir	There are numbers of jol mohal which are not maintained properly. Lack of proper maintenance causes to poor quality of water.	Ministry of Land and Local Administration should come forward to maintain the quality of jol mohal.
3.	Trade License	Trade license fee for new issuance and renewal is high from the point of fish farmers.	Trade license fee for new issuance and renewal should be reduced at logical rate. Besides renewal frequency should be increased to three to five years.
4.	Financing Problem	Banks and NBFIs are not interested to provide loan to the fish farmers. Financing constrain has been treated as one of the major barriers to the growth of fisheries industries in Bangladesh.	Bangladesh Bank may issue an order to consider the loan to fisheries industries as loan to agriculture sector. Besides, dedicated loan facility should be replicating the facility provided to agriculture sector.
5.	Monitoring of Cross Breeding Management	Most of the hatcheries do not follow the proper rules of cross breeding. Besides, the inject hormone injection to the immature fish. Such practices generate the week generation of fish fry.	There is no alternative to proper monitoring of the operations of hatcheries to produce high quality of fish fry.
6.	Mark Management	A proper management of fish marketing system has not been developed in Bangladesh. Lack of such system causes low price of fish.	District fisheries association and Department of Fisheries may work together to develop a market mechanism system to ensure the proper price of the fish.
7.	Charge Electricity	It requires watering the pond to cultivate fish properly. But the electricity charge is too high in that respect.	Fisheries industry should avail the subsidized electricity rate that is declared to the agriculture sector.

No	Issue	Pain Points/Statement	Way forward
8.	Lease Management System	There is lack of awareness on the jol mohal lease management system among the fish farmers.	To ensure transparency, Jol mohal lease management system is now in online. Besides, Ministry of Land has published user manual in that respect. Awareness program could be formulated in that respect.
9.	Testing Lab Facility	District and Upazila Fisheries Offices are not well equipped with testing kit and testing lab. Because of that, it is very much difficult to diagnosis the problems of fish cultivation on time.	DOF should take initiative to facilitate the Upazila Fisheries Offices with adequate testing kit and testing lab.
10.	Technological Training to Farmers	There is lack of initiative to train the marginal fish farmers on quality fish farming, proper use of feed and additives etc.	DOF may initiate training programs to every Upazila with the assistance of Upazila Fisheries Office to increase the technological knowledge of fish farmers to use the modern equipment in fish production.
11.	User Friendly Understand-able Manual	Manuals served with the fish feed and aqua additives are not easily understandable to the fish farmers. These creates misconception among them.	Companies should provide User Friendly Understandable Manual in Bangla font to understand the use of fish feed and additives. These will increase the acceptance of these companies as well as will increase the sale of the products.
12.	Misconcept about Monosex	There is huge misconception about the use of monosex hormone to the tilapia fish. Such misconception hampers the growth of fish producing sector.	Department of Fisheries should come forward as well as declare a notice with proper justification to mitigate the misconception about fish farming process.
13.	Incentives Fish Cultivation	Fish farmers are deprived from availing of FSPs amid the COVID-19. Besides, incentives to produce fish is yet to declare.	Fishermen and fish farmers are the ultimate suffer because of any occurrence of natural disaster. Dedicated FSP should be declared to facilitate the fish cultivation.
14.	Development Cold Supply Chain/ Temperature Control Logistics	95% of the cold storage in Bangladesh store potato. There is no dedicated fish cold storage in Bangladesh. Besides, temperature controlled logistics system has not been developed to facilitate the export of fish and fish processed items.	All the fish producing and fish processed manufacturing clusters/ hubs should be facilitated with equipped TCL. Cold storage should be developed outside the sea and airport to preserve the perishable items properly.
15.	Extension Leaf Project	Leaf project is a very successful project of the government runs under the supervision of DOF which is almost near to end.	DOF may extend the leaf project to ensure the engagement of leaf in the development of fisheries industries. Besides, remuneration of the leaves could be extended at logical rate.

No	Issue	Pain Points/Statement	Way forward
16.	Incentives to Fish Processing Industry	Incentives has not been declared setod the fish processed industry to attract them to export expansion.	Ministry of Commerce and Ministry of Finance may declare cash incentive to fish processed items industry to inspire the export of these items.
17.	Declaration Cluster	oCfluster for Fish and fish processed items industry has not been declared yet.	Government may declare fish producing and fish processed items cluster based on the nature of the production mechanism.
18.	Logistics Assistance Dublar Char and Other Dry Fish Producing Hub	Logistics, transport and infrastructure system at Dublar char is very much poor to facilitate the prospect of industry of that locality. dry fish	A coordinated initiative should be taken to ensure a harmonized logistics management system at Dublar char to reach the produced dry fish to local and export market.
19.	Fish Processing Centre	there is only one developed fish processing center in Bangladesh.	Potential fishing location and districts should be facilitated by the upgraded fish processing center to meet the domestic and export demand. DOF and BFDC can work together in that respect.
20.	Training on Fish Processing	There is lack of training facility with marginal fish farmers to process the fish by ensuring proper quality.	DOF may initiate training at the Upazila level to inform the marginal fish farmers to process the fish by ensuring proper quality.

## Chapter 4: Concluding Remark

Outcomes of the analysis on Bangladesh's entire aquaculture sector, the results indicate that the fisheries industry has plenty of prospect for development. Fish farming plays a crucial role in the nation's food security and generates significant employment and foreign exchange earnings. Policymakers need to harness this potential to strengthen the national economy. The government has put holistic focus to ensure a sustainable and balanced growth of the fisheries industry in Bangladesh. Bangladesh is a riverine country and blessed with number of sweet water reservoirs. It is high time to provide fiscal, monetary and policy assistance to this sector to attract investment. Fish and fish processed items have huge global demand. This sector could be converted as one of the most potential and promising export earning sector. Government should come forward to solve the identified pain points to make the growth of this sector flawless.

## Annex I: Participants List

1. Mohammed Abdul Alim, Assistant General Manager, Kazi Farms Limited
2. Hasan Shahariar, Executive, Spectra Hexa Feeds Ltd.
3. Md. Ariful Islam, Executive, Feed Industries Association Banglaesh (FIAB)
4. Md Shiddikur Rahman, General Secretary, Sambaya
5. Md. Ibrahim Khalil, Incharge, Advanced Fisheries
6. Al Amin Hossain, President, Leaf Charism Union
7. Jahangir Alam, Chairman, South Jamsha Motso Somiti,
8. Md. Futhun Mia, Chairman, Leaf
9. Rafikul Islam, President, Leaf
10. Md. Jamil Hossain, CEO, GreenDale Bangladesh Ltd.
11. Jewel Md. Zakaria, Manager, Nutrihealth Ltd.
12. Md. Monirul Haque Khan, Managing Director, AquaTech
13. Md. Mazharul Islam, AGM, RRP Agro Farms
14. Md. Sohel Parvez, Deputy Manager, Aftab Bahumakhi Farms Ltd.
15. Md Jahid Alom, Executive, Fisheries Census
16. Md. Saidul Islam, Deputy Manager, RB Agro Limited
17. Md. Mokbul Hossain Molla, Proprietor, Molla Fisheries and Agro Marketing
18. Mamun Mir, Fisherman, Leaf

## Annex II: User Journey Map to Avail G2B Services for Fish Producing & Fish Processed Items Industry in Bangladesh

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

#### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt

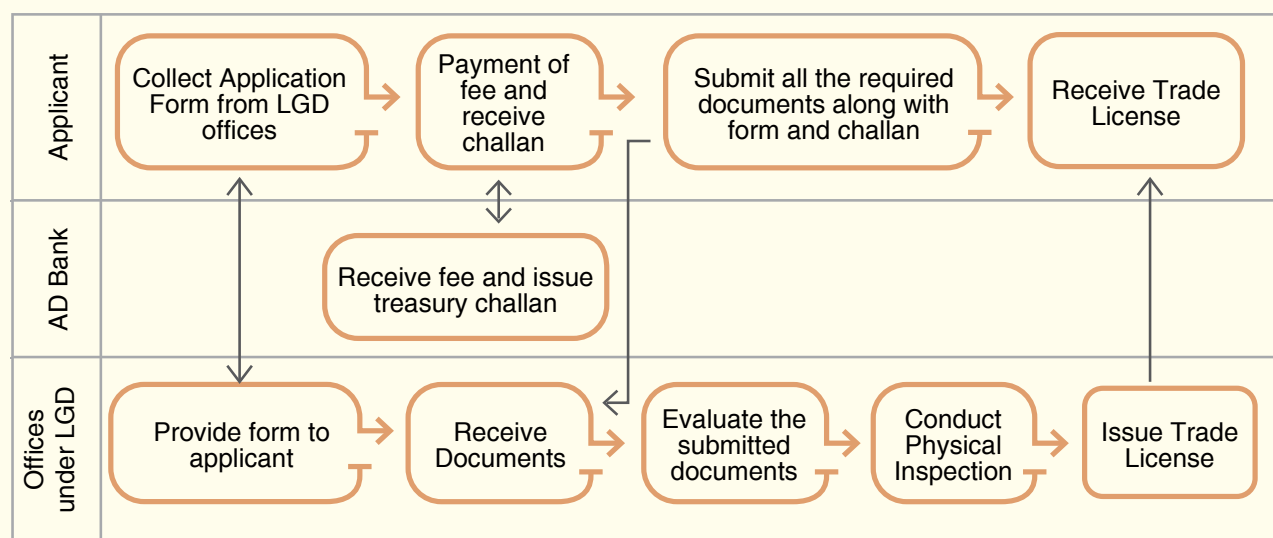


Required Documents	Remarks
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

### Process Map



**Time and Cost – For Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

**Fee Schedule:**

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**b. Trade License – Manufacturing Firm****Incumbent Office**

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

**Required Documents – For Fresh Issues**

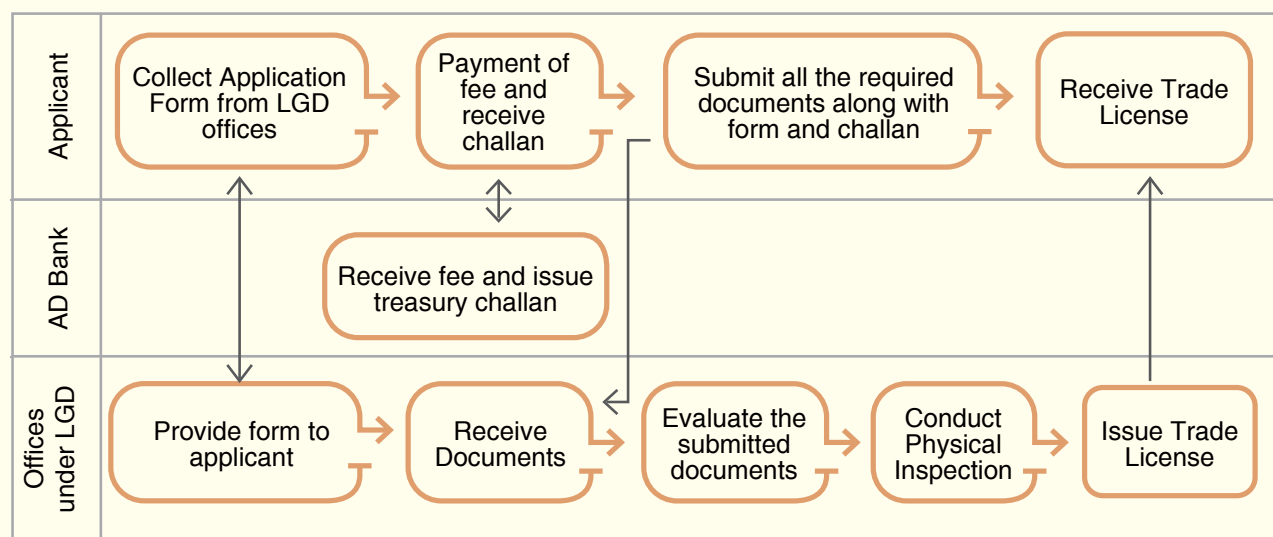
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non-judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company

Required Documents	Remarks
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	

### Process Map



**Time and Cost – For Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

**Fee Schedule:**

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**c. Approval of Layout Factory Plan and Registration****Incumbent Office**

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

**Required Documents – For Fresh Issues**

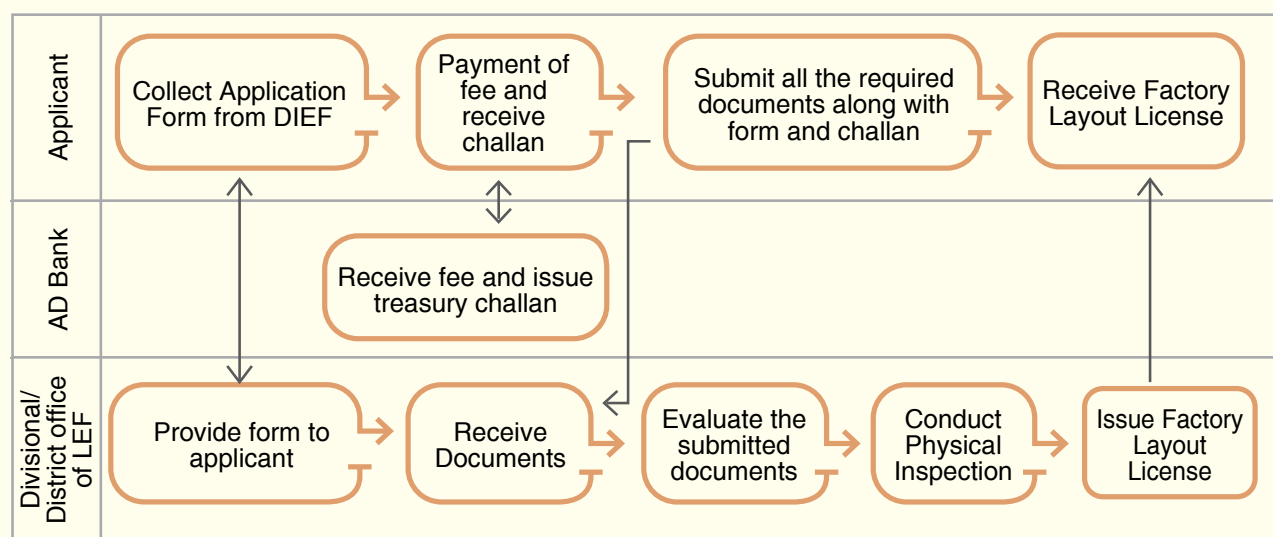
Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer

Required Documents	Remarks
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

### Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

### Time and Cost – For Renewal

**Fee Schedule:****For renewal (as per BSTI)**

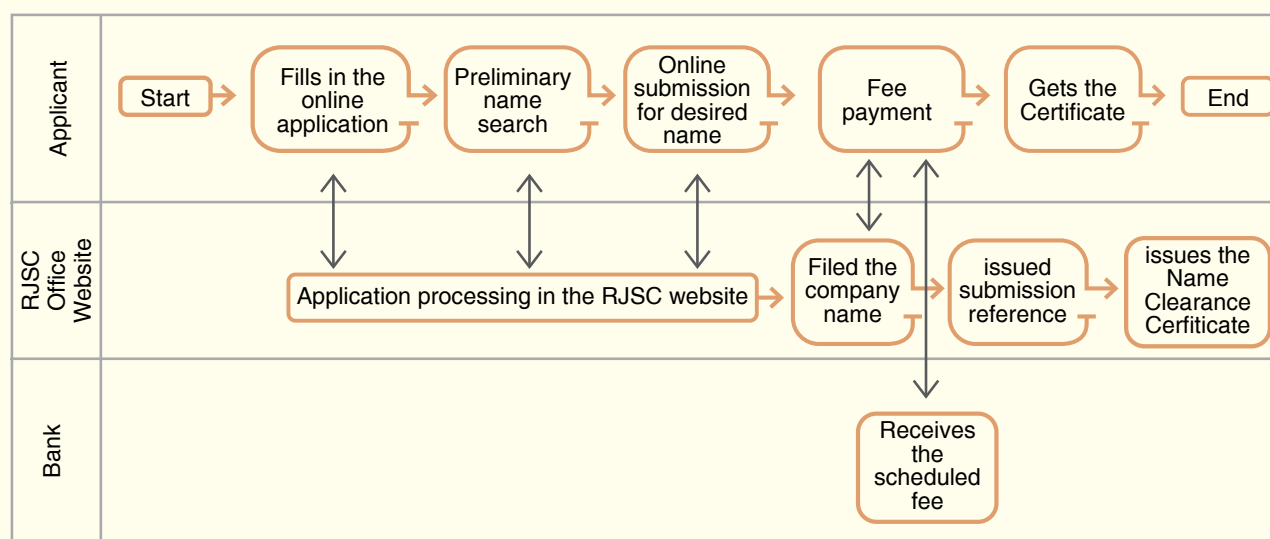
Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

**d. Name Clearance Certificate for Companies****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Application	Online

**Process Map****Time and Cost**

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## e. Registration of (Private and Public) Company

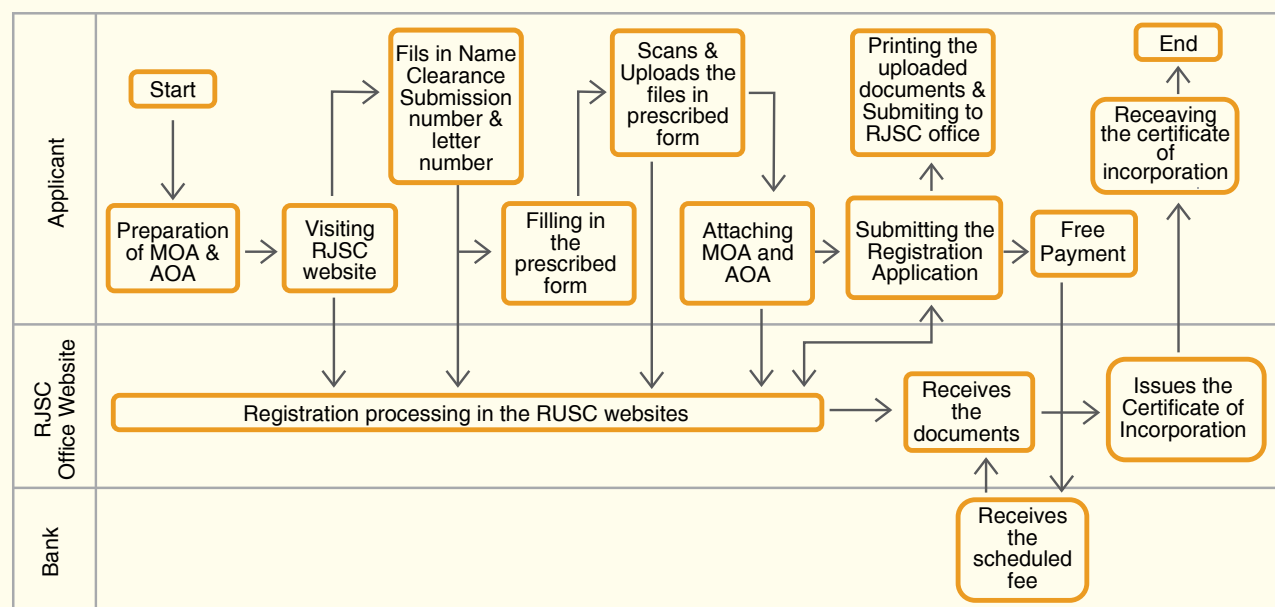
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

## Process Map



Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

## Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00
2. For affixing on the Articles of Association:

Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

## Registration Fee

### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00



## 2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

### f. TIN Certificate

#### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

#### Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	-
4. Name of the authorized person	Managing Director/Chairman of the company

#### Steps

Required	Remarks Documents
Step 1	Applicant visits the following website “incometax.gov.bd”
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an “Activation Code” to the Applicant’s phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

## Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First
2. TIN Certificate	Class gazetted officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazetted officer

Required Documents	Remarks
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested
9. BIDA registration	by a First-Class gazetted officer

## Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmcf\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmcf_pri/index.html#/Form/U010)

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required

## h. Certification of Mark (CM) Certificate

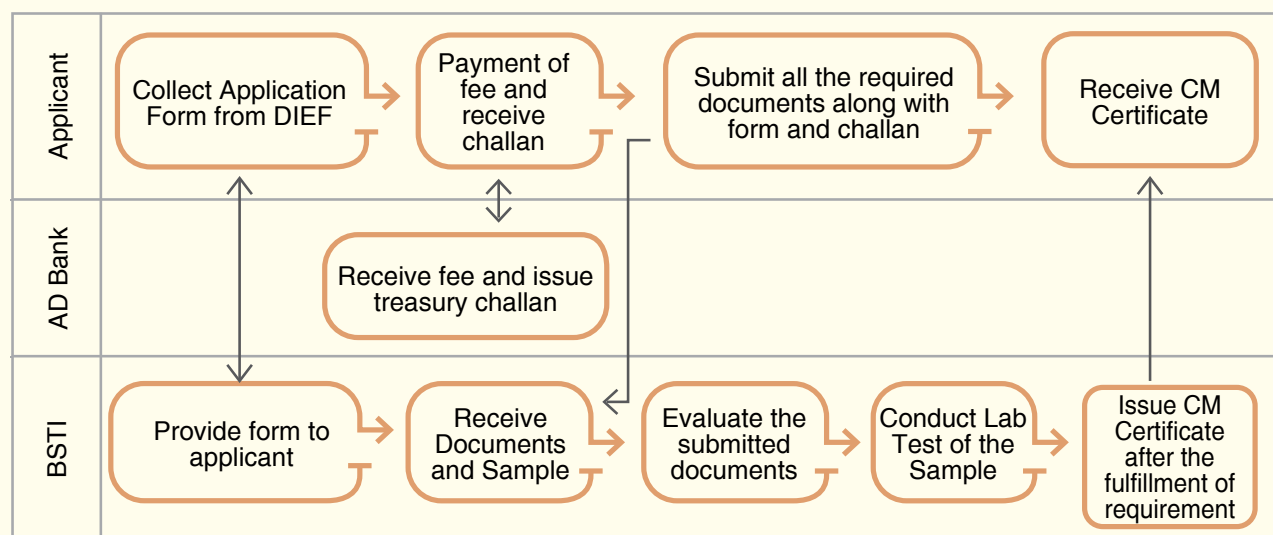
### Incumbent Office

Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries

**Required Documents - For Fresh Issuance & Renewal**

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer
4. Label or Packet of the Product, and following contents should be included: <ul style="list-style-type: none"> <li>● Name of the product</li> <li>● Grade/Type/Size/Voltage</li> <li>● Weight/Quantity</li> <li>● Code/Batch no.</li> <li>● Product Ingredients'</li> <li>● Mfg. Date/Exp. date</li> <li>● Name &amp; address of the original Company</li> <li>● Highest retail price</li> <li>● Standard Mark along with BDS No.</li> </ul>	Original
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
8. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
9. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and Radiation Certificate (for milk powder)	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product
10. License from District Commissioner	For Brick field
11. Flow sheet	In each stage of production
12. List of machineries in factory	-
13. Bio-data of the chemist who is appointed for testing	-

## Process Map



## Time and Cost - For Fresh Issuance & Renewal

Official Time Limit (as per BSTI)		Approximate Processing Time for Issuing the License
Document checking and verification after the submission of Application	1 working day	Time may vary
Factory inspection, Sample sealing and issuance of Sample submission	5 working days	
Sample submission in BSTI- OSS office	Depends on Applicant	
Laboratory testing and reporting	Depends on Product wise time	
Approval after receiving the report	5 working days	
Bill Payment	2 working days	
After final approval, submission of Marking fee	Depends on Applicant	
Obtaining License	3 working days	

## Fee Schedule:

- ▶ Application fee: BDT 1000.00 + 15% VAT
- ▶ Testing fee: Product wise
- ▶ Marking fee:
  - In case of Fruits: (0.07% of approximate production capacity) x (x factory price) (at least BDT.1250 and highest BDT. 10,00,000)
  - For other products: (0.1% of approximate production capacity) x (x factory price). (At least BDT. 1875 and highest BDT. 15,00,000) + 15% VAT
- ▶ License fee: BDT 200.00 + 15% VAT

## i. Import Permit

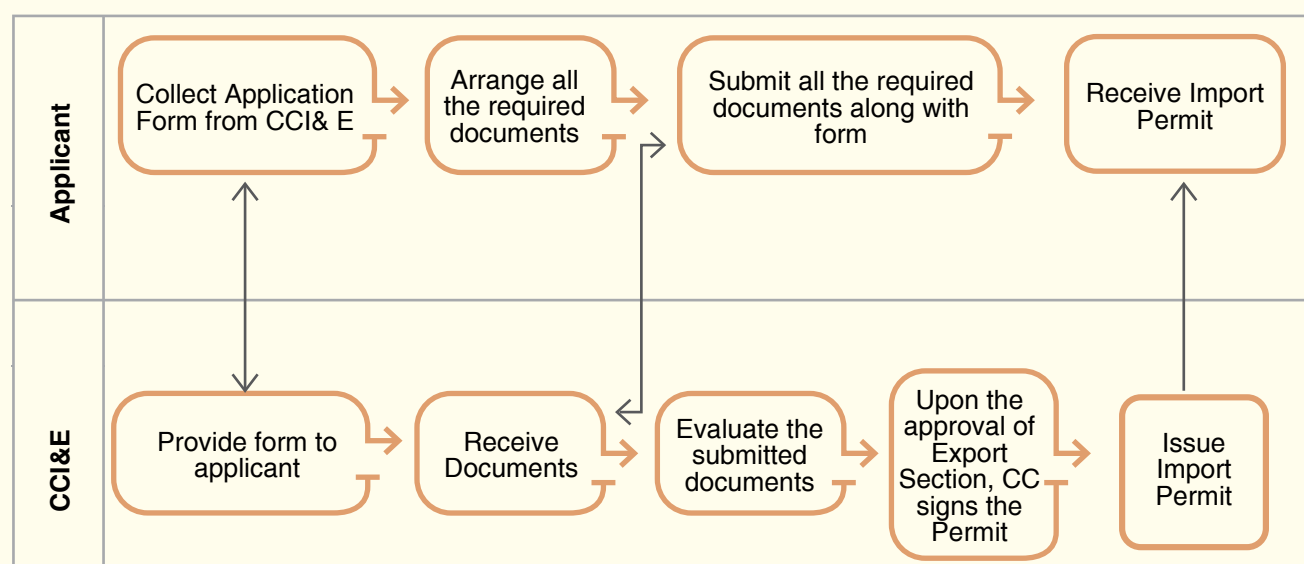
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

### Fee Schedule:

- No fee is required

## j. Import Registration Certificate (IRC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

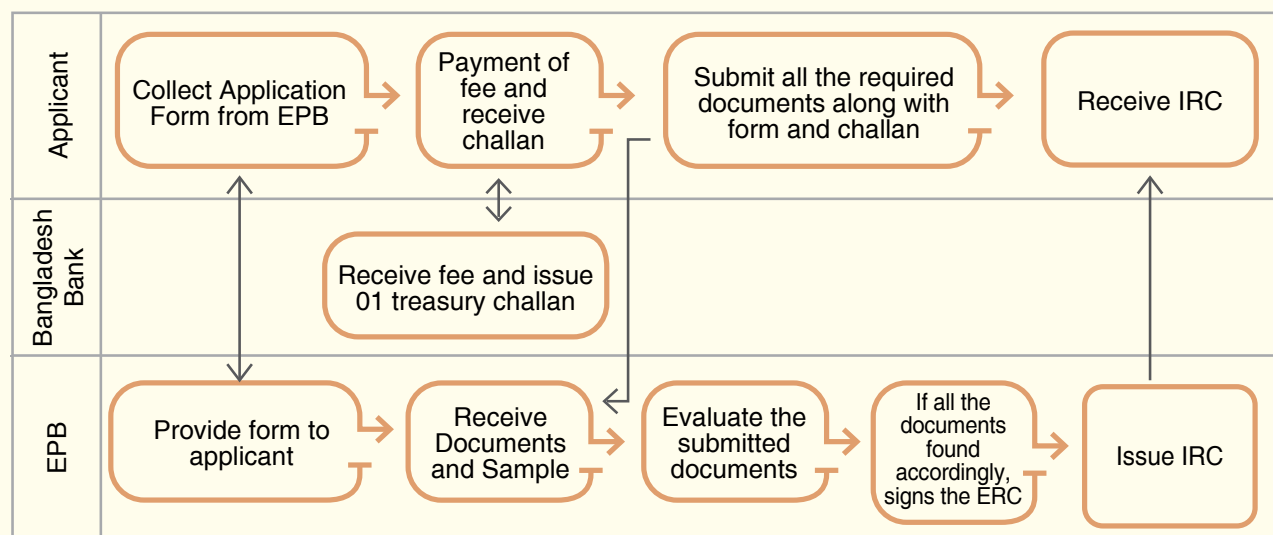
### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

## Fee Schedule:



## 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## k. Environment Certificate – Orange A

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment & Forests

### Required Documents – For Fresh Issuance

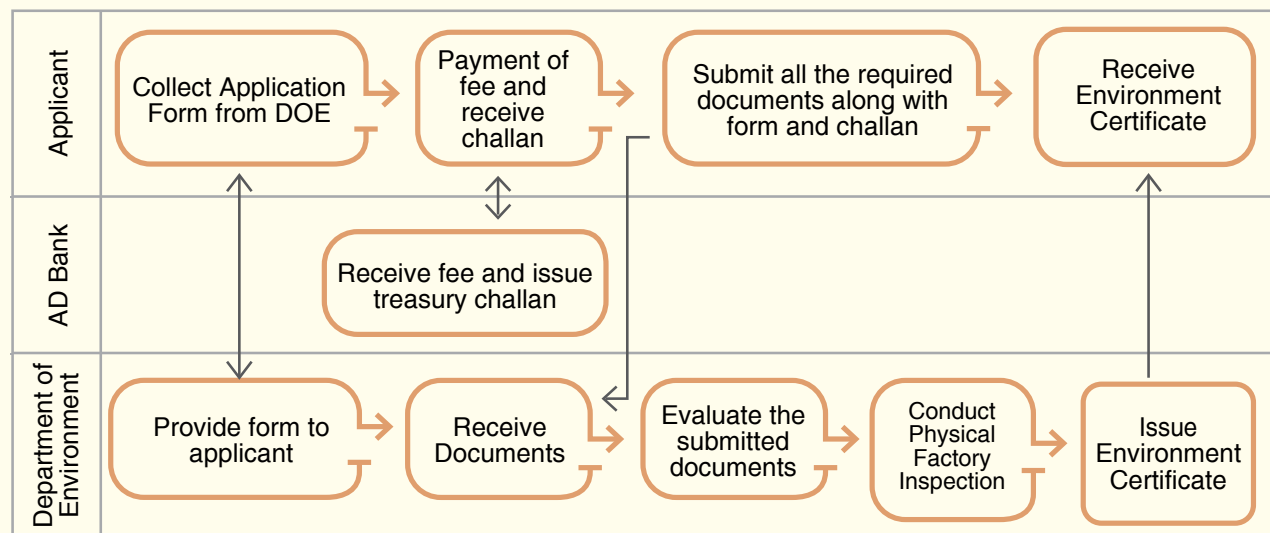
Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	Main Copy
2. Project Profile/DPP/Feasibility Study Report/General Information	Attested Copy
3. Treasury Chalan	Main Copy
4. NOC from local Chairman/Ward Commissioner	Attested Copy
5. Location Map and Layout of Plant/Factory	Attested Copy
6. Details of Product with Raw Materials and Process Flow Diagram	Attested Copy
7. Ownership Deed of the Plant	Attested Copy
8. Mouza Map/Khotian and Land Stain of Project	Attested Copy
9. Trade License	Attested Copy
10. Ownership Deed of the Plant	Attested Copy
11. Waste management	Attested Copy
12. License/Opinion/NoC from concerned Government Authority	Attested Copy

### Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy

Required Documents	Remarks
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	-

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

### Fee Schedule:

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000
20 crore – 50 crores	80000
50 crore – 100 crores	120000
100 crore – 200 crores	200000

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
200 crore – 500 crores	300000
500 crore – 1000 crores	400000
More than 1000 crores	500000

### Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

### Fee Schedule:

The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee + 15% VAT

## I. Fire Safety Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

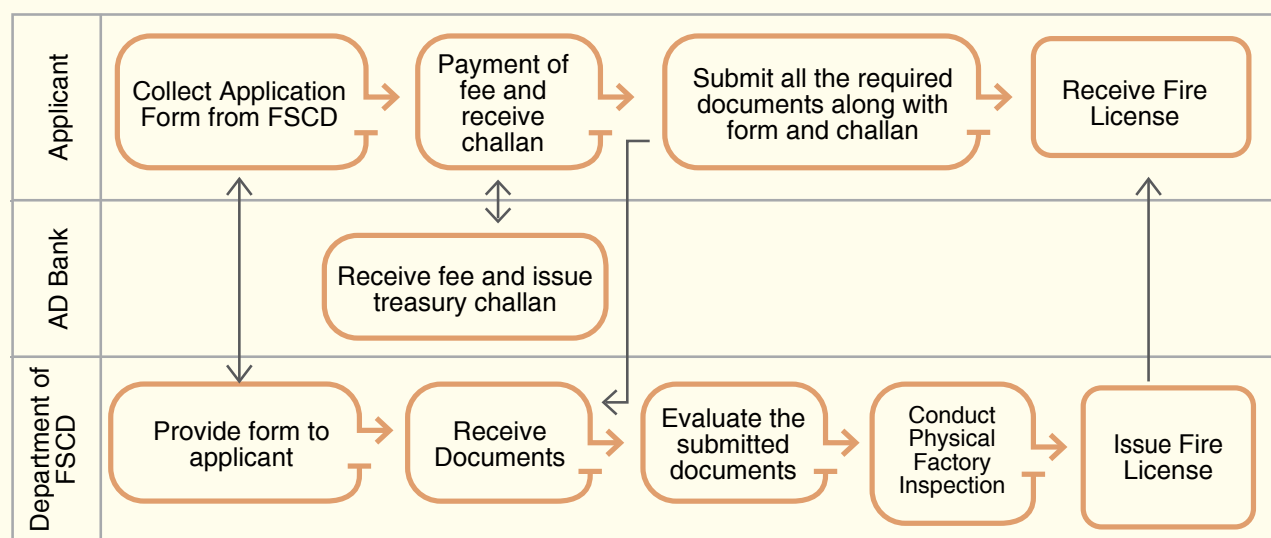
### Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First- Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)
5. Layout of the establishment authorized by RAJUK /CDA /KDA /RDA /City Corporation /Municipality / Union Parishad	Original Copy duly attested by a First- Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First- Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC

Required Documents	Remarks
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

### Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
90 Working Days	100 – 120 Working Days

### Fee Schedule:

- Fee depends on the assessment

### Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
30 Working Days	30 working Days

Fee Schedule: Fee depends on the assessment

## m. Registration of Product Packing

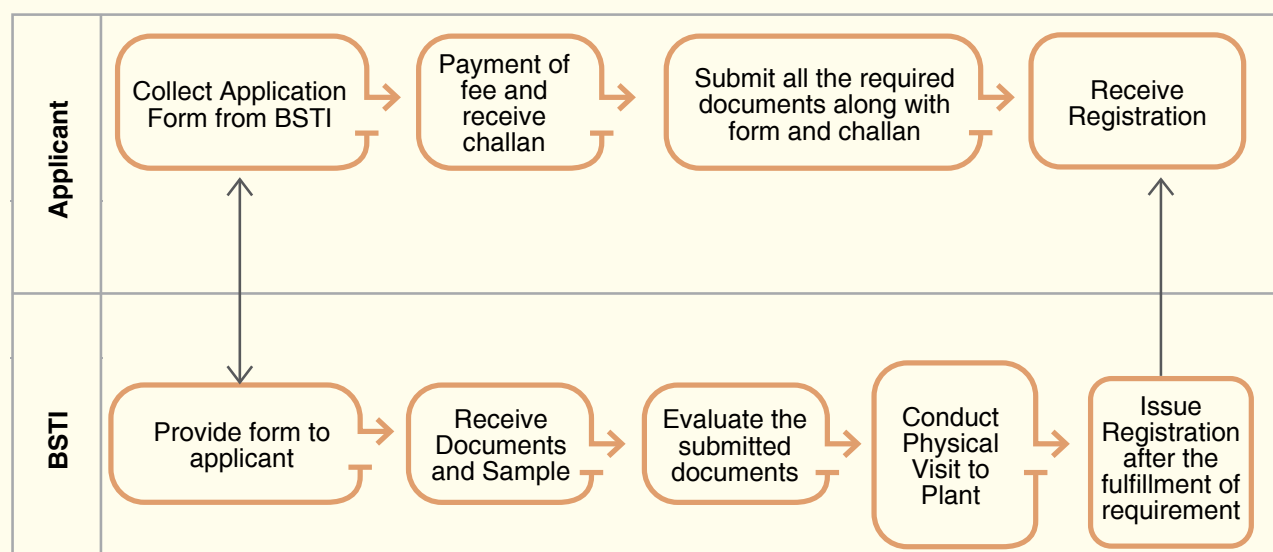
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

### Required Documents

Required Documents	Remarks
1. Prescribed Form	Main Copy
2. TIN Certificate	Photocopy
3. Trade License	Photocopy
4. Packet of the Product as Sample	-

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
10 Working Days	Time may vary

**Fee Schedule:** BDT 1000

## n. Health Certificate

### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

### Steps to Avail Health Certificate:

1. Applicant visit the Civil Surgeon Office.
2. Health Centre of Civil Surgeon Office conduct the list health checkup of the applicant.
3. Prepare the test report
4. Send the report to Civil Surgeon
5. Civil Surgeon signs the Health Certificate
6. Applicant receives the Health Certificate

(Note: No Citizen Charter or data is available to get the instructions or idea to avail the Health Certificate from Civil Surgeon Office.)

## o. Export Permit

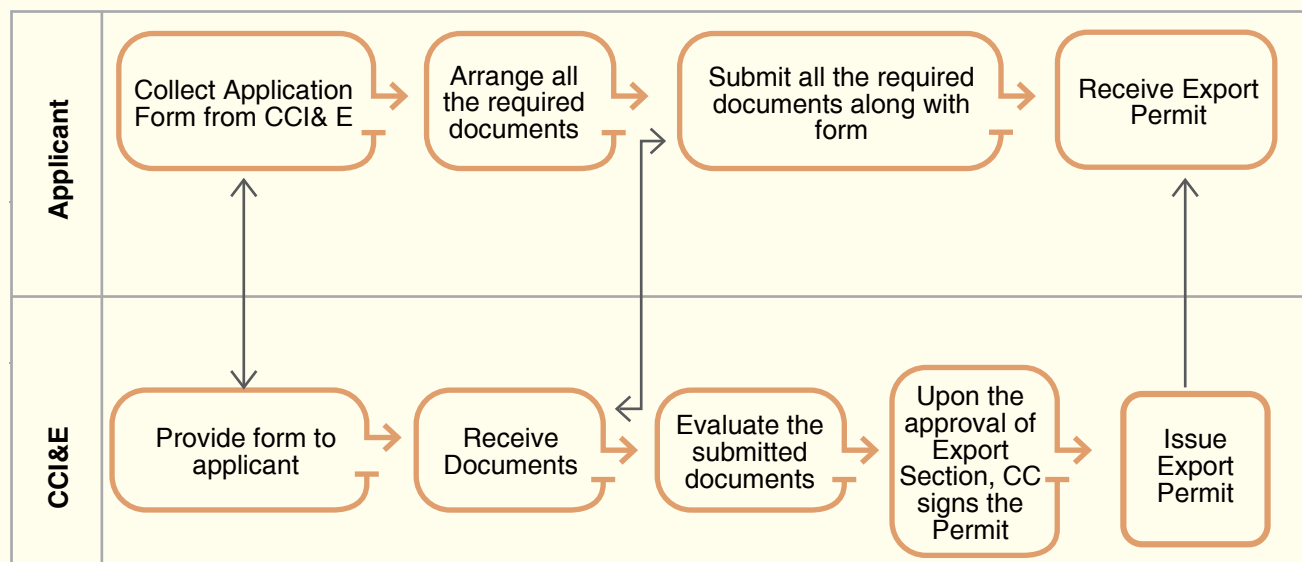
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

## Fee Schedule:

- No fee is required

## p. Export Registration Certificate (ERC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

## Required Documents – Fresh Issuance

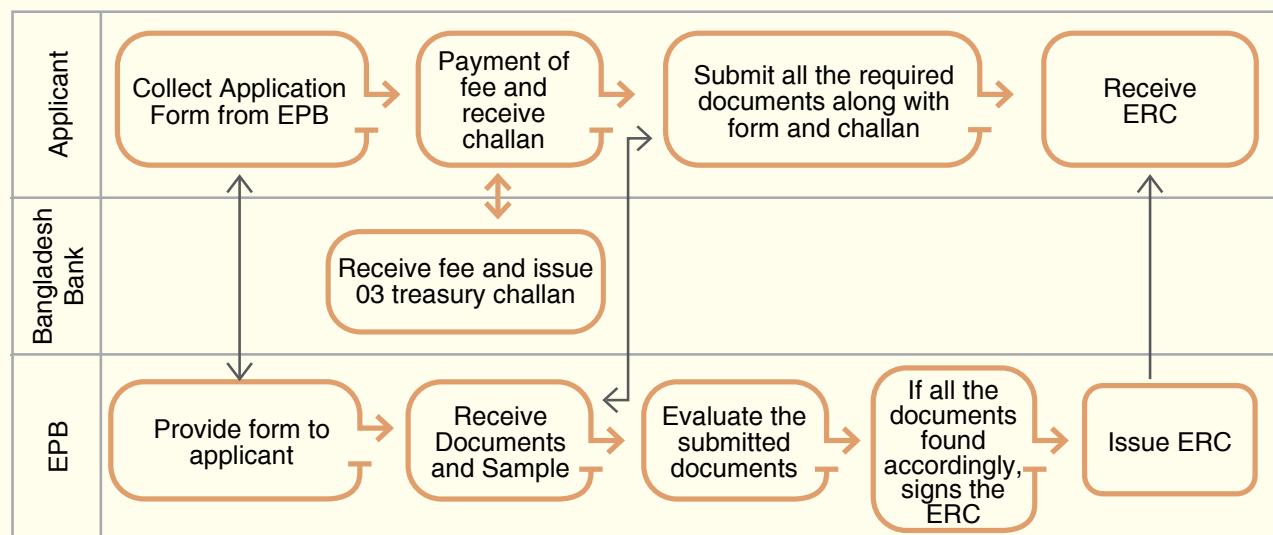
Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman

Required Documents	Remarks
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

### Process Map



### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

#### Fee Schedule:

- ▶ BDT 7,000.00

### Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

#### Fee Schedule:

- ▶ BDT 5,000.00



## q. Registration for Hatchery Establishment and Operation

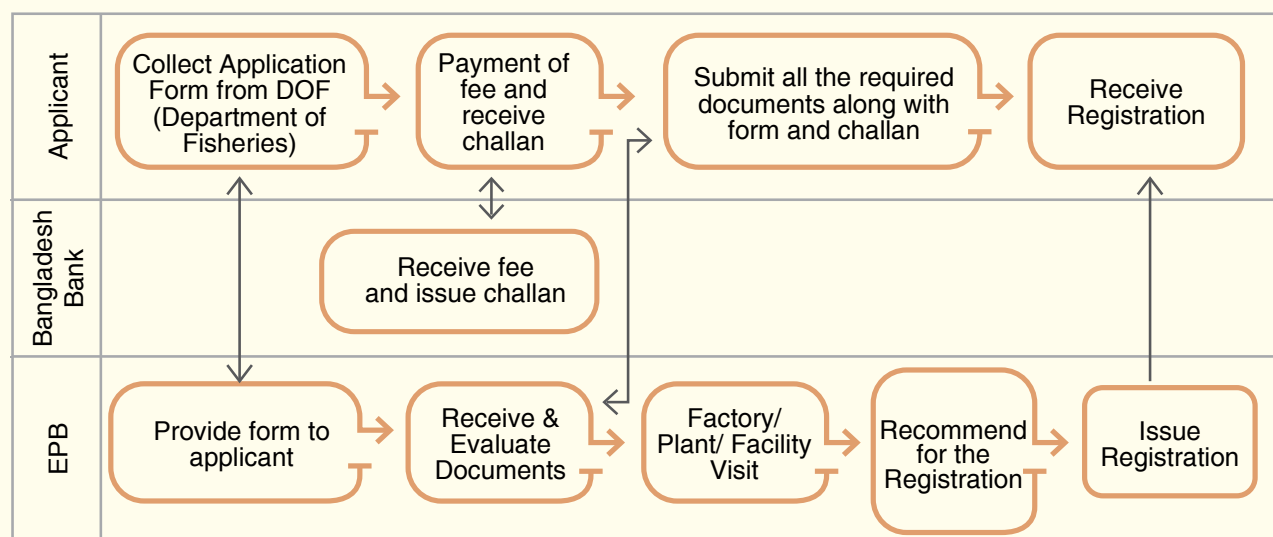
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fisheries

### Required Documents – Fresh Issuance

Required Documents	Remarks
Prescribed Application Form	Original COpy
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Certificate	Attested Copy
NID	Attested Copy
Production Capacity of Hatchery	Attested Copy
Infrastructure Facility of Hatchery	Attested Copy
Water Management System	Attested Copy
Waste Management System	Attested Copy
Electricity Management System	Attested Copy
Manpower Information	Attested Copy
Treasury Chalan	Attested Copy

### Process Map



### Time -

- Requires 30 days to avail the Registration from DOF.

### Fee Schedule

No.	Category of Hatchery	Application Fee BDT	Registration Fee BDT	Renewal Fee BDT
1	Category 1: Carp fish	200	3000	2000

No.	Category of Hatchery	Application Fee BDT	Registration Fee BDT	Renewal Fee BDT
2	Category 2: Shrimp	200	7500	6000
3	Category 3: Perch, Cat Fish Snake Head	200	3000	2000
4	Category 4: Monosex	200	3000	2000
5	Category 5: Ornamental Fish	200	1500	1000
6	Category 6: Other Except Fish	200	3000	1000

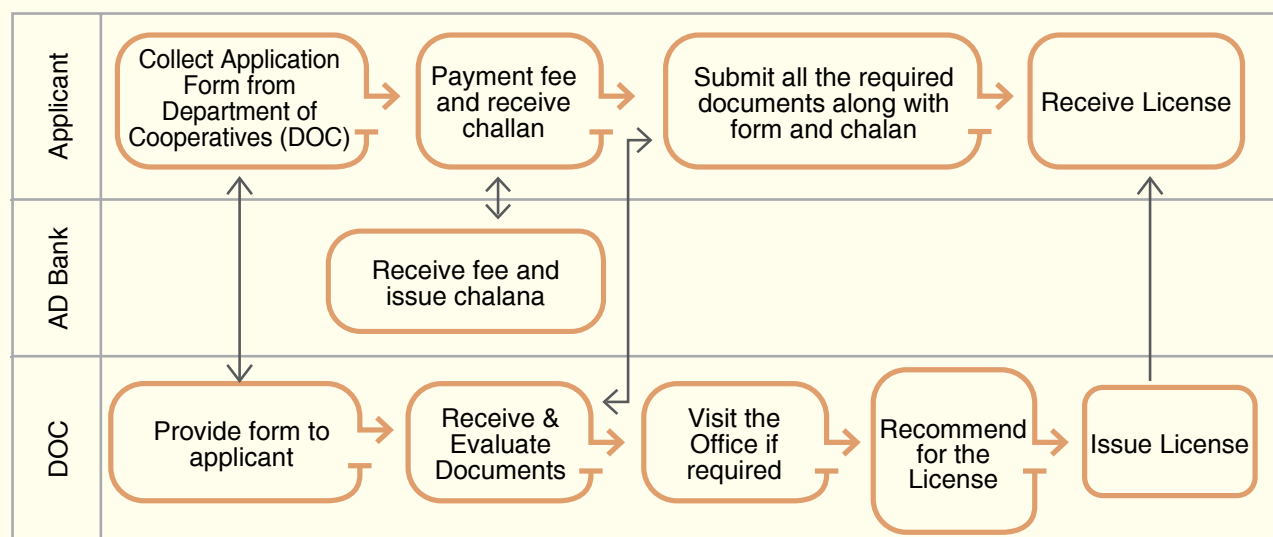
## r. Registration of Co-operatives

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Cooperatives

### Required Documents – Fresh Issuance

Required Documents	Remarks
Application Form	Attested Copy
Treasury Chalan	Attested Copy
Budget of Upcoming 2 Years	Attested Copy
Meeting Minutes	Attested Copy
NID of the Members	Attested Copy

### Process Map



Fee	Cost
Central Cooperatives	BDT 1000
General Cooperative	BDT 300
VAT	15%

## Time-

- Requires 60 days to avail the Registration from DOC.

## s. Lease License for Jol Mohal


## Incumbent Office

Category	License
Renewal Frequency of the License	-
Issuing Ministry/Agency	Ministry of Land

### Required Documents – Fresh Issuance

Required Documents	Remarks
Trade License Project proposal	Attested Copy
Registration of Cooperative	Attested Copy
NID of Members	Attested Copy
Certificate from District Fisheries Officer	Attested Copy
Fisheries ID Card	Attested Copy
Bank Draft	Attested Copy
Memorandum of Association	Attested Copy
Article of Association	Attested Copy
Meeting Minutes	Attested Copy
Bank Solvency Certificate	Attested Copy
Audit Report	Attested Copy

## Process Map



ভূমি মন্ত্রণালয়  
গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

৬৪ জেপ

৪৯২ উপজেলা

২৬২৭৫ জল মহাল

জল মহালের নাম

🔍 অনুসন্ধান

প্রদান পত্রিকা

জল মহাল ইজারার রূপা আবেদন করুন

আবেদনের অবস্থা অনুসরণ

ব্যবহার নির্দেশিকা

ফেরতযোগ্য

জল মহাল আবেদন এর জন্য নিবন্ধন করুন

১ নিবন্ধন

২ মোবাইল ভেরিফিকেশন

৩ আবেদনের তথ্য

৪ আবেদন সংযুক্তি

মৎস্যজীবী সমিতির নাম :

মৎস্যজীবী সমিতির নাম

মৎস্যজীবী সমবায় সমিতির ঠিকানা :

সমিতির সভাপতি/সম্পাদকের এফআইডি

সমিতির সভাপতি/সম্পাদকের জন্ম তারিখ :

YYYY-MM-DD

সমিতির সভাপতি/সম্পাদকের ইমেইল ঠিকানা :

ইমেইল ঠিকানা

রেজিস্ট্রেশন নম্বর :

রেজিস্ট্রেশন নম্বর

মৎস্যজীবী সমবায় সমিতির আবেদনকারীর পদবি :

-- নির্বাচন করুন --

সমিতির সভাপতি/সম্পাদকের জাতীয় পরিচয়পত্র নং :

১০ অথবা ১৭ ডিজিট এর জাতীয় পরিচয়পত্র নং

সমিতির সভাপতি/সম্পাদকের মোবাইল নম্বর :

সমিতির সভাপতি/সম্পাদকের এফআইডি সংযুক্তি করুন

Choose File

No file chosen

নিবন্ধন করুন

Online Registration for Jol Mohal is available at <http://jm.lams.gov.bd/application/create/user/register>

Fee: Average lease payment of the last three years. Time: Requires 30 days to avail the Registration.

## t. Project Approval of BIDA

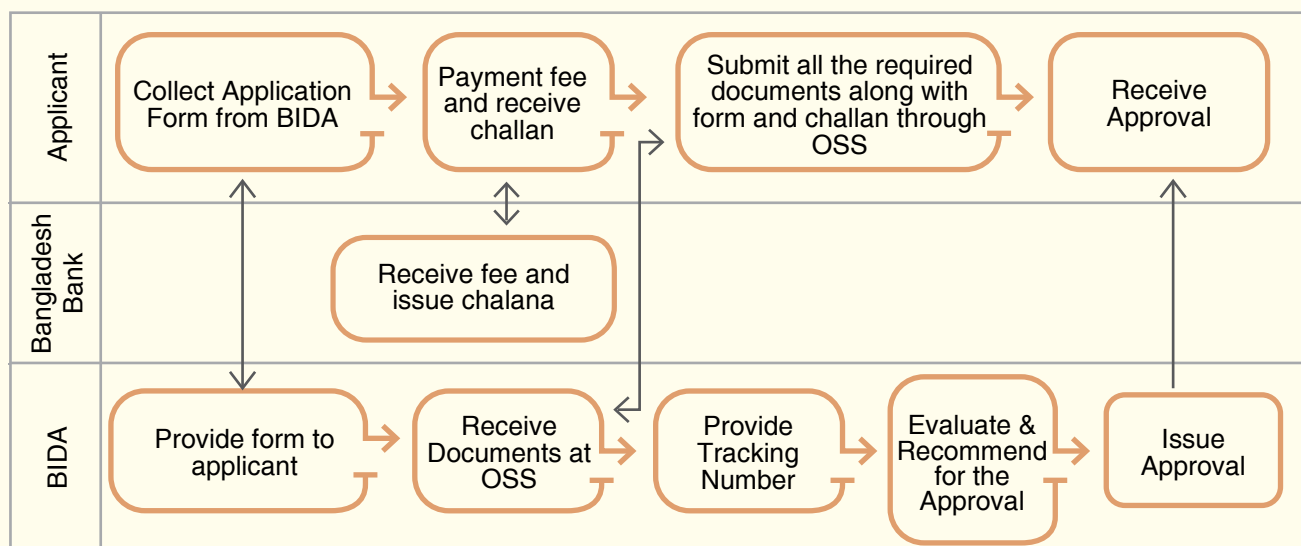
### Incumbent Office

Category	Approval
Renewal Frequency of the License	-
Issuing Ministry/Agency	BIDA

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. Trade License	Attested Copy
3. Certificate of Incorporation along with Memorandum of Association (MOA)	Attested Copy
4. Partnership Deeds	Attested Copy
5. Deeds of the proposed land	Attested Copy
6. Project profile, if the total project cost exceeds BDT 100 million	Attested Copy
7. Background of the proprietors in officials letter head pad	Attested Copy
8. Pay Order/Bank Order for applicable registration fee in favor of Executive Chairman and Member Secretary of BOI	Attested Copy
9. TIN Certificate	Attested Copy
10. VAT Certificate	Attested Copy
11. Other Documents (based on requirement)	Attested Copy

### Process Map



**Time:**

- 15-30 Official Days

**Cost:**

Registration fee for Local Investment		Registration fee for Foreign Investment	
Amount (BDT)	Required Fee (BDT)	Amount (BDT)	Required Fee (BDT)
Up to 1 crore	5000	Up to 10 Crore	5000
10-25 Crore	10000	10-25 Crore	10000
25-50 Crore	25000	25-50 Crore	25000
50-100 Crore	50000	50-100	50000
Over 100 Crore	100000	-	-

## u. Government Permit/Gate Pass to Fishing at Sundarban at for Dry Fish Production

Several thousands of fishermen run their business operation (fishing, processing, drying, packing, storing, selling etc.) in five chars under Dubla in Sarankhola upazila. The five chars are - Alorkol, Majher Kella, Meher Ali, Narikelbaria and Shelarchar. The fishermen build makeshift on the bank of the Bay of Bengal during the season for catching and drying fish.

The fishing season at Sundarban has been started in the second week of October and continued till March. Fishermen need to collect pass/permission from the respective Forest Office under the Department of Forest.

Forest Office issues the gate pass immediately after the arrival/reporting of the fishermen in the office. Fishermen pay a specific fee to avail of the pass in that respect. Basically, they submit NID as the document for validation purposes.

*N.B: No structured list of data/process/documents/fee schedule/time frame/process map is available on the website.*



# Business Journey Map of **FISH FEED INDUSTRY** IN BANGLADESH



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- 2.2 Players of Fish Feed Industry
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- a. Trade License – Commercial Firm
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- c. Approval of Layout Factory Plan and Registration
- d. Name Clearance Certificate for Companies
- e. Registration of (Private and Public) Company
- f. TIN Certificate
- g. VAT Certificate
- h. Certification of Mark (CM) Certificate.
- i. Import Permit
- j. Import Registration Certificate (IRC).
- k. Environment Certificate – Orange A
- l. Fire Safety Certificate.
- m. Registration of Product Packing

- n. Health Certificate
- o. Export Permit
- p. Export Registration Certificate (ERC)
- q. EPB Enrollment Certificate
- r. Project Approval of BIDA
- s. License for Production, Processing and Storage of Fish Feed
- t. License for Import of Fish Feed
- u. License for Export of Fish Feed.
- v. License for Sale of Fish Feed (Wholesale & Retail)



# Chapter 1: Introduction

## 1.1 Background of the Study

Fish has been treated as one of the best sources of cheap but healthy protein. Besides, fish farming is highly appreciated from the point of view to self-employment, employment generation and decent earnings. Bangladesh is a riverine country, besides it has number of water reservoirs like river, pond, lake etc. People cultivate fish in these reservoirs for personal and commercial purposes. To ensure the proper growth of fish, there is no alternative to high quality fish feed. Fish feed constitutes 40-60% of the total cost of fish production process. Farmers will not be able to avail the expected return without marketing the healthy and well sized fish in the market. Quality fish feed has been treated as the major ingredients to ensure the desired growth of fish.

## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on May 24, 2022, with the participation of stakeholders from Fish Feed Industry to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

## 1.3 Objectives of the Study

1. To design the Business Journey Map of Fish Feed Industry in Bangladesh,
2. To identify the G2B Services required to conduct Fish Feed Industry operation in Bangladesh,
3. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
4. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

## 1.4 Reason to Choose the Sector

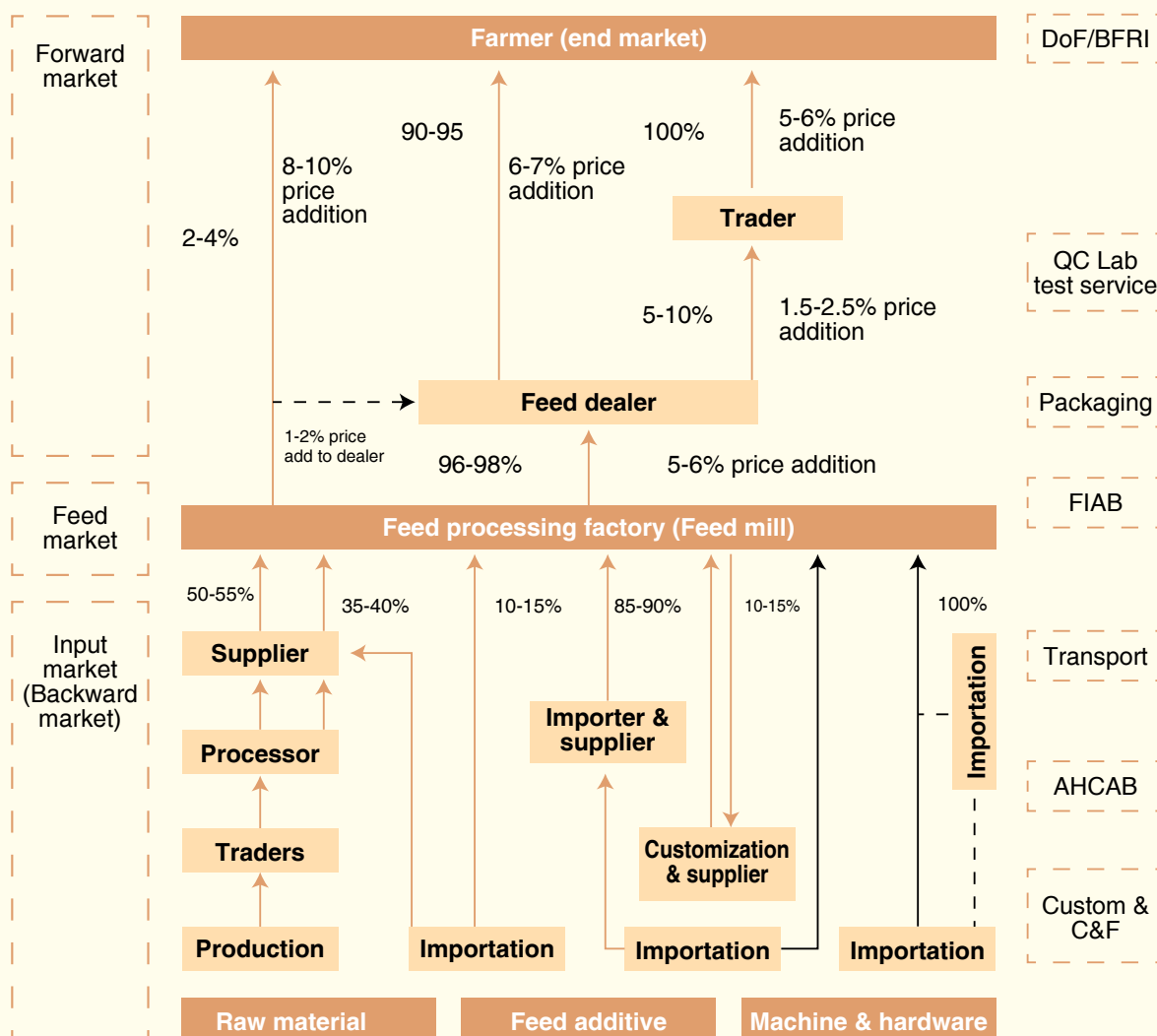
The fish feed industry is an integral part of the development of the fish-producing industry in Bangladesh. Most of the ingredients/raw materials of this industry are imported. The sustainable growth of the fish and fish feed industries are highly linked to each other. There are several fish feed companies in Bangladesh. Most of them try their level best to produce the best quality fish feed. The sector needs more policy assistance to grow further. In that respect, the government has decided to have the voice of the stakeholders of the Fish Feed Industry to identify their business pain points (constraints/hindrances) as well as the way forward to build a better business-friendly environment with confidence.

## Chapter 2: Fish Feed Industry in Bangladesh

### 2.1 Fish Feed Industry & Value Chain

The use of aquaculture feeds in Bangladesh has grown substantially in the past few years, and now over 1 million tons of commercial pelleted feed are being formulated for use by aquaculture farmers. An estimated further 0.4 million tons of locally-formulated and processed diets are also being prepared by small village-based feed-making enterprises. Rapid growth in use of formulated feeds has helped many aquaculture farmers intensify production, but at the same time has raised a number of issues including feed quality, feed management efficiency and environmental sustainability.

Fish feed production and use in Bangladesh aquaculture has increased dramatically in the past 5 years, with an estimated 1 million tons of commercially formulated pelleted feed produced, and between 0.3 and 0.4 million tons of feeds produced by micro-and small-enterprises at village level. Feeding of fish with formulated diets has contributed to the increasing intensity of production of major fish species such as Nile tilapia (*Oreochromis niloticus*), Pangas (*Pangasianodon hypophthalmus*), climbing perch (*Anabas testudineus*), major carps and others.



Various suppliers and traders deliver ingredients to feed formulators, although large and medium feed mills import directly, accounting for about 10–15% of total raw materials used. Feed additives are imported, and traded through various channels. Machines used for feed processing are directly imported by feed mills with assistance of marketing agents from manufacturing companies. Feed dealers that distribute 96–98% of feed from feed mills to farmers typically earn a commission of 6–7% on buying price. The dealers distribute around 5–10% of total feed to remote areas, or to small farmers, through other traders.

The growth of both commercial aquaculture and commercial fish feed production in Bangladesh over the past 10 years has been significant, and there is considerable room for further expansion of both sectors over the medium to long term, given a growing population with rising incomes and strong cultural preferences for fish consumption. This represents a major strength and opportunity for the feed sector.

## 2.2 Players of Fish Feed Industry

To reach the fish feed to the fish farmers, there is existence of several players in the supply chain like-

1. Producer, Manufacturer, Processor of Fish Feed
2. Importer of Fish Feed
3. Exporter of Fish Feed
4. Seller of Fish Feed (Wholesale & Retailer)

*Fig: Fish Feed Value Chain in Bangladesh (source: Working Paper: 2013-34 Improving aquaculture feed in Bangladesh: From feed ingredients to farmer profit to safe consumption by USAID, World Fish, CGIAR)*

## 2.3 Leading Fish Feed Companies in Bangladesh

Fish Feed Association of Bangladesh has 96 registered members. Besides that there are number of local/area based fish feed producers. List of renowned fish feed producers in Bangladesh are-

1. ACI Godreg Agrovat Private Limited
2. C.P. Bangladesh Co. Ltd.
3. Nourish Poultry & Hatchery Ltd.
4. Kazi Farms Limited
5. Provita Feed and Hatcheries Ltd.
6. Quality Feeds Limited
7. Spectra Hexa Feeds Ltd.
8. Paragon Group
9. Suguna Food and Feeds Bangladesh Private Ltd.
10. Aftab Feed Products Ltd.

## Chapter 3: Government to Business (G2B) Service and Business Journey Map (BJM) Identification of Fish Feed Industry

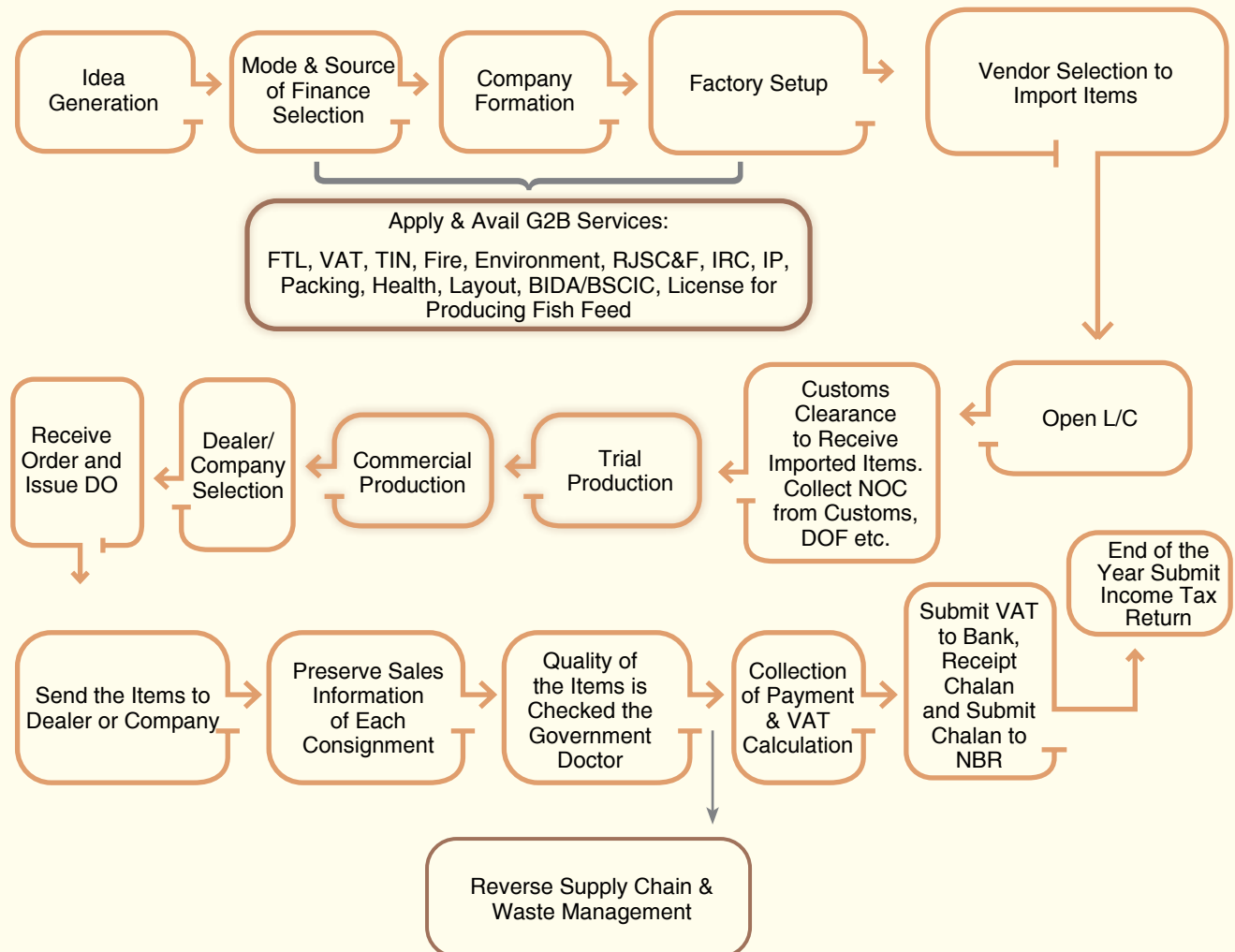
### 3.1 Required G2B Services

List of G2B services (license/permission/certificate/approval/permit etc.) required to operate several segment of fish feed industry is tabled-

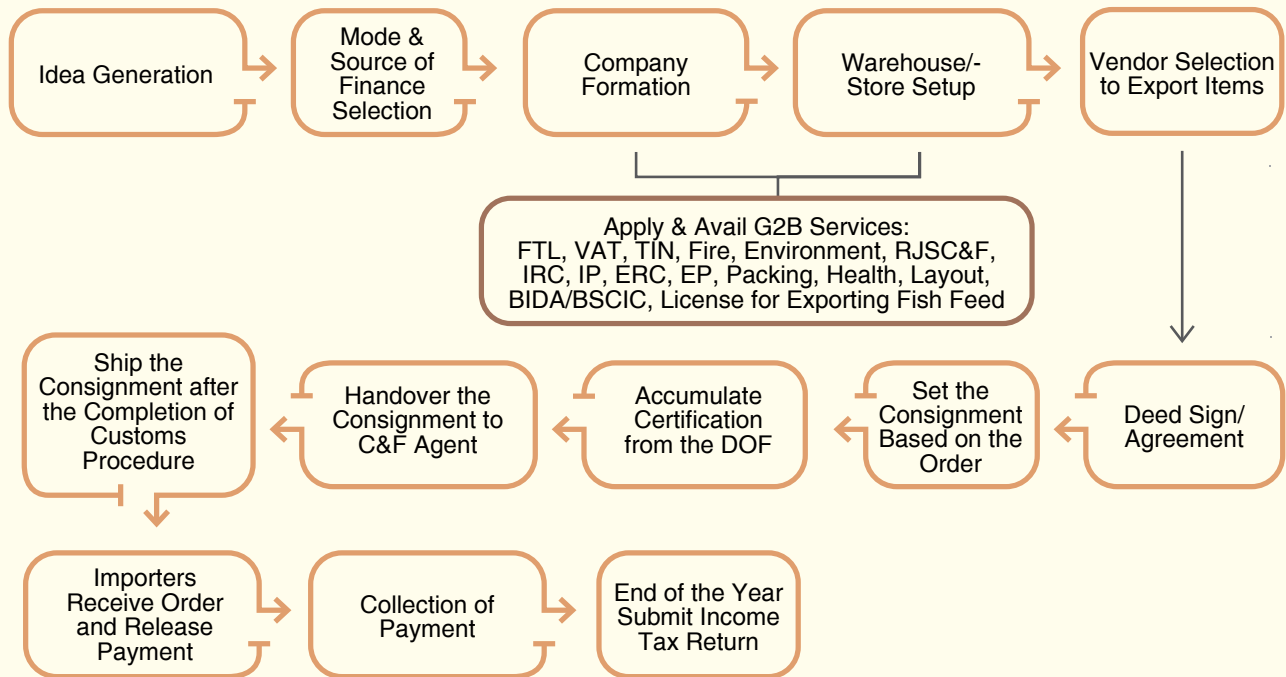
Sector Players	G2B Services
Producer, Manufacturer, Processor of Fish Feed	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN Certificate</li> <li>3. VAT Certificate</li> <li>4. Name Clearance Certificate</li> <li>5. Registration of Private Ltd. Co.</li> <li>6. Import Registration Certificate (IRC)</li> <li>7. Import Permit (IP)</li> <li>8. Certification of Mark License</li> <li>9. Packing Registration</li> <li>10. Environment Certificate</li> <li>11. Fire Certificate</li> <li>12. Health Certificate</li> <li>13. Factory Plan &amp; Layout Approval</li> <li>14. Approval from BIDA</li> <li>15. Approval from BSCIC</li> <li>16. License for Production, Manufacturing Processing and Storage of Fish Feed</li> </ol>
Importer of Fish Feed	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN Certificate</li> <li>3. VAT Certificate</li> <li>4. Name Clearance Certificate</li> <li>5. Registration of Private Ltd. Co.</li> <li>6. Import Registration Certificate (IRC)</li> <li>7. Import Permit (IP)</li> <li>8. Certification of Mark License</li> <li>9. Packing Registration</li> <li>10. Environment Certificate</li> <li>11. Fire Certificate</li> <li>12. Health Certificate</li> <li>13. Factory Plan &amp; Layout Approval</li> <li>14. Approval from BIDA</li> <li>15. License for Import of Fish Feed</li> </ol>

Sector Players	G2B Services
Exporter of Fish Feed	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN Certificate</li> <li>3. VAT Certificate</li> <li>4. Name Clearance Certificate</li> <li>5. Registration of Private Ltd. Co.</li> <li>6. Import Registration Certificate (IRC)</li> <li>7. Import Permit (IP)</li> <li>8. Export Registration Certificate (ERC)</li> <li>9. Export Permit (EP)</li> <li>10. Certification of Mark License</li> <li>11. Packing Registration</li> <li>12. Environment Certificate</li> <li>13. Fire Certificate</li> <li>14. Health Certificate</li> <li>15. Factory Plan &amp; Layout Approval</li> <li>16. Approval from BIDA</li> <li>17. License for Export of Fish Feed</li> </ol>
Seller of Fish Feed (Wholesale & Retailer)	<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. TIN Certificate</li> <li>3. VAT Certificate</li> <li>4. Name Clearance Certificate</li> <li>5. Registration of Private Ltd. Co.</li> <li>6. Environment Certificate</li> <li>7. Fire Certificate</li> <li>8. Health Certificate</li> <li>9. Approval from BIDA</li> <li>10. License for Export of Fish Feed</li> </ol>

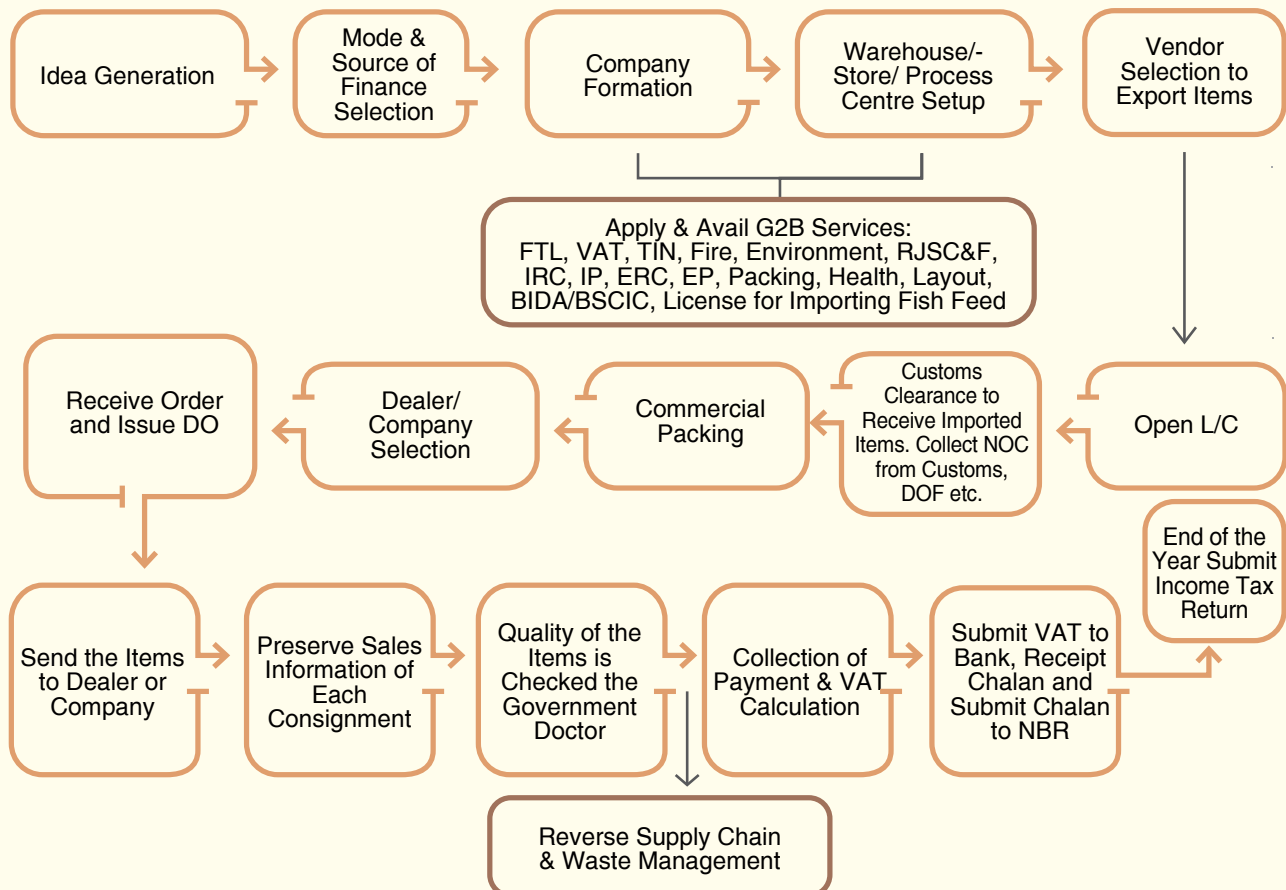
### 3.2 Business Journey Map of Fish Feed Producer/Manufacturer



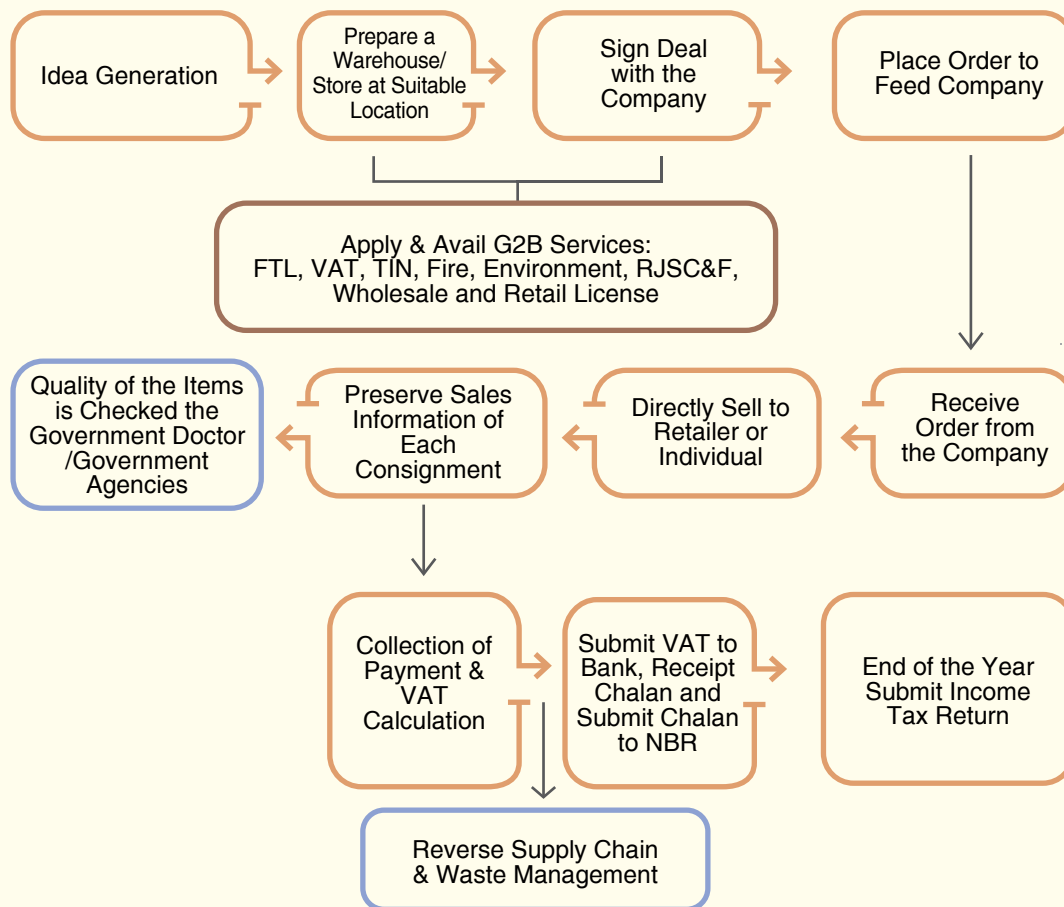
### 3.3 Business Journey Map of Fish Feed Exporter



### 3.4 Business Journey Map of Fish Feed Importer



### 3.5 Business Journey Map of Fish Feed Wholesaler and Retailer





## Chapter 4: Pain Points Identification and Way Forward

Entrepreneurs of fish feed industry shared the pain points as well as way forwards to mitigate the constraints-

No	Issue	Constraints	Way forward
1.	Lab Facility for Department of Fisheries (DOF)	It requires NOC from DOF for the export and import purpose. But the lab facility of DOF is very much limited in that respect. It takes time have the NOC in that respect.	Lab facility with well-equipped testing facility should be established in every Upazila Fisheries Office. Besides, DOF should establish testing lab facility in the entry points (sea/air/land ports).
2.	Linkage between DOF & Customs Authority	There is lack of linkage between the DOF and Customs Authority which creates hindrance while calculation tax based on HS code and while releasing the consignments. Moreover, Customs Authority does not consider the NOC issued by DOF to release the imported fish feed.	A dedicated system should be upgraded to validate the NOC and to calculate the tax on import of fish feed.
3.	Problem in Change of Importing Country Port Destination	Customs authority does not allow the port destination which is not mentioned in the B/E. It increases the transportation cost.	Rules on considering the several port destination of the importing countries should be relaxed.
4.	Renewal of Registration Certificate	Though it is declared that the process to avail IRC is now fully automated, but manual intervention is required to complete the process.	CCI&E should come forward to ensure the implementation of the automation to renew the IRC. Entrepreneurs could be communicated via e-mail to submit the required documents (if required).
5.	Packing of Fish feed in Jute Bag	As per the new rules of government, entrepreneurs are forced to use jute bag/sacks to pack the fish feed. There is no such practice in the world to reserve fish feed in jute bag. Such nonscientific policy intervention hampers the growth of industry by <ul style="list-style-type: none"> <li>● Increase cost of packaging by 3/4 times,</li> <li>● Gain moisture in feed,</li> <li>● Quality decrease by a lot.</li> </ul> Fish farmers will be the ultimate sufferer as they have to carry the additional imposed cost.	Government should declare a SRO to withdraw such nonscientific rules for packing fish feed in jute bag to ensure the proper quality of this items.
6.	Problems in Calculating Advance Income Tax	NBR considers the average product cost to calculate the AIT.	

No	Issue	Constraints	Way forward
7.	VAT Exemption for Fish Feed	The imposed VAT on manufacturing stage is ultimately carried by the marginal fish farmers.	The rules followed for the seed, fertilizer etc. should be replicated in the feed industry as the industry is an integral part of the agriculture sector.
8.	Annual Audit	Government has announced rules to ensure the audit of every commercial firm/business entity within the next three months of the end of every fiscal year. Financial penalty will be imposed in case of violation of rules. The issue is that the number of auditors in Bangladesh to audit all the business entities are very few. So, it is very difficult for the entrepreneurs to ensure the audit process within the stated time frame.	An initiative should be taken to increase the numbers of Auditors to ensure the authenticity of the new rules. Till then the rules should be relaxed and penalty in that respect should be exempted.
9.	Extended Free Time at Port for Fish Feed and Additives Imports	Importers avail 4 days' free time at port while importing the items. On the other hand, it requires 12-14 days to complete the PATC test, customs assessment etc. So, importers are bound to pay 8-10 days' additional port charge with penalty in that respect.	Government may extend free time at port for the import of fish feed and additives by considering the testing time.
10.	Capacity Building of Feed Industries Association of Bangladesh	There are 96 members of FIAB. Besides, there are number of non-registered fish feed producers all over the country. Capacity building of FIAB in that respect is required.	MOC, MOFLS, FIAB can work together to increase the awareness among the fish feed producers to produce quality fish feed.

## Chapter 5: Concluding Remark

The fish feed industry plays a vital role in the growth of fish industry. It creates employment as well. In Bangladesh, this industry mostly depends on imported raw materials. Price hike in this industry ultimately hits the fish-producing industry. Besides, the industry has been suffering from several policies related constraints. Moreover, to ensure the sustainable growth of this sector, initiatives should be taken to mitigate the revealed pain points faced by the stakeholders of fish feed industry.

Fish Feed's main ingredients are proteins, fats, vitamins and minerals. The fish feed produced by our factory's Fish Feed Production Line has a variety of proteins that are suitable for amino acid matching. Protein is an important nutrient for fish and shrimp, and it is an important component of cells, tissues, and organs. Insufficient protein intake by fish results in slow growth, decreased immunity, slow tissue turnover, poor wound healing, and vulnerability to disease. At present, it is necessary to strengthen the study of the relationship between immune factors and nutrient substances in fish and shrimp, so as to provide a strong theoretical basis for aquaculture, so as to promote the sustainable development of the aquaculture industry. The purpose of feeding fish to feed is to provide necessary nutrient requirements for keeping fish in good health, optimal growth, and optimum yield, and to minimize the waste brought to the environment for the best profit pay a reasonable cost. The good nutritional quality and physical properties of the feed are the key to the fishery technology achieving its production and economic goals.

There is huge domestic and global demand of fish feed industry. Fish feed could be one of the potential items of the export basket of Bangladesh. Demand based policy assistance is very much required to attain the desired targeted growth of this sector. Government is very much willing to facilitate the fish feed industry to boost the fish production in Bangladesh. Service process simplification along with the policy assistance will lead the prospect of this industry.

## Annex I: Participants List

1. Mohammed Abdul Alim, Assistant General Manager, Kazi Farms Limited
2. Hasan Shahariar, Executive, Spectra Hexa Feeds Ltd.
3. Md. Ariful Islam, Executive, Feed Industries Association Banglaesh (FIAB)
4. Md Shiddikur Rahman, General Secretary, Motshojibi Sambaya Samity
5. Md. Ibrahim Khalil, Incharge, Advanced Fisheries
6. Al Amin Hossain, President, Leaf Charism Union
7. Jahangir Alam, Chairman, South Jamsha Motso Somiti,
8. Md. Futhun Mia, Chairman, LEAF
9. Rafikul Islam, President, Leaf
10. Md. Jamil Hossain, CEO, GreenDale Bangladesh Ltd.
11. Jewel Md. Zakaria, Manager, Nutrihealth Ltd.
12. Md. Monirul Haque Khan, Managing Director, AquaTech
13. Md. Mazharul Islam, AGM, RRP Agro Farms
14. Md. Sohel Parvez, Deputy Manager, Aftab Bahumakhi Farms Ltd.
15. Md Jahid Alom, Executive, Fisheries Census
16. Md. Saidul Islam, Deputy Manager, RB Agro Limited
17. Md. Mokbul Hossain Molla, Proprietor, Molla Fisheries and Agro Marketing
18. Mamun Mir, Fisherman, Leaf

## Annex-II: User Journey Map to Avail G2B Services for Fish Feed Industry

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

#### Required Documents – For Fresh Issues

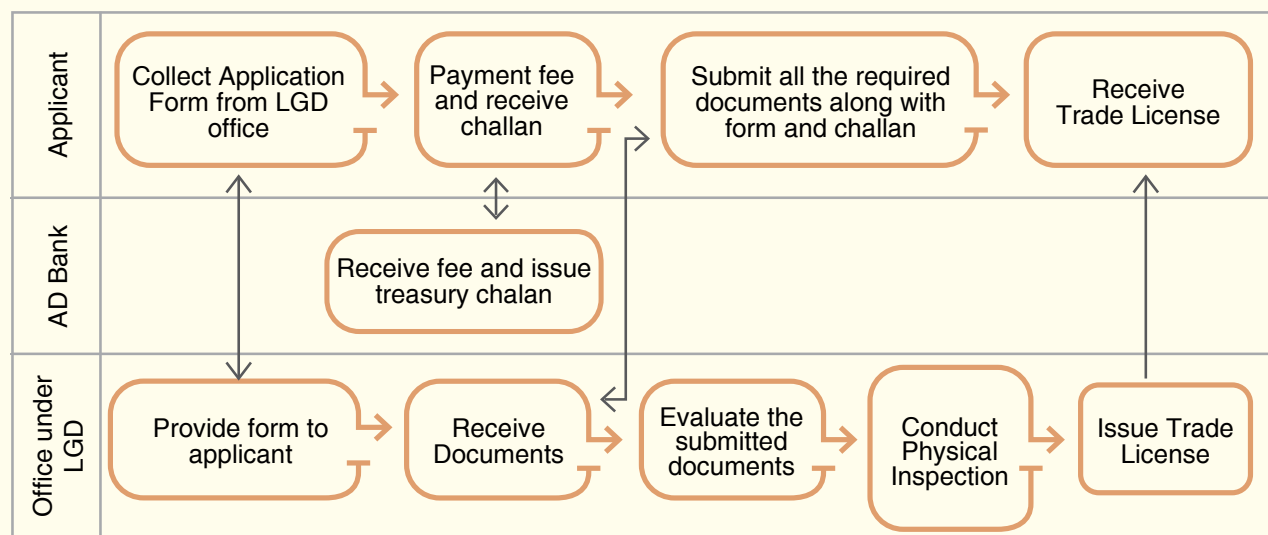
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	
4. Holding Tax	Payment Receipt

Required Documents	Remarks
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

### Process Map



**Time and Cost – For Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

**Fee Schedule:**

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**b. Trade License – Manufacturing Firm****Incumbent Office**

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

**Required Documents – For Fresh Issues**

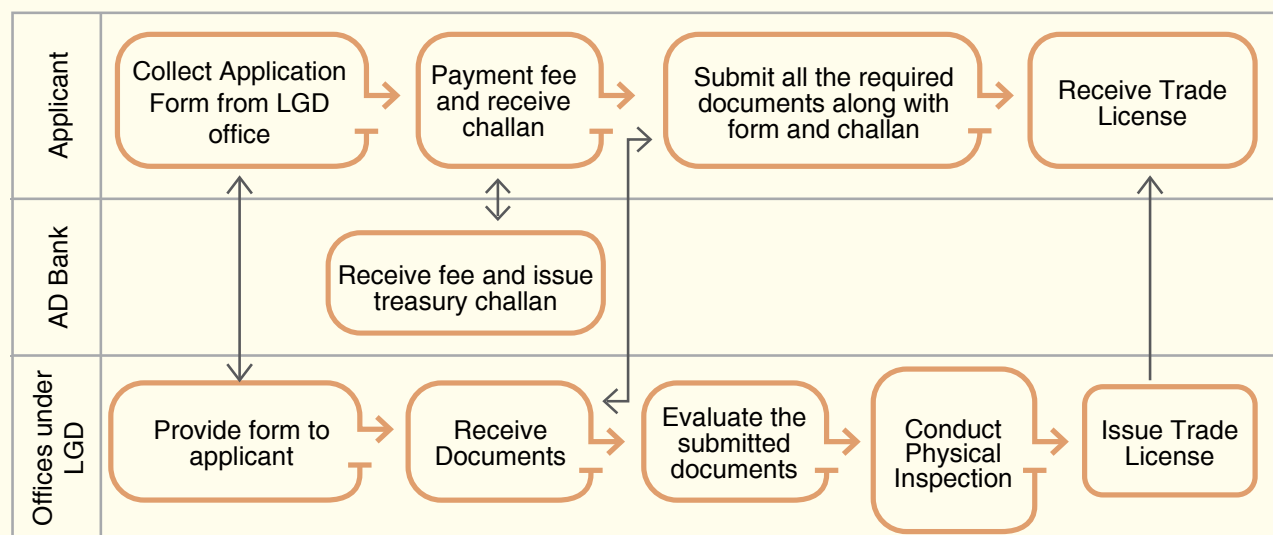
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer

Required Documents	Remarks
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

#### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)



## c. Approval of Layout Factory Plan and Registration

### Incumbent Office

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

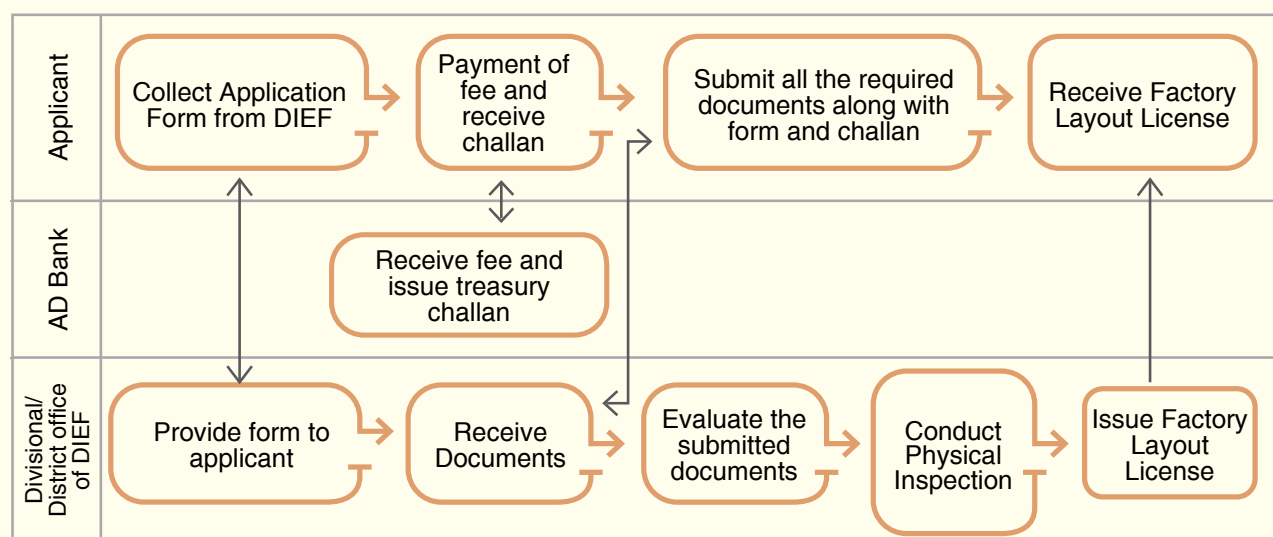
### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

## Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

## Time and Cost – For Renewal

Fee Schedule:

For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

#### d. Name Clearance Certificate for Companies

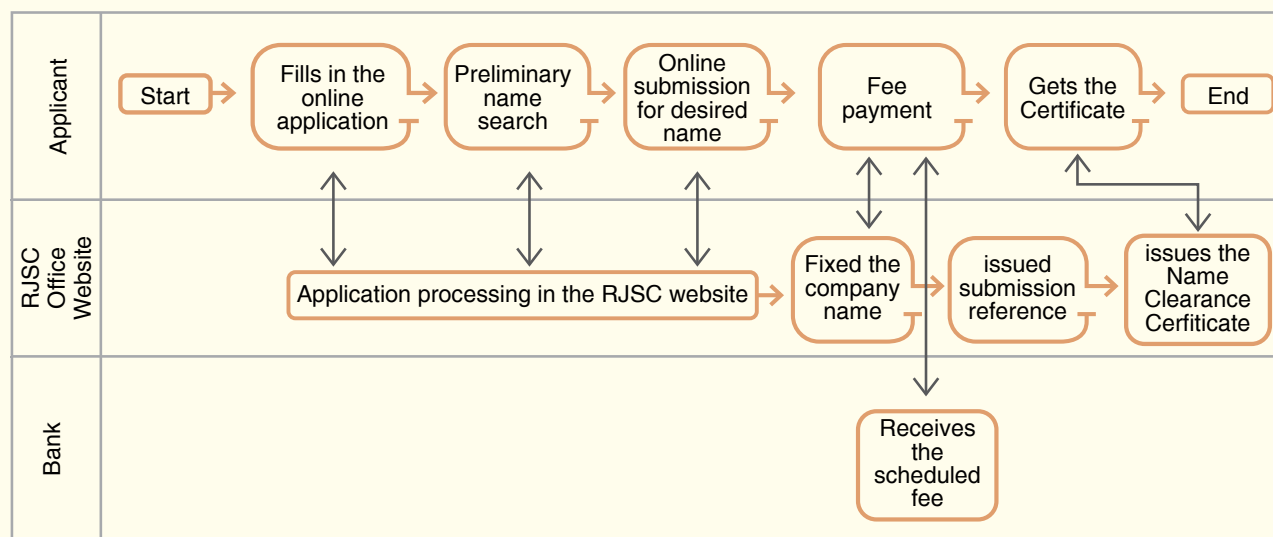
##### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

##### Required Documents

Required Documents	Remarks
1. Application	Online

##### Process Map



##### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

##### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## e. Registration of (Private and Public) Company

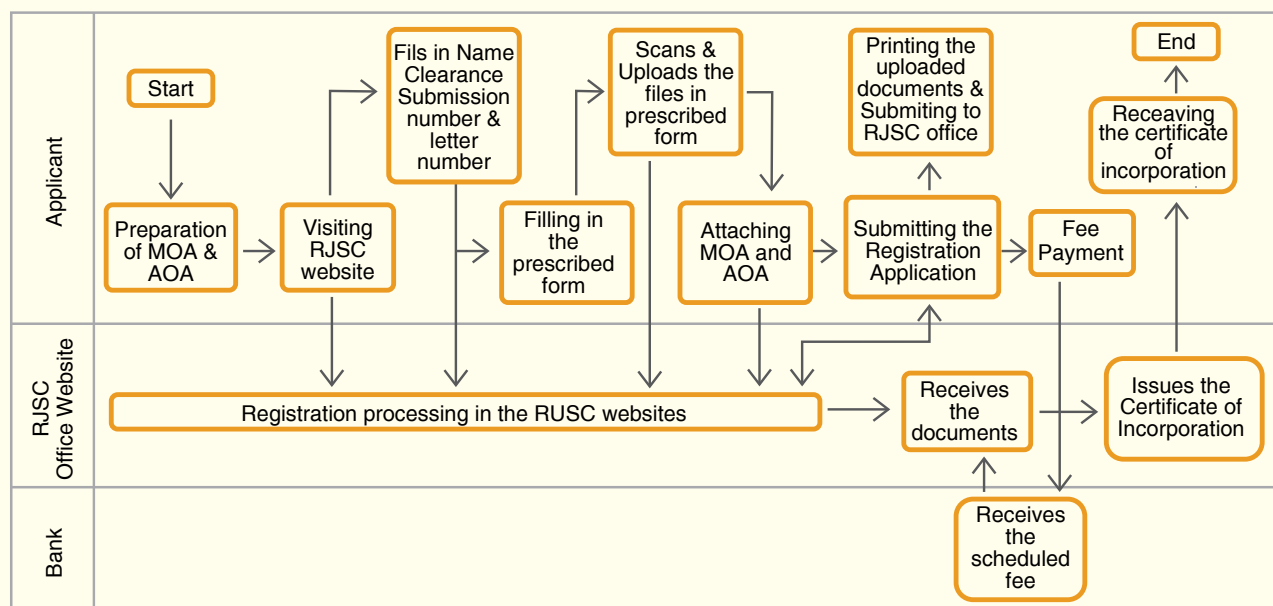
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

## Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00
2. For affixing on the Articles of Association:

Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

## Registration Fee

### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

**2. For the authorized share capital (for both, Private and Public Limited Company)**

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

**f. TIN Certificate****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

**Required Documents**

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	-
4. Name of the authorized person	Managing Director/Chairman of the company

**Steps**

Required	Remarks Documents
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

## Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First Class gazetted officer
2. TIN Certificate	
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazetted officer

Required Documents	Remarks
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested by a First-Class gazetted officer
9. BIDA registration	

## Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmc\\_fri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmc_fri/index.html#/Form/U010)

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required

## h. Certification of Mark (CM) Certificate

### Incumbent Office

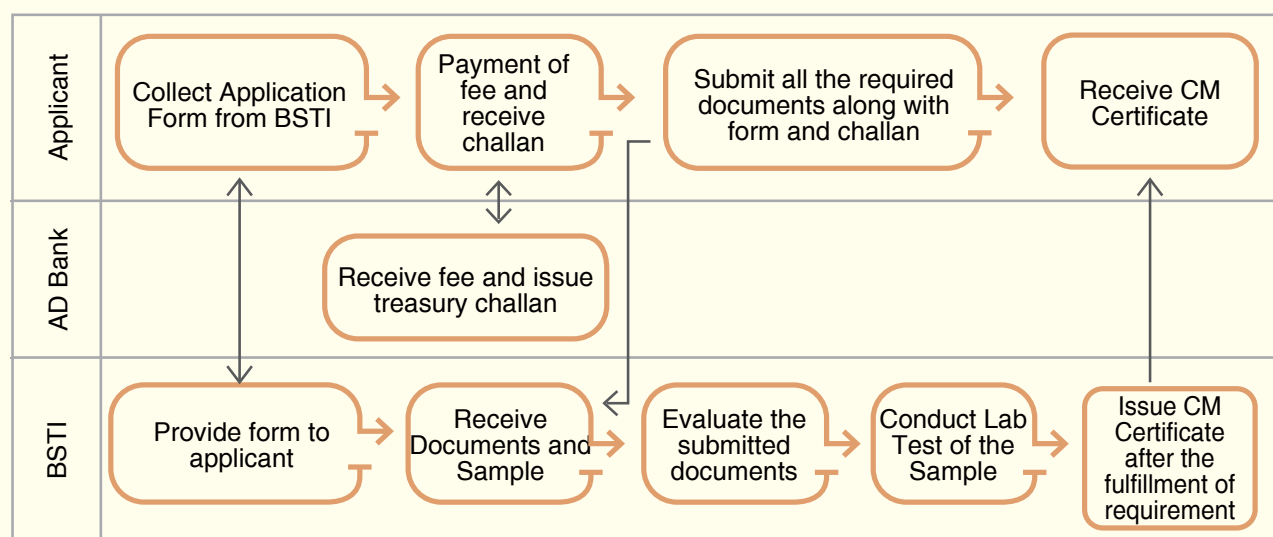
Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries



## Required Documents - For Fresh Issuance & Renewal

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer
4. Label or Packet of the Product, and following contents should be included: <ul style="list-style-type: none"> <li>● Name of the product</li> <li>● Grade/Type/Size/Voltage</li> <li>● Weight/Quantity</li> <li>● Code/Batch no.</li> <li>● Product Ingredients'</li> <li>● Mfg. Date/Exp. date</li> <li>● Name &amp; address of the original Company</li> <li>● Highest retail price</li> <li>● Standard Mark along with BDS No.</li> </ul>	Original
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
8. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
9. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and Radiation Certificate (for milk powder)	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product
10. License from District Commissioner	For Brick field
11. Flow sheet	In each stage of production
12. List of machineries in factory	-
13. Bio-data of the chemist who is appointed for testing	-

## Process Map



## Time and Cost - For Fresh Issuance & Renewal

Official Time Limit (as per BSTI)		Approximate Processing Time for Issuing the License
Document checking and verification after the submission of Application	1 working day	Time may vary
Factory inspection, Sample sealing and issuance of Sample submission	5 working days	
Sample submission in BSTI- OSS office	Depends on Applicant	
Laboratory testing and reporting	Depends on Product wise time	
Approval after receiving the report	5 working days	
Bill Payment	2 working days	
After final approval, submission of Marking fee	Depends on Applicant	
Obtaining License	3 working days	

## Fee Schedule:

- ▶ Application fee: BDT 1000.00 + 15% VAT
- ▶ Testing fee: Product wise
- ▶ Marking fee:
  - In case of Fruits: (0.07% of approximate production capacity) x (x factory price) (at least BDT.1250 and highest BDT. 10,00,000)
  - For other products: (0.1% of approximate production capacity) x (x factory price). (At least BDT. 1875 and highest BDT. 15,00,000) + 15% VAT
- ▶ License fee: BDT 200.00 + 15% VAT

## i. Import Permit

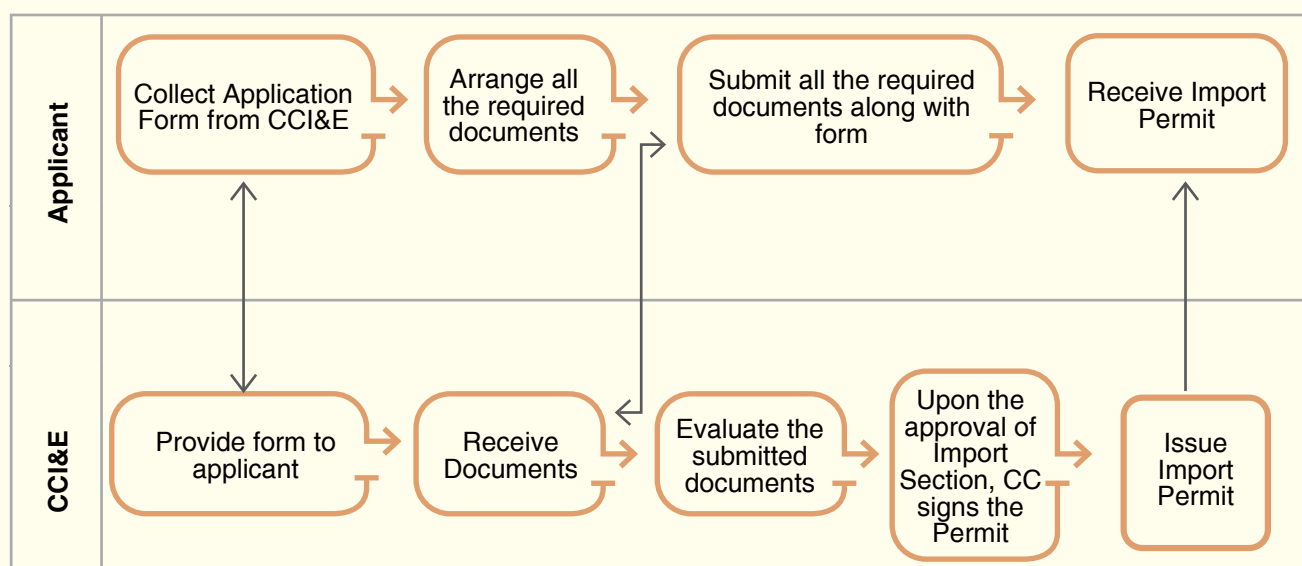
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

### Fee Schedule:

- No fee is required

## j. Import Registration Certificate (IRC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

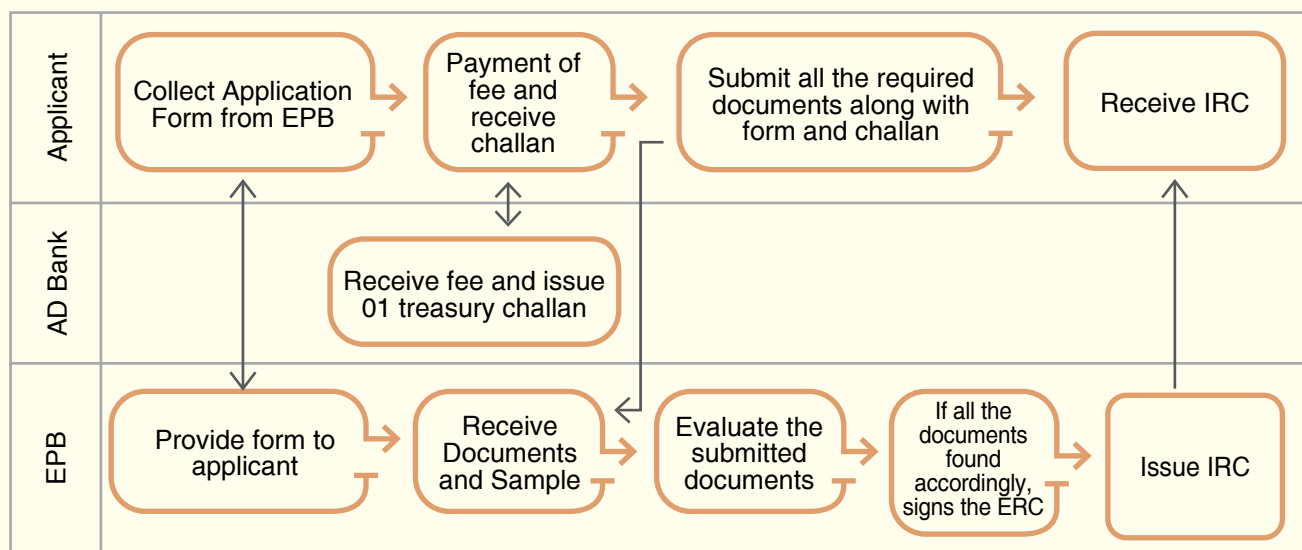
### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:**

## 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

**k. Environment Certificate – Orange A****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment & Forests

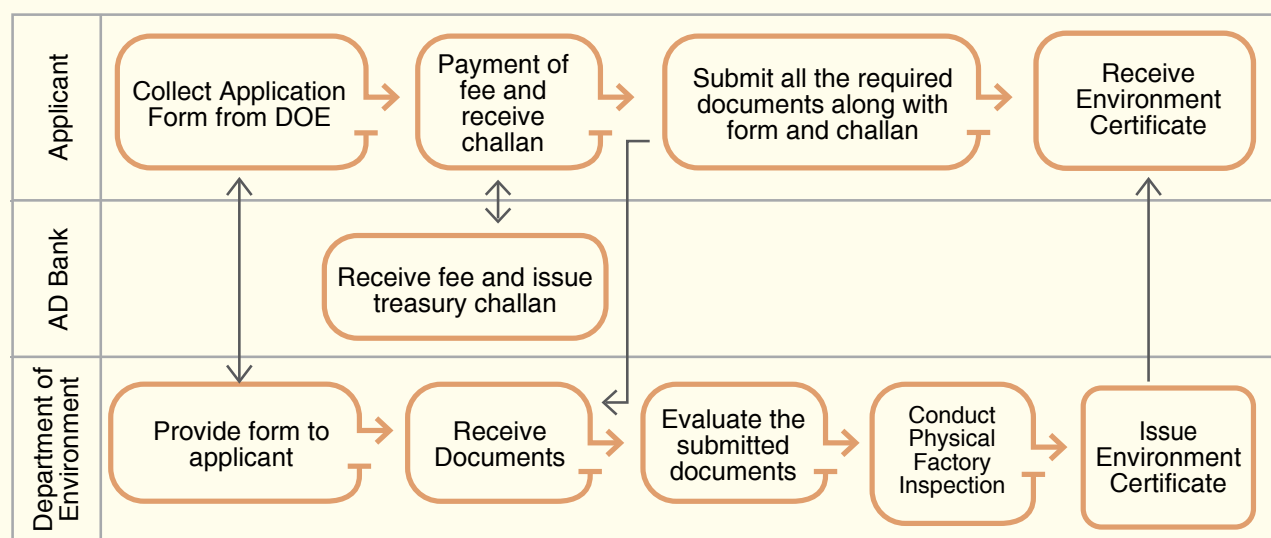
**Required Documents – For Fresh Issuance**

Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	Main Copy
2. Project Profile/DPP/Feasibility Study Report/General Information	Attested Copy
3. Treasury Chalan	Main Copy
4. NOC from local Chairman/Ward Commissioner	Attested Copy
5. Location Map and Layout of Plant/Factory	Attested Copy
6. Details of Product with Raw Materials and Process Flow Diagram	Attested Copy
7. Ownership Deed of the Plant	Attested Copy
8. Mouza Map/Khotian and Land Stain of Project	Attested Copy
9. Trade License	Attested Copy
10. Ownership Deed of the Plant	Attested Copy
11. Waste management	Attested Copy
12. License/Opinion/NoC from concerned Government Authority	Attested Copy

## Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	

## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

## Fee Schedule:

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
20 crore – 50 crores	80000
50 crore – 100 crores	120000
100 crore – 200 crores	200000
200 crore – 500 crores	300000
500 crore – 1000 crores	400000
More than 1000 crores	500000

### Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

### Fee Schedule:

The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee + 15% VAT

## I. Fire Safety Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

### Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First- Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)
5. Layout of the establishment authorized by RAJUK /CDA /KDA /RDA /City Corporation /Municipality / Union Parishad	Original Copy duly attested by a First- Class gazetted officer

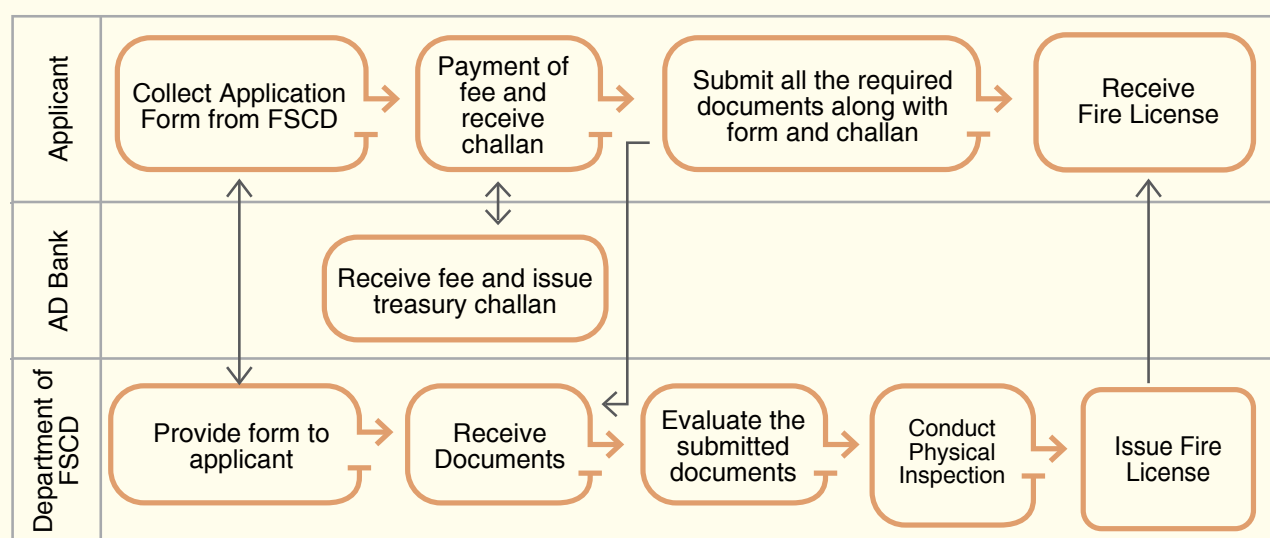


Required Documents	Remarks
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First- Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

### Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
90 Working Days	100 – 120 Working Days

### Fee Schedule:

- Fee depends on the assessment

**Time and Cost - For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
30 Working Days	30 working Days

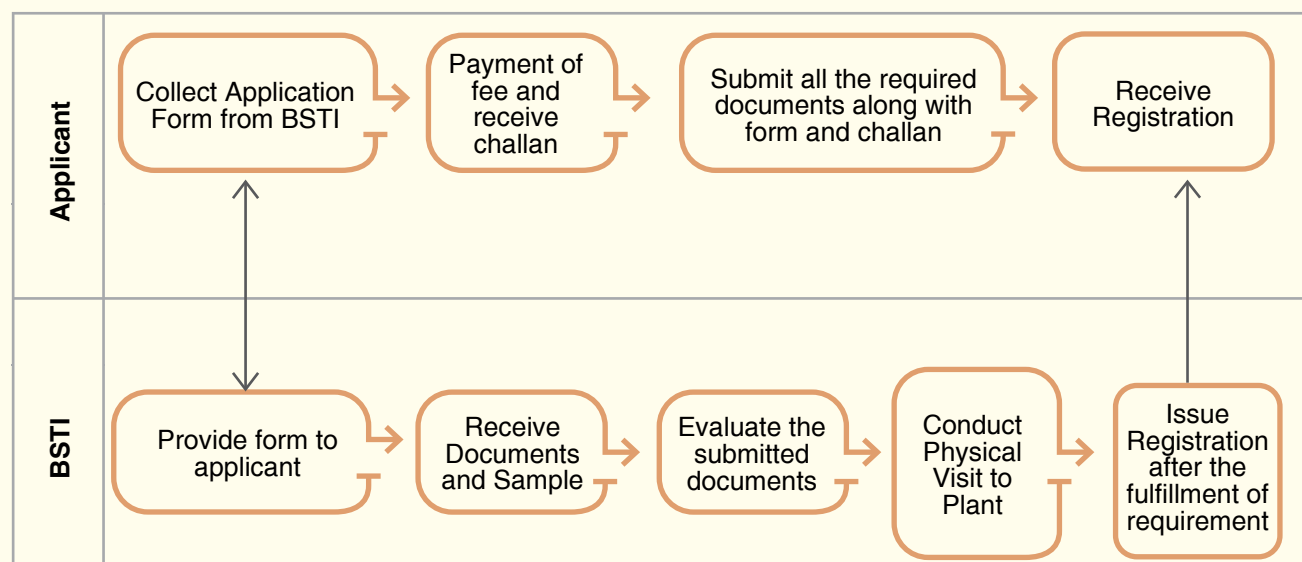
Fee Schedule: Fee depends on the assessment

**m. Registration of Product Packing****Incumbent Office**

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

**Required Documents**

Required Documents	Remarks
1. Prescribed Form	Main Copy
2. TIN Certificate	Photocopy
3. Trade License	Photocopy
4. Packet of the Product as Sample	

**Process Map**

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
10 Working Days	Time may vary

## Fee Schedule:

BDT 1000

## n. Health Certificate

### Incumbent Office

Category	Registration
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Bangladesh Standards & Testing Institution

### Steps to Avail Health Certificate:

1. Applicant visit the Civil Surgeon Office.
2. Health Centre of Civil Surgeon Office conduct the list health checkup of the applicant.
3. Prepare the test report
4. Send the report to Civil Surgeon
5. Civil Surgeon signs the Health Certificate
6. Applicant receives the Health Certificate

(Note: No Citizen Charter or data is available to get the instructions or idea to avail the Health Certificate from Civil Surgeon Office.)

## o. Export Permit

### Incumbent Office

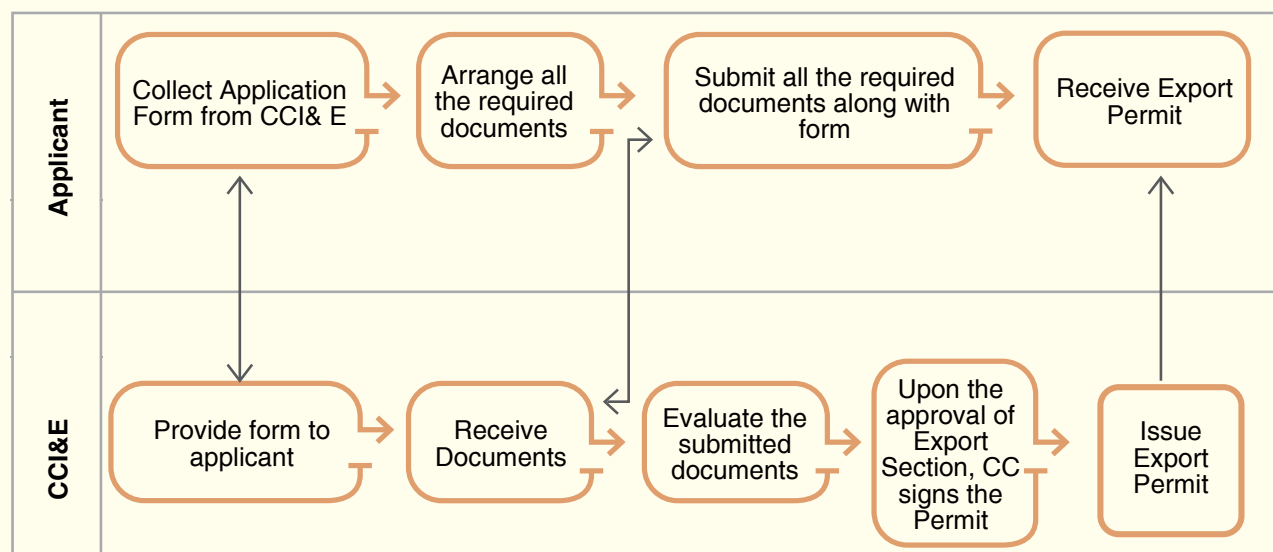
Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

## Required Documents

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy

Required Documents	Remarks
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

### Fee Schedule:

- No fee is required

### p. Export Registration Certificate (ERC)

#### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents – Fresh Issuance

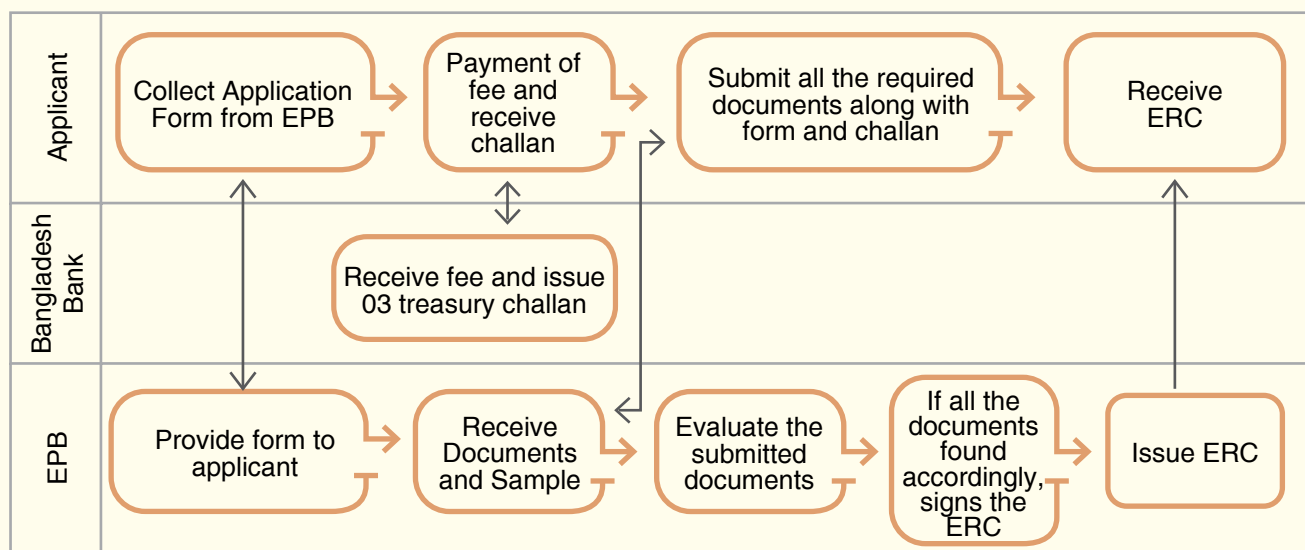
Required Documents	Remarks
1. Passport size photograph of the entrepreneur/managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer

Required Documents	Remarks
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

### Process Map



### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

**Fee Schedule:**

- ▶ BDT 7,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:**

- ▶ BDT 5,000.00

**q. EPB Enrollment Certificate****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	EPB, Ministry of Commerce

**Required Documents – Fresh Issuance**

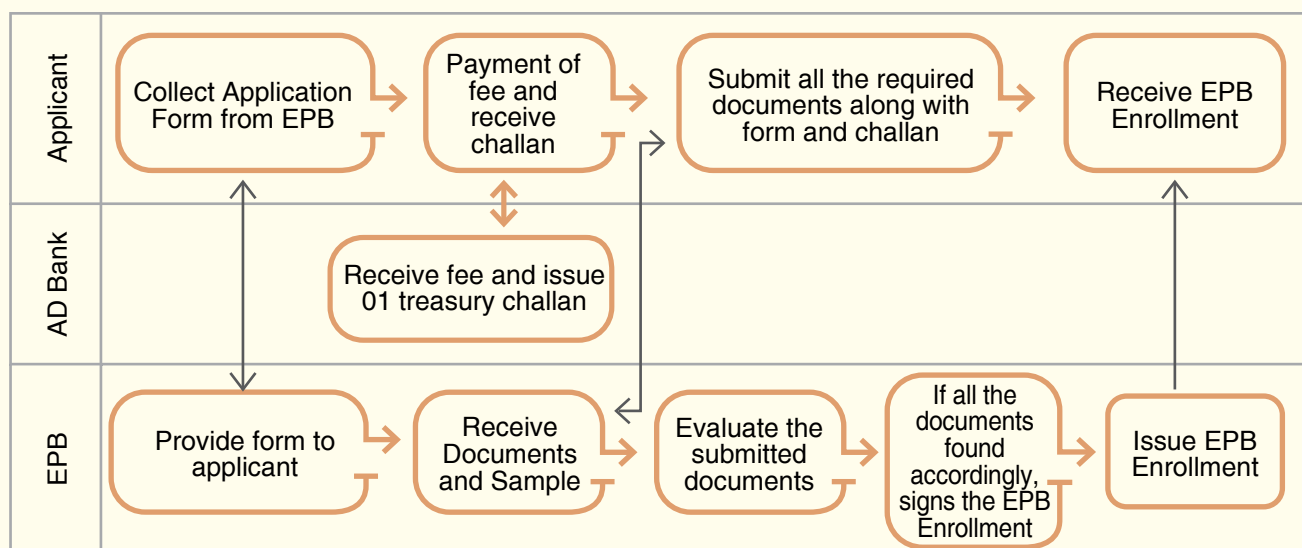
Required Documents	Remarks
1. Application for EPB Enrolment Certificate	Original
2. Trade License	An attested copy
3. Export Registration Certificate	An attested copy
4. Pay-order for Enrollment Certificate in favor of EPB	Original
5. Association Membership Certificate	An attested copy
6. E-TIN	Original + An attested copy)
7. Photo	(2 attested copies) Passport size
8. VAT Certificate	An attested copy

**Required Documents – Renewal**

Required Documents	Remarks
1. Enrollment Certificate	Original copy
2. Application for the renewal of EPB Enrolment	Original
3. Photo	(2 attested copies) Passport size
4. Pay order	Original
5. Updated Trade License	Attested Photocopy
6. Updated Export Registration Certificate	Attested Photocopy
7. Updated Chamber/Association membership	Attested Photocopy
8. VAT registration certificate	Attested Photocopy

Required Documents	Remarks
9. Updated E-TIN	Attested Photocopy
10. Memorandum	Attested Photocopy

### Process Map



### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Day	1 Working Day

### Fee Schedule:

- Enrollment Fee – BDT 1,000.00

### Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
7 Working Days	1 Working Day

### Fee Schedule:

- Enrollment Fee – BDT 1,000.00

## r. Project Approval of BIDA

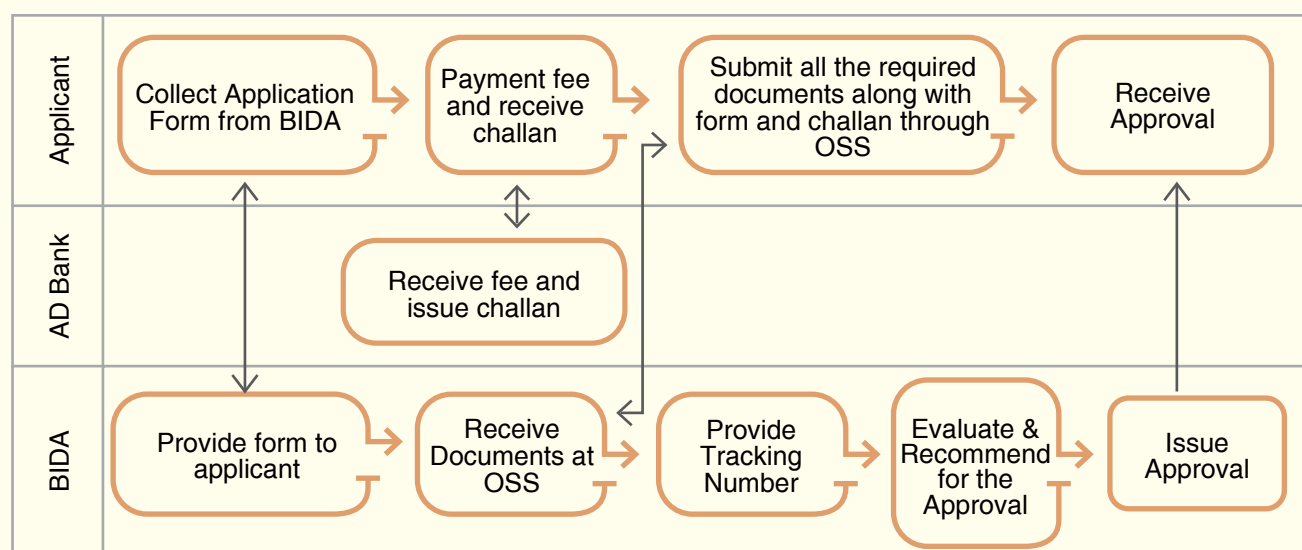
### Incumbent Office

Category	Approval
Renewal Frequency of the License	-
Issuing Ministry/Agency	BIDA

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. Trade License	Attested Copy
3. Certificate of Incorporation along with Memorandum of Association (MOA)	Attested Copy
4. Partnership Deeds	Attested Copy
5. Deeds of the proposed land	Attested Copy
6. Project profile, if the total project cost exceeds BDT 100 million	Attested Copy
7. Background of the proprietors in officials letter head pad	Attested Copy
8. Pay Order/Bank Order for applicable registration fee in favor of Executive Chairman and Member Secretary of BOI	Attested Copy
9. TIN Certificate	Attested Copy
10. VAT Certificate	Attested Copy
11. Other Documents (based on requirement)	Attested Copy

## Process Map



### Time:

- 15-30 Official Days



**Cost:**

Registration fee for Local Investment		Registration fee for Foreign Investment	
Amount (BDT)	Required Fee (BDT)	Amount (BDT)	Required Fee (BDT)
Up to 1 crore	5000	Up to 10 Crore	5000
10-25 Crore	10000	10-25 Crore	10000
25-50 Crore	25000	25-50 Crore	25000
50-100 Crore	50000	50-100	50000
Over 100 Crore	100000		

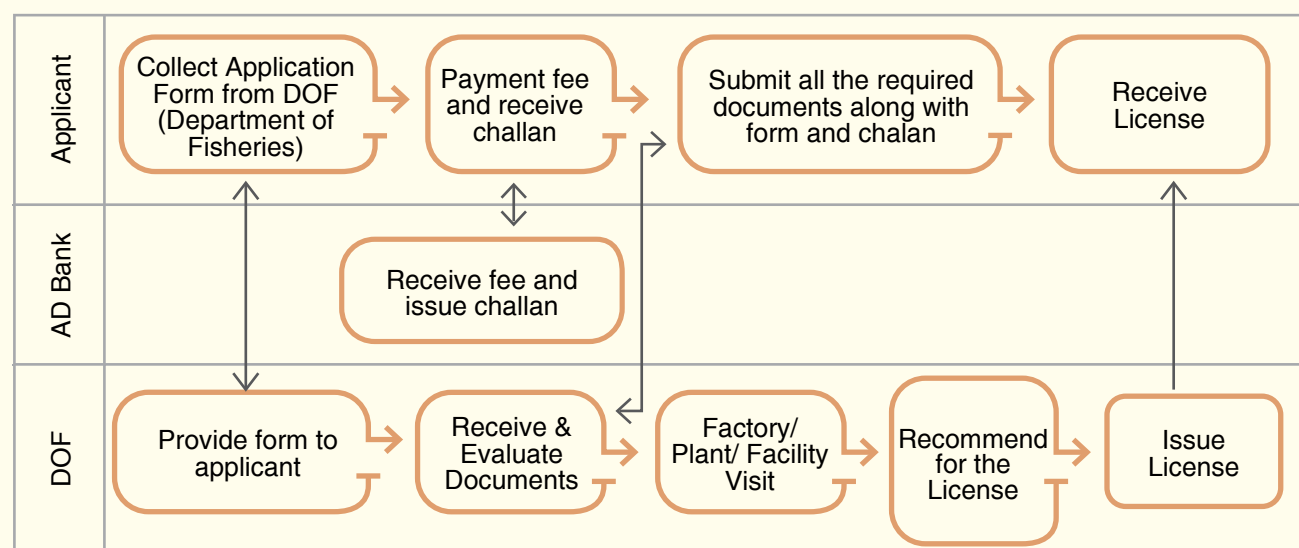
**s. License for Production, Processing and Storage of Fish Feed****Incumbent Office**

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fisheries

**Required Documents – Fresh Issuance**

Required Documents	Remarks
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Certificate	Attested Copy
Factory Layout	Attested Copy
List of Manpower	Attested Copy
Income Tax Certificate	Attested Copy
Chalan	Attested Copy
Application Form	Attested Copy
Export Registration Certificate	Attested Copy
Import Registration Certificate	Attested Copy
Environment Certificate	Attested Copy
Fire Certificate	Attested Copy

## Process Map



## Fee –

Category	Cost
Appeal Fee	BDT 6000
Fresh Issuance	BDT 10000
Renewal	BDT 5000

## t. License for Import of Fish Feed

### Incumbent Office

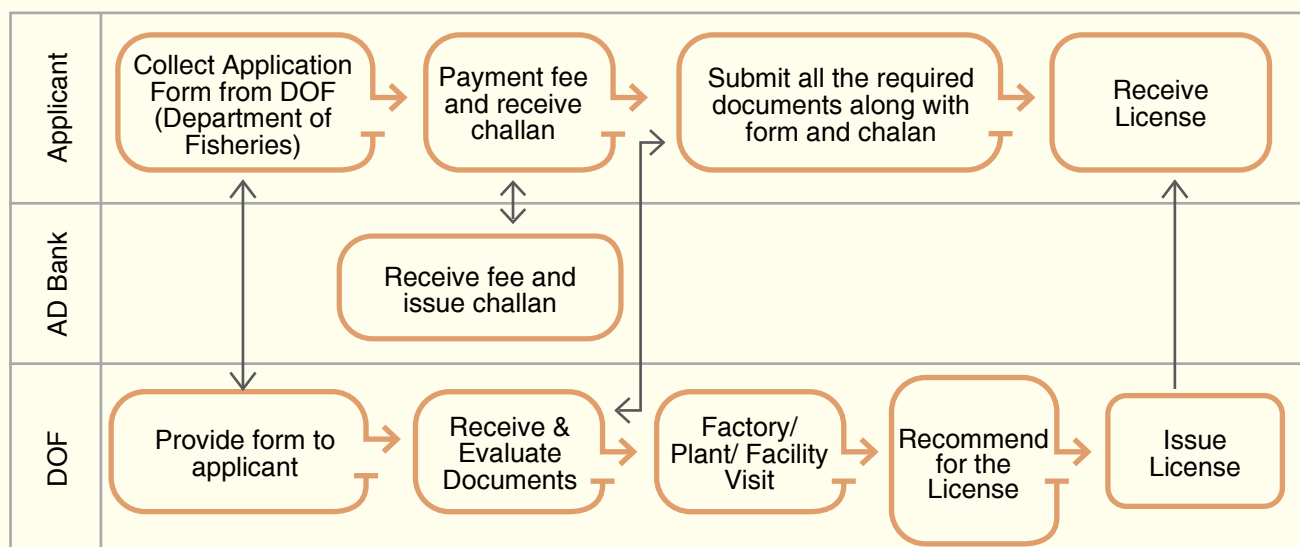
Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fisheries

## Required Documents – Fresh Issuance

Required Documents	Remarks
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Certificate	Attested Copy
Factory Layout	Attested Copy
List of Manpower	Attested Copy
Income Tax Certificate	Attested Copy

Required Documents	Remarks
Chalan	Attested Copy
Application Form	Attested Copy
Import Registration Certificate	Attested Copy
Environment Certificate	Attested Copy
Fire Certificate	Attested Copy
Quality Certificate from BSTI	Attested Copy

### Process Map



### Fee –

Category	Cost
Appeal Fee	BDT 6000
Fresh Issuance	BDT 10000
Renewal	BDT 5000

### u. License for Export of Fish Feed

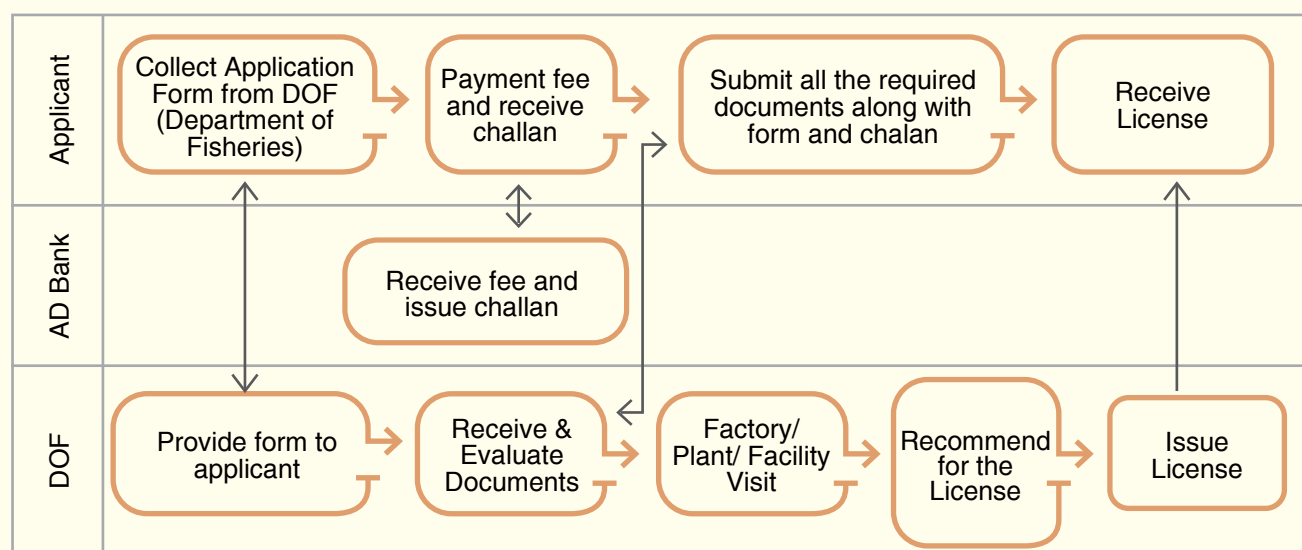
#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fisheries

## Required Documents – Fresh Issuance

Required Documents	Remarks
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Certificate	Attested Copy
Factory Layout	Attested Copy
List of Manpower	Attested Copy
Income Tax Certificate	Attested Copy
Chalan	Attested Copy
Application Form	Attested Copy
Export Registration Certificate	Attested Copy
Environment Certificate	Attested Copy
Fire Certificate	Attested Copy
Quality Certificate from BSTI	Attested Copy

## Process Map



## Fee –

	Cost
Appeal Fee	BDT 6000
Fresh Issuance	BDT 10000
Renewal	BDT 5000

## v. License for Sale of Fish Feed (Wholesale & Retail)

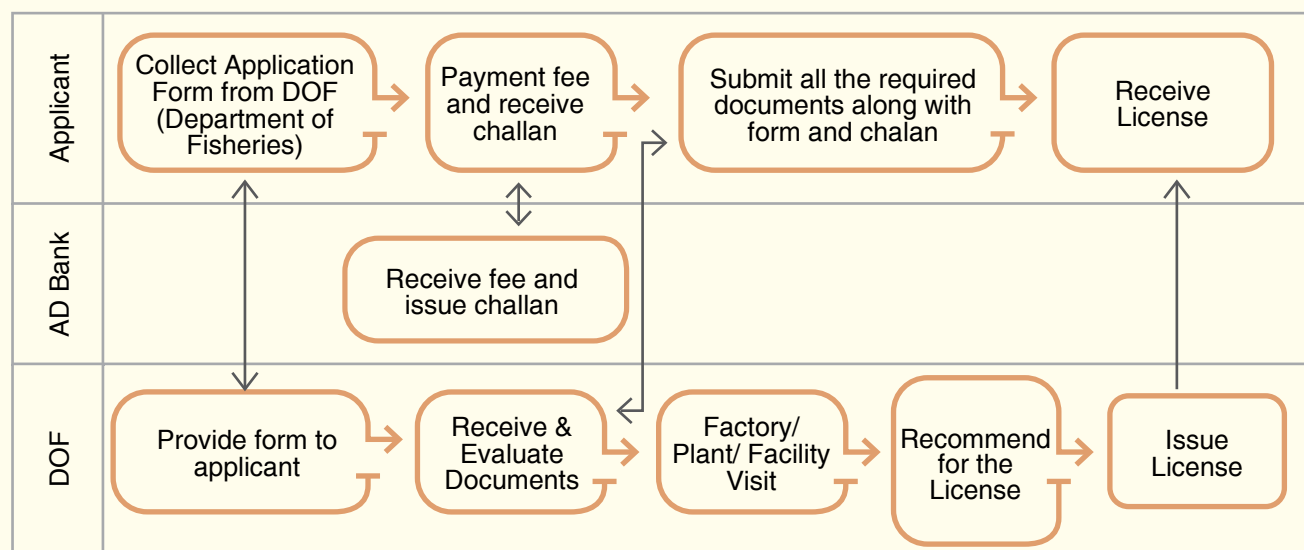
### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fisheries

### Required Documents – Fresh Issuance

Required Documents	Remarks
Trade License	Attested Copy
TIN Certificate	Attested Copy
VAT Certificate	Attested Copy
Income Tax Certificate	Attested Copy
Chalan	Attested Copy
Application Form	Attested Copy
Environment Certificate	Attested Copy
Fire Certificate	Attested Copy

### Process Map



### Fee –

Cost		
	Wholesale	Retail
Appeal Fee	BDT 1000	BDT 500
Fresh Issuance	BDT 1000	BDT 500
Renewal	BDT 500	BDT 300



# Business Journey Map of **JUTE GOODS INDUSTRY** IN BANGLADESH





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- o. EPB Enrollment Certificate
- p. Project Approval of BIDA
- q. License for Jute Goods Manufacturing Company
- r. Export License for Jute Goods Manufacturing Company

# Chapter 1: Introduction

## 1.1 Background of the Study

Jute-the golden fiber of Bangladesh has been linked to the emotion and pride of the nation. Jute is one of the most environment-friendly and sustainable crops in Bangladesh. Once jute was the top export earning item in the export basket. Bangladesh is the 2nd largest jute producer and top-ranked raw jute exporter in the world. ILO source stated that 0.5 million of employment have been generated through this industry.

Sustainable growth of jute and production and export of jute goods industry is highly correlated to each other. There are numbers of jute goods producing companies in Bangladesh. Jute millers are in the group of large industries with the high volume of capital investment while most of them represent the small and medium industries. Besides, there are several cottage and micro enterprises who work as the backward linkage of the whole industry.

The government has emphasized to the production of jute and jute goods in Bangladesh to ensure more diversity in the production and export basket. In that respect, the government has decided to have the voice of the stakeholders of the Jute Goods Industry to identify their business pain points (constraints/hindrances) as well as the way forwards to build a better business-friendly environment with confidence.

## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on August 12, 2022, with the participation of stakeholders from Jute Goods Industry to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

## 1.3 Objectives of the Study

1. To design the Business Journey Map of Jute Goods Industry in Bangladesh,
2. To identify the G2B Services required to conduct Jute Goods Industry operation in Bangladesh,
3. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
4. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

## 1.4 Reason to Choose the Sector

The jute sector was the major export-earning sector in Bangladesh, once. Presently, the jute and jute goods industry contributed 3% to export earnings and 1% to GDP. The government has declared “Jute as the Product of the Year 2023”. Moreover, jute has been declared an agricultural product. There is a huge demand for diversified and traditional jute goods all over the world. Jute could be one of the promising elements of the export basket of our nation. To take a holistic approach to the improvement of this sector, the government has included the jute and jute goods sector in the BJM program to have their voice to ensure quick remedies to accelerate the sector’s growth.



# Chapter 2: Jute Goods Industry in Bangladesh

## 2.1 Jute Goods Industry & Value Chain in Bangladesh

Over the last decade, demand for jute products in international market has been growing due to increasing preference for eco-friendly products over synthetic counterpart. Favorable government policies encouraging eco-friendly product usage have further increased demand for bio-degradable jute products. The EU has banned the single use plastic products this year, further adding to forecasted demand in the future for jute products. Bangladesh being the 2nd largest producer of jute is in a favorable position to venture into the growing market for Jute Diversified Product (JDP). It is anticipated that as the demand for natural fibers blends increases, demand for jute and other alternatives will also be on the rise. At present, export of jute yarn and raw jute make up around 79 percent of overall exports from Bangladesh, providing ample opportunity for producers of higher value added finished jute products to manufacture and export environmental friendly jute based products. Bangladesh has ample opportunity to increase exports in jute products such as carpets and textile flooring, footwear as well jute based packaging items such as sacks and bags further.

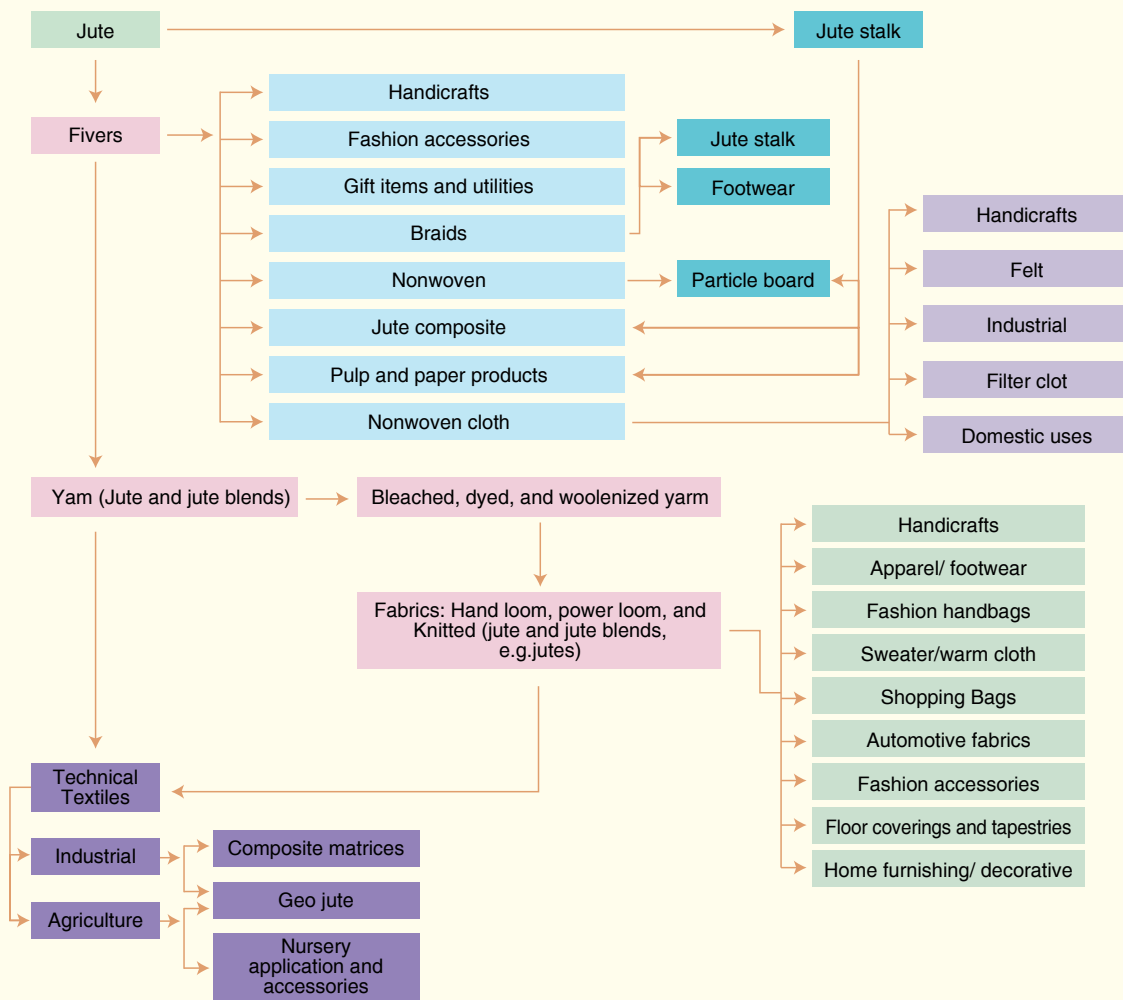


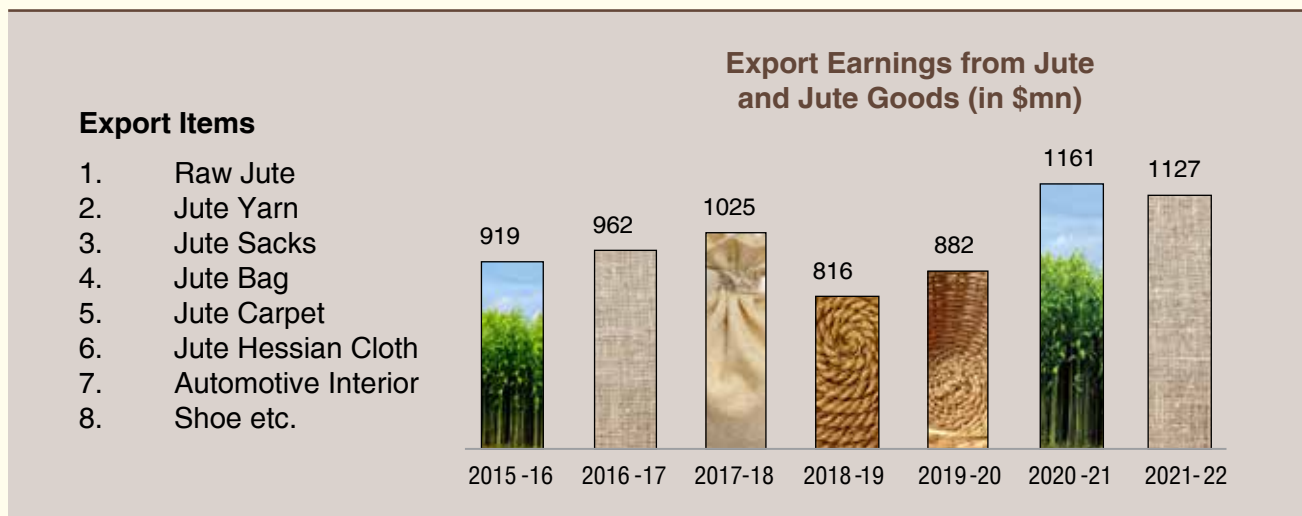
Fig: Jute & Jute Goods Value Chain. Source: BIDA Investment Guide.



Although jute is grown in almost all the districts of Bangladesh, Faridpur, Tangail, Jessore, Dhaka, Sirajganj, Bogra, and Jamalpur are considered the better growing areas.

## 2.2 Export Scenario of Jute Goods in Bangladesh

Bangladesh currently exports 282 jute and jute-based goods to around 135 countries around the globe. The main destinations of Bangladesh exports on Jute goods are India, United States, China, Netherlands, South Korea, etc.



### Export Incentives for Jute Goods Industry:

1. 5-20% of cash incentives on export volume of jute products
2. 20% of cash incentives on export volume of jute stick carbon

# Chapter 3: Government to Business (G2B) Service and Business Journey Map (BJM) Identification of Jute Goods Industry

## 3.1 Required G2B Services

List of G2B services (license/permission/certificate/approval/permit etc.) required to operate several segment of jute goods industry is tabled-

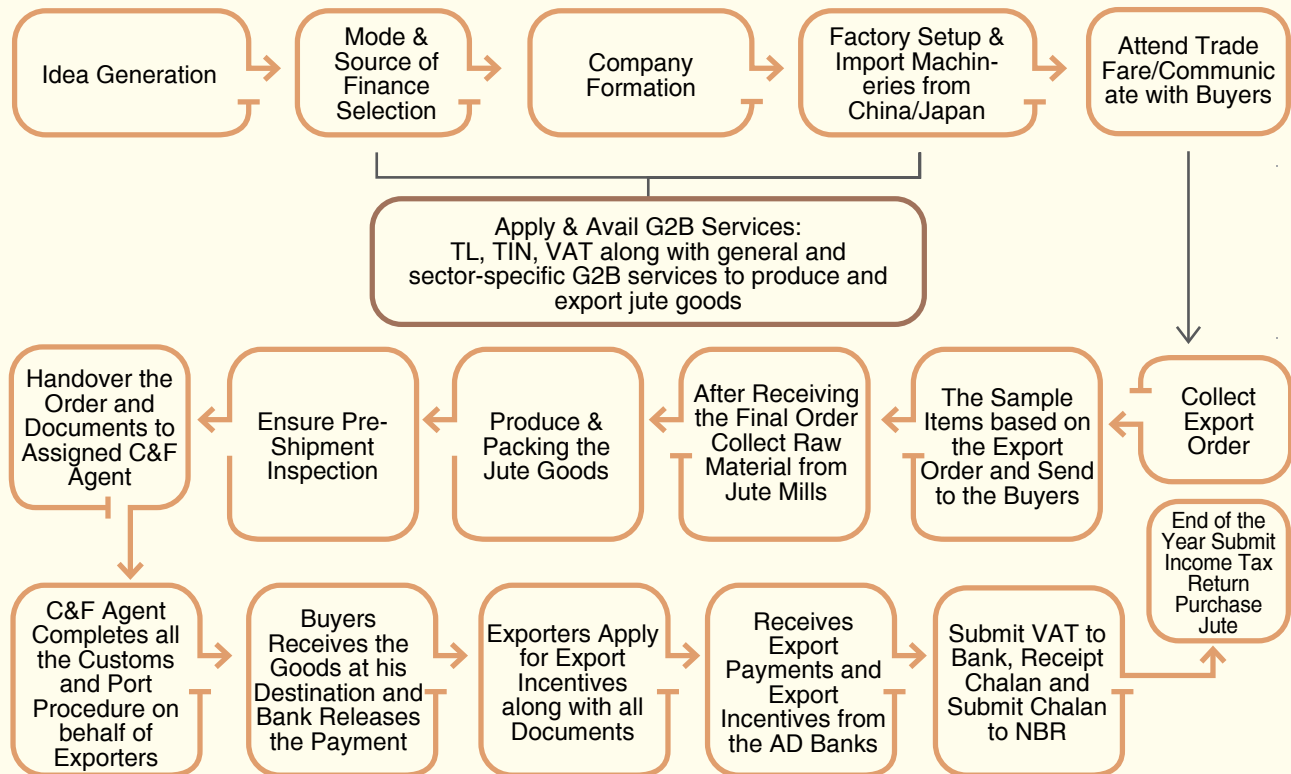
General License	Sector Specific License for Jute Industry (Manufacturer, Exporters, International Broker, Dealer, Press, Aratdar, Raw Baler) <sup>1</sup>
<ol style="list-style-type: none"> <li>1. Trade License</li> <li>2. VAT</li> <li>3. TIN</li> <li>4. Export Permit</li> <li>5. Export License</li> <li>6. Environment Certificate</li> <li>7. Fire Safety Certificate</li> <li>8. Company Registration</li> <li>9. Project Approval from BIDA</li> <li>10. EPB Enrollment Certificate</li> <li>11. Approval of Factory Layout</li> <li>12. Export Registration Certificate</li> <li>13. Import Registration Certificate</li> </ol>	<ol style="list-style-type: none"> <li>1. License+Renewal for Manufacturing Jute Goods</li> <li>2. License+Renewal for Exporting Jute Goods (carpet and non-carpet)</li> <li>3. License+Renewal for Exporting Raw Jute Goods</li> <li>4. License+Renewal for Pakka Beller</li> <li>5. Export Broker License+Renewal</li> <li>6. International Broker License+ Renewal</li> <li>7. Dealership License for Jute (with and without warehouse/store)</li> <li>8. Dealership License for Jute Goods (carpet and non-carpet)</li> <li>9. License+Renewal for Press Owner (pakka/dry press)</li> <li>10. License+Renewal for Press Owner (kancha/raw press)</li> <li>11. License+Renewal for Aratder</li> <li>12. License+Renewal for Raw Baler</li> </ol>

Participants of “Business Journey Map Program for Jute Goods Industry” were representing the small entrepreneurs. They mostly purchase fabric and fiber from the jute mills based on the received domestic/export order. To operate the business, such entrepreneurs receives following three licenses along with the general licenses-

- ▶ License+Renewal for Manufacturing Jute Goods
- ▶ License+Renewal for Exporting Jute Goods (carpet and non-carpet)
- ▶ License+Renewal for Exporting Raw Jute Good

<sup>1</sup> [http://www.dgjute.gov.bd/site/page/5c531cbe-f431-4a0d-8b90-b03c87d6c5f3/%E0%A6%B8%E0%A7%87%E0%A6%AC%E0%A6%BE-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A6%E0%A6%BE%E0%A6%A8-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A4%E0%A6%BF%E0%A6%B6%E0%A7%8D%E0%A6%B0%E0%A7%81%E0%A6%A4%E0%A6%BF-\(%E0%A6%B8%E0%A6%BF%E0%A6%9F%E0%A6%BF%E0%A6%9C%E0%A7%87%E0%A6%A8%E0%A7%8D%E0%A6%B8-%E0%A6%9A%E0%A6%BE%E0%A6%B0%E0%A7%8D%E0%A6%9F%E0%A6%BE%E0%A6%B0](http://www.dgjute.gov.bd/site/page/5c531cbe-f431-4a0d-8b90-b03c87d6c5f3/%E0%A6%B8%E0%A7%87%E0%A6%AC%E0%A6%BE-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A6%E0%A6%BE%E0%A6%A8-%E0%A6%AA%E0%A7%8D%E0%A6%B0%E0%A6%A4%E0%A6%BF%E0%A6%B6%E0%A7%8D%E0%A6%B0%E0%A7%81%E0%A6%A4%E0%A6%BF-(%E0%A6%B8%E0%A6%BF%E0%A6%9F%E0%A6%BF%E0%A6%9C%E0%A7%87%E0%A6%A8%E0%A7%8D%E0%A6%B8-%E0%A6%9A%E0%A6%BE%E0%A6%B0%E0%A7%8D%E0%A6%9F%E0%A6%BE%E0%A6%B0)

### 3.2 Business Journey Map of Jute Goods Industry in Bangladesh



# Chapter 4: Pain Points Identification and Way Forward

Entrepreneurs of jute goods industry shared the pain points as well as way forwards to mitigate the constraints-

No	Issue	Constraints	Way forward
1.	Export Incentives	Diversified jute goods exporters having problems to avail export incentives as there is no dedicated chamber/association. Copy of membership/authorization of the chamber is one of the required documents to avail the export incentives.	Ministry of Commerce and Department of Jute may work together to establish an association for diversified jute goods manufacturers to ensure ease of process to avail export incentives. JDPC may facilitate the activity through data support and communication.
2.	JDPC Marketing Strategy	JDPC is very much silent in implementing marketing strategy to reach the customers.	Department of Jute may establish Jute Corner in the Secretariat, Ministries, Divisional Commissioner Office, DC Office, Upa Zila Complex, etc. Such initiative will ensure mass marketing of the diversified jute goods. Department of Jute should allocate budget to develop marketing strategy for JDPC.
3.	Jute Goods Branding Strategy	There is absence of comprehensive and holistic branding strategy of the jute goods to reach the global markets.	Global demand for jute and jute goods is huge. Ministry of Jute and Textile may sign MOU with Ministry of Commerce and Ministry of Foreign Affairs to ensure global branding through the foreign commercial section of Ministry of Commerce and different missions of Ministry of Foreign Affairs. Besides, Ministry of Jute and Textile and Ministry of Public Administration may sign an agreement to ensure branding of jute goods in Divisional, District and Upa Zila level.
4.	License Fee and Renewal Frequency	Renewal frequency of trade license and other licenses issued by DOJ is annual. Besides, fresh issuance and renewal fee of these licenses are too high to bear for CMSMEs.	Fee of the issuance of fresh licenses and renewal fees should be fixed based on the volume of capital investment. Such initiative will reduce the burden of CMSMEs.
5.	Central Fabric Centre	Entrepreneurs complained that the production of jute goods falls into hindrance because of the scarcity of proper supply of fabric in time.	Ministry of Jute and Textile may take initiative to form a central jute fabric center to ensure supply of rawmaterials.

No	Issue	Constraints	Way forward
6.	Ease of Bank Finance	Like other CMSMEs, entrepreneurs of jute and jute goods are in trouble to avail bank finance.	Bangladesh Bank may circulate SRO by instructing the AD banks to allocate dedicated loan amount to disburse jute goods manufacturer.
7.	Plot Allocation	Jute goods manufacturers are in trouble to avail industrial plot in BSCIC or other industrial estate to set up establishment.	There are 26 jute mills which are under shut down situation. Government may allocate land of these jute mills to the jute goods manufacturer to establish business.
8.	Research by BJRI	BJRI has conducted important research for the development of jute and jute goods in Bangladesh. There is hindrance to avail the research findings of the BJRI.	Research results should be shared with the entrepreneurs. Besides, budget allocation for the research should be increased.
9.	Engagement with ek-shop	Jute goods manufacturers are not well aware about the e-commerce market place to reach their products to the customers through the digital market place.	Department of Jute and JDPC may communicate with a2i to engage their members in the ek-shop system to open window of e-commerce era.
10.	Create a Potential Jute Goods Buyers Database	Jute goods manufacturers mostly depend on international trade fair and e-mail communication to reach foreign buyers. There is no such central database to assist the manufacturers in that respect.	In reference to the request of Ministry of Jute and Textile, EPB may come forward to develop a database of potential foreign jute goods buyers with the assistance of the Commercial Wing of different agencies.
11.	Training by JDPC	Training modules provided by JDPC is not good enough to prepare a well- trained entrepreneur.	JDPC should provide training to the members on production, marketing, financing, digital marketing, business communication, etc. for the holistic development of this sector.
12.	Pat Polli/ Jute Cluster Establishment	There is no dedicated pat polli/jute cluster to facilitate the diversified jute goods manufacturer in Bangladesh.	The announced pat polli of Norshingdi should be established soon. Besides, Jute Cluster could be formed in that respect to ensure sustainable boost and growth of this sector.
13.	Guidelines for Investors	There is lack of investment information in the website of Ministry of Jute and Textile to attract domestic and foreign investors.	Potential investment growth, investment opportunity, investment incentives, export incentives etc. should be well addressed in the website of MOJT and DOJ to attract domestics and foreign investors.
14.	Special incentives for Jute Fabric Producers	The whole jute goods manufacturing industry has been suffering from the unavailability of jute fabric in the production stage. Because of that the manufacturers failed to produce goods based on the export order.	To encourage the production of jute fabric, the government may announce incentive in that respect.

## Chapter 5: Concluding Remark

The jute goods industry plays a vital role in the growth of our country. It creates direct and indirect employment as well. Bangladesh is the 2nd largest jute producer and top-ranked raw jute exporter in the world. Unfortunately, the industry with huge potential has been suffering from several policies related constraints. Moreover, to ensure the sustainable growth of this sector, initiatives should be taken to mitigate the revealed pain points faced by the stakeholders of jute goods industry.

There is huge global demand of jute goods. Jute and jute goods is one of the most potential items in the export basket of Bangladesh. Demand based policy assistance is very much required to attain the desired targeted growth of this sector. Government is very much willing to facilitate the whole jute and jute goods industry to boost the economic growth of Bangladesh. Service process simplification along with the policy assistance will led the prospect of this industry.

## Annex-I: Participant List

1. Shamim Ara Dipa, Proprietor, Rahela Jute Craft
2. Kaniz Sultana, Founder and CEO, Jute Fusion
3. MD Sohel Rana, Owner, Jute Brand
4. Md. Saiful Islam, CEO, Vertex Craft
5. Khaleda Sultana, Founder & CEO, Jutemart & Craft in Bangladesh
6. Mobashawara Rahmatullah, Proprietor, Golden Rope
7. Kayvsary Parven, CEO, Kay Fashion
8. Sheuli Akter, Proprietor, J&J Fashion Women World
9. Md. Borhan Uddin Faysal, MD CEO, Nature Tech
10. Alif Laila Shetu, Owner, Aish Craft
11. Md Wasiur Rahman, Proprietor, Craft N Kraft
12. Md Ali Zakir, CEO, M/S AMAI
13. Md. Mamun Khan, CEO, Trim Tex Bagladesh
14. Md. Abdullah Al Hasan, ED, Pater Jonno Valobasha
15. Shahida Parven, Proprietor, K& K Wears International
16. Tasnim Binte Kalam, Marketing Officer, Nupur Fashion and Handicrafts
17. Ishrat Jahan, Proprietor, K & K Wears International
18. Kazi Muhammad Mazharul Hoque, proprietor, Kazi Fashion House
19. Mst. Morjina Khatun, Proprietor, TM Jute Handicraft
20. Tasnia Tabassum, Proprietor, Glory Craft Bd
21. Md. Jahangir Alam, Technology Research and Training Executive, IDPC

## Annex - II: User Journey Map to Avail G2B Services for Jute Goods Industry in Bangladesh

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

#### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer

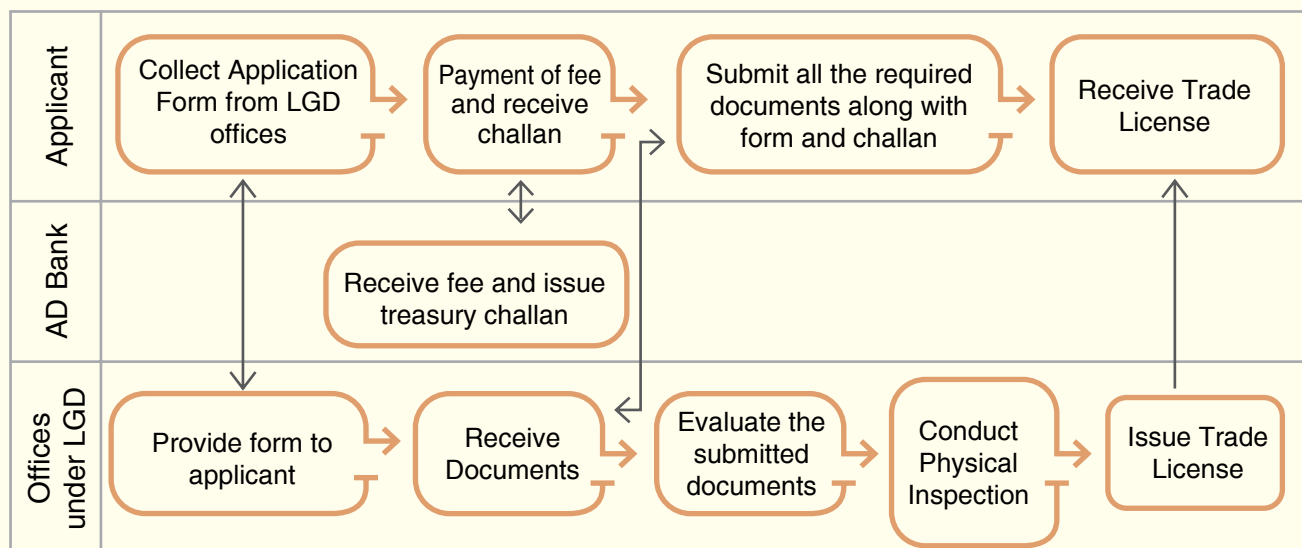


Required Documents	Remarks
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

### Process Map



**Time and Cost – For Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

**Fee Schedule:**

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**b. Trade License – Manufacturing Firm****Incumbent Office**

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

**Required Documents – For Fresh Issues**

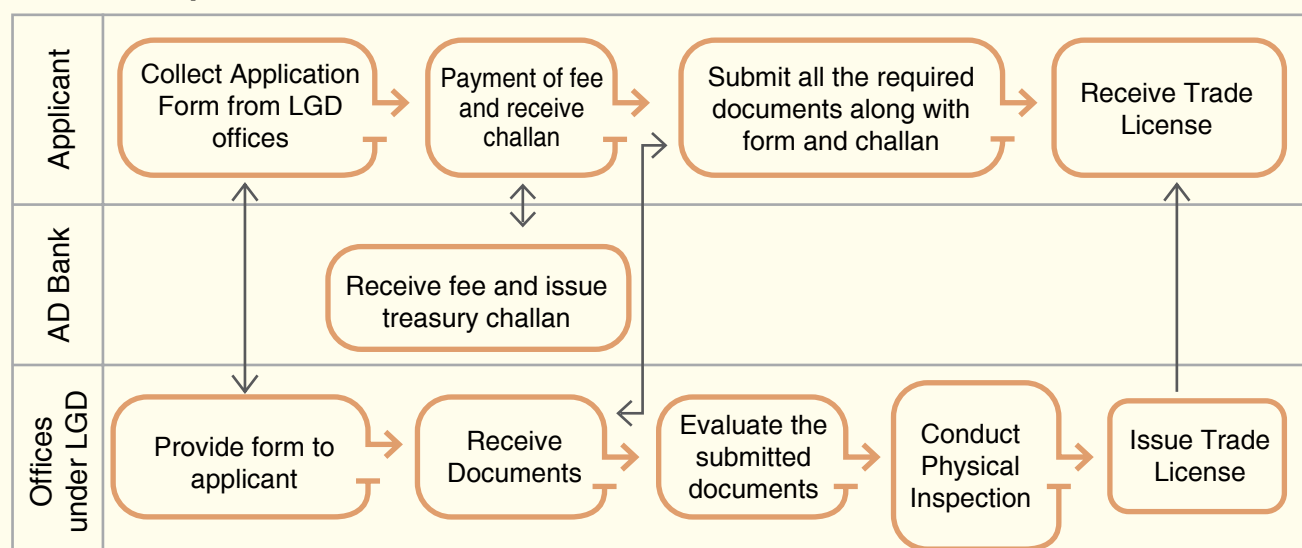
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer

Required Documents	Remarks
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

#### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## c. Approval of Layout Factory Plan and Registration

### Incumbent Office

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

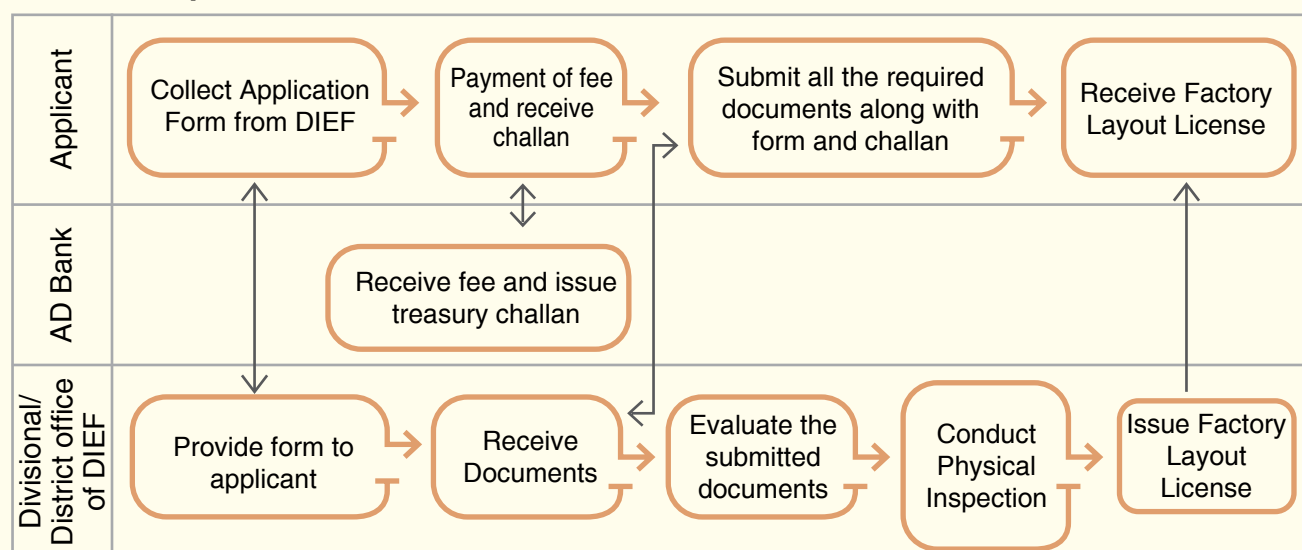
### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

## Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

## Time and Cost – For Renewal

Fee Schedule:

For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

## d. Name Clearance Certificate for Companies

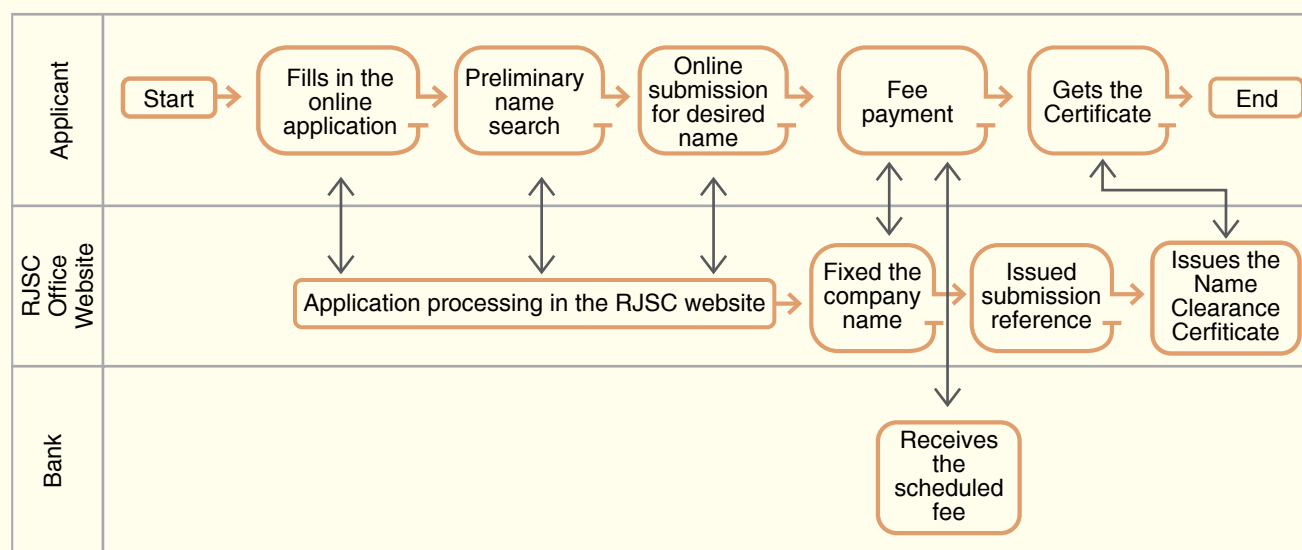
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application	Online

### Process Map



Source: Bangladesh Trade Portal

### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## e. Registration of (Private and Public) Company

### Incumbent Office

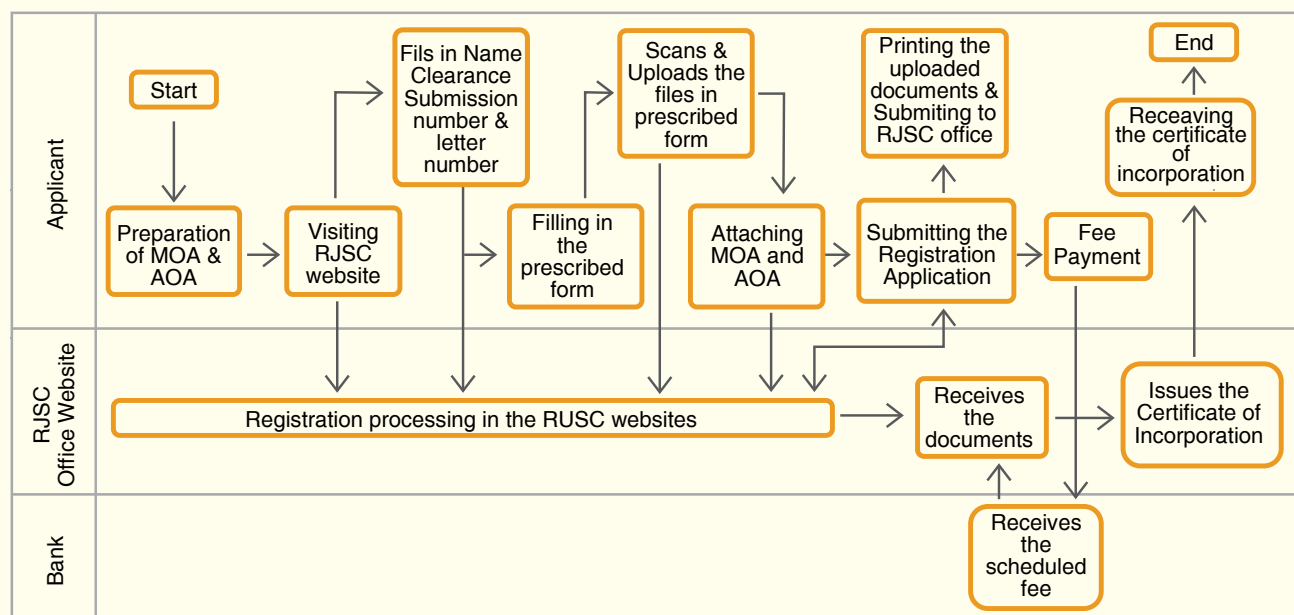
Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original



## Process Map



Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

## Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00
2. For affixing on the Articles of Association:

Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

## Registration Fee

### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

**2. For the authorized share capital (for both, Private and Public Limited Company)**

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

**f. TIN Certificate****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

**Required Documents**

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	-
4. Name of the authorized person	Managing Director/Chairman of the company

**Steps**

Required	Remarks Documents
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

## Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First Class gazetted officer
2. TIN Certificate	
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy dulyattested by a First-Class gazetted officer

Required Documents	Remarks
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested by a First-Class gazetted officer
9. BIDA registration	

## Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5/ui5/sap/zmcf\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5/ui5/sap/zmcf_pri/index.html#/Form/U010)

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required

## h. Certification of Mark (CM) Certificate

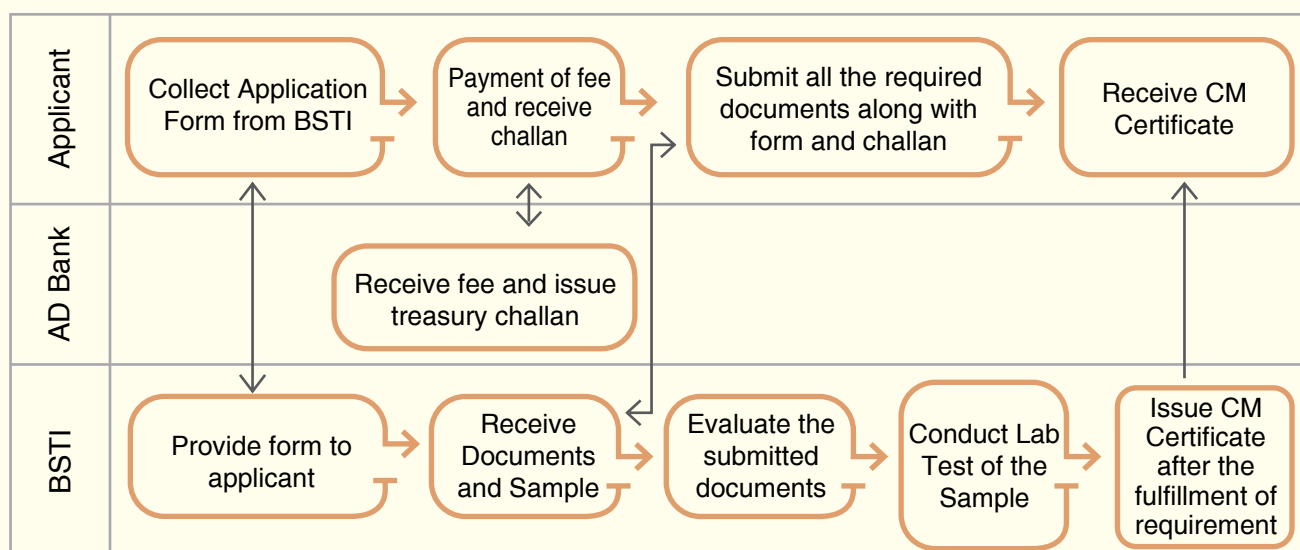
**Incumbent Office**

Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries

### Required Documents - For Fresh Issuance & Renewal

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer
4. Label or Packet of the Product, and following contents should be included: <ul style="list-style-type: none"> <li>● Name of the product</li> <li>● Grade/Type/Size/Voltage</li> <li>● Weight/Quantity</li> <li>● Code/Batch no.</li> <li>● Product Ingredients'</li> <li>● Mfg. Date/Exp. date</li> <li>● Name &amp; address of the original Company</li> <li>● Highest retail price</li> <li>● Standard Mark along with BDS No.</li> </ul>	Original
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
8. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
9. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and Radiation Certificate (for milk powder)	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product
10. License from District Commissioner	For Brick field
11. Flow sheet	In each stage of production
12. List of machineries in factory	-
13. Bio-data of the chemist who is appointed for testing	-

### Process Map



### Time and Cost - For Fresh Issuance & Renewal

Official Time Limit (as per BSTI)		Approximate Processing Time for Issuing the License
Document checking and verification after the submission of Application	1 working day	Time may vary
Factory inspection, Sample sealing and issuance of Sample submission	5 working days	
Sample submission in BSTI- OSS office	Depends on Applicant	
Laboratory testing and reporting	Depends on Product wise time	
Approval after receiving the report	5 working days	
Bill Payment	2 working days	
After final approval, submission of Marking fee	Depends on Applicant	
Obtaining License	3 working days	

### Fee Schedule:

- ▶ Application fee: BDT 1000.00 + 15% VAT
- ▶ Testing fee: Product wise
- ▶ Marking fee:
  - In case of Fruits: (0.07% of approximate production capacity) x (x factory price) (at least BDT.1250 and highest BDT. 10,00,000)
  - For other products: (0.1% of approximate production capacity) x (x factory price). (At least BDT. 1875 and highest BDT. 15,00,000) + 15% VAT
- ▶ License fee: BDT 200.00 + 15% VAT

### i. Import Permit

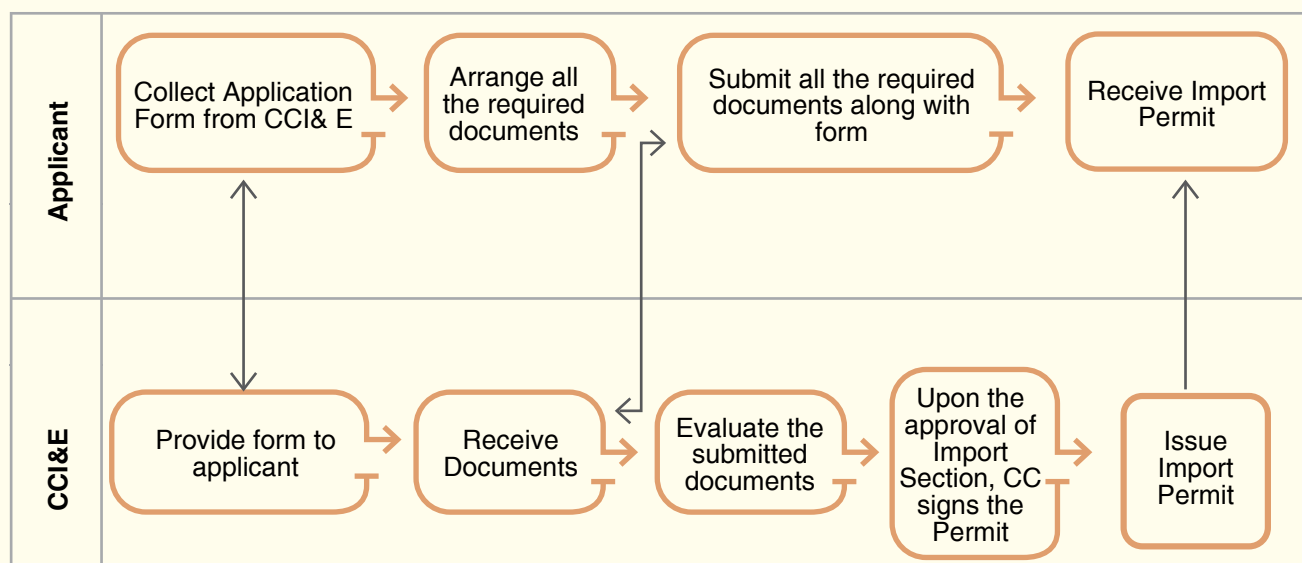
## Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

## Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

## Fee Schedule:

- No fee is required

## j. Import Registration Certificate (IRC)

**Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

**Required Documents – Fresh Issuance**

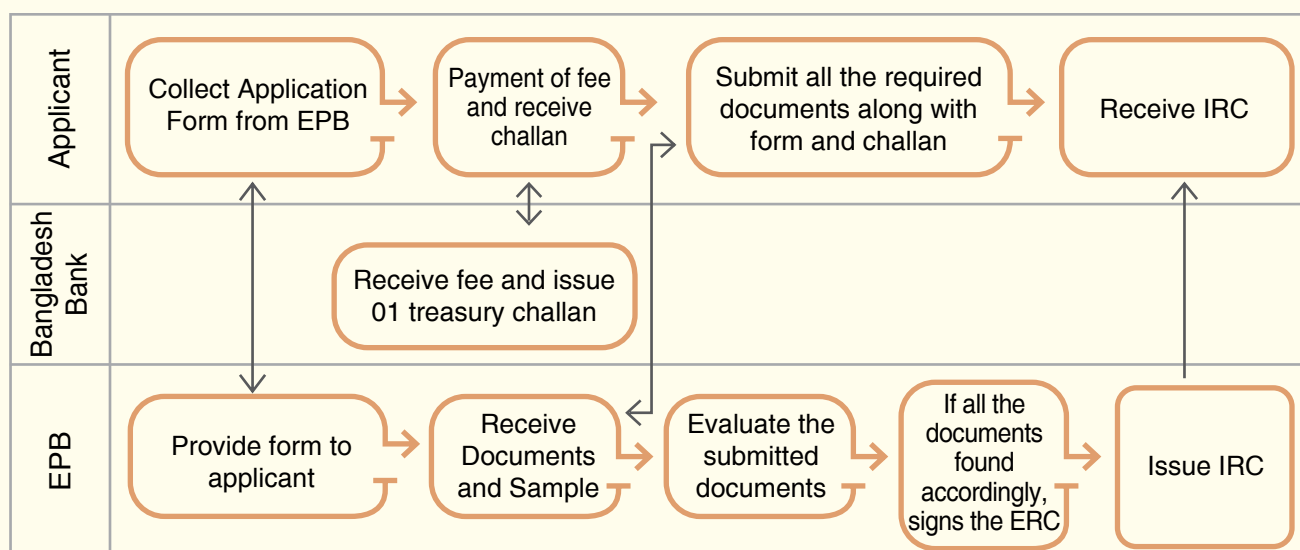
Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

**Required Documents – Renewal**

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

**Process Map**





### Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

### Fee Schedule:

#### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

### Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

### Fee Schedule:

## 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

**k. Environment Certificate – Orange A****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment & Forests

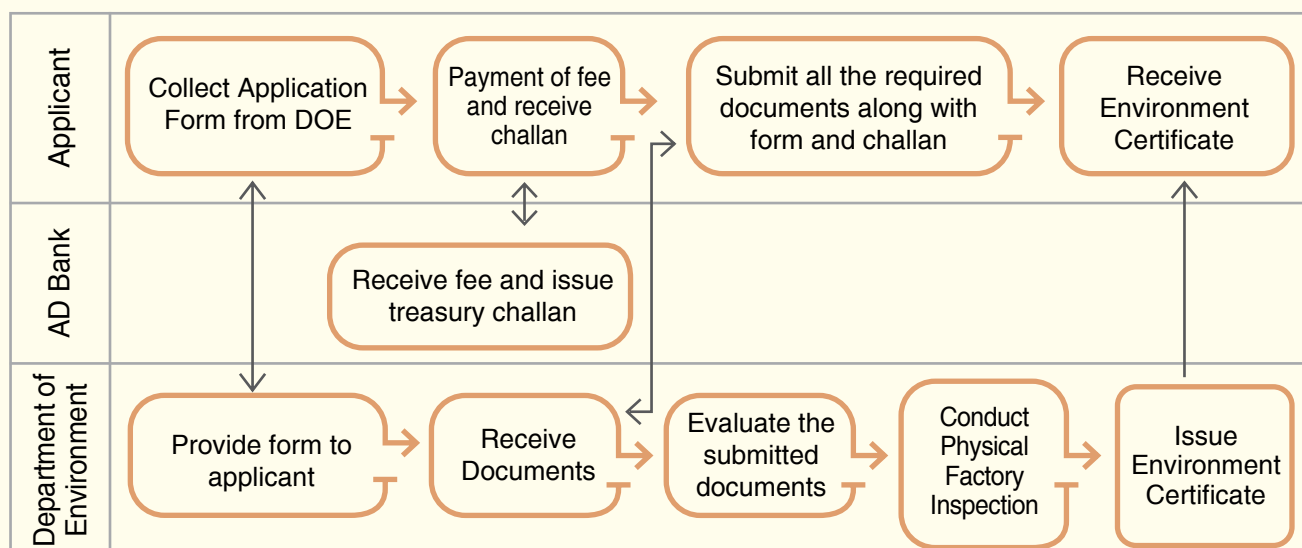
**Required Documents – For Fresh Issuance**

Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	Main Copy
2. Project Profile/DPP/Feasibility Study Report/General Information	Attested Copy
3. Treasury Chalan	Main Copy
4. NOC from local Chairman/Ward Commissioner	Attested Copy
5. Location Map and Layout of Plant/Factory	Attested Copy
6. Details of Product with Raw Materials and Process Flow Diagram	Attested Copy
7. Ownership Deed of the Plant	Attested Copy
8. Mouza Map/Khotian and Land Stain of Project	Attested Copy
9. Trade License	Attested Copy
10. Ownership Deed of the Plant	Attested Copy
11. Waste management	Attested Copy
12. License/Opinion/NoC from concerned Government Authority	Attested Copy

**Required Documents – For Renewal**

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	-

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

### Fee Schedule:

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000
20 crore – 50 crores	80000

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
50 crore – 100 crores	120000
100 crore – 200 crores	200000
200 crore – 500 crores	300000
500 crore – 1000 crores	400000
More than 1000 crores	500000

### Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

### Fee Schedule:

The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee + 15% VAT

## I. Fire Safety Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

### Required Documents – For Fresh Issuance

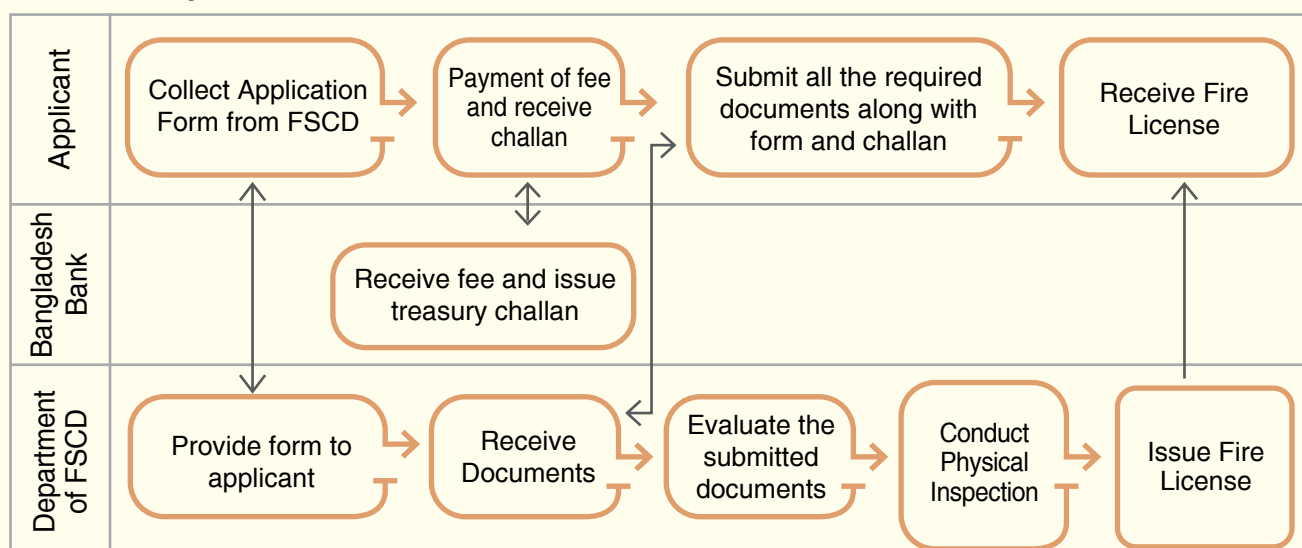
Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First- Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)
5. Layout of the establishment authorized by RAJUK /CDA /KDA /RDA /City Corporation /Municipality / Union Parishad	Original Copy duly attested by a First- Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First- Class gazetted officer (required if the business is a company)

Required Documents	Remarks
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

### Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

### Process Map



### Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
90 Working Days	100 – 120 Working Days

### Fee Schedule:

- Fee depends on the assessment

**Time and Cost - For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
30 Working Days	30 working Days

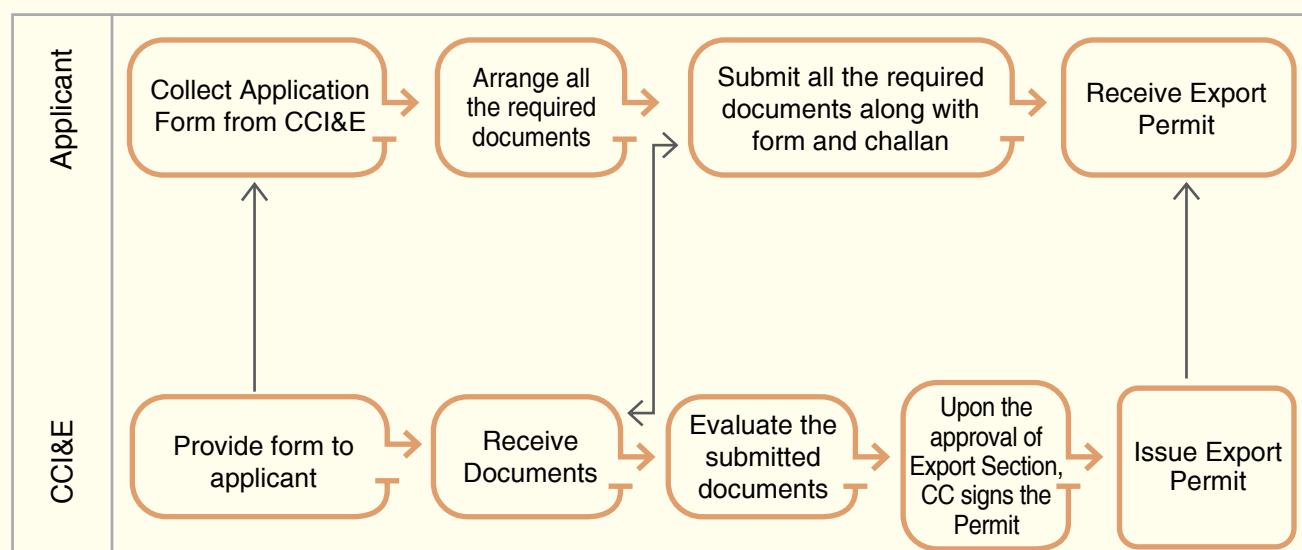
Fee Schedule: Fee depends on the assessment

**m. Export Permit****Incumbent Office**

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

**Process Map**

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

## Fee Schedule:

- No fee is required

## n. Export Registration Certificate (ERC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

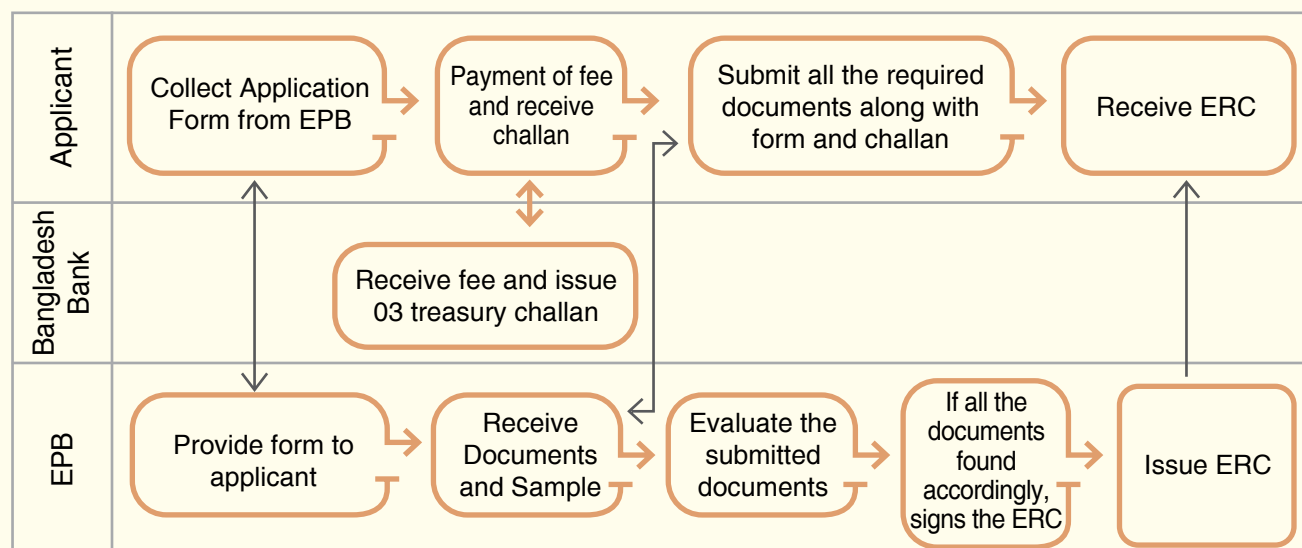
### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

- BDT 7,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

## Fee Schedule:

- BDT 5,000.00

## o. EPB Enrollment Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	EPB, Ministry of Commerce

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application for EPB Enrolment Certificate	Original
2. Trade License	An attested copy

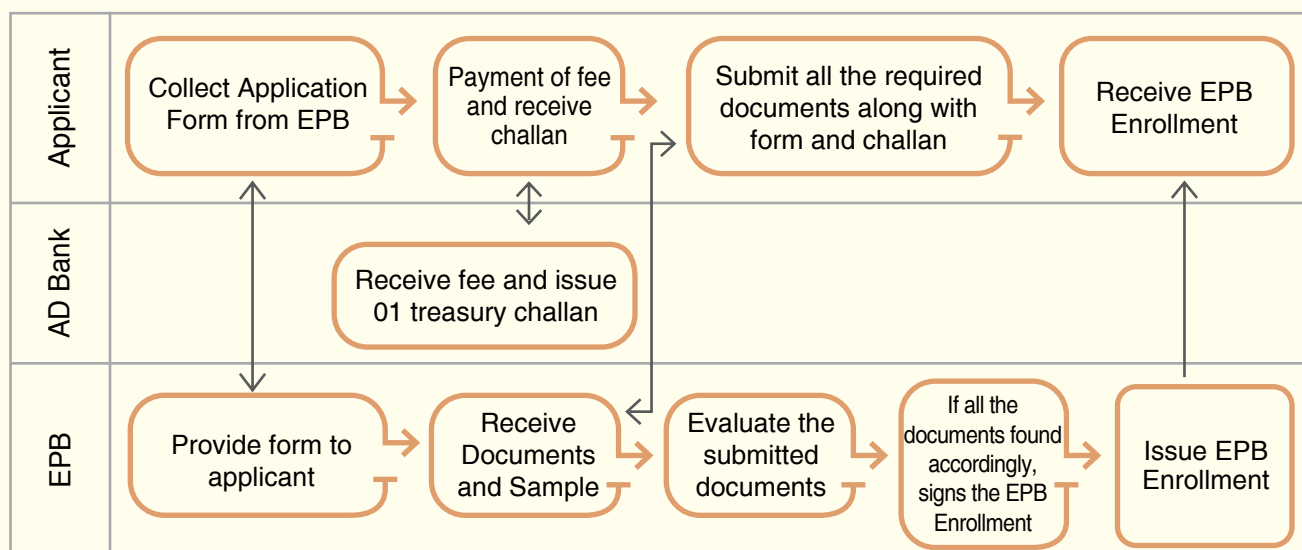


Required Documents	Remarks
3. Export Registration Certificate	An attested copy
4. Pay-order for Enrollment Certificate in favor of EPB	Original
5. Association Membership Certificate	An attested copy
6. E-TIN	Original + An attested copy)
7. Photo	(2 attested copies) Passport size
8. VAT Certificate	An attested copy

### Required Documents – Renewal

Required Documents	Remarks
1. Enrollment Certificate	Original copy
2. Application for the renewal of EPB Enrolment	Original
3. Photo	(2 attested copies) Passport size
4. Pay order	Original
5. Updated Trade License	Attested Photocopy
6. Updated Export Registration Certificate	Attested Photocopy
7. Updated Chamber /Association membership	Attested Photocopy
8. VAT registration certificate	Attested Photocopy
9. Updated E-TIN	Attested Photocopy
10. Memorandum	Attested Photocopy

### Process Map



**Time and Cost – Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Day	1 Working Day

**Fee Schedule:**

- Enrollment Fee – BDT 1,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
7 Working Days	1 Working Day

**Fee Schedule:**

- Enrollment Fee – BDT 1,000.00

**p. Project Approval of BIDA****Incumbent Office**

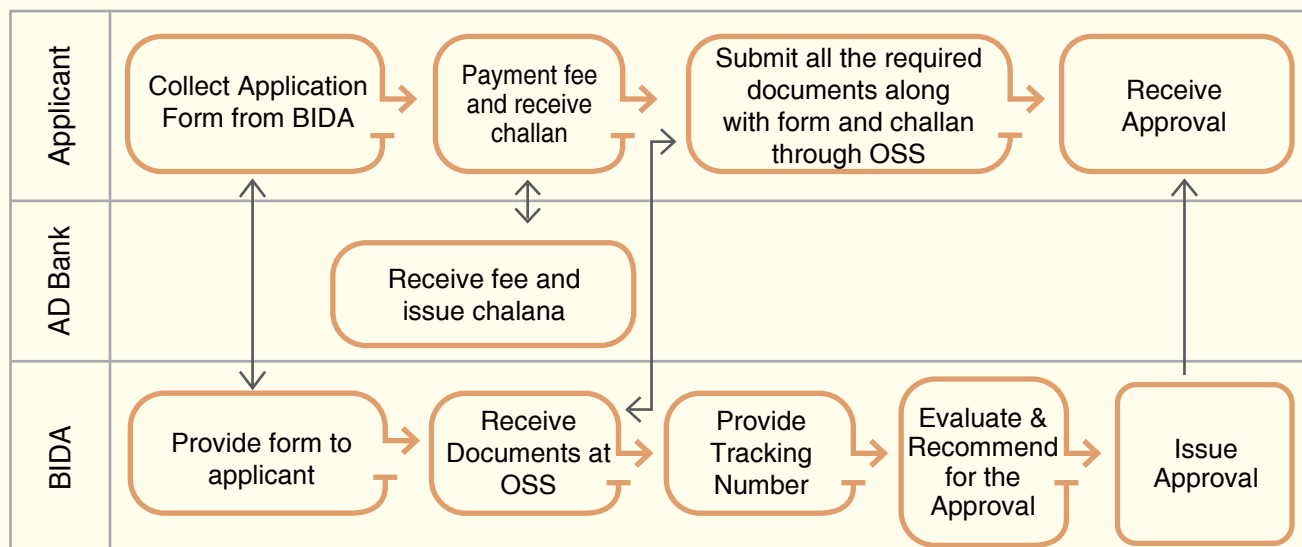
Category	Approval
Renewal Frequency of the License	-
Issuing Ministry/Agency	BIDA

**Required Documents – Fresh Issuance**

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. Trade License	Attested Copy
3. Certificate of Incorporation along with Memorandum of Association (MOA)	Attested Copy
4. Partnership Deeds	Attested Copy
5. Deeds of the proposed land	Attested Copy
6. Project profile, if the total project cost exceeds BDT 100 million	Attested Copy
7. Background of the proprietors in officials letter head pad	Attested Copy
8. Pay Order/Bank Order for applicable registration fee in favor of Executive Chairman and Member Secretary of BOI	Attested Copy
9. TIN Certificate	Attested Copy

Required Documents	Remarks
10. VAT Certificate	Attested Copy
11. Other Documents (based on requirement)	Attested Copy

### Process Map



### Time:

► 15-30 Official Days

### Cost:

Registration fee for Local Investment		Registration fee for Foreign Investment	
Amount (BDT)	Required Fee (BDT)	Amount (BDT)	Required Fee (BDT)
Up to 1 crore	5000	Up to 10 Crore	5000
10-25 Crore	10000	10-25 Crore	10000
25-50 Crore	25000	25-50 Crore	25000
50-100 Crore	50000	50- Over 100 Crore	50000
Over 100 Crore	100000		

### q. License for Jute Goods Manufacturing Company

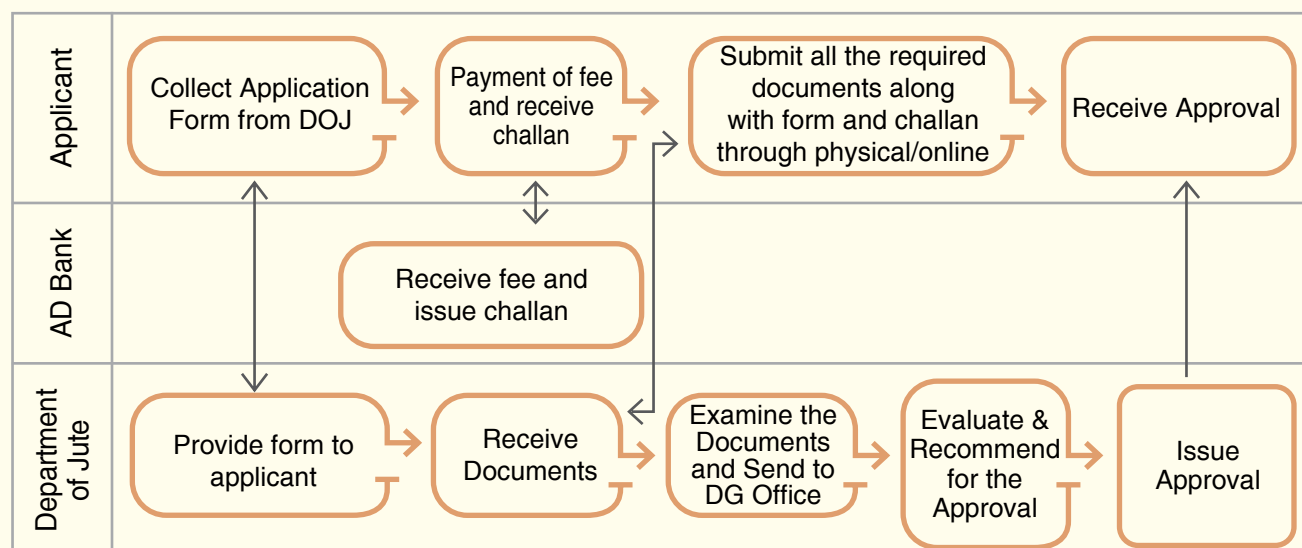
#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Jute

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. Trade License	Attested Copy
3. Certificate of Incorporation along with Memorandum of Association (MOA)	Attested Copy
4. NID	Attested Copy
5. Bank Solvency Certificate	Attested Copy
6. Chamber/Association Licenses	Attested Copy
7. Export Registration Certificate	Attested Copy
8. Approval of BIDA	Attested Copy
9. TIN Certificate	Attested Copy
10. VAT Certificate	Attested Copy
11. Other Documents (based on requirement)	Attested Copy

## Process Map



### Time:

- 07 Official Days

### Cost:

- BDT 11,000-BDT 20,000

## r. Export License for Jute Goods Manufacturing Company

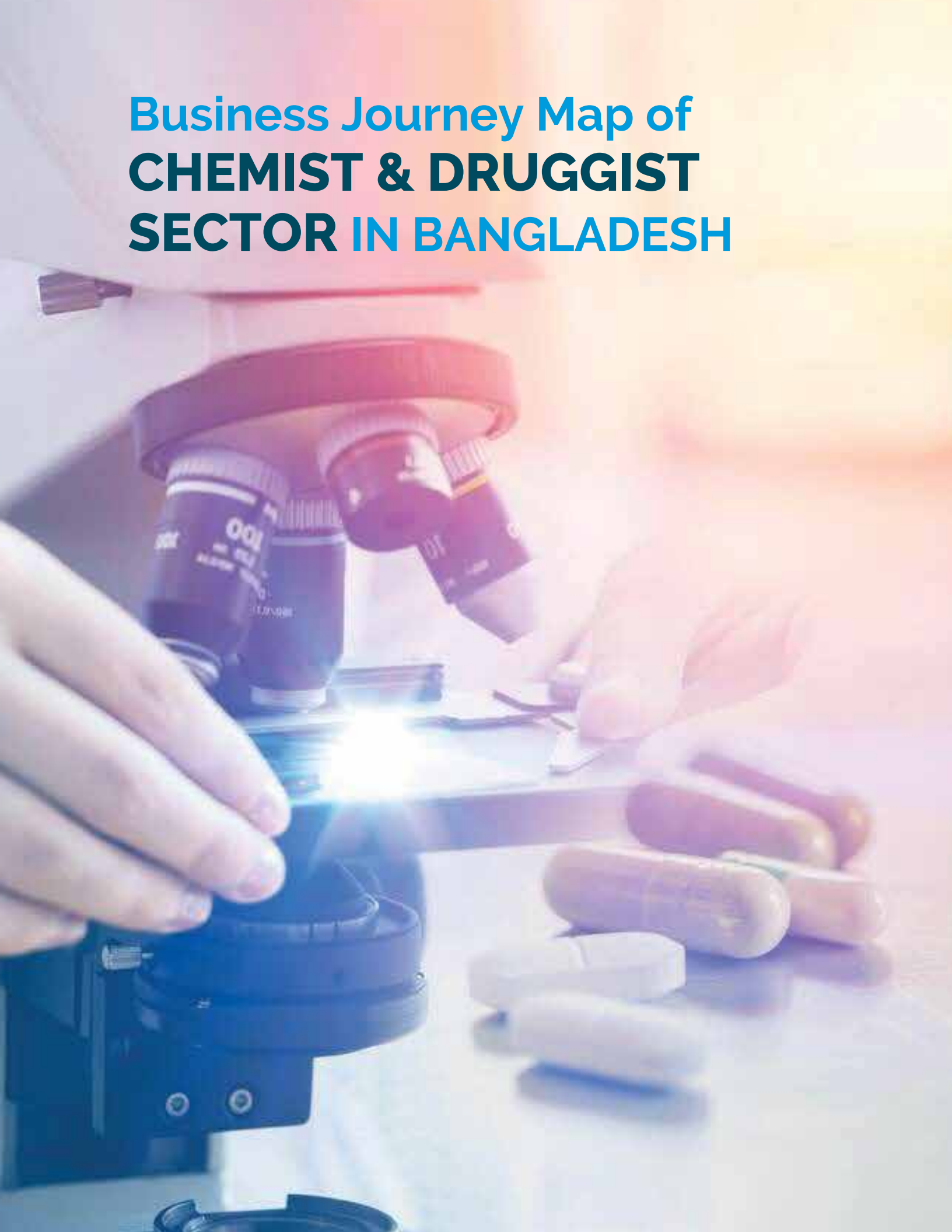
### Incumbent Office

Category	Approval
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Jute

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. Trade License	Attested Copy
3. Certificate of Incorporation along with Memorandum of Association (MOA)	Attested Copy
4. NID	Attested Copy
5. Bank Solvency Certificate	Attested Copy
6. Chamber/Association Licenses	Attested Copy
7. Export Registration Certificate	Attested Copy
8. Approval of BIDA	Attested Copy
9. TIN Certificate	Attested Copy
10. VAT Certificate	Attested Copy
11. Partnership Deed	Attested Copy

# Business Journey Map of **CHEMIST & DRUGGIST** SECTOR IN BANGLADESH



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- m. Registration as B Category Diploma Pharmacist
- n. Registration as C Category Pharmacy Technician

# Chapter 1: Introduction

## 1.1 Background of the Study

The economy of Bangladesh has been considered by global think tanks as the good experience of socioeconomic success. The nation has acquired a sustainable GDP growth of an average 8% till the start of pandemic. Later on, the downfall of the economy has been revived because of the announcement of Financial Stimulus Package by Hon'ble Prime Minister Sheikh Hasina MP to facilitate the CMSME and large industries. Moreover, government has taken number of mega projects to improve the trade logistics, transportation, multimodality, power and energy, health, education, etc. scenario in Bangladesh.

To keep the sustainable success momentum of the initiatives taken by the government to ensuring the economic growth, a2i has taken action to assist the private sector through ensuring service process simplification. CMSME has been treated as the game changer of the economy. A significant transformation of the SME sector has taken place in Bangladesh over time with various public and private initiatives.

The development of SMEs can be instrumental for Bangladesh to embark on higher growth trajectories as envisioned in various plan documents of the government, such as the Perspective Plan 2021 and 2041, various Five Year Plans, Industrial Policies, etc. While Bangladesh has the advantage of promoting SMEs in terms of abundance of human capital with a natural aptitude of intellectual ability, it lacks a conducive and coherent policy environment to give a boost to the sector.



a2i aims to facilitate the potential and promising sectors of the CMSMEs through private sector driven and demanded policy assistance to assist the government to attain the socioeconomic targets of Perspective Plan 2041. In that respect, G2B Team of a2i is operating Business Journey Mapping (BJM) and Service Process Simplification (SPS) initiatives to identify the bottlenecks/constraints/pain points faced by the CMSMEs as well as pointed out the way forward to mitigate the problems. The nation's economy will face the aftermath challenges of the LDC graduation on 2026. To ensure competitiveness in the global market after 2026, there is no alternative to turn all the challenges into opportunities. The "Workshop on Business Journey Mapping" is one of the key pathways to identify and solve the challenges that create hindrance to the prospect of private sector.



## 1.2 Structure of the Workshop

a2i Program is playing a very vital role to attract an inflow of local and foreign investment in the economy by service process simplification (SPS) of government-to-business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on October 15, 2022, with the participation of sector champions and leaders of the Pharmacy Industry (Druggist & Chemist) of Bangladesh to have their views/comments and recommendations to make the existing service-providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.



After the end of inaugural session, workshop participants joined a day long interactive session. Expert BJM facilitators conducted the session. The workshop was divided into 5 sessions to cover the following issue-

1. Identify the list of G2B Services to conduct the business operation;
2. Constraints faced by the entrepreneurs to avail G2B services;
3. Constraints faced by the entrepreneurs to accept the G2B services;
4. Recommendations and way forward to resolve the constraints and
5. Business Journey Mapping of the sector.

Enthusiastic participation of participants made the workshop lively. Pharmacy sector stakeholders elaborated their remarks/views/suggestions in the sessions. At the wrap up session, experts validated the outcomes of the workshop as this will be the pathways to formulate a comprehensive report.

### 1.3 Objectives of the Study

#### **Broader Objective of BJM**

Sector-specific event for mapping business journey, identifying issues and pain points in G2B services, and driving action for remedy.

#### **Specific Objectives of BJM:**

1. To portray the sectoral overview and export potential of Pharmacy Industry (Druggist & Chemist) of Bangladesh,
2. To design the Business Journey Map Pharmacy Industry (Druggist & Chemist) of Bangladesh,
3. To identify the G2B Services required to conduct Pharmacy Industry (Druggist & Chemist) of Bangladesh,
4. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
5. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

### 1.4 Reason to Choose the Sector

Chemists, druggists and pharmacists are playing a very vital role in the medical system in our country. In Bangladesh number of registered B Category Pharmacists are 18293, B Category Diploma Pharmacists are 5512 and C Category Pharmacy Technicians are 141739. Bangladesh Chemists and Druggists Somity (BCDS) informed that there are more than 1 lack 33 thousand licensed members of this private body. Because of the illegal practices of some unregistered and illegal chemists & druggists, the credibility of the whole industry falls into question. To facilitate the legal and registered chemists, druggists, and pharmacists as well as to mitigate illegal practices through the jurisdiction of law enforcement, the government has included the chemist and druggist sector in the BJM program to have the sector's voice.

# Chapter 2: Chemist & Druggist Sector in Bangladesh-

## Sectoral Overview

### 2.1 Druggist & Chemist Industry of Bangladesh

Drug shop/pharmacy/medicine shop/retail drug shops are the preferred first point of contact for a majority of the population in developing countries including Bangladesh. Currently in Bangladesh, number of licensed retail drug shops and approximately an equal number of unlicensed retail drug shops are involved in selling drugs “over-the-counter.” Most of the salespeople and dispensers at those retail drug shops do not have training in dispensing drugs or in offering diagnoses and treatment, which they frequently do. Druggist and chemist have been treated as next to doctor to the low income workforce group in Bangladesh, as they don't have enough financial capability to go randomly for treatment to health physician/doctor.

### 2.2 Education System for Pharmacy Industry of Bangladesh

To facilitate the pharmacy and health industry in Bangladesh, public and private universities of Bangladesh conduct B. Pharma and M. Pharma degrees to create expert pharmacists.

University	B. Pharma	M. Pharma
Public University	13 nos.	10 nos.
Private University	28 nos.	11 nos.

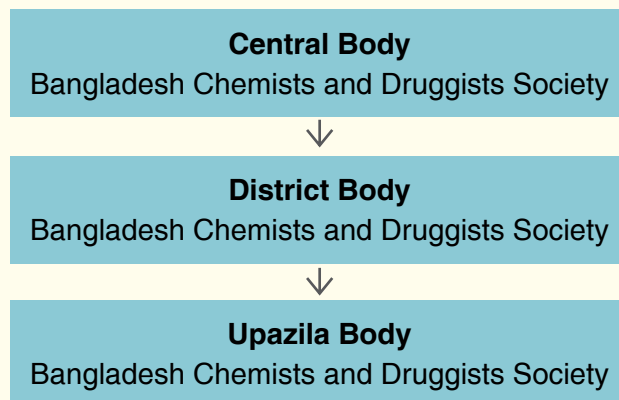
Besides, Pharmacy Council of Bangladesh issues licenses for pharmacist under three categories. Number of licensed pharmacists based on the updated information of PCB as-

Category	Number
A Category Pharmacist	18293
B Category Diploma Pharmacist	5512
C Category Pharmacy Technician	141739

### 2.3 Bangladesh Chemists and Druggists Somity

Bangladesh Chemists and Druggists Somity (BCDS) is the leading and parent private sector organization of the Chemists and Druggists of Bangladesh. There are more than 1 lack 33 thousand licensed members of this private body. BCDS is a registered association of the drug shop owners and is approved by the Social Welfare Ministry. Its network extends from the central to the sub district level in the rural areas. This powerful association regulates the local associations and establishes accredited model drug shops. Noted that, District Chemists and Druggists Society closely works with the DC Office of every districts.

To address the severe shortage of trained pharmacists, the BCDS, with help from the Pharmacy Council of Bangladesh (PCB) and the BPS, conducts a three-month training course to award grade C certificate for dispensers working in the drug shops. The association charges a minimum fee for this course. Currently, two courses a year are being run with 100 students in each course. To qualify to enroll, students must have completed a minimum of 10 years of schooling and be age 18 or older. Classes are on weekends from 9 a.m. to 5 p.m. The syllabus and the training materials are provided by the pharmacy council.



*Fig: Operational Hierarchy of BCDS*

## 2.4 Pharmacy Council of Bangladesh

The Pharmacy Council of Bangladesh (PCB) is an autonomous body under the Health Service Division, Ministry of Health and Family Welfare, Govt. of the People's Republic of Bangladesh. It was established under The Pharmacy Act 2013 (Special Rule) (Previously known as The Pharmacy ordinance 1976, Ordinance No. X111 of 1976.)

The Pharmacy Council of Bangladesh (PCB) is a regulatory body for controlling the education and profession of pharmacy in Bangladesh. After the promulgation of Pharmacy Ordinance 1976, the PCB became the official regulatory body of the Government to regulate and accredit the pharmacy education in Bangladesh. The PCB regulate the pharmacy education and practice of pharmacy including issuance of professional registration certificate of Pharmacists (Grade A), Diploma Pharmacists (Grade B) and Pharmacy technicians (Grade C) as per Pharmacy Act (Special Rule) of 2013 (Previously known as The Pharmacy ordinance 1976). The Pharmacy Council of Bangladesh (PCB) is working to ensure the highest standard of quality required for proper pharmacy education, training and practice in different academia, pharmaceutical industry, community pharmacy and hospital pharmacy.

The Main objective of the Pharmacy Council of Bangladesh is to regulate the practice of Pharmacy throughout Bangladesh. In addition to this the pharmacy council performs the following activities:

1. Approve examinations in pharmacy for the purpose of qualifying persons for registration as pharmacists;
2. Prescribe the subjects in which approve examinations shell be held;
3. Approve the course of study and practical training in pharmacy for the purpose of admission to approval examinations;
4. Prescribe the condition and procedure for admission of candidates to and approved examination;
5. To lay down the standard of teaching to be maintained by the institutions conducting the approved courses of study;
6. Prescribe the equipment and facilities to be made available to the students;
7. To recognize degree or diploma in pharmacy for the purpose of registration as pharmacist;
8. Undertake inspections of institutions which conduct any course of study in pharmacy and of the teaching imparted and examinations held by them;
9. Prepare and maintain registers of pharmacists and apprentices in pharmacy;
10. To register pharmacists and grant certificates of registration;
11. Hold examinations for the purpose of registration as pharmacists; and
12. Undertake such other activities as it may be empowered or required to do by the council under this ordinance.

## Chapter 3: G2B Services Required for the Chemist & Druggist Sector in Bangladesh



Bangladesh Chemist & Druggist Samity (BCDS) source mentioned that there are more than 1 lack 33 thousand licensed pharmacy operating their business in the Bangladesh of them 1 lack 20 thousand are functioning. Participants of the workshop on Business Journey Mapping for Pharmacy Industry (Druggist & Chemist) of Bangladesh were representing mostly the small and medium entrepreneurs. List of G2B services (license/permission/certificate/approval/permit etc.) required to operate business in the pharmacy industry in Bangladesh is tabled-

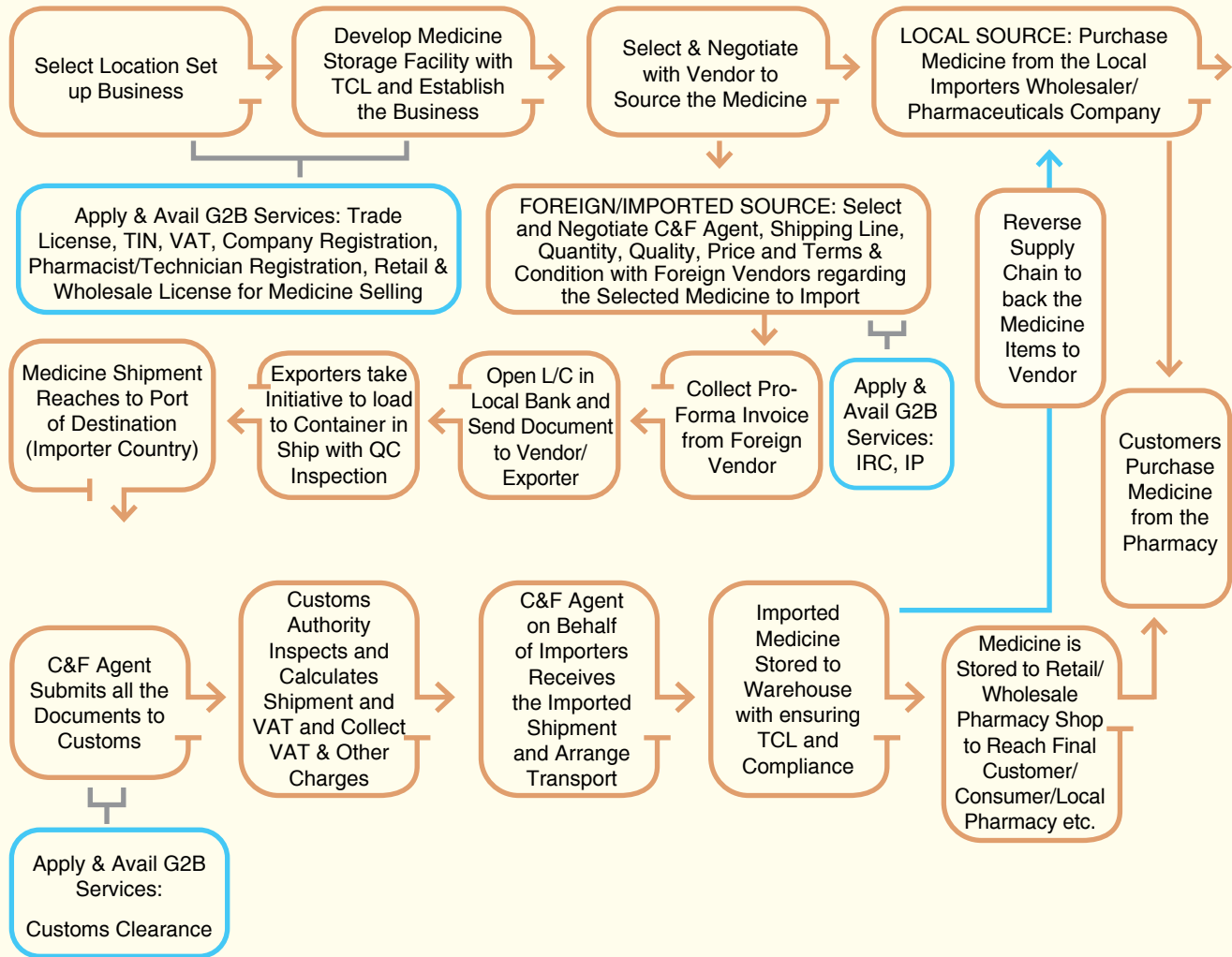
General Required G2B Services	Sector Specific Required G2B Services for Pharmacy Industry
1. Trade License (from LGD)	5. License for Retail Selling of Medicine (from DGDA)
2. VAT (from NBR)	6. License for Wholesale Selling of Medicine (from DGDA)
3. TIN (from NBR)	7. Pre-approval for the Import of Medicine (from DGDA)
4. Company Registration (from RJSC&F)	8. Import Registration Certificate (from CCI&E)
	9. Import Permit (from CCI&E)
	10. Customs Clearance Approval for Release of Imported Medicine (from DGDA)
	11. Registration as A Category Pharmacist (from Pharmacy Council of Bangladesh)
	12. Registration as B Category Diploma Pharmacist (from Pharmacy Council of Bangladesh)
	13. Registration as C Category Pharmacy Technician (from Pharmacy Council of Bangladesh)

Note:

1. User journey maps to avail the G2B services are annexed.

# Chapter 4: Business Journey Map of Chemist & Druggist Sector in Bangladesh

## 4.1 Business Journey Map of Pharmacy Industry (Druggist & Chemist) of Bangladesh



# Chapter 5 Simplify the BJM & G2B Services for the Chemist & Druggist Sector in Bangladesh

## 5.1 Pain Points & Way Forward: Point of View of Participants

No	Issue	Pain Points	Way Forward
1.	Trade License	The fee to avail trade license both for fresh issuance and renewal is high for the SMEs.	Trade License fee for new issuance and new renewal should be lower than the present schedule for SMEs.
		Renewal frequency of trade license is one year which is troublesome for the CMSMEs.	Ministry of Commerce and LGD should come forward to increase the renewal frequency of the trade license to at least 5 years.
		Applicants are bound to visit the government office physically to avail the trade license though the application is submitted online.	Trade license should be awarded online instead of any physical interaction with the applicants.
2.	Constraints to avail Retail and Wholesale Drug/Medicine License	Participants mentioned that while obtaining retail and wholesale drug license they had to incur additional unseen cost for NOC to speed up the process. Moreover, multiple visits to DGDA office for the latest update is a common experience for all applicants.	Fully automated digital service for application, approval and delivery of drug license can be a desired solution for service recipients. Besides, DGDA and Innovation Team may work together to mitigate the bottlenecks faced by the pharmacy owners to avail the G2B services from the DGDA.
		As per the Citizen Charter of DGDA it takes 90 official days to have the license from DGDA. The time is too lengthy to issue license.	DGDA should reduce the days to 15-30 days from the existing 90 days to issue retail and wholesale license for selling medicine.
3.	Trade License and Drug License Joint Problem	To avail trade license for the pharmacy, agencies of LGD ask for drug license as the pre-requisite documents. On the other hand, to avail drug license from DGDA, they ask to submit trade license first as one of the required necessary documents.	LGD and DGDA may jointly issue a SRO to address and to resolve the constrain.

No	Issue	Pain Points	Way Forward
4.	Registration Certification of Pharmacist by PCB	After the end of pharmacist registration examination, Pharmacy Council of Bangladesh takes long time to issue certificate to the applicants.	Pharmacy Council of Bangladesh should issue the registration certificate within the 30 working days after the announcement of examination result.
		Registered pharmacist of Category A, B and C have to renew the registration after a certain period of time. This is burdensome for the pharmacists.	Like other education degrees/certificates (SSC, HSC, Bachelor, Masters, M.Phil., PhD etc.), no renewal period should be existed for the registration of pharmacist certificate.
5.	Insufficient documentation of restricted pharmaceutical products	Mobile Court Officials often do not have detailed list of contraband and restricted pharmaceutical products. Mobile Court operations will be more empowered with such a detailed list.	Mobile Courts may consider including a Category A certified pharmacist to provide just insights and tangible opinions in support to Mobile Court.
6.	Monitoring of Online Medicine Shops	Online medicine shops are fully out of jurisdiction of DGDA and PCB. Some of the unregistered and illegal medicine which are sold through online shop are highly alarming for the human health.	Ministry of Commerce, Ministry of Health, DGDA, PCB and ICT Division should work together to develop an online medicine shop monitoring mechanism and online doctors/pharmacist/health physician by considering the human health as one of the top most priorities.
7.	Regulation for Online Doctors	There are several online/Facebook pages of doctors/pharmacist/health physician. But they are not regulated and monitored by the legal entities. Complaints have been raising gradually against them because of their mistreatment.	
8.	Access to Information	Workshop participants complaint that they are not well aware about the rules, regulation, SRO, notification issued by the Ministry of Health, DGDA, PCB, etc.	Central/National Committee of BCDS should appoint an official to accumulate rules, regulation, SRO, notification issued by the Ministry of Health, DGDA, PCB, etc. as well as to distribute those to the members of District and Upazila Chemist and Druggist Society.
9.	Monitoring Committee for Drug, Medicine and Pharmacy at DC Office	District Monitoring Committee for drug, medicine and pharmacy affairs is a strong platform to streamline the sector. Participants mentioned that more frequent meeting can play a vital role in efficient monitoring of the Drug, Medicine and Pharmacy sector.	Cabinet Division and Health Services Division may monitor regular holding of meetings. However, subsequent implementation of decisions and suggestions by the District Monitoring Committee can gear up this monitoring.
10.	Simplification of Advance Income Tax (AIT)	Workshop participants' complaint that it is very much difficult to have the adjustment of AIT from the public authority.	NBR and Customs Authority should simplify the AIT payment and adjustment mechanism to reduce the bottlenecks as well as to popularize it among the importers.



No	Issue	Pain Points	Way Forward
11.	Unregistered Pharmacy	Research found that there are more than 1.5 lack unregistered pharmacy in Bangladesh. Because of that, they are not traceable by the public and private bodies.	Mobile Court should be conducted to the grass root level to identify the unregisters pharmacy and pharmacist as well as initiative needs to be taken ensure the registration of these unregistered entities. Month long campaign should be conducted by DGDA, PCB and BCDS all over the country in that respect.
12.	Unregistered but Emergency Medicine Items	There are number of foreign unregistered lifesaving emergency medicine which are prescribed by the doctors. These highly emergency medicines enter to country illegally which should be legalized as soon as possible.	Ministry of Health and DGDA should take initiative to identify such medicine items by consulting with the pharmacist and doctors to bring them under registration. Such initiative is highly awaited by the patients, doctors and pharmacists.
13.	Restriction on Opening Pharmacy in Residential Area	Workshop participants informed that there is constraints to avail trade license and drug license to establish pharmacy/drug store in the residential area.	Initiatives needs to be taken identify the bottlenecks and way forward to mitigate those to establish pharmacy in the residential area by considering this as the supportive lifesaving emergency entity.
14.	Financing Constraints	Banks are not willing to provide loan to the pharmacy industry, raised by the workshop participants.	As the pharmaceuticals and pharmacy sectors have been growing at a sustainable growth the Ministry of Health, DGDA, PCB and BCDS may jointly negotiate with Ministry of Finance/Bangladesh Bank to introduce a financial scheme to facilitate the pharmacy industry of Bangladesh to establish or to expand business operation.
15.	Sectoral Recognition	Pharmacy sector has been treated as the supportive sector of Pharmaceuticals Industry and lifesaving service sector. Unfortunately, this highly potential and growing SME sector has not been recognized by in the National Industrial Policy.	Pharmacy/drug store should be included as the high priority service sector in the National Industrial Policy. BCDS with the assistance of a2i may prepare a concept note in that respect to motivate the Ministry of Industries to ensure sectoral recognition.
16	Upgrade National Drug Rule/Act	Numbers of socioeconomic and health affairs issue have been raised in the post pandemic and pre LDC graduation era. All the relevant issues should be reflected in the Drug rules	<p>National Drug Rule/Act should be updated by including the provision for following issues like-</p> <ul style="list-style-type: none"> <li>● Simplification of the registration of drug store,</li> <li>● Registration of pharmacist,</li> <li>● Penalty for unregistered pharmacy,</li> <li>● Monitoring of online medicine shop and online doctor/health physician/pharmacist,</li> <li>● Simplification of AIT,</li> <li>● Establishment of Pharmacy in residential area,</li> <li>● Regularize the monitoring committee headed by DC, etc.</li> </ul>



## 5.2 Way Forward: Suggested by USAID

USAID, BRAC & University of Dhaka jointly conducted a research on 2015 entitled “Baseline Study of Private Drug Shops in Bangladesh: Findings and Recommendations”<sup>1</sup>. Recommendations of the study are presented below with reference-

### Immediate and Short-Term Measures:

1. Create a crash program to train the vast number of dispensers in unlicensed shops within a short time, such as a maximum of one year.
2. Encourage PPPs (including nonprofit NGOs) to play a significant role in franchising the certificate course for grade C pharmacists.
3. Include a certificate course for grade C pharmacists in existing public and private health institutes.
4. Make the drug licensing process user-friendly, efficient, and inexpensive so that the unlicensed drug shop owners are encouraged to become licensed after fulfilling the requirements as-
  - ▶ Abolish the district drug committee, and fast-track the licensing process.
  - ▶ Conduct awareness-building campaigns about the necessity and benefits of fulfilling the requirements for a drug license and, ultimately, having a drug license.
  - ▶ Make transparent the exact amount of fees required for applying and getting a drug license to all owners of drug shops through a DGDA circular.
  - ▶ Investigate each and every case of irregularity.
5. DGDA-approved checklist should be meticulously followed during shop inspection and records kept by the DS/DIs of shop inspections by DS/DIs, and include checks during shop visits.
6. Increase the capacity of the DGDA with more personnel and improved logistics so that shop inspections can be conducted countrywide, year round, and on a regular and planned schedule. Such inspections will keep the drug-shop owners alert to not breach the laws.
7. Develop amicable relationships between DGDA officials and other stakeholders to effectively implement regulations, and make high-quality essential drugs available at the people’s doorsteps.

### Long-Term Measures:

1. Revise the contents, forms, and duration of the grade C certificate course to develop a standard curriculum that also includes basic PHC services (first aid and health education, including TB and TB DOTS) for these to work as PHC outposts in remote rural areas.
2. Increase the technical capacity of DGDA (e.g., establish more drug-testing laboratories) to discourage marketing of counterfeit, expired, and poor-quality drugs.
3. Develop the capacity of the dispensers by training and giving monetary incentives to be providers for TB DOTS.
4. Ensure strict adherence to GMP for all pharmaceuticals and for maintaining the standard and quality of drugs.
5. Understand that requirements to be fulfilled for ADDOs in Bangladesh include the following—
  - ▶ Ensure the presence of a pharmacist who is well trained in the revised curriculum in the drug shop.
  - ▶ Conduct an extensive information, education, and communication (IEC) campaign to build awareness of the public and the pharmacy stakeholders on the irrational use of drugs and their harmful effects (e.g., antimicrobial resistance, MDR TB, etc.).
  - ▶ Include the health professional associations in developing ownership of the ADDO process.
  - ▶ Encourage the critical role of CAB and the similar associations as pressure groups for the rational use of drugs.

<sup>1</sup> Available at: <https://siapsprogram.org/publication/baseline-study-of-private-drug-shops-in-bangladesh-findings-and-recommendations/>

## Chapter 6: Concluding Remark

Health care has been considered with the utmost care and importance by the Government of Bangladesh. The important role of drug shops in promoting public health in the LDC graduating country such as Bangladesh cannot be overemphasized. Now those drug shops are numerous, employ untrained salespersons, and are legally allowed to sell prescription-only drugs. Given the critical shortage of human resources for health (HRH) and the inequitable distribution of qualified HRH in Bangladesh especially in remote areas it is essential to develop the drug shops as an integral part of primary health care and to ensure the delivery of a minimal level of quality care, products, and information to the people. Because the number of drug shops are large, the problem of geographical accessibility can easily be overcome and will increase the outreach of services to the disadvantaged population. It is suggested that possible initiatives need to be taken to train the attendants, salespersons, and dispensers at drug retail outlets to improve dispensing practices, to promote rational use of drugs, and to treat and manage common illnesses and injuries. This path to improvement must be given serious consideration by the DGDA, the DGHS, and the DGFP (Directorate General of Family Planning), to facilitate Bangladesh's journey towards formulating effective health care system in Bangladesh.

## Annex-I: Participant List

1. Mohammad Ali, Director, Messrs Shad Medicine Corner
2. Mohammad Iqbal Loshkor, Director, Messrs Iqbal Enterprise
3. Md. Khalilur Rahman, Director, Jahanara Medical Hall Mitford
4. Md. Tofazzal Hossain, Director, Bangladesh Chemist & Druggist Association
5. Md. Shahjahan Khan, Director, Messrs Khan Medical Hall
6. Safiuddin Ahmed, President, Marsha Trade
7. Shamim Hasan Rana, General Member, Rocky Medical Hall
8. Dewan Md. Mahbubul Motin, Executive member, Bangladesh chemist and druggist samity
9. Kazi Majedul Islam, President, Drug and Chemist Society, Ganderia thana
10. Md. Ferdous Jaman Shah Jewel, Senior Vice President, AB Pharma Mohammadpur
11. Md. Abdul Wadud, Proprietor & President, BCDS Tejgaon uposakha M/S Sheba Medical Hall
12. Md. Hedayetul Islam, Proprietor, The Green Pharma
13. Mujibur Rahman Khan, Owner, Khan Pharmacy
14. Mir Md Atiqul Islam, Proprietor, M/S Mir pharmacy
15. Md. Kuddus Khan, Vice President, Bangladesh Chemist and Druggists Samity
16. Motiul Islam Litu, Senior vice President, BCDS
17. Md. Abdus Samad, Proprietor, Ashian Drug House
18. Mohammad Abdul Haye Meah, Proprietor & Senior vice president, Modern Pharmacy B.C.D.S
19. Md. Nurur Rahman Mithu, Proprietor, Al Amin Pharmacy
20. Md. Abu Hena Mostafa Kamal, Secretary (Central Office), Bangladesh Cemists and Druggists Samity
21. Md. Bazlur Rahman, Proprietor & Director, BCDS central committee
22. Md Mizanur Rahman, Director, Ali Medical Hall

## Annex-II: User Journey Map to Avail G2B Services for Chemist & Druggist Sector in Bangladesh

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

#### Required Documents – For Fresh Issues

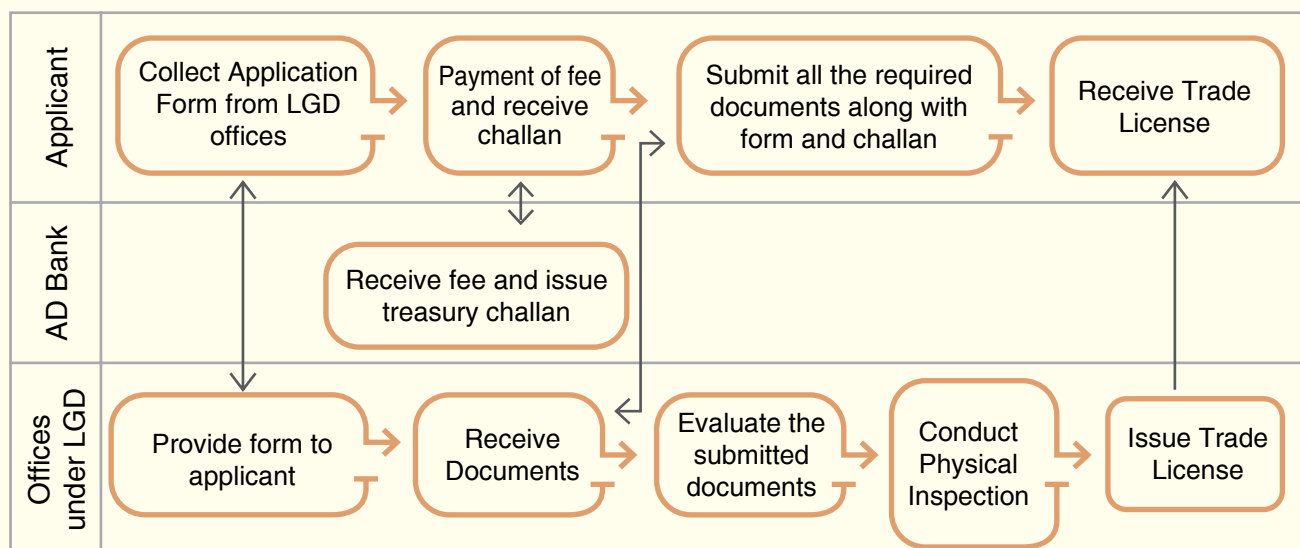
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

#### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License

Required Documents	Remarks
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## b. Name Clearance Certificate for Companies

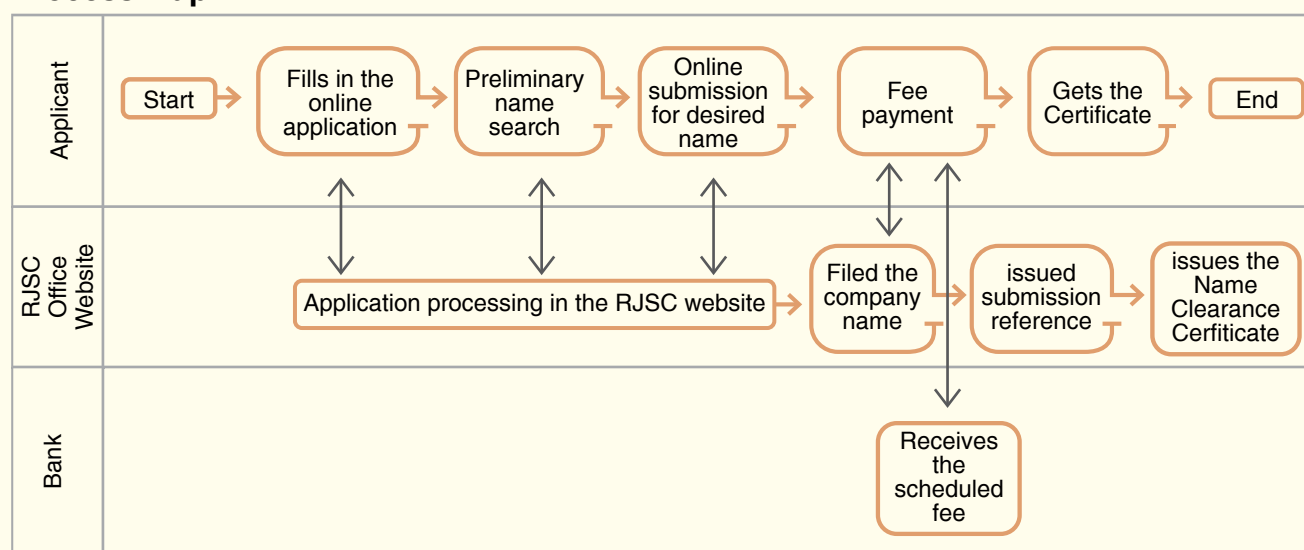
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application	Online

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## c. Registration of (Private and Public) Company

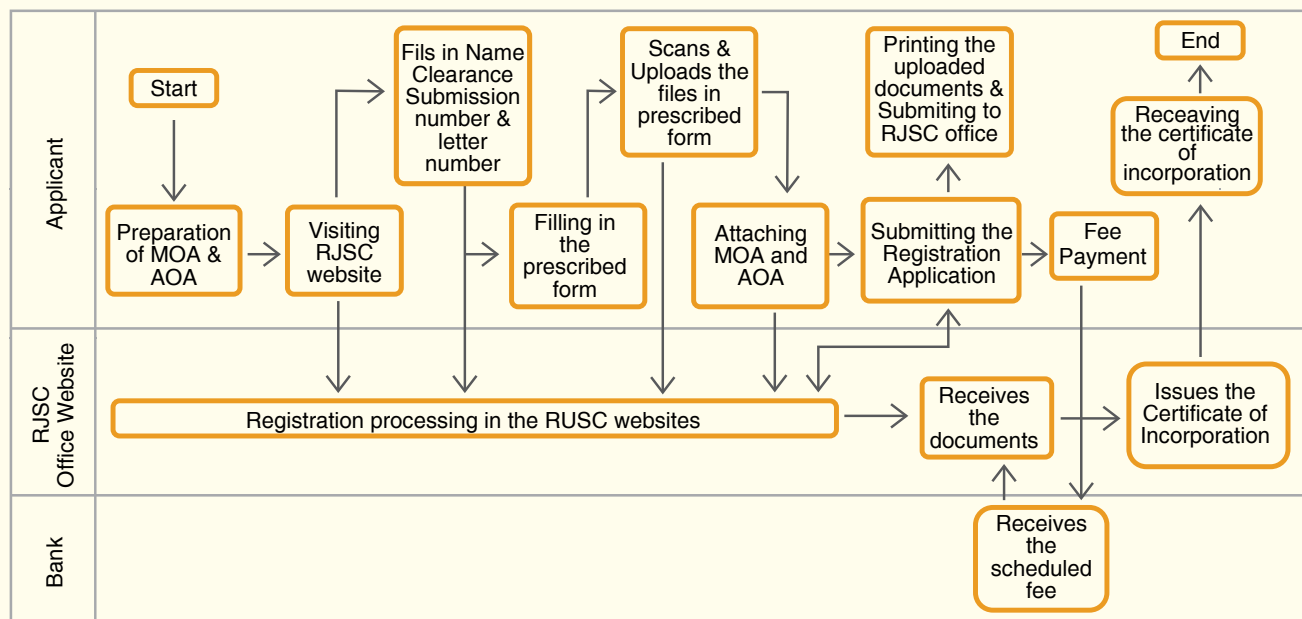
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

## Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

## Process Map



Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

### Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00
2. For affixing on the Articles of Association:

Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

### Registration Fee

#### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

#### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

#### 2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

## d. TIN Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance



## Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	-
4. Name of the authorized person	Managing Director/Chairman of the company

## Steps

Required	Remarks Documents
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## e. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

### Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First Class gazetted officer
2. TIN Certificate	
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazetted officer
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested by a First-Class gazetted officer
9. BIDA registration	

### Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmc\\_f\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmc_f_pri/index.html#/Form/U010)

The screenshot displays the 'Sign-up to Create User' form on the VAT.gov.bd portal. The form is divided into several sections: 'Basic Information' (including Name, Address, and Contact details), 'Company Information' (including Company Name, TIN, and Date of Birth), 'Banking Information' (including Bank Name, Branch, and Account Number), and 'Security Information' (including Password and Confirmation). The form is set against a green background with a pattern of triangles. A small cartoon character is visible in the bottom right corner.

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required

## f. Import Permit

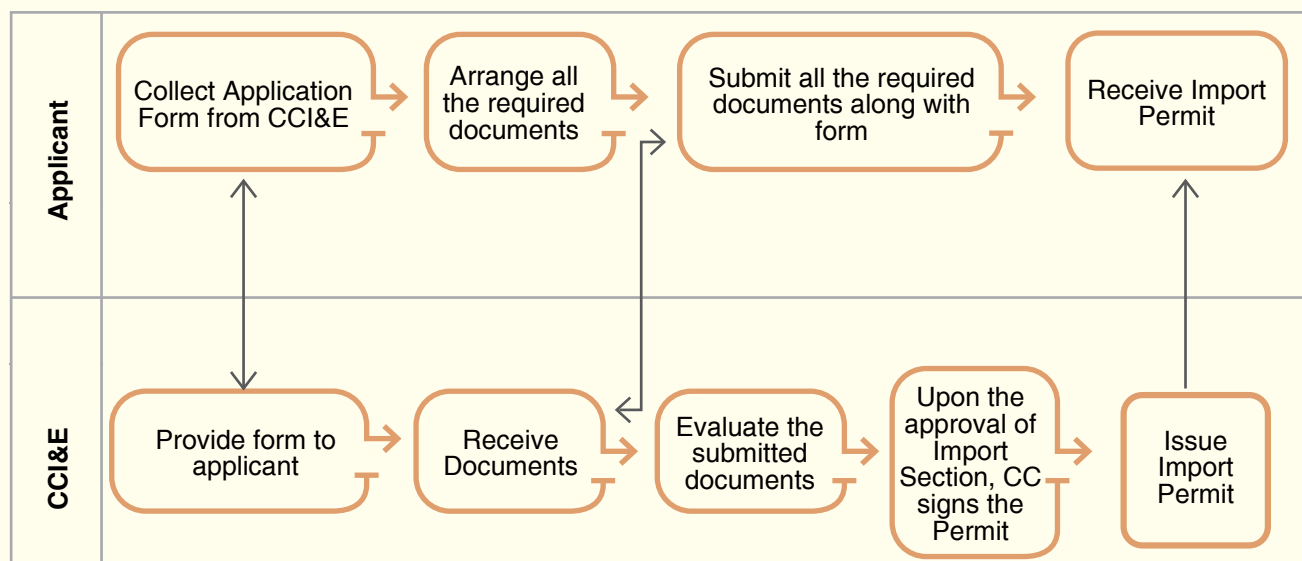
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

## Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

## Process Map



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

**Fee Schedule:**

- No fee is required

**g. Import Registration Certificate (IRC)****Incumbent Office**

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

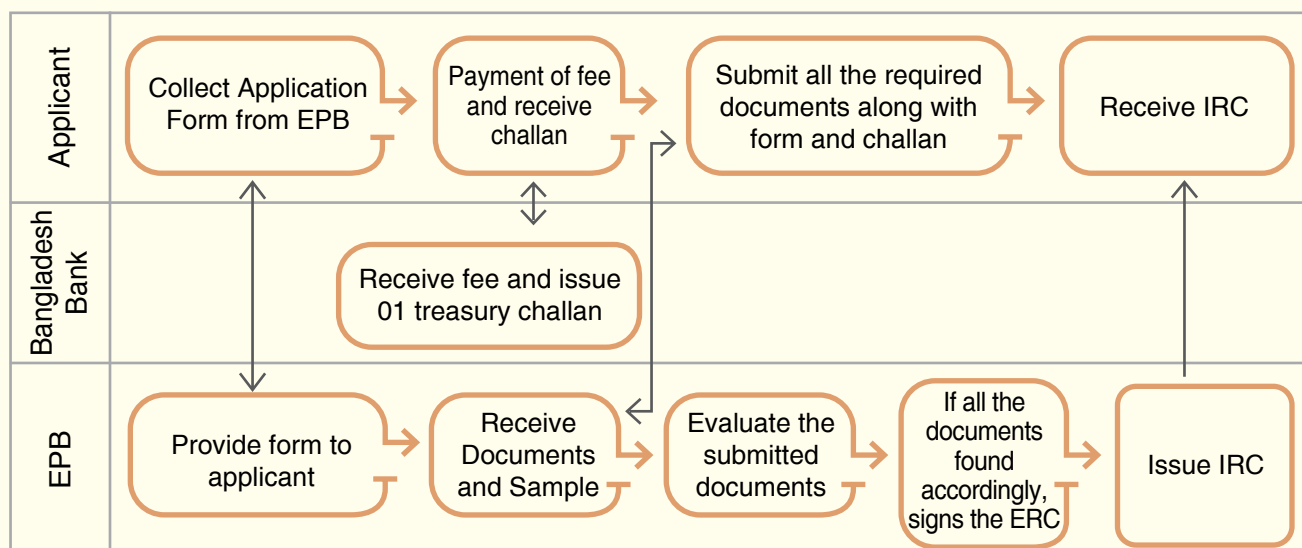
**Required Documents – Fresh Issuance**

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

**Required Documents – Renewal**

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

### 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:****1. Security deposit**

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

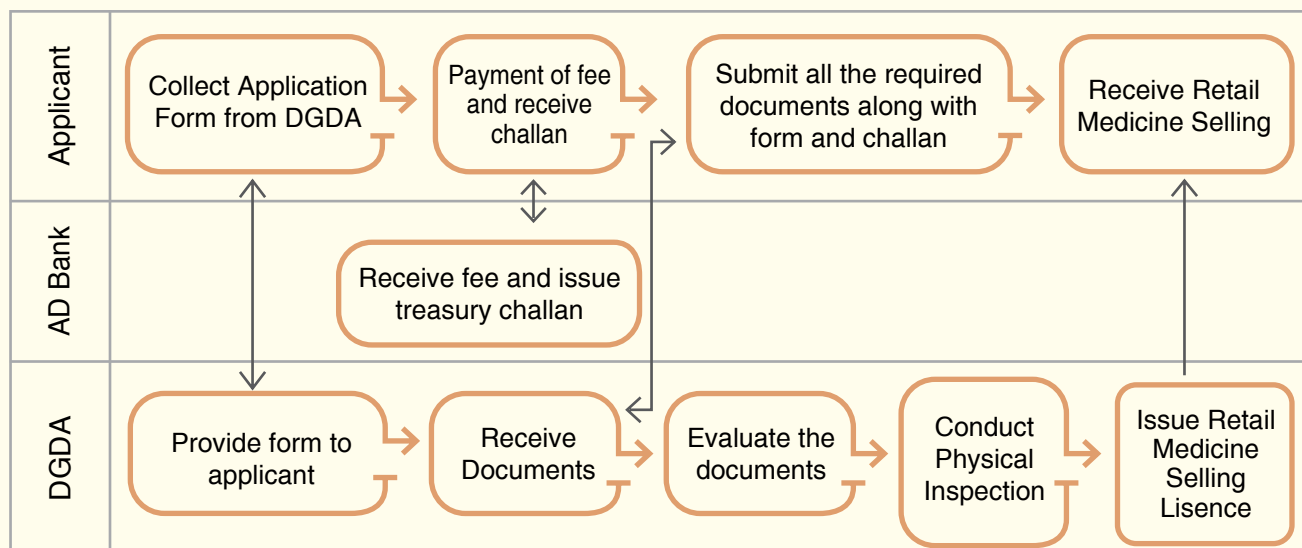
**h. License for Retail Selling of Medicine****Incumbent Office**

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

**Required Documents – Fresh Issuance**

Required Documents	Remarks
1. Application in duly filled in prescribed form (Mentioned in Bengal Drugs Rule 1946)	Original Copy
2. Main Registration Certificate of Pharmacist	Original Copy
3. Copy of Registration Certificate of Pharmacist	Attested Copy
4. Treasury Chalan of License Fee	Original Copy
5. Letter of Commitment by Pharmacist	-
6. Nationality Certificate of the Owner of the Pharmacy	Attested Copy
7. Bank Solvency Certificate of the Owner of the Pharmacy	Attested Copy
8. Rental Deed of the Shop	Attested Copy

## Process Map



### Time:

► 90 Official Days

### Fee:

New Issuance	BDT 2500.00 for Pourosova and Metropolitan Area+15% VAT BDT 1500.00 for Union Council+15% VAT
Renewal Fee	BDT 1500.00 for Pourosova and Metropolitan Area+15% VAT BDT 700.00 for Union Council+15% VAT

## i. License for Wholesaling of Medicine

### Incumbent Office

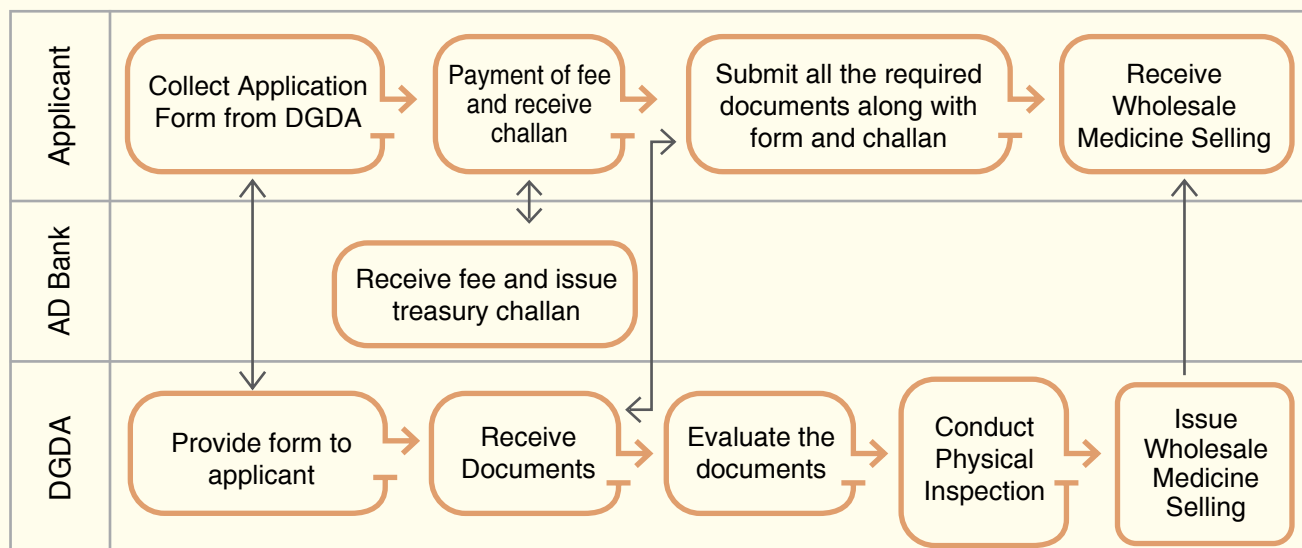
Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form (Mentioned in Bengal Drugs Rule 1946)	Original Copy
2. Depot License of Medicine Manufacturing Company	Attested Copy
3. Import Registration Certificate (in case of import)	Attested Copy
4. Treasury Chalan of License Fee	Original Copy
5. Letter of Commitment by Pharmacist	-
6. Nationality Certificate of the Owner of the Pharmacy	Attested Copy

Required Documents	Remarks
7. Bank Solvency Certificate of the Owner of the Pharmacy	Attested Copy
8. Rental Deed of the Shop	Attested Copy

### Process Map



### Time:

► 90 Official Days

### Fee:

New Issuance	BDT 10,000.00 +15% VAT
Renewal Fee	BDT 5,000.00 +15% VAT

## j. Pre-approval for the Import of Medicine

### Incumbent Office

Category	License
Renewal Frequency of the License	-
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

### Required Documents – Fresh Issuance

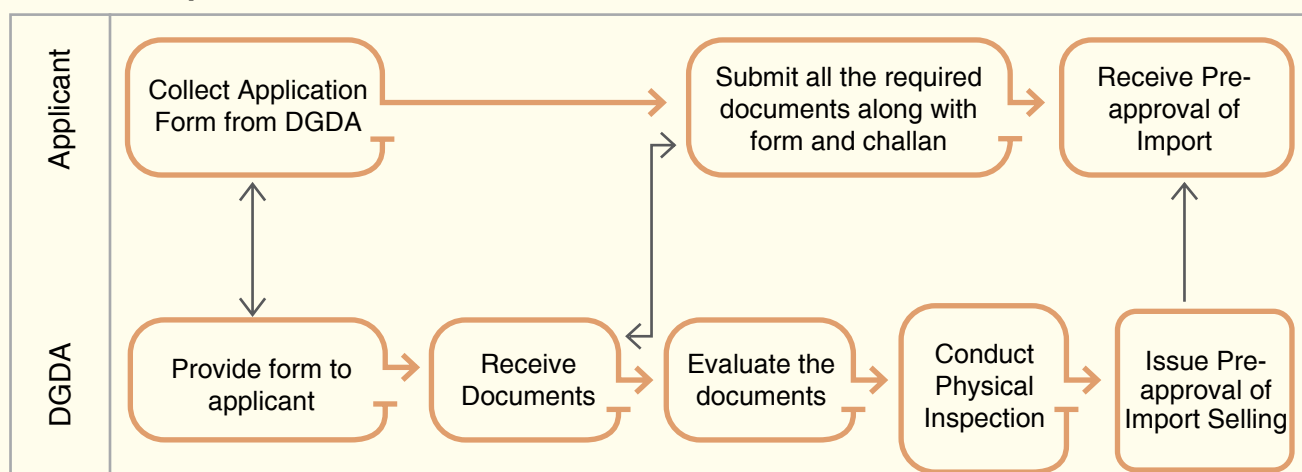
Required Documents	Remarks
1. Application to DG, DGDA	Attested Copy
2. Indent/Pro Forma Invoice	Attested Copy
3. Registration Certificate	Attested Copy



Required Documents	Remarks
4. Price Selection Certificate	Attested Copy
5. Drug License	Attested Copy
6. Letter of Authorization	Attested Copy
7. Free Sale Certificate from any one of the seven developed countries	Attested Copy

*Note: 7 Developed Countries: USA, UK, Germany, Switzerland, France, Japan & Australia*

### Process Map



#### Time:

► 40 Official Days

#### Fee:

No fee is required.

### k. Customs Clearance Approval for Release of Imported Medicine

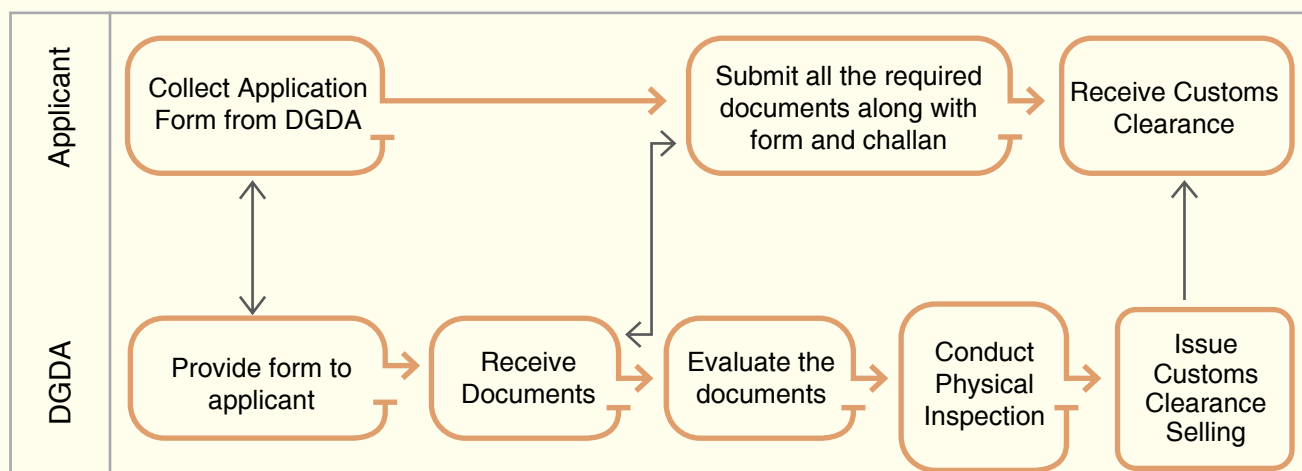
#### Incumbent Office

Category	License
Renewal Frequency of the License	-
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application to DG, DGDA	Attested Copy
2. 08 Copies of Block list based on the Pro Forma Invoice. Following should be mentioned in the block list- Name of Organization Address of Organization CCI & ES Category and Registration Number Import Value and Volume of Last Year Types of license Port of Arrival Name and Specification of Raw Material/Packing Material Name and Address of Manufacturer and Supplier Amount of the Raw Material	Attested Copy
3. Validation Certificate by DGDA	Attested Copy
4. Block list Signed by the Registered Pharmacist	Attested Copy

## Process Map



### Time:

► 05 Official Days

### Fee:

No fee is required.

## I. Registration as A Category Pharmacist

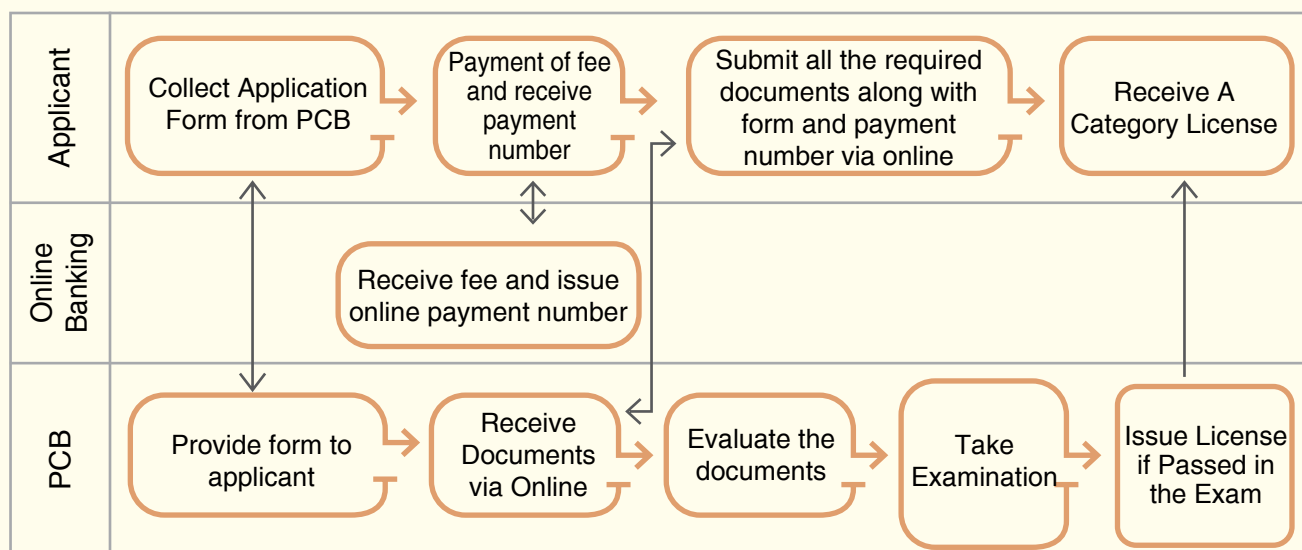
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Every 2 Years
Issuing Ministry/Agency	Pharmacy Council of Bangladesh (PCB)

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Certificate of SSC	All the Documents need to be Attested by the Head of the Department of Pharmacy of University and Uploaded to Online
2. Certificate of HSC	
3. Certificate of B. Pharma	
4. In-plant Training Certificate	
5. National Identification	
6. Passport Size Photo	2 copies

## Process Map



## Time:

► 01-15 Official Days

## Fee:

New Issuance	BDT 1,000.00
Renewal Fee	BDT 1,000.00

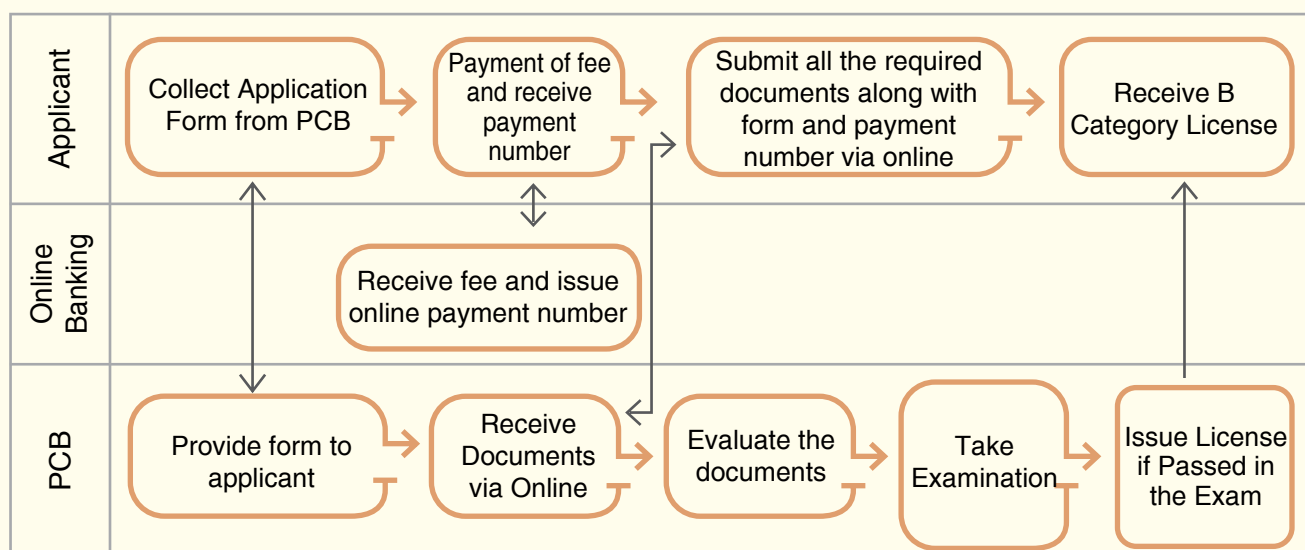
## m. Registration as B Category Diploma Pharmacist

### Incumbent Office

Category	Registration
Renewal Frequency of the License	Every 2 Years
Issuing Ministry/Agency	Pharmacy Council of Bangladesh (PCB)

**Required Documents – Fresh Issuance**

Required Documents	Remarks
1. Certificate of SSC	All the Documents need to be Attested by 1st Class Gazetted Officer and Uploaded to Online
2. Certificate of Diploma in Pharmacy	
3. National Identification	
4. Passport Size Photo	2 copies

**Process Map****Time:**

► 01-15 Official Days

**Fee:**

New Issuance	BDT 750.00
Renewal Fee	BDT 750.00

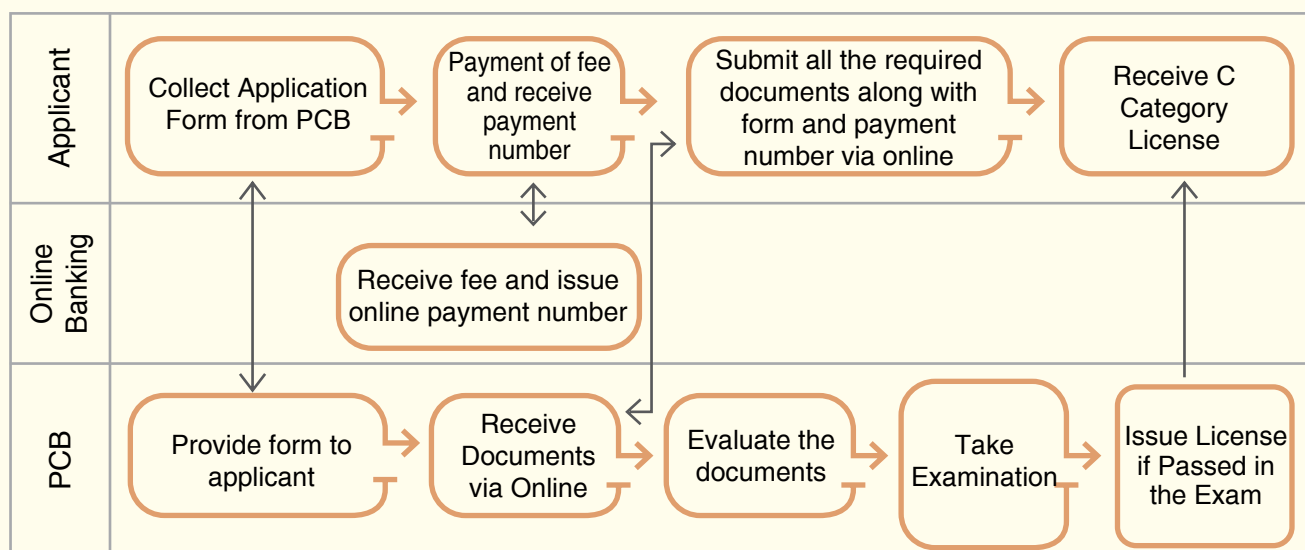
**n. Registration as C Category Pharmacy Technician****Incumbent Office**

Category	Registration
Renewal Frequency of the License	Every 2 Years
Issuing Ministry/Agency	Pharmacy Council of Bangladesh (PCB)

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Certificate of SSC	All the Documents need to be Attested by 1st Class Gazetted Officer and Uploaded to Online
2. Admit Card of Pharmacy Technician Registration Examination	
3. National Identification	
4. Drug License	
5. Prottayon Potro	
6. Passport Size Photo	2 Copies

## Process Map



## Time:

► 01-15 Official Days

## Fee:

New Issuance	BDT 500.00
Renewal Fee	BDT 500.00

# Business Journey Map of **FURNITURE INDUSTRY** IN BANGLADESH



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c.	Approval of Layout Factory Plan and Registration
d.	Name Clearance Certificate for Companies
e.	Registration of (Private and Public) Company
f.	TIN Certificate
g.	VAT Certificate
h.	Certification of Mark (CM) Certificate
i.	Export Permit
j.	Import Permit
k.	Export Registration Certificate (ERC)
l.	Import Registration Certificate (IRC)
m.	EPB Enrollment Certificate
n.	Environment Certificate – Orange B
o.	Fire Safety Certificate

- p. Project Approval of BIDA
- q. Timber/Forest Items Collection Permit
- r. Timber/Forest Items Transport Permit
- s. Registration of Ownership Hammer
- t. Registration for Storing Forest Items
- u. License for Veneer Factory
- v. License for Furniture Mart
- w. License for Timber Processing Unit
- x. License for Sawmill



# Chapter 1: Introduction

## 1.1 Background of the Study

Bangladesh, one of the economic miracles of the modern era, has seen phenomenal growth during the last ten years. Based on the GDP base price, the nation ranks 41st in 2022. Besides, according to Price Waterhouse Coopers (PWC), the country can become the 28th largest economy by 2030 and has the potential to become the 23rd largest economy by 2050. The Perspective Plan (PP) of Bangladesh targets Bangladesh's economy would reach roughly USD 2.5 trillion in 2041, and to attain this, the economic development needs an average of 40.87 percent investment in GDP. According to UNCTAD's LDC report, trade logistics and infrastructure development are vital to achieving SDGs by 2030. To ensure export led economic growth through product and market diversification, the government has taken initiative to reduce over-dependency on the single export item to diversification.

Furniture industry is one of the most promising and potentially growing industries in terms of export volume. Export Promotion Bureau source revealed that the contribution of this sector to the export basket has been boosting at an increasing rate since last decade. The country's furniture industry has seen rapid growth in recent decades, with over 25 lakh workers currently employed in this sector. This industry is the second largest employment generating sector after RMG in Bangladesh. The industry now enjoys an annual growth of 18-20 percent.



To facilitate the highly promising furniture industry of Bangladesh, the government has taken initiative to identify the bottlenecks/constraints faced by the stakeholders as well as to identify the way forwards to remove the barriers. Aim of the initiative is to ensure more contribution of the furniture industry to the GDP, export earnings and employment generation through proper policy advocacy and assistance.

## 1.2 Purpose & Design of the Workshop

a2i Program is playing a very vital role to attract inflow of local and foreign investment in the economy by service process simplification (SPS) of government to business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on October 22, 2022, with the participation of sector champions and leaders of the Furniture Industry to have their views/comments and recommendations to make the existing G2B service providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.

## 1.3 Objectives of the Business Journey Mapping

1. To portray the sectoral overview and export potential of Furniture Industry in Bangladesh,
2. To design the Business Journey Map of the Furniture Industry in Bangladesh,
3. To identify the G2B Services required to conduct Furniture Industry operation in Bangladesh,
4. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
5. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.

## 1.4 Reason to Choose the Sector

Furniture is a labor-intensive sector and Bangladesh has a large low-cost manpower which is a vital factor in becoming competitive in the world market. So, there is good potential for the export of furniture and Bangladesh's furniture industries are ready for that. At present, about 50 thousand enterprises (registered and unregistered) and nearly 2.5 million skilled and semi- skilled people are engaged in this sector. On average 60% of the raw materials in the furniture sector are imported from different countries. of those, timber, wood coating materials, hardware & accessories, world-class fabrics, etc., are major importable items. Moreover, the furniture industry is one of the promising export earnings sectors in Bangladesh. To ensure sustainable development of the furniture industry in Bangladesh as well as to boost the export volume, the government expects to have its voice to provide the required remedies to mitigate the sectoral constraints.

## Chapter 2: Furniture Industry in Bangladesh-Sectoral Overview

Traditionally furniture in Bangladesh developed as cottage-based industry. It is in early 90's when the furniture industry in Bangladesh transformed from cottage based industry to mechanized mass production oriented industries. Since then furniture businesses began to grow with modern machinery, innovative designs and use of diverse materials. The main varieties of furniture are produced from wood, processed wood, melamine board, Medium Density Fiber Board (MDF), particleboard, steel etc. At present Bangladesh is producing wide variety of international standard and quality furniture. People in Bangladesh are now going to choose local furniture instead of foreign furniture. The export of furniture and allied products from Bangladesh has started from 1995.

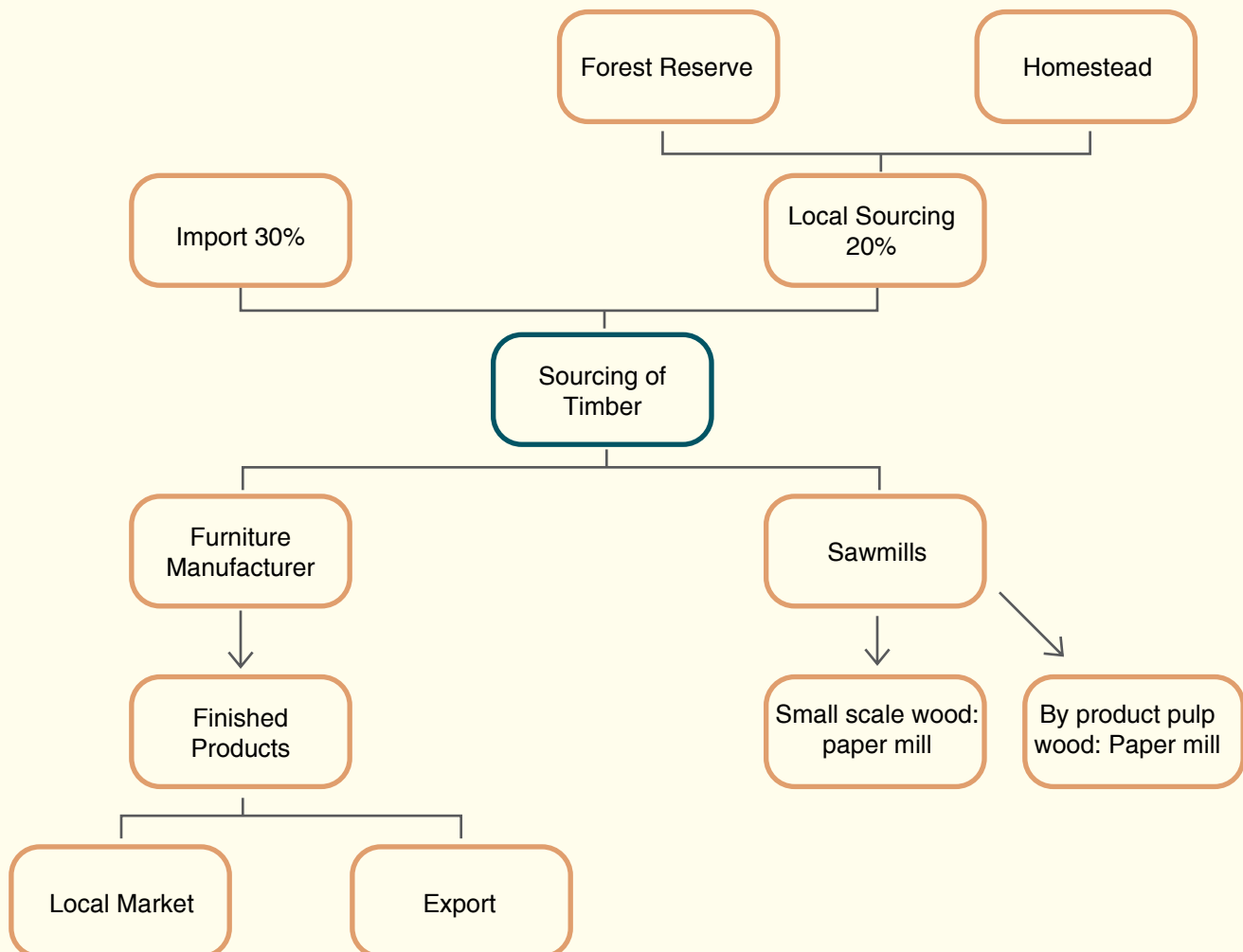


Image: Timber Value Chain in Bangladesh. (Source: Bangladesh Forestry Master Plan 2017-2036)

The chief raw materials used are wood, laminated board, wrought iron furniture, processed wood & medium density fiber wood, particleboard, and rattan bamboo. However, most of these materials need to be imported. Of the woods; Tic, Gamar, and Hardwood come from Africa, while Barmatic wood comes from Myanmar. The tariffs on these materials are prohibitively high. The import duties for all solid wood are at 10.72% while the duty on particle wood is 92.3%. This pushes the price upwards making it harder for producers to provide affordable furniture.

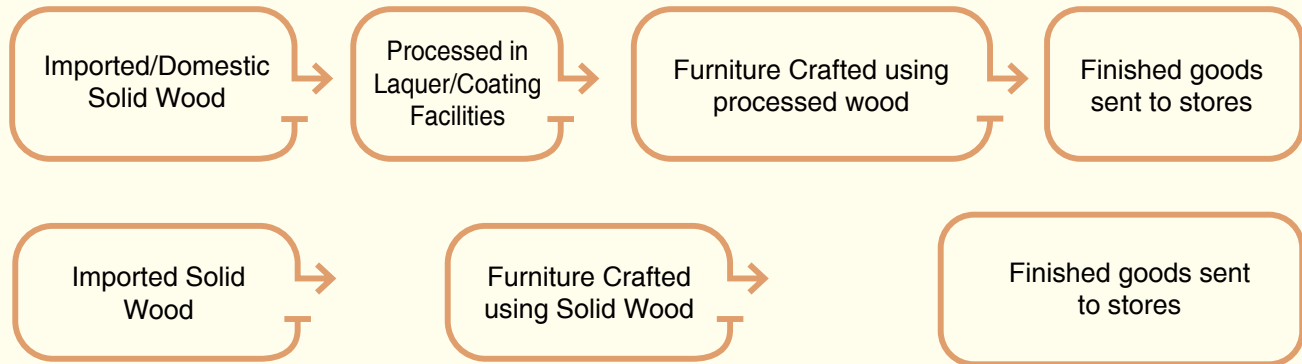


Image: Furniture Industry Value Chain in Bangladesh.

Even though 93 percent of the manufactured furniture is sold in the local market, there is a big potential for export, which has seen an annual average growth of more than 20 percent. At present, Bangladeshi furniture is shipped to the US, Canada, Australia, the UK, the Middle East and European countries. Indian and other South Asian countries are also among the export destinations. Noted that the Bangladesh Bank FE circular announced that government has announced 15% export subsidy/ cash incentives to the export of furniture industry in Bangladesh.



Source: Export Promotion Bureau

Shatarkool is the largest unofficial furniture industry cluster of Bangladesh which is situated in the Greater Badda area of Dhaka. Source of Bangladesh Furniture Industries Owners Association (BFIOA) revealed that there are more than 5000 furniture MSMEs conducting their business in Shatarkool. Besides, large industries have their own production plants. Moreover, there are number of furniture manufacturers operating business all over the country. Export destination of the furniture industry of Bangladesh are India, Middle East, USA etc. On the other hand, raw materials for this industry are mostly imported from Africa, Canada, USA, Australia, Myanmar, etc.

# Chapter 3: G2B Services Required for Furniture Industry in Bangladesh

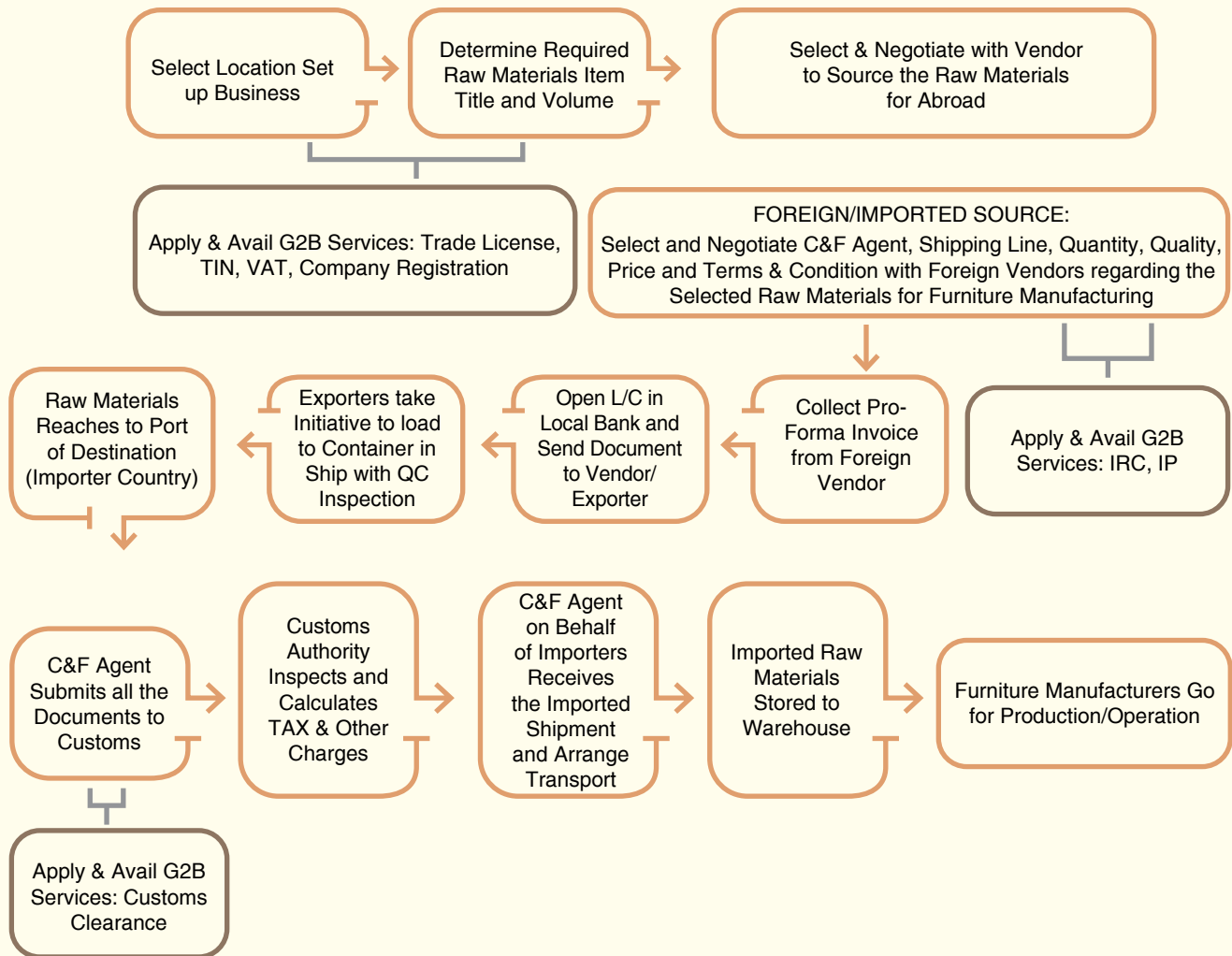
List of G2B services (license/permission/certificate/approval/permit etc.) required to operate several segments of Furniture goods industry is tabled-

General License	License for Importers and Exporters
1. Trade License	
2. VAT	
3. TIN	
4. Company Registration	
5. Environment Certificate	
6. Fire Safety Certificate	
7. Project Approval from BIDA	18. Export Permit
8. Approval of Factory Layout	19. Import License
9. Certification of Mark	20. Export Registration Certificate
10. Timber/Forest Items Collection Permit	21. Import Registration Certificate
11. Timber/Forest Items Transport Permit	22. EPB Enrollment Certificate
12. Registration of Ownership Hammer	
13. Registration for Storing Forest Items	
14. License for Veneer Factory	
15. License for Furniture Mart	
16. License for Timber Processing Unit	
17. License for Sawmill	

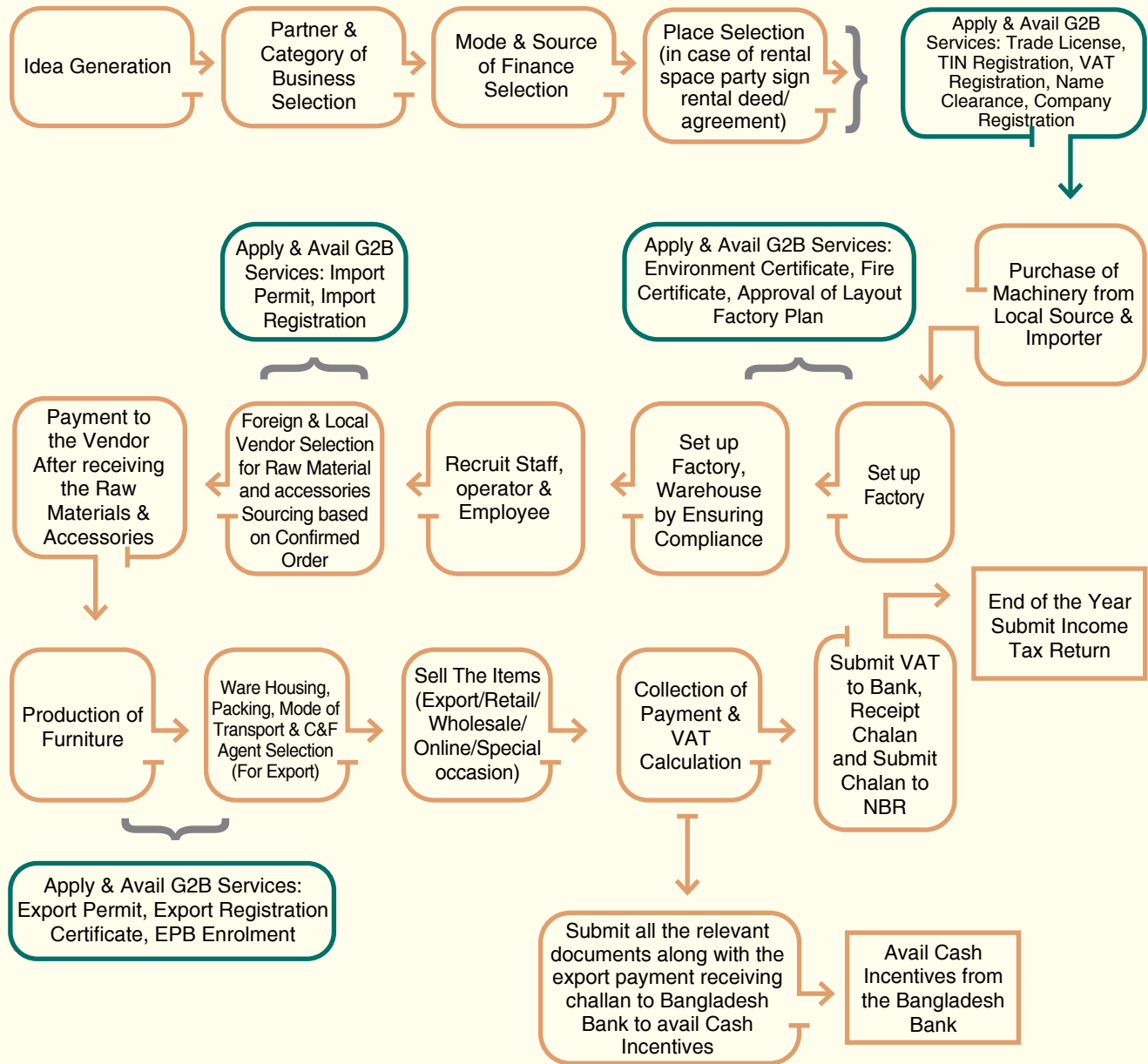
Participants of “Business Journey Map Program for Furniture Industry” were representing the small entrepreneurs. To make the report comprehensive,

# Chapter 4: Business Journey Map of Furniture Industry in Bangladesh

## 4.1 Business Journey Map of Furniture Industry in Bangladesh: Import Raw Materials



## 4.2 Business Journey Map of Furniture Industry in Bangladesh: Supply Products to Domestic Market



# Chapter 5: Pain Points Identification & Way Forward to Facilitate the Furniture Manufacturing Industry in Bangladesh

## 5.1 Pain Points Identification & Way Forward

No.	G2B Service	Pain Points	Way Forward	Implementing Authority
1.	Trade License	Satarkul of Badda region is the largest cluster of the CMSME furniture industry. Entrepreneurs complain that government does not issue trade licenses to establish furniture manufacturing plants in Satakool, Badda.	Bangladesh Furniture Industries Owners Association and Bangladesh Furniture Exporters Association should submit a proposal in writing to LGD by identifying the problems with availing trade licenses to operate the business in Satarkul. Such an initiative will assist LGD to take necessary measures to mitigate the constraints in availing trade license.	<ul style="list-style-type: none"> <li>Local Government Division (LGD)</li> </ul>
2.	Raw Material Import Duty	The furniture industry of Bangladesh is mostly dependent on the import of raw materials. An average of 60% of the raw materials currently used in the furniture sector are imported from other countries. Raw material import duty ranges from 60- 150%. High duty and tax rate has been reducing the export competitiveness of this sector.	A study should be initiated to identify the cost-benefit analysis on reducing the tariff burden on importing raw materials for the furniture industry. Bangladesh Furniture Industries Owners Association and Bangladesh Furniture Exporters Association can take the initiative.	<ul style="list-style-type: none"> <li>Ministry of Commerce</li> <li>National Board of Revenue</li> </ul>
3.	Quota in Government Project	The government has taken several projects on the social and infrastructure development of the country. In that respect, the government purchases furniture for this establishment. But no mandatory quota has been set to procure furniture from local sources to boost the sector.	To protect and popularize the furniture industry of Bangladesh, the government may impose a quota.	<ul style="list-style-type: none"> <li>Cabinet Division Central Procurement Technical Unit</li> </ul>



No.	G2B Service	Pain Points	Way Forward	Implementing Authority
4.	Furniture Manufacturing Cluster	The government has taken initiative to establish CMSMEs cluster for agriculture/food processing and agricultural machinery manufacturing industries; ready-made garments, knitwear, design, and decoration; ICT; leather and leather products industry; light engineering, jute and jute industries etc. No such cluster has been declared for the furniture industry in Bangladesh.	Satarkul of Badda region should be declared as the furniture manufacturing cluster. Advocacy from the end of the Bangladesh Furniture Industries Owners Association and Bangladesh Furniture Exporters Association should be initiated.	<ul style="list-style-type: none"> <li>● Ministry of Industries</li> </ul>
5.	Unregistered Business Entity	Association leaders pointed out that there are several unregistered furniture manufacturing entities in Bangladesh. They don't have a trade license, TIN, and VAT registration. They are not members of the association as well.	A month-long joint campaign should be conducted by the LGD & NBR to facilitate the furniture manufacturers of the CMSME sector to be under the registration process of NBR and LGD.	<ul style="list-style-type: none"> <li>● Local Government Division</li> <li>● National Board of Revenue</li> </ul>
6.	Facility to Skill Development	There is no skill development training institute to create a skilled workforce for the furniture industry in Bangladesh.	Bangladesh Furniture Industries Owners Association and Bangladesh Furniture Exporters Association in collaboration with the Ministry of Education and NSDA may establish a training institution.	<ul style="list-style-type: none"> <li>● Ministry of Education</li> <li>● Ministry of Commerce</li> <li>● National Skills Development Authority</li> </ul>
7.	Dedicated Form for Trade License in all LGD Agencies	The application form to apply for Trade License varies from district to district or office to office. Uniformity is much required in that respect to make the application process hassle- free.	Local Government Division should formulate a uniform application form to avail of trade licenses from all the aligned offices.	<ul style="list-style-type: none"> <li>● Local Government Division</li> </ul>
8.	Development of Backward Linkage	To facilitate the furniture industry of Bangladesh, a structured backward linkage has not been established yet. Entrepreneurs are bound to source raw materials from abroad in that respect.	Backward industries of the furniture industry should be identified to provide then demand-based policy and financial assistance.	<ul style="list-style-type: none"> <li>● Ministry of Industries</li> <li>● Ministry of Finance</li> </ul>

No.	G2B Service	Pain Points	Way Forward	Implementing Authority
9.	Forestation Program	Wood timber is the main raw material of the furniture industry. Sawmills collect raw wood logs to process them. Later on, furniture manufacturers purchase those from sawmills as raw materials.	The public and furniture manufacturers of the private sectors should take a joint initiative to conduct forestation campaigns all over the country. A forestation master plan should be developed and implemented.	<ul style="list-style-type: none"> <li>Forest Department, Ministry of Environment, Forest and Climate Change</li> </ul>
10.	Import Duty on Timber	As per Bangladesh Customs Tariff Schedule, 2022-23, the timber import duty in Bangladesh is 25%, which is too high for industry growth.	To mitigate the rate of deforestation as well as to facilitate the furniture industry of Bangladesh, the government should reduce the existing import duty on timber import.	<ul style="list-style-type: none"> <li>National Board of Revenue</li> </ul>
11.	Mobile Court	DC Office, Department of Environment, Department of Forest, NBR, Customs Authority, VAT Authority, etc. conduct mobile court operations individually. It was seen that entrepreneurs were punished for the same guilty by different public agencies.	E mobile court system may have a dashboard to monitor repetitive and simultaneous penal measures for same offenses. Moreover, a coordinated checklist for due diligence and compliance can be put in place so that firms/ organizations can comply at once.	<ul style="list-style-type: none"> <li>Cabinet Division</li> </ul>
12.	Bank Financing	Entrepreneurs pointed out that there is no dedicated scheme for the furniture industry of Bangladesh to avail of bank financing. In most cases, industries have been suffering from a lack of financing to expand their business operation.	Bangladesh Furniture Industries Owners Association and Bangladesh Furniture Exporters Association should prepare a paper to submit to the Ministry of Finance to portray the justification for allowing a dedicated financing scheme to the furniture industry for further advancement.	<ul style="list-style-type: none"> <li>Ministry of Finance, Bangladesh Bank</li> </ul>
13.	Central Bonded Warehouse/ Partial Bond/ Home Consumption Bond	Except for RMG industry, most of the industries of Bangladesh have been raising their voice to have central bonded warehouse facilities for a long. Like others, sector leaders of the furniture industry echoed the same issues. The central bonded warehouse has been treated as the raw material bank for the industry.	To have the availability of raw materials at a reasonable price, entrepreneurs urge the government to establish Central Bonded Warehouse to facilitate both the export- oriented furniture manufacturers as well as manufacturers with a focus to the local market.	<ul style="list-style-type: none"> <li>National Board of Revenue</li> </ul>

No.	G2B Service	Pain Points	Way Forward	Implementing Authority
14.	Quality Testing	To go for the export market, quality testing is one of the requirements. In Bangladesh, quality testing facility for furniture manufacturing is very limited.	Ministry of Industry and Bangladesh Standards and Testing Institution with the support from sector furniture sector leaders may establish a quality testing wing at BSTI to facilitate the furniture industry in Bangladesh to go for robust export expansion.	<ul style="list-style-type: none"> <li>● Bangladesh Standards and Testing Institution</li> </ul>
15.	Implementation of Patent and Trademark Rules	It requires huge cost involvement to prepare a new furniture design. Unfortunately, because of the lacking of implementation of patents and the design act, some of the entrepreneurs copied the design without any permission.	Department of Patents, Designs & Trademarks may come forward to ensure a quick registration process of allowing patents and trademarks. As well as DPDT should facilitate the entrepreneurs by implementing the act to protect the interest of the furniture industry.	<ul style="list-style-type: none"> <li>● Department of Patents, Designs &amp; Trademarks</li> </ul>
16.	Upgradation of Forest Act and Forest Standard ship Certificate	Forest Act of Bangladesh was prepared in 1927 which is too backdated considering the demand of present demand of the furniture industry.	The Ministry of Environment, Forest, and Climate Change should take initiative to implement Forest Act 2019 as soon as possible.	<ul style="list-style-type: none"> <li>● Ministry of Environment, Forest, and Climate Change</li> </ul>
17.	Reduce Harassment of Furniture Transport Pass	Entrepreneurs face constraints on the road while transporting the produced furniture to consumers from the factory.	The Ministry of Environment, Forest, and Climate Change and the Ministry of Home Affairs should work together to reduce the harassment of furniture transportation for domestic and export purposes.	<ul style="list-style-type: none"> <li>● Ministry of Environment, Forest, and Climate Change</li> <li>● Ministry of Home Affairs</li> </ul>
18.	Interlink between the Government Website	While depositing and submitting VAT challan, entrepreneurs face barriers as there is a lack of online interconnectivity among the NBR, scheduled bank, and others. Entrepreneurs are bound to submit a hard copy of the VAT challan to the VAT office after depositing it to Sonali Bank. This is time-consuming and increases the cost of doing business as well.	A harmonized interlink between the websites of NBR, VAT Authority, TAX Authority, Customs Authority, Bangladesh Bank, and Scheduled Banks is the demand of time to ensure the proper utilization of VAT, TAX, Customs process automation.	<ul style="list-style-type: none"> <li>● Cabinet Division</li> <li>● a2i</li> </ul>

## Chapter 6: Concluding Remark

To cope up with the post LDC graduation era, we need to focus on export growth through product diversification by reaching existing and unexplored markets simultaneously considering the competitive and comparative advantages. A joint initiative from the end of public and private sector needs to be ensured to establish a business enabling environment both for the local and foreign investors. Simplified and well accessed regulatory environment has been treated as one of the key factors while considering the investment decisions. Besides, access to information, ease of finance, multimodal logistics management system, etc. are considered by the investors as well.



Furniture industry is one of the most promising industries in the export environment of Bangladesh. The sector has been ensuring sustainable growth in the employment generation. As the industry is directly related with the deforestation, a harmonization among new forestation program should be ensured. Environmental and climate change issue should be addressed properly. Most importantly, the sector needs policy and financial assistance to grow at a great pace. Initiatives should be taken at a coordinated way to mitigate the bottlenecks and constraints of this sector.

## Annex I: Participant List

1. Khandakar Iktar Ali, Managing Director, Popular Enterprise
2. S. N. Jalal Ahmed, Proprietor, Tip Top Furniture & interior
3. John S. Munshi, Senior Vice President (Sales), Akhtar Furnishers Ltd.
4. Md Fazlul Haque, Proprietor, Decorous Furniture Complex
5. Md. Bajlul Karim, Proprietor, Paris Furniture
6. Md. Arif, Managing Director, Moontouch Furniture
7. Mohammad Salauddin Sikder, EGM-Eocport Regal
8. Md. Delwar Hossain, Proprietor, New Generation Furniture
9. Md. Habibur Rahman Kiblu, Proprietor, Sagor Enterprise
10. Jul Hash Mia, Chairman, Abid Enterprise
11. Md. Abdur Rouf, CEO, BFEA
12. Md. Nuruzzaman, Proprietor, Zaman Furniture
13. Md Noyamul Hasan (Abed), Proprietor, Confidence Furniture
14. Akram Hossain, Proprietor, Dhaka Timber Complex
15. Md. Sapon, Proprietor, Monik Furniture
16. Md. Hedayatulla, Sr. Manager, Hatim Furniture
17. Md. Mostafizur Rahman, Head of R & D, Navana Furniture Ltd.
18. SK. A Awal, Proprietor, OMEGA
19. A. Karim Mojumder, Managing Director, Nadia Furniture
20. K.M Akhtaruzzaman, Chairman, Akhtar Furniture Ltd.
21. Mr. Elias Sarker, Managing Director, Brother Furniture Ltd.
22. Md. Abdur Rashid, Proprietor, M/S Royal Furniture
23. Walid Ahmed, Managing Director, Haat Furniture Ltd.

## Annex II: User Journey Map to Avail G2B Services for Furniture Manufacturing Industry

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

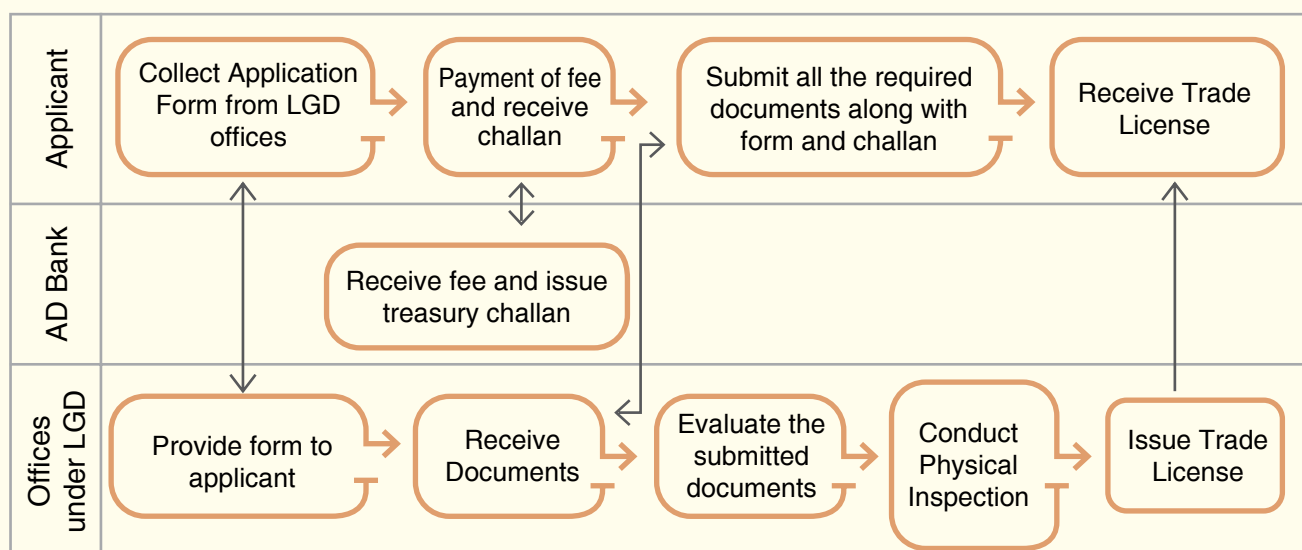
#### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer

Required Documents	Remarks
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

**For Renewal:**

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company

**Process Map**

## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## b. Trade License – Manufacturing Firm

### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

## Required Documents – For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	-
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer

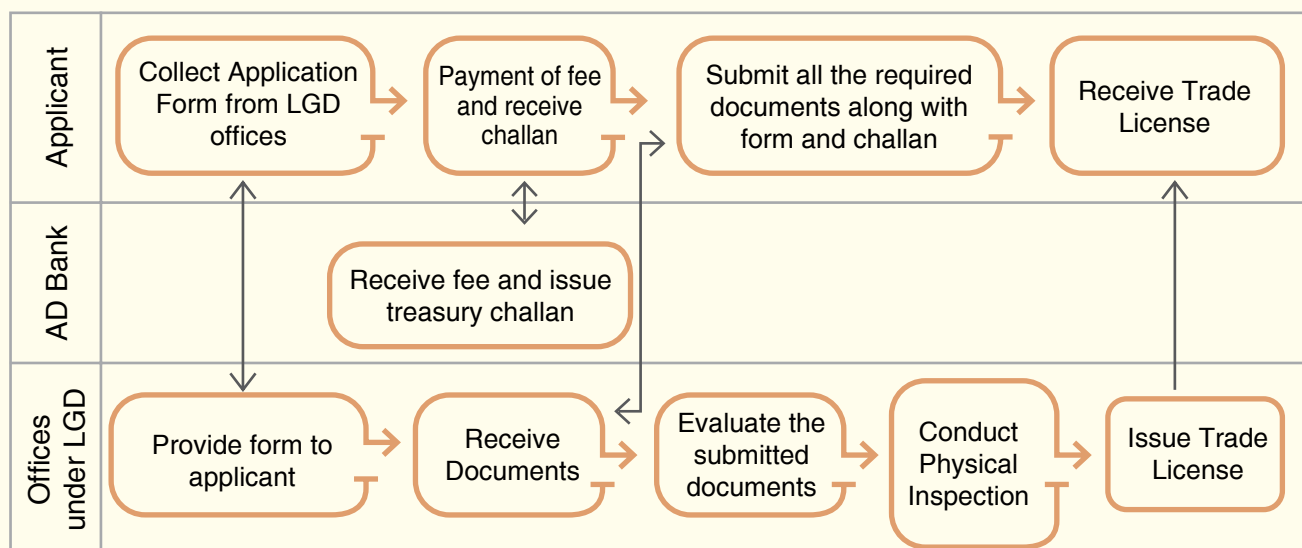
Required Documents	Remarks
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

**For Renewal:**

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	



## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

### c. Approval of Layout Factory Plan and Registration

#### Incumbent Office

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

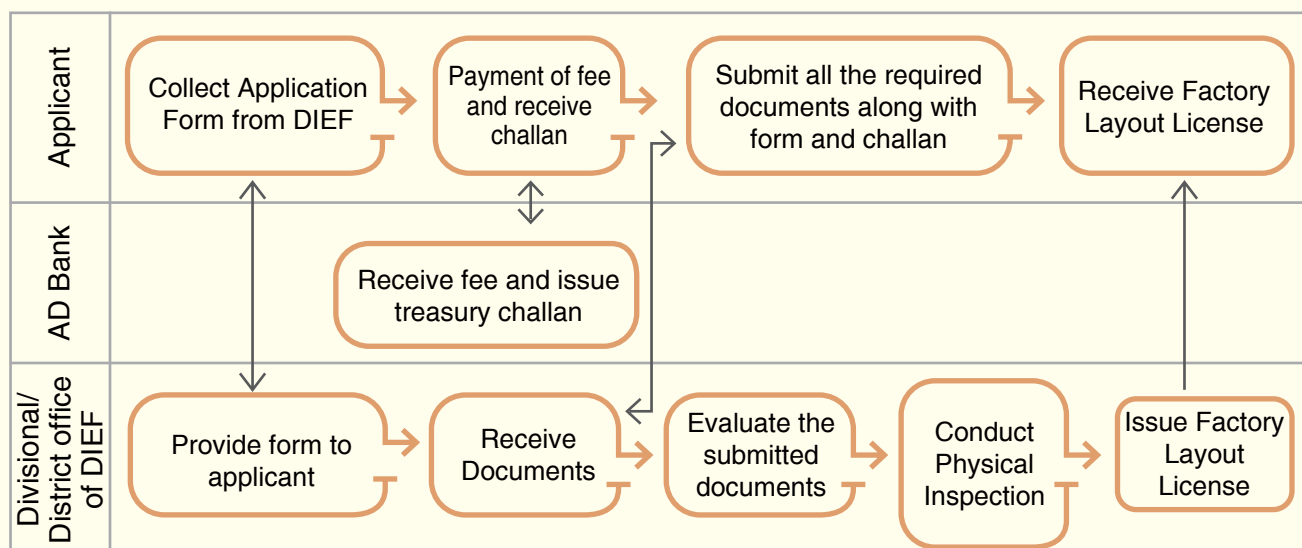
#### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

#### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

## Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

## Time and Cost – For Renewal

## Fee Schedule:

### For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

#### d. Name Clearance Certificate for Companies

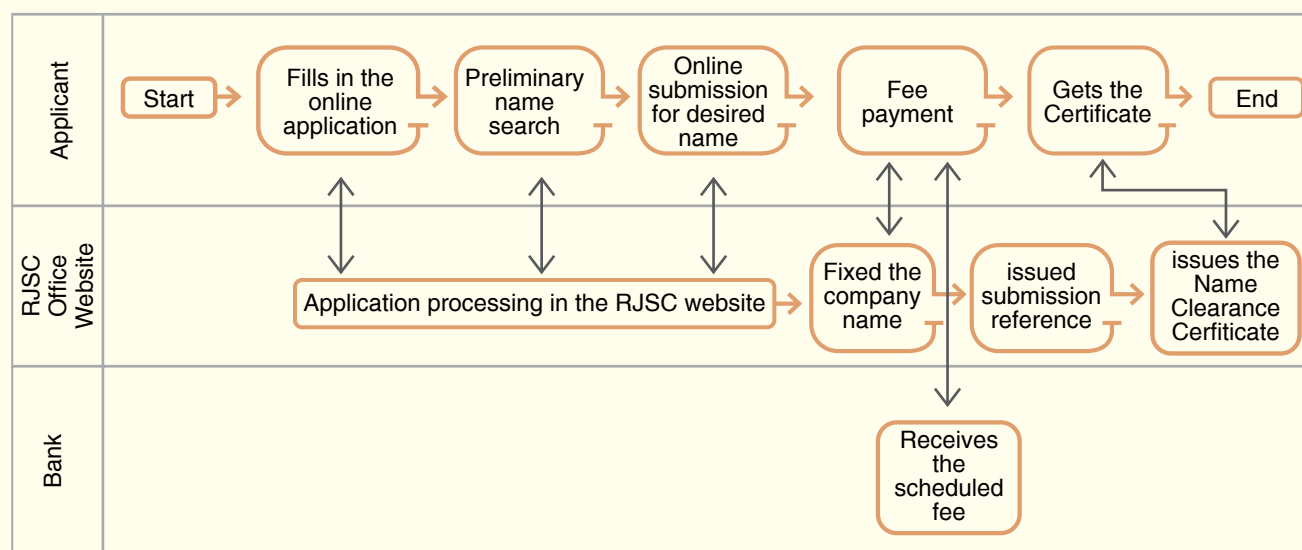
##### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

##### Required Documents

Required Documents	Remarks
1. Application	Online

##### Process Map



Source: Bangladesh Trade Portal

##### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

##### Fee Schedule:

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

## e. Registration of (Private and Public) Company

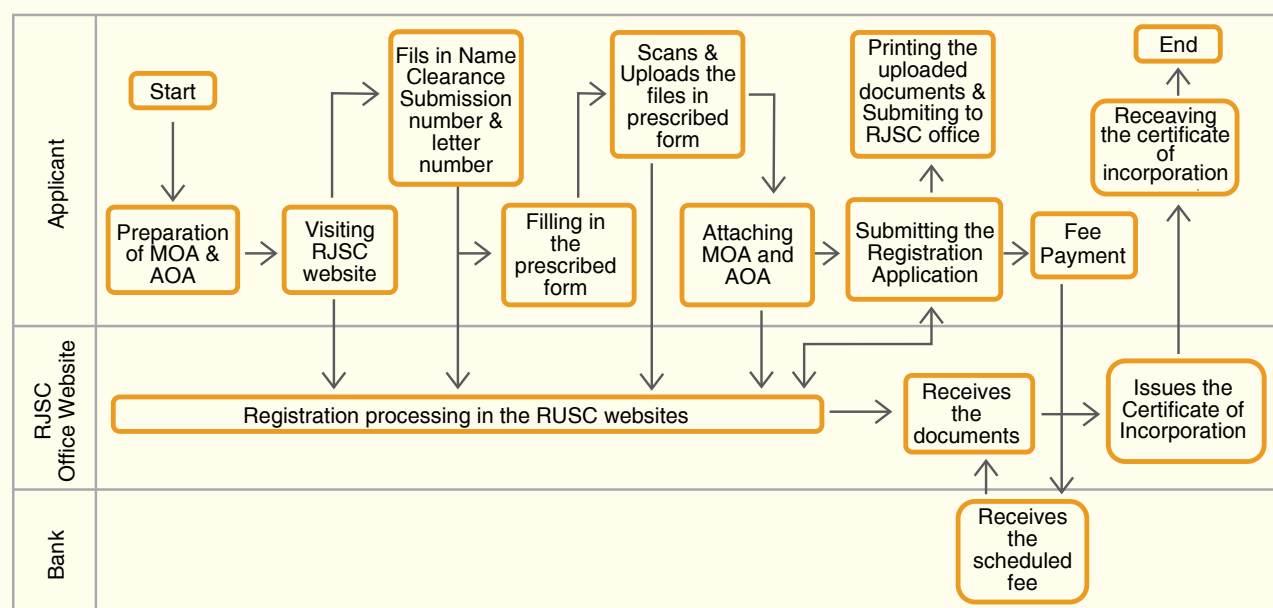
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

### Process Map



Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

### Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00
2. For affixing on the Articles of Association:

Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

### Registration Fee

#### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

#### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

#### 2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

## f. TIN Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

## Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	-
4. Name of the authorized person	Managing Director/Chairman of the company

## Steps

Required	Remarks Documents
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

### Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First Class gazetted officer
2. TIN Certificate	
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazetted officer
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested by a First-Class gazetted officer
9. BIDA registration	

### Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmcf\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmcf_pri/index.html#/Form/U010)

The screenshot displays the 'Sign-up to Create User' form on the VAT.gov.bd portal. The form is divided into several sections: 'Personal Data' (Name, Date of Birth, Gender, Address, Contact), 'Business Information' (Company Name, TIN, VAT No., Branch No., Email), and 'Account Information' (Username, Password). The form is set against a green background with a cartoon character in the bottom right corner.



## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required

## h. Certification of Mark (CM) Certificate

### Incumbent Office

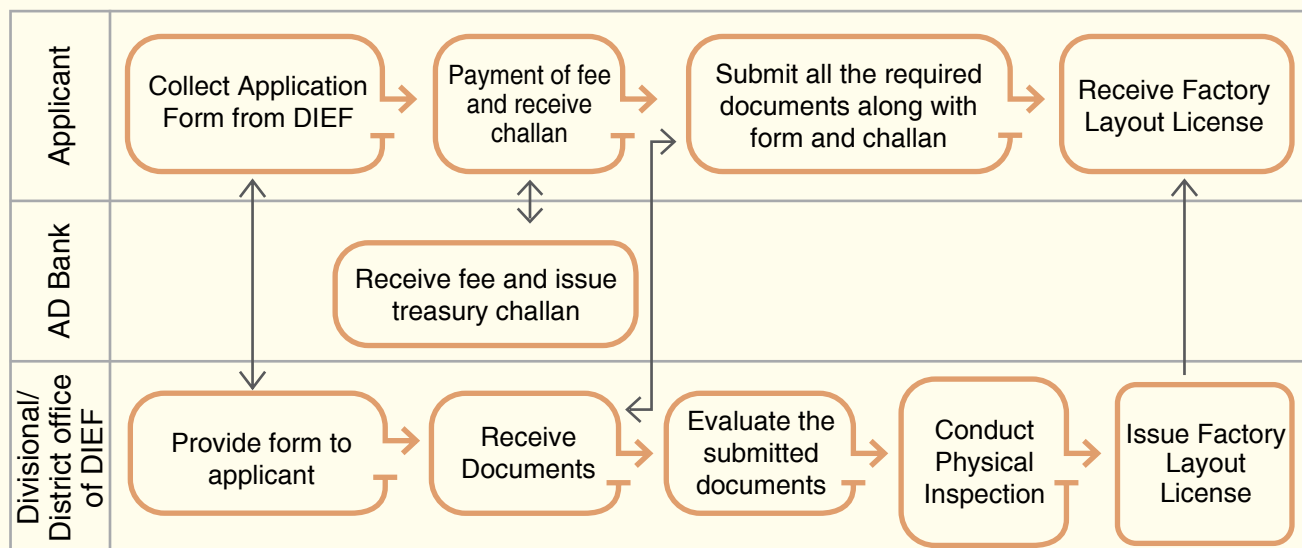
Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries

## Required Documents - For Fresh Issuance & Renewal

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer
4. Label or Packet of the Product, and following contents should be included: <ul style="list-style-type: none"> <li>● Name of the product</li> <li>● Grade/Type/Size/Voltage</li> <li>● Weight/Quantity</li> <li>● Code/Batch no.</li> <li>● Product Ingredients'</li> <li>● Mfg. Date/Exp. date</li> <li>● Name &amp; address of the original Company</li> <li>● Highest retail price</li> <li>● Standard Mark along with BDS No.</li> </ul>	Original
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
8. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
9. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and Radiation Certificate (for milk powder)	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product

Required Documents	Remarks
10. License from District Commissioner	For Brick field
11. Flow sheet	In each stage of production
12. List of machineries in factory	-
13. Bio-data of the chemist who is appointed for testing	-

### Process Map



### Time and Cost - For Fresh Issuance & Renewal

Official Time Limit (as per BSTI)		Approximate Processing Time for Issuing the License
Document checking and verification after the submission of Application	1 working day	Time may vary
Factory inspection, Sample sealing and issuance of Sample submission	5 working days	
Sample submission in BSTI-OSS office	Depends on Applicant	
Laboratory testing and reporting	Depends on Product wise time	
Approval after receiving the report	5 working days	
Bill Payment	2 working days	
After final approval, submission of Marking fee	Depends on Applicant	
Obtaining License	3 working days	

### Fee Schedule:

- ▶ Application fee: BDT 1000.00 + 15% VAT
- ▶ Testing fee: Product wise
- ▶ Marking fee:

- In case of Fruits: (0.07% of approximate production capacity) x (x factory price) (at least BDT.1250 and highest BDT. 10,00,000)
- For other products: (0.1% of approximate production capacity) x (x factory price). (At least BDT. 1875 and highest BDT. 15,00,000) + 15% VAT

► License fee: BDT 200.00 + 15% VAT

## i. Export Permit

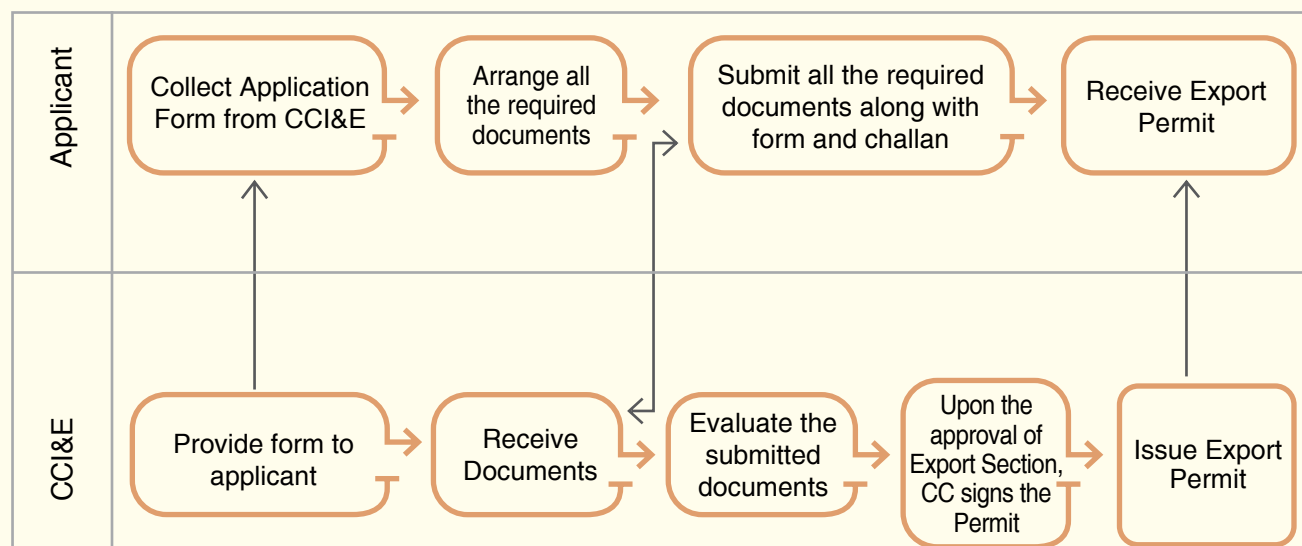
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

### Process Map



**Time and Cost**

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

**Fee Schedule:**

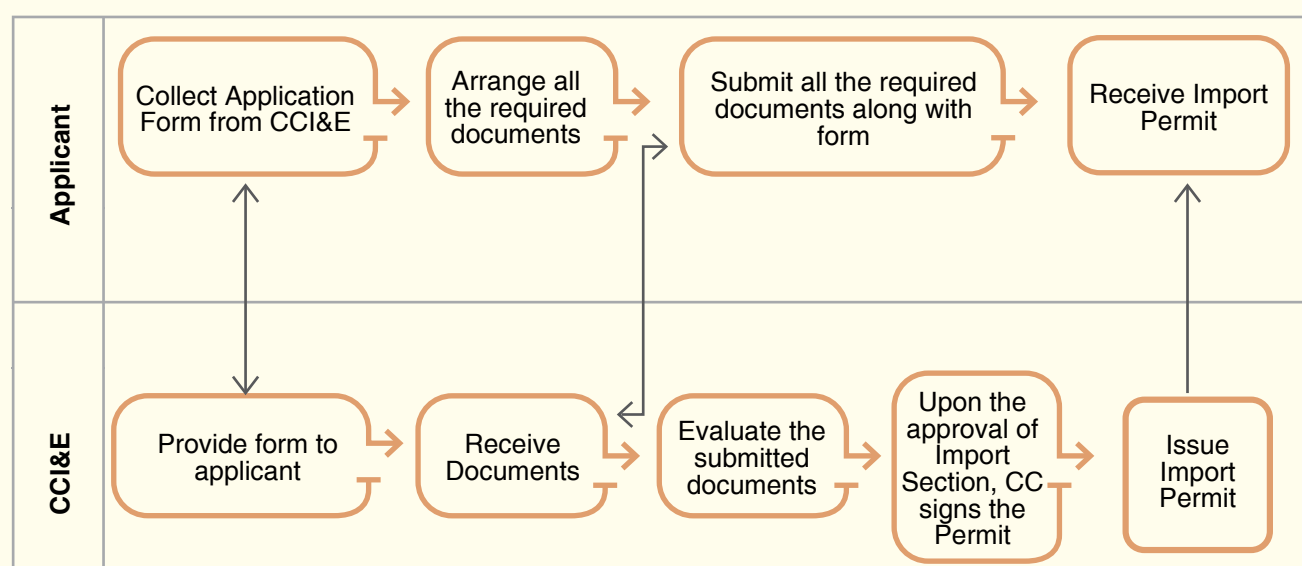
- No fee is required

**j. Import Permit****Incumbent Office**

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

**Process Map**

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

### Fee Schedule:

- No fee is required

## k. Export Registration Certificate (ERC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

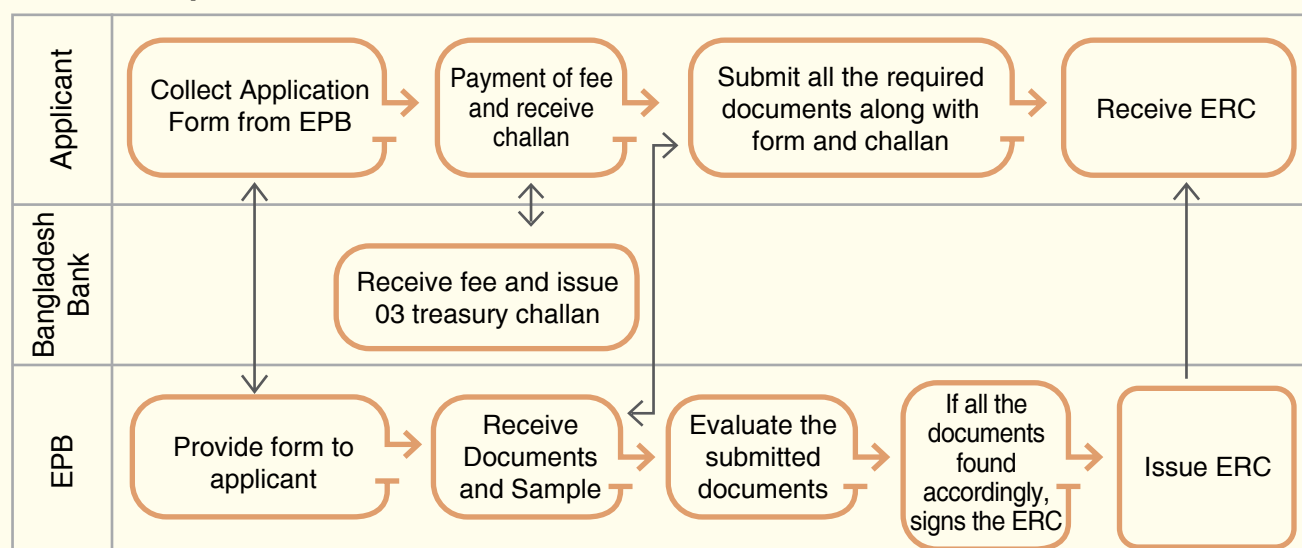
### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/managing partner/managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

- BDT 7,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

## Fee Schedule:

- BDT 5,000.00

## I. Import Registration Certificate (IRC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

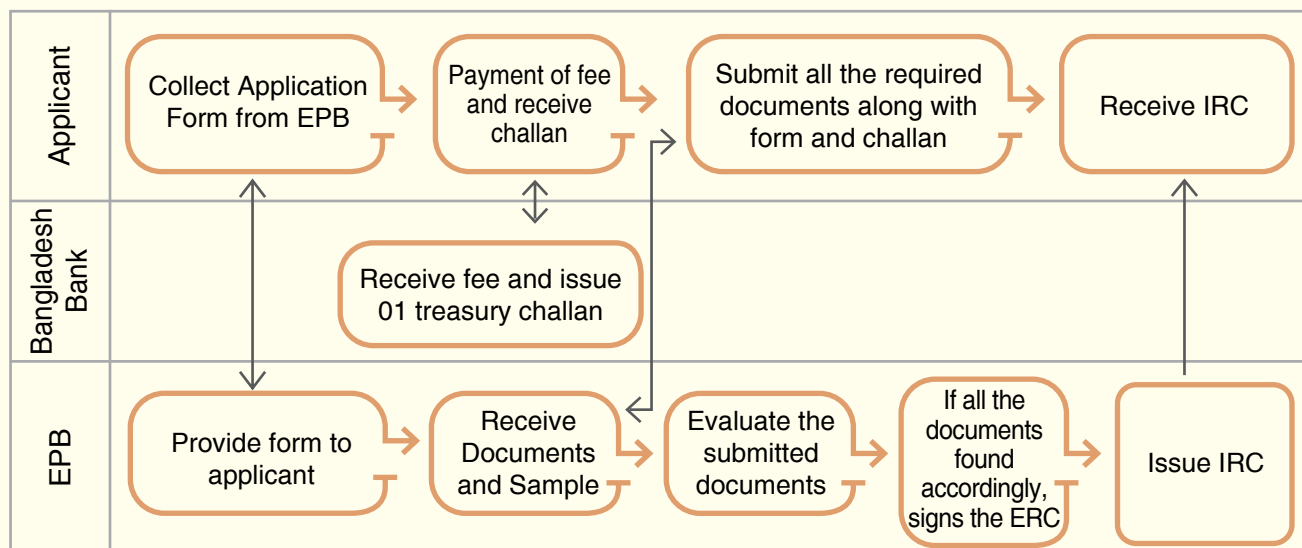
## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

## Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



**Time and Cost – Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

**Fee Schedule:**

## 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:**

## 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00



### m. EPB Enrollment Certificate

#### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	EPB, Ministry of Commerce

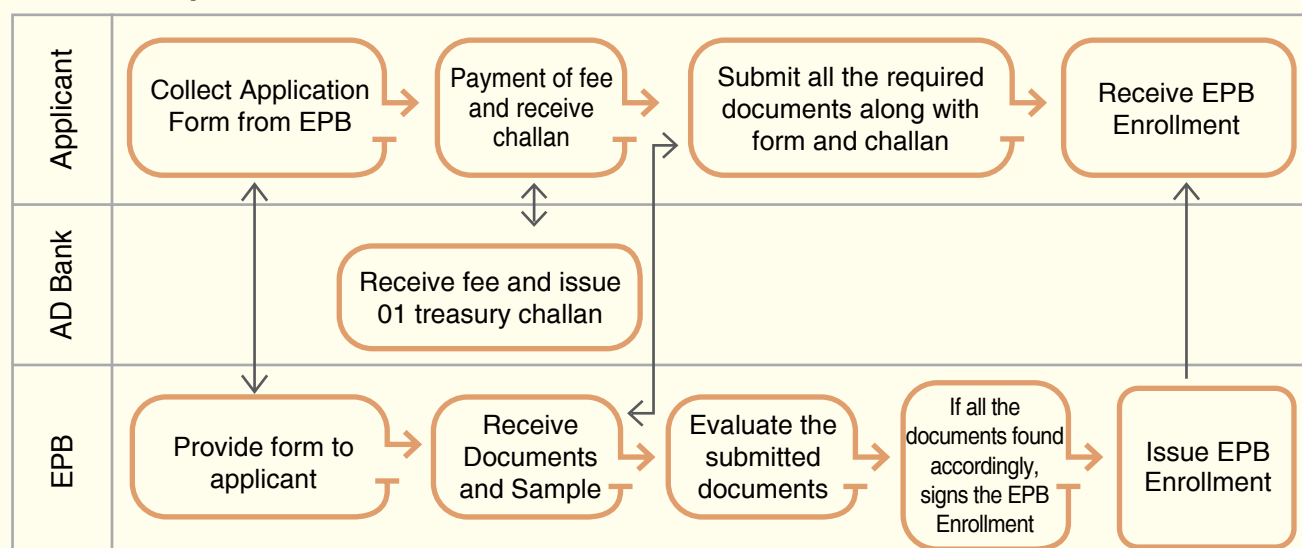
#### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application for EPB Enrolment Certificate	Original
2. Trade License	An attested copy
3. Export Registration Certificate	An attested copy
4. Pay-order for Enrollment Certificate in favor of EPB	Original
5. Association Membership Certificate	An attested copy
6. E-TIN	Original + An attested copy)
7. Photo	(2 attested copies) Passport size
8. VAT Certificate	An attested copy

#### Required Documents – Renewal

Required Documents	Remarks
1. Enrollment Certificate	Original copy
2. Application for the renewal of EPB Enrolment	Original
3. Photo	(2 attested copies) Passport size
4. Pay order	Original
5. Updated Trade License	Attested Photocopy
6. Updated Export Registration Certificate	Attested Photocopy
7. Updated Chamber /Association membership	Attested Photocopy
8. VAT registration certificate	Attested Photocopy
9. Updated E-TIN	Attested Photocopy
10. Memorandum	Attested Photocopy

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Day	1 Working Day

### Fee Schedule:

- Enrollment Fee – BDT 1,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
7 Working Days	1 Working Day

### Fee Schedule:

- Enrollment Fee – BDT 1,000.00

## n. Environment Certificate - Orange B

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment & Forests

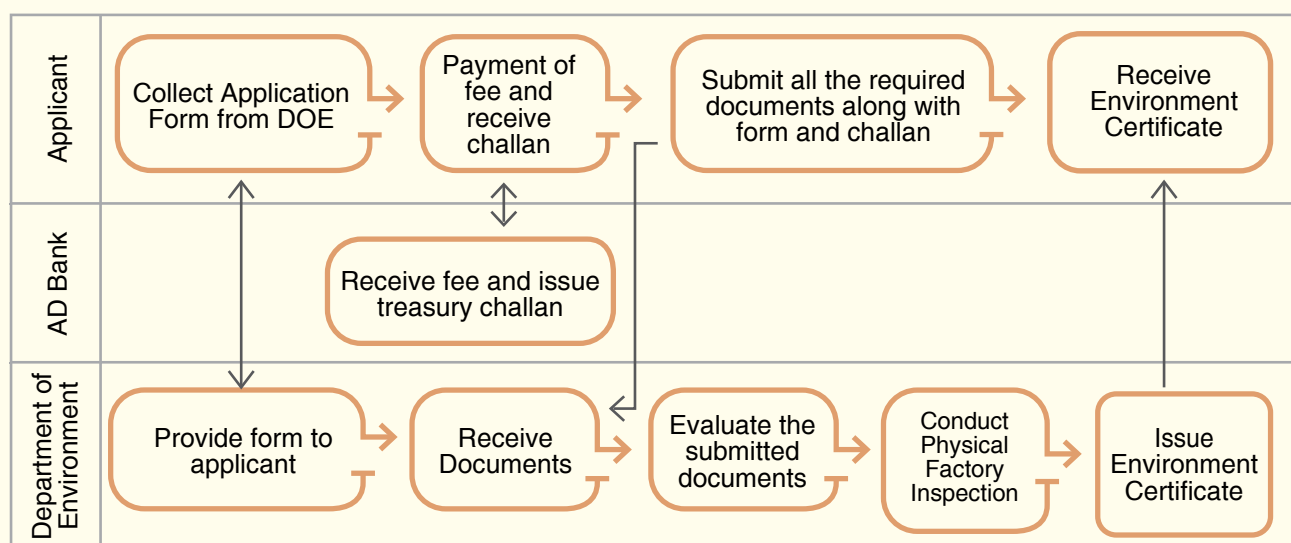
## Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	A copy
2. Project Profile/DPP/Feasibility Study Report/General Information	A copy
3. Treasury Chalan	A copy
4. NOC from local Chairman/Ward Commissioner	A copy
5. Location Map and Layout of Plant/Factory	A copy
6. Details of Product with Raw Materials and Process Flow Diagram	A copy
7. Ownership Deed of the Plant	A copy
8. Mouza Map/Khotian and Land Stain of Project	A copy
9. Trade License	A copy
10. Ownership Deed of the Plant	A copy
11. Waste management	A copy
12. License/Opinion/NoC from concerned Government Authority	A copy
13. Waste Refinery/Plan (ETP /STP /WTP /others) or ATP's Design with Time schedule or Waste Refinery /Plan (ETP /STP /WTP /others) or ATP's Design with Functionality	A copy
14. License/Registration from BEPZA/BSCIC /BIDA	A copy
15. For Multi Store Building: I. Occupancy Certificate from RAJUK / Appropriate Authority	A copy

## Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	-

## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

## Fee Schedule:

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac - 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000
20 crore – 50 crores	80000
50 crore – 100 crores	120000
100 crore – 200 crores	200000
200 crore – 500 crores	300000
500 crore – 1000 crores	400000
More than 1000 crores	500000

## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

### Fee Schedule:

The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee + 15% VAT

## o. Fire Safety Certificate

### Incumbent Office

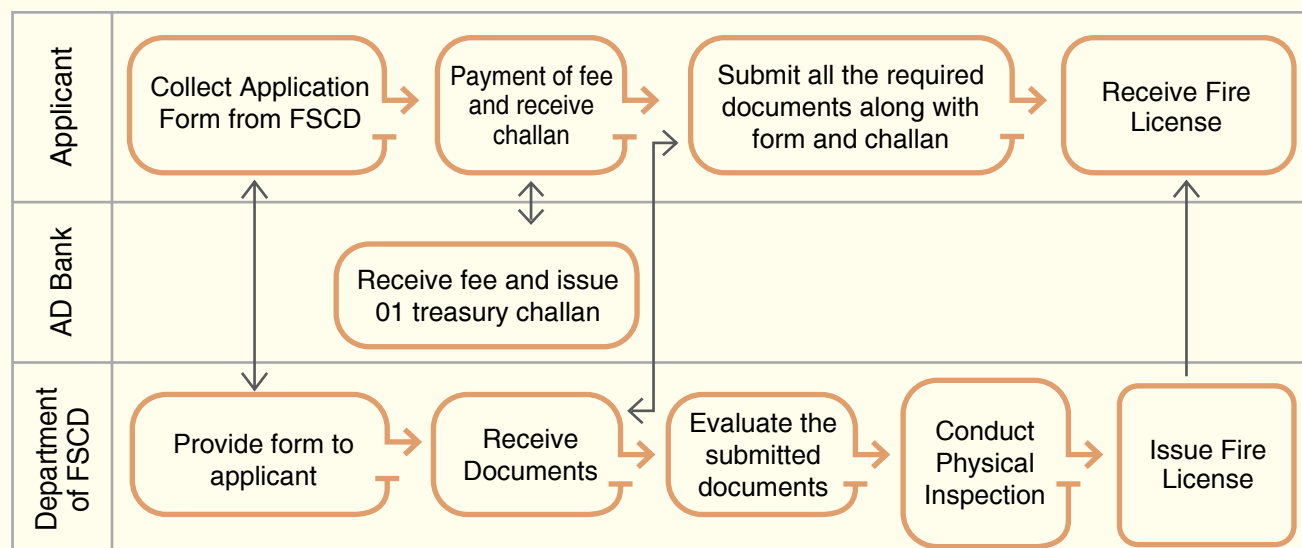
Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

### Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First- Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)
5. Layout of the establishment authorized by RAJUK /CDA /KDA /RDA /City Corporation /Municipality / Union Parishad	Original Copy duly attested by a First- Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First- Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

**Required Documents – For Renewal**

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

**Process Map****Time and Cost - For Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
90 Working Days	100 – 120 Working Days

**Fee Schedule:**

- Fee depends on the assessment

**Time and Cost - For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
30 Working Days	30 working Days

Fee Schedule: Fee depends on the assessment

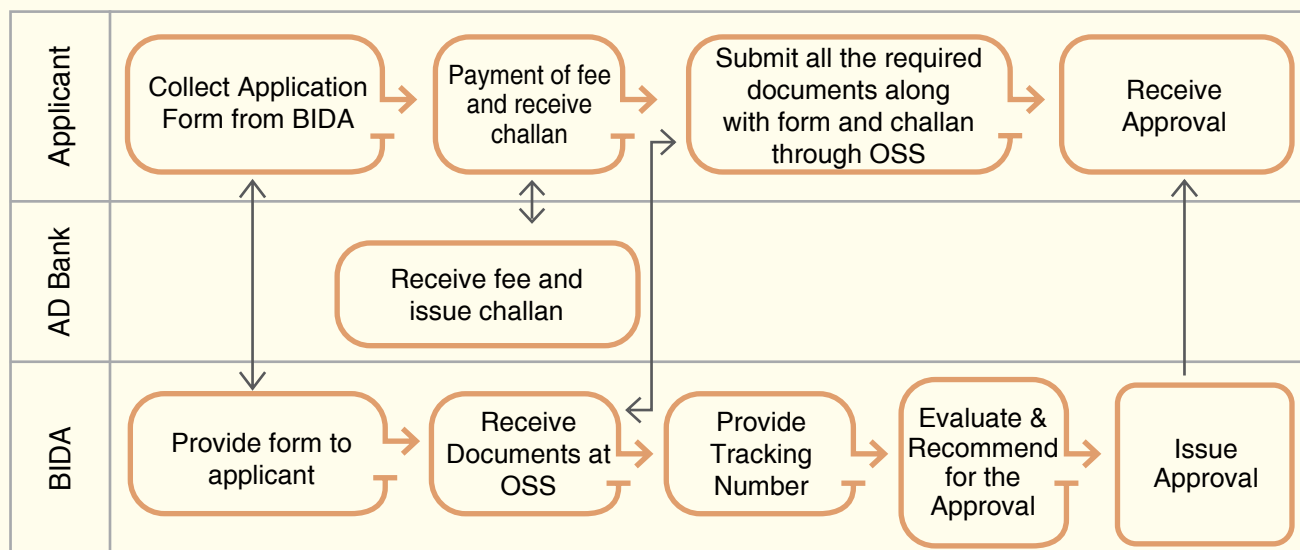
**p. Project Approval of BIDA****Incumbent Office**

Category	Approval
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	BIDA

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. Trade License	Attested Copy
3. Certificate of Incorporation along with Memorandum of Association (MOA)	Attested Copy
4. Partnership Deeds	Attested Copy
5. Deeds of the proposed land	Attested Copy
6. Project profile, if the total project cost exceeds BDT 100 million	Attested Copy
7. Background of the proprietors in officials letter head pad	Attested Copy
8. Pay Order/Bank Order for applicable registration fee in favor of Executive Chairman and Member Secretary of BOI	Attested Copy
9. TIN Certificate	Attested Copy
10. VAT Certificate	Attested Copy
11. Other Documents (based on requirement)	Attested Copy

## Process Map



**Time:**

► 15-30 Official Days

**Cost:**

Registration fee for Local Investment		Registration fee for Foreign Investment	
Amount (BDT)	Required Fee (BDT)	Amount (BDT)	Required Fee (BDT)
Up to 1 crore	5000	Up to 10 Crore	5000
10-25 Crore	10000	10-25 Crore	10000
25-50 Crore	25000	25-50 Crore	25000
50-100 Crore	50000	50- Over 100 Crore	50000
Over 100 Crore	100000	-	-

**q. Timber/Forest Items Collection Permit****Incumbent Office**

Category	Permit
Renewal Frequency of the License	—
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

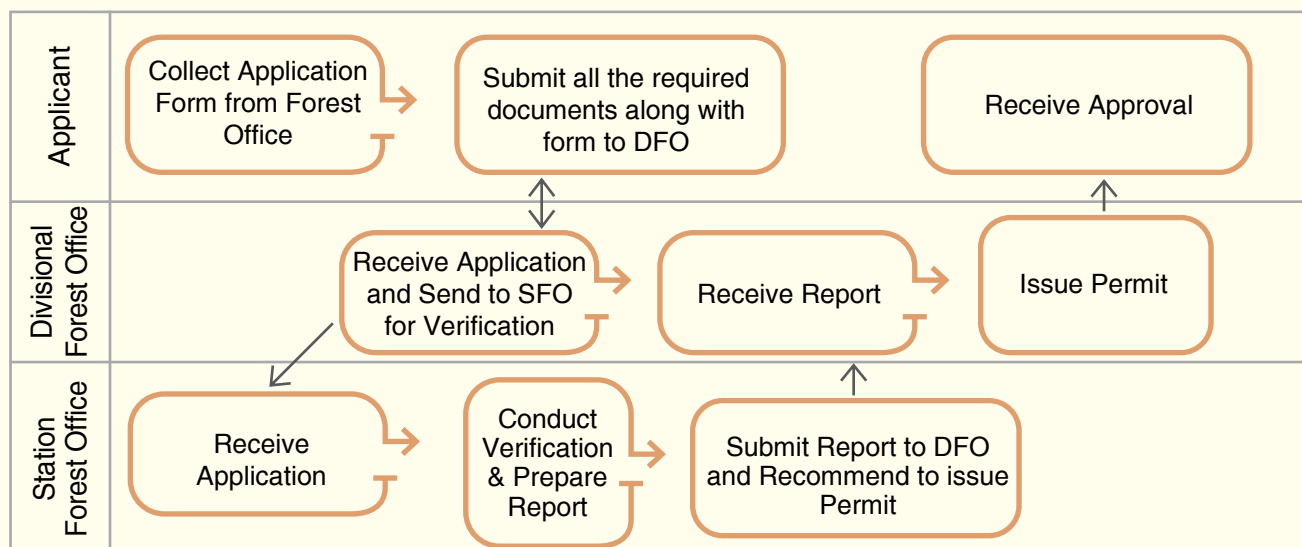
**Required Documents – Fresh Issuance**

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Land Khajna Chalan	Attested Copy
3. Route of Transportation	Attested Copy
4. Administrative Report by Forest Station Officer	Attested Copy
5. Amount/Volume of Items	Attested Copy
6. Ownership Certificate (Dolil) of Land	Attested Copy
7. Land Survey Copy	Attested Copy



Required Documents	Remarks
8. 4 Copies of Passport Size Photo	Attested Copy
9. NID	Attested Copy

### Process Map



### Time:

- 30 Official Days

### Cost/Fee:

- No Fee

Source: Forest Items Transport (Control) Rules 2011

## r. Timber/Forest Items Transport Permit

### Incumbent Office

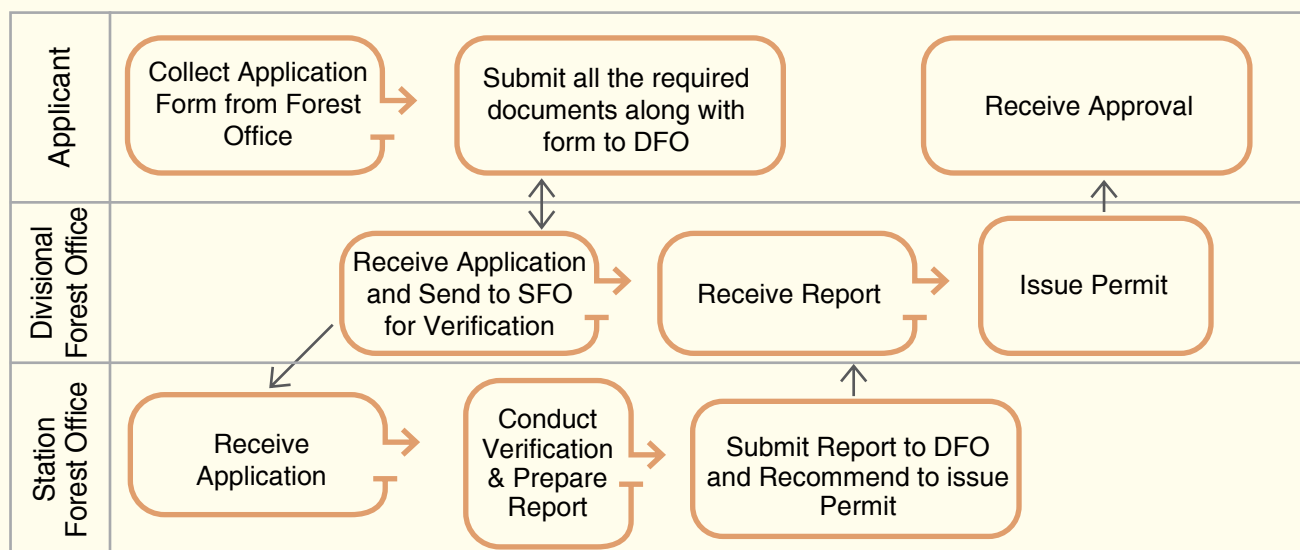
Category	Permit
Renewal Frequency of the License	-
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Land Khajna Chalan	Attested Copy

Required Documents	Remarks
3. Route of Transportation	Attested Copy
4. Administrative Report by Forest Station Officer	Attested Copy
5. Amount/Volume of Items	Attested Copy
6. Ownership Certificate (Dolil) of Land	Attested Copy
7. Land Survey Copy	Attested Copy
8. 4 Copies of Passport Size Photo	Attested Copy
9. NID	Attested Copy

### Process Map



### Time:

- 30 Official Days

### Cost/Fee:

- No Fee

Source: Forest Items Transport (Control) Rules 2011

## s. Registration of Ownership Hammer

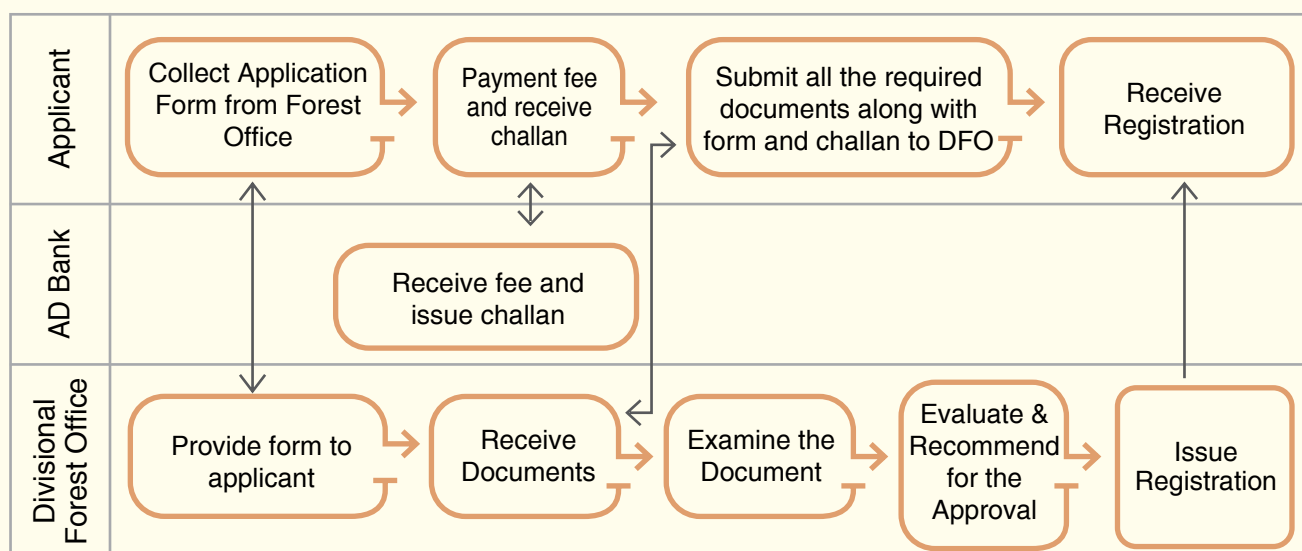
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Detail of the Applicant	Attested Copy
3. Previous Registration	Attested Copy
4. Chalan of Fees	Attested Copy
5. NID	Attested Copy
6. Sample of Hammer	Attested Copy

## Process Map



### Time:

- 30 Official Days

### Cost/Fee:

<b>New Issuance Fee</b>	BDT 200
<b>Renewal Fee</b>	BDT 100

Source: Forest Items Transport (Control) Rules 2011

## t. Registration for Storing Forest Items

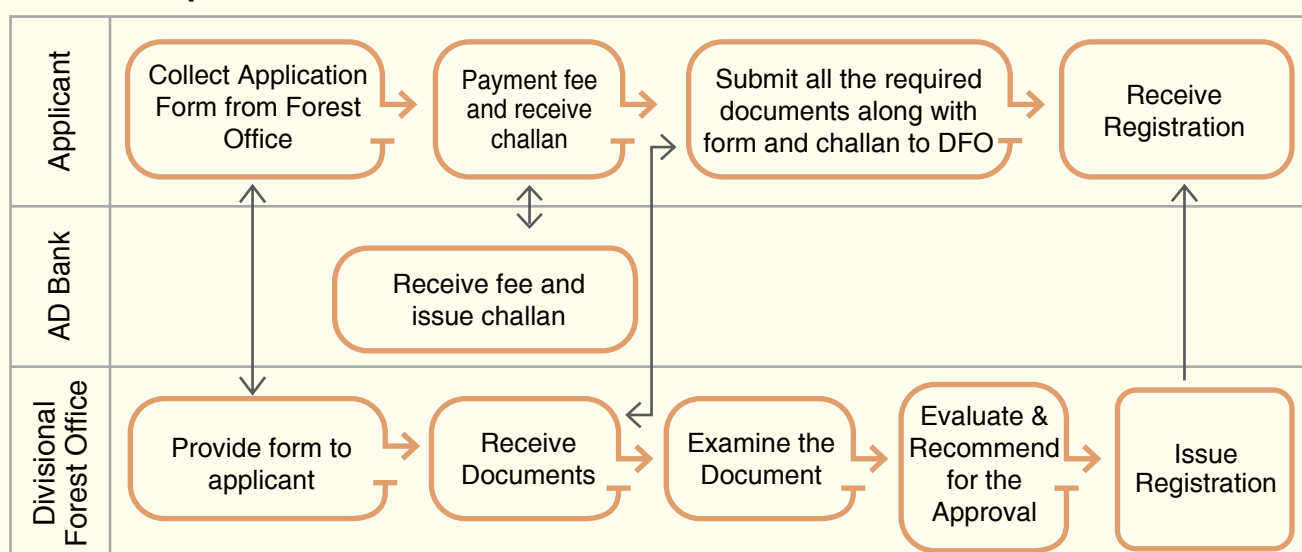
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Detail of the Applicant	Attested Copy
3. Previous Registration	Attested Copy
4. Chalan of Fees	Attested Copy
5. NID	Attested Copy
6. Sample of Hammer	Attested Copy

## Process Map



### Time:

- 45 Official Days

### Cost/Fee:

Caution Money	BDT 10,000
New Issuance Fee	BDT 1,000
Renewal Fee	BDT 500

Source: Forest Items Transport (Control) Rules 2011

## u. License for Veneer Factory

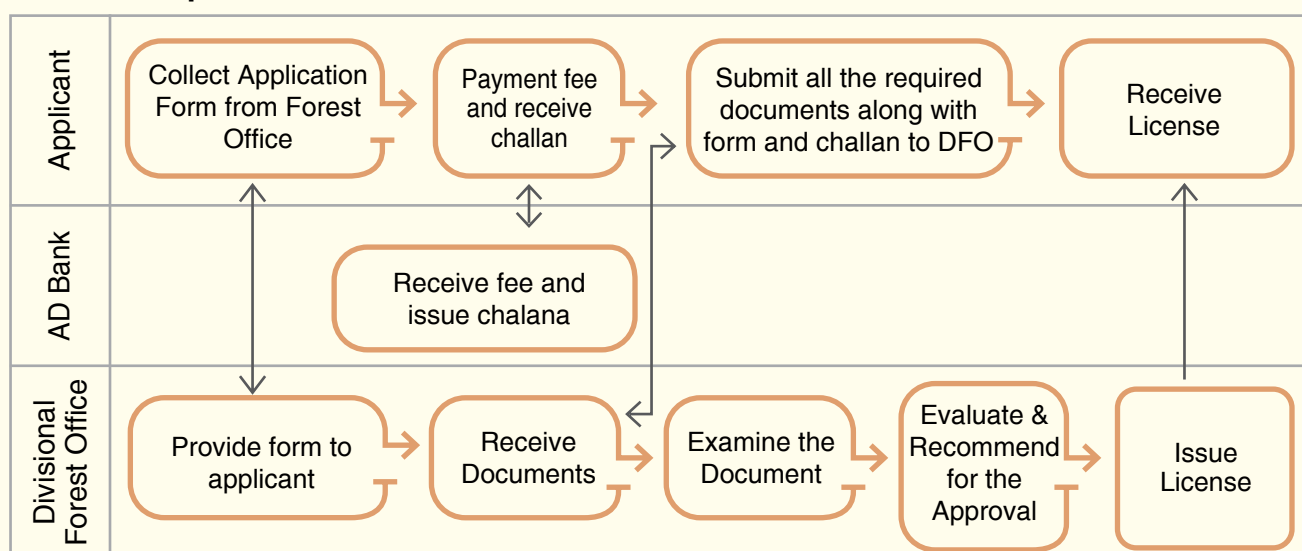
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Details of the Applicant	Attested Copy
3. Details of Forest Items	Attested Copy
4. No. of Employees	Attested Copy
5. Investment Amount	Attested Copy
6. Chalan of Fees	Attested Copy

## Process Map



### Time:

- 60 Official Days

### Cost/Fee:

New Issuance Fee	BDT 5,000
Renewal Fee	BDT 1,000

Source: Forest Items Transport (Control) Rules 2011

## v. License for Furniture Mart

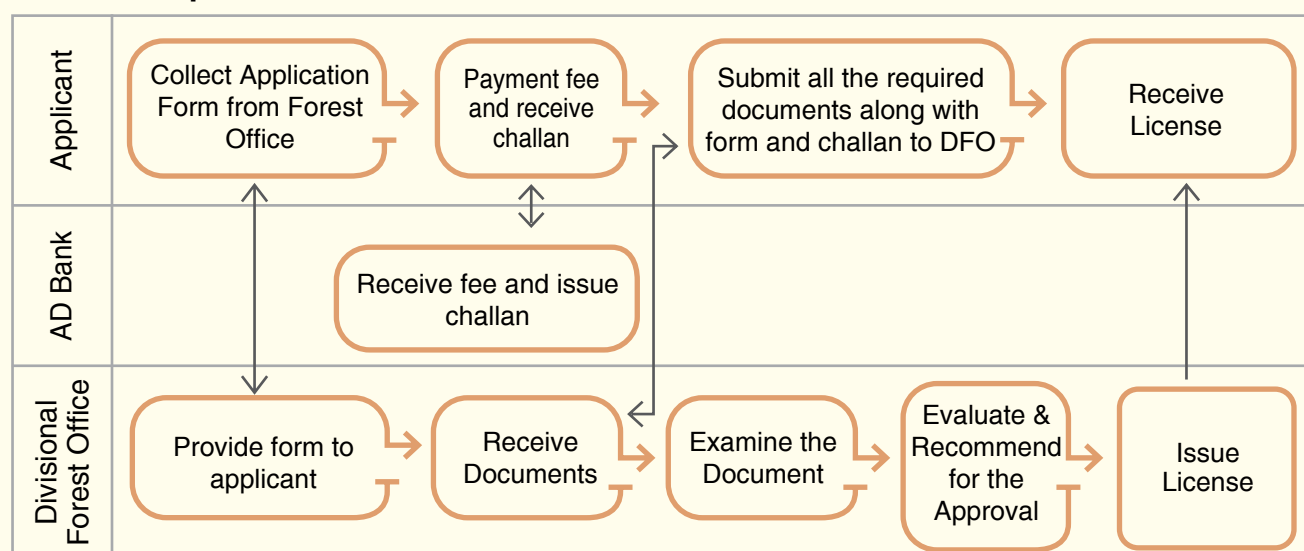
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Details of the Applicant	Attested Copy
3. Details of Forest Items	Attested Copy
4. No. of Employees	Attested Copy
5. Investment Amount	Attested Copy
6. Chalan of Fees	Attested Copy

## Process Map



### Time:

- 60 Official Days

### Cost/Fee:

New Issuance Fee	BDT 1,000
Renewal Fee	BDT 200

Source: Forest Items Transport (Control) Rules 2011

## w. License for Timber Processing Unit

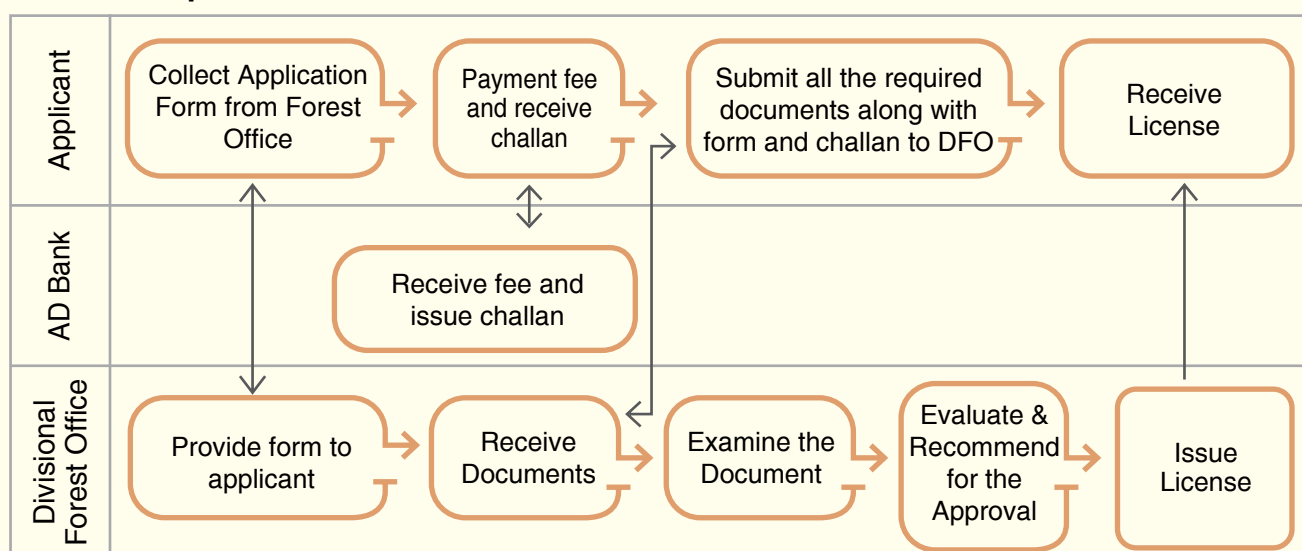
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Details of the Applicant	Attested Copy
3. Details of Forest Items	Attested Copy
4. No. of Employees	Attested Copy
5. Investment Amount	Attested Copy
6. Chalan of Fees	Attested Copy

## Process Map



### Time:

- 60 Official Days

### Cost/Fee:

<b>New Issuance Fee</b>	BDT 1,000
<b>Renewal Fee</b>	BDT 200

Source: Forest Items Transport (Control) Rules 2011

## x. License for Sawmill

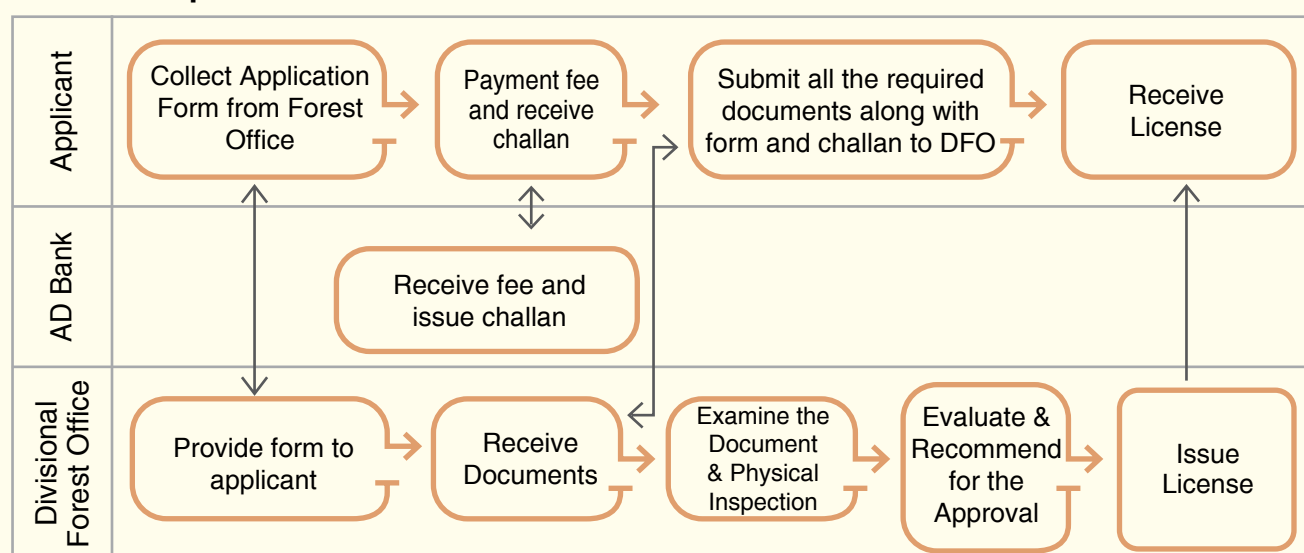
### Incumbent Office

Category	Registration
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Divisional Forest Office, Department of Forest, Ministry of Environment, Forest and Climate Change

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Details of the Applicant	Attested Copy
3. Location of Sawmill	Attested Copy
4. Details of the Wood used in the Sawmill	Attested Copy
5. Investigation Report of the Inspector	Attested Copy
6. Chalan of Fees	Attested Copy
7. Photo-3 Copies	-

## Process Map



### Time:

► 30 Official Days

### Cost/Fee:

<b>New Issuance Fee</b>	BDT 2000
<b>Renewal Fee</b>	BDT 500

Source: Sawmill (Licensing) Rules 2012



# Business Journey Map of **PLASTIC INDUSTRY** IN BANGLADESH



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- e. Registration of (Private and Public) Company
- f. TIN Certificate

- g. VAT Certificate
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- s. License for Electricity Generator
- t. Import Permit of Boiler
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- v. NOC for Use of Land
- w. Approval for Building Infrastructure



# Chapter 1: Introduction

## 1.1 Economy of Bangladesh

Father of the Nation Sheikh Mujibur Rahman gave us freedom, sovereignty and dignity. The economy of Bangladesh has been enjoying tremendous sustainable growth since last decade because of the gracious leadership of our Hon'ble Prime Minister Sheikh Hasina MP. "Development Success of Bangladesh" has been treated with utmost respect by the global leaders. A number of nations have replicated the actions taken by Bangladesh to improve their socioeconomic mode.



**Mother of Humanity**  
opened Bangladesh Boarder to save lives  
of more than 1 million Rohingya people



**The Padma Multipurpose Bridge**  
has been Constructing with Own Funding



**Rooppur Nuclear Power Plant**  
Under Construction



**The Bangabandhu Satellite-1** is the first  
Bangladeshi geostationary communications and  
broadcasting satellite launched on **12 May 2018**

*Caption: Roar of Bangle Tiger*

Once the example of basket case, is now treated as the global economic miracle. Bangladesh has ensured fabulous growth in terms of GDP growth, literacy, export earnings, health, food security, social safety nets, domestic and foreign investment, per capita income, poverty rate reduction, literacy rate, fuel and energy, logistics infrastructure development, decent employment generation, women empowerment, life expectancy, etc.

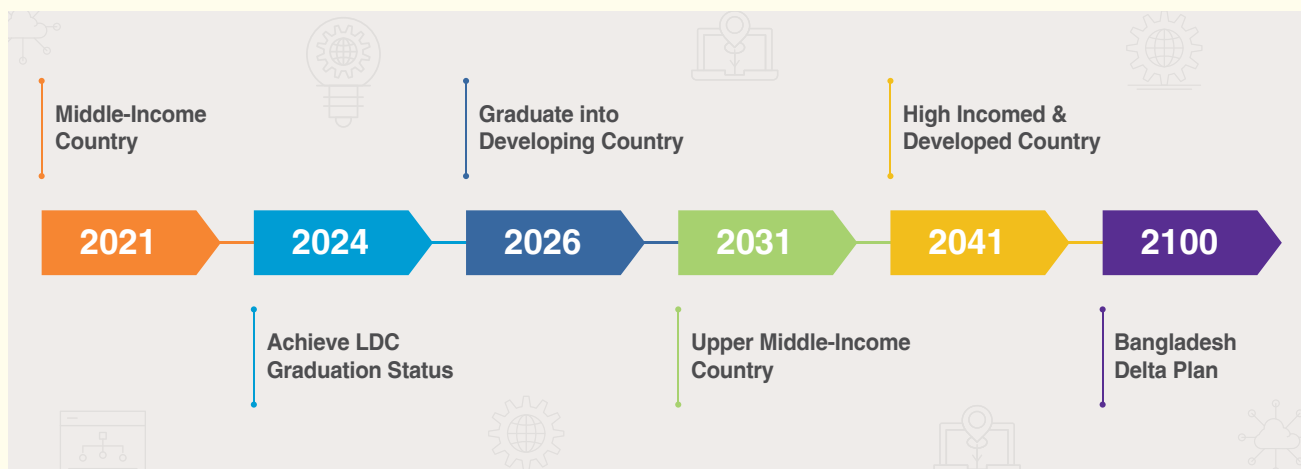


Figure: Economic Trajectory of Bangladesh: 2021-2100



The nation has been enjoying the economic impact of the Padma Bridge as it has linked the 23 Districts of Bangladesh with the capital city. Economists predict that this Bridge, itself will contribute by about 2 percent to the GDP growth. Moreover, functioning of the Padma Rail Bridge will link the nation with the Trans Asia Railways and that will boost the GDP by 1.2%. Simultaneously, government has taken number of mega projects to ensure a holistic improvement of the economy. It is expected that all the projects will be completed by 2026. Besides, Government is committed to achieve SDGs and to establish 100 Economic Zones by the

2030. It is hoped that with the implementation of the mega projects, the logistics infrastructure system of Bangladesh will be reached at a global height.

## 1.2 Background of the Study

To keep the sustainable success momentum of the initiatives taken by the government to ensuring the economic growth, a2i has taken action to assist the private sector through ensuring service process simplification. CMSME has been treated as the game changer of the economy. A significant transformation of the SME sector has taken place in Bangladesh over time with various public and private initiatives. It is estimated that 7.5 million CMSMEs constitute a significant component of economic enterprises accounting over 97% of all enterprises in Bangladesh, and the share of SMEs in GDP is estimated at about 25% in an ADB study of 2015 and it may be even more if properly estimated.



The development of SMEs can be instrumental for Bangladesh to embark on higher growth trajectories as envisioned in various plan documents of the government, such as the Perspective Plan 2021 and 2041, various Five Year Plans, Industrial Policies, etc. While Bangladesh has the advantage of promoting SMEs in terms of abundance of human capital with a natural aptitude of intellectual ability, it lacks a conducive and coherent policy environment to give a boost to the sector.

a2i aims to facilitate the potential and promising sectors of the CMSMEs through private sector driven and demanded policy assistance to assist the government to attain the socioeconomic targets of Perspective Plan 2041. In that respect,

G2B Team of a2i is operating Business Journey Mapping (BJM) and Service Process Simplification (SPS) initiatives to identify the bottlenecks/constraints/pain points faced by the CMSMEs as well as pointed out the way forward to mitigate the problems.

The nation's economy will face the aftermath challenges of the LDC graduation on 2026. To ensure competitiveness in the global market after 2026, there is no alternative to turn all the challenges into opportunities. The “Workshop on Business Journey Mapping” is one of the key pathways to identify and solve the challenges that create hindrance to the prospect of private sector

### 1.3 Structure of the Workshop

a2i Program is playing a very vital role to attract an inflow of local and foreign investment in the economy by service process simplification (SPS) of government-to-business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on November 26, 2022, with the participation of sector champions and leaders of the Plastic Goods Manufacturing Industry to have their views/comments and recommendations to make the existing service-providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.



### 1.4 Objectives of the Study

#### Broader Objective of BJM

Sector-specific event for mapping business journey, identifying issues and pain points in G2B services, and driving action for remedy.

#### Specific Objectives of BJM:

1. To portray the sectoral overview and export potential of Plastic Goods Manufacturing Industry in Bangladesh,
2. To design the Business Journey Map of the Plastic Goods Manufacturing Industry in Bangladesh,
3. To identify the G2B Services required to conduct Plastic Goods Manufacturing Industry operation in Bangladesh,
4. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
5. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.



### 1.5 Reason to Choose the Sector

Plastic is one of the key industrial sectors in Bangladesh making significant contributions to the country's economy. There are around 5,000 plastic enterprises in Bangladesh, employing about 1.2 million people and producing a variety of products for the domestic as well as the export market. Plastic is a key component of many products in other sectors of the economy like textile, healthcare, construction, electronics, energy generation, automotive, etc. Bangladesh primarily produces household goods and packaging products for food processing, the pharmaceutical & FMCG industry, garments bags & accessories, toys, sanitary items, and construction products including PVC pipes. To ensure sustainable development of the plastic and plastic goods industry in Bangladesh as well as to boost the high value-added domestic production and export growth, the government expects to have its voice to provide the required remedies to mitigate the sectoral constraints.

# Chapter 2: Plastic Goods Manufacturing Industry in Bangladesh-Sectoral Overview

## 2.1 Plastic Industry of Bangladesh

The plastic industry has been treated as one of the most promising and potential export items in the diversified export basket of Bangladesh. The current size of the global plastic market is \$570 billion (Tk47,88,000 crore) and is growing at an average annual rate of 20%. Business leaders in this sector aim to increase the global market share from 0.5% to 3% by the year 2030. The domestic market size of this sector is BDT 40,000 crore while 80% of the local demand is supplied by this sector. Most importantly, the average annual growth of this sector is 20%. On average, a Bangladeshi citizen uses 6 kilograms of plastic. Compared to India, it is half what Bangladeshi citizens consume. The average use is nearly 30 kilos in south-east Asia and 40 kilos in the Middle East.

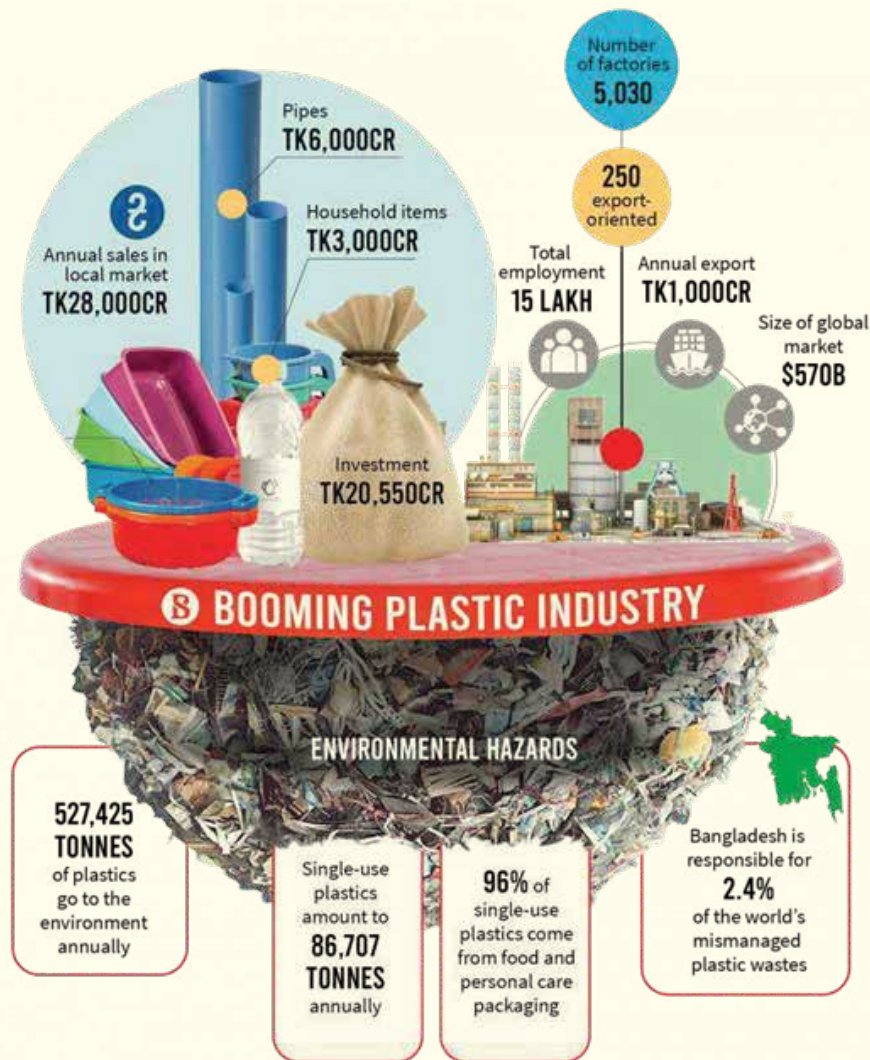


Photo Credit: The Business Standard



## 2.2 Plastic Industry: Backward Linkage of all Industries

BPGMEA informed that the global plastic market is poised to reach \$721 billion in 2025. If Bangladesh can capture 1% of the market, it is possible to export products worth more than Tk 6,000 crore every year. It is expected that the annual growth rate will be reached 25% soon. The plastic industry itself is a sector as well as it has been supporting a number of industries as their supportive backward industry. Plastic products manufactured in the country include packets of life-saving drugs, injection syringes, blood collection bags, hangers and packets in the readymade garments industry, different crockeries products, doors, windows, sanitary products, electrical appliances, computer parts, telephone sets, and varieties of toys.

**Table: List of Sectors Supported by the Plastic Industry in Bangladesh**

1. Retail Packaging	2. Agricultural Product
3. Industrial and Bulk Packaging	4. Poultry & Fishing
5. Pharmaceuticals Products	6. Automobile and Cycle
7. Household Products	8. Electronics
9. Office Equipment	10. Textile Articles
11. Building Materials	12. Musical Products
13. Engineering Parts and Industrial Parts	14. RMG Accessories
15. Medical Equipment	16. Plastic Toy

## 2.3 Export Earnings of Plastics Industry in Bangladesh

Currently, there are 5,030 plastic factories in the country and 98% of them belong to small and medium entrepreneurs, according to Bangladesh Investment Development Authority (BIDA) while 250 companies are exporting plastic goods, informed by BPGMEA. China is currently the leading player in the global plastic market with 26.8% share and earning \$21.4 billion, followed by Germany that holds 12% of the global market share, according to a report of World's Top Exports.

**Table: Export Earnings of the Plastic Goods Manufacturing Industry of Bangladesh for the FY 2011-12 to FY 2021-22**



Source: Export Promotion Bureau



According to government data, global demand for plastic products has been growing at a rate of 20% since 2007. Average global use of plastic is 50 kg per capita. In the United States, the rate is 109 kg per capita, in China 38 kg and in India 11 kg. Per capita consumption of plastic in Bangladesh is only 9 kg. As a result, there is a huge potential in this market. The country's GDP is increasing as well as our purchasing power. The use of plastic and packaging materials is also increasing. The plastic industry as a whole is an environmentally friendly industry considering the production and recycling process. As a result, the market for this product will also increase.

## 2.4 Toy Industry-Promising Sub-Sector of Plastic Industry in Bangladesh

The plastic toy industry could play a significant role in expanding Bangladesh's export basket as shipments are expected to hit an estimated \$466.31 million by 2030 if the current annual growth trend



holds steady at 24 percent, according to speakers at a seminar. Ensuring the sustainability of the present growth rate, Bangladesh could become the 28th largest toy exporter in the world that year. Bangladesh Toy Merchants Manufacturers and Importers Association informed that locally manufactured toys now cover 85 per cent of the domestic market; just five years ago, the situation was totally opposite. According to the association, the domestic market for toys is worth Tk 7,000 crore but there is still demand for toys worth Tk 10,000 crore.

There are some difficulties in the import of raw materials that hold them back from meeting the market demand. Presently, only 15 per cent of the toys in the Bangladesh market are now imported from China.

There are more than 100 registered toy factories in Bangladesh and most of them are in old Dhaka centering Chawk Bazar, the country's biggest toy business hub. There are more than 500 wholesale toy shops at Chawk Bazar from where products are supplied all over the country. Toys made in Bangladesh are between 1,000-1,200 types with the price ranging between Tk 30 and Tk 800, the manufacturers said, adding that at least three lakh people are directly involved with the industry and more than 10 lakh people indirectly. Among locally made toys, remote-control cars, Rock n Stack, High Chair Spinning Toy, The Bendy Ball, Black and White Soccer Ball, Soft Bird, teddy bear, soft doll, multi-shaped soft toy animal, hand wrist bells, toy guns and foot sock have more popularity.

According to the Export Promotion Bureau, Bangladesh exported toys worth \$ 36.5 million in Fiscal Year 2020-21 to 46 countries including the United States, Russia, Japan, Germany, India and even China. Many 100 per cent export-oriented factories have been set up and among them, Golden Son Limited in Anwara of Chattogram, Hashy Tiger at Cumilla EPZ, M/s Sonic (Bangladesh) Ltd, a Hong Kong-based toy company at Uttara EPZ in Nilphamari are prominent exporters. A fully Chinese-owned company is also going to set up a toy plant in Dhaka Export Processing Zone with an investment of \$ 6.55 million seeing the burgeoning demand for toys in the country. According to NBR data, Bangladesh imported toy and toy accessories worth Tk 478.11 crore in Fiscal Year 2020-21 while Tk 346.72 crore in FY 2019- 20, Tk 307.58 crore in FY 2018-19, Tk 289.64 crore in FY 2017-18, and Tk 310.44 crore in FY 2016-17.

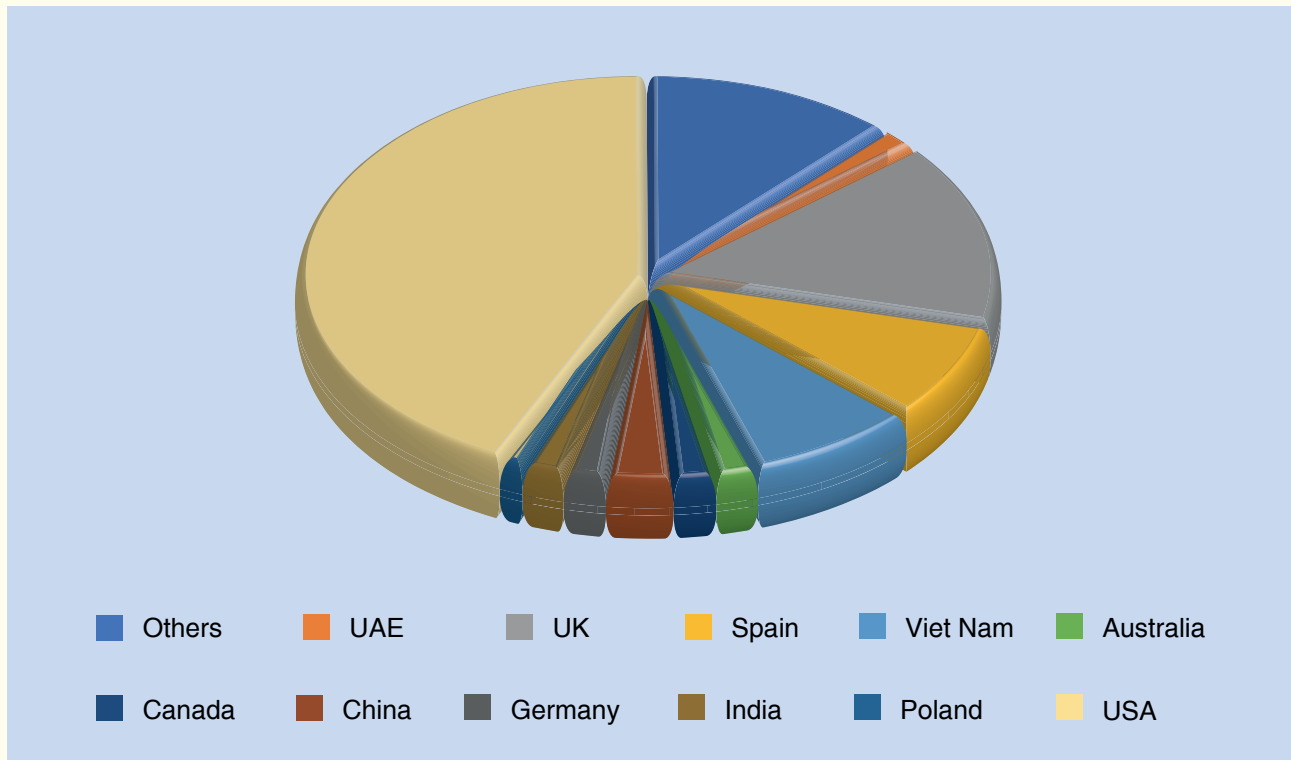


About 80 percent of local toys are made of plastic and the rest are made of paper, cloth, and other materials. The manufacturers import plastic polyester chips from China, Thailand, Malaysia, and

Indonesia. The machines and moulds are brought from China. Battery and rechargeable batteries are very important for toys and these are completely import-dependent entrepreneurs have to pay high for importing them that ultimately pushing the prices of toys up. Toymakers hire technicians from China as there is scarcity of skilled workforce with tech knowledge in Bangladesh for this sector.



## 2.5 Policy and Financial Assistance to Boost Export of Plastic Industry



The Ministry of Industry has published National Plastic Industry Development Policy 2020 (7th draft) to develop the country's plastic sector. The government is formulating the policy considering the existing obstacles and adversities in the development of the plastic industry. In the context of the Fourth Industrial Revolution, the policy has considered both local and international markets in its commitment to building an environmentally friendly plastic industry. On the other hand, Ministry of Commerce has formulated Plastic Sector Export Roadmap to achieve the vision as, “to put Bangladesh among the top 43rd largest exporters of plastic goods including plastic toys and related articles by 2030.” Since 2016, the government has been giving a 10% cash incentive to the plastic industry for the export of plastic products. This is encouraging the country’s plastic manufacturers to work in the plastics industry.

# Chapter 3: Summary of the Workshop on Business Journey Mapping of Plastic Goods Manufacturing Industry of Bangladesh

## 3.1 Brief of the Workshop



The inaugural session of the workshop entitled “Business Journey Mapping of Plastic Goods Manufacturing Industry of Bangladesh” was graced by the kind presence of Dr. Dewan Muhammad Humayun Kabir as the session chair. Dr. Kabir is the Project Director of the UNDP Bangladesh supported Aspire to Innovate (a2i) Programme and a Joint Secretary of the ICT Division, Ministry of Posts, Telecommunications and Information Technology, GoB.

Simultaneously, Mr. Shamim Ahmed, President, Bangladesh Plastic Goods Manufacturers & Exporters Association (BPGMEA), Mr. Giasuddin Ahmed, Senior Vice President, BPGMEA; Mr. KM Iqbal Hossain, Vice President, BPGMEA and Mr. Narayan Chandra Dey, Secretary General of BPGMEA and Former Joint Secretary of the GoB joined the session as chief and special guests. Mr. Mohammad Salahuddin, (Deputy Secretary), Project Analyst, Aspire to Innovate (a2i) Programme & UNDP presented keynote in the workshop, which was highly appreciated by the workshop participants.

## 3.2 Remarks by the Speakers

**Dr. Dewan Muhammad Humayun Kabir**, Project Director (Joint Secretary), UNDP Bangladesh supported Aspire to Innovate (a2i) Programme thanked BPGMEA leaders and members for their kind presence in the workshop. Plastic sector is composition of 29 sub-sectors. To boost the export of this, a comprehensive initiative needs to be taken. Consumption of plastic goods has been increasing day





by day. It is high time to put concentrated focus on the expansion of export market through diversified plastic goods. Development of plastic industry is linked with 4IR and light engineering industry. Ministry of Commerce and Ministry of Foreign affairs may work together to facilitate the domestic plastic good manufacturers by providing details of potential foreign buyers. Meghna Group has established import-substitute PVC manufacturing plant. By meeting its own demand, it has started exporting PVC and PET Resin. Dr. Kabir expressed candidness to work with BPGMEA to prepare skilled workforce for this sector. Actions needs to be taken to set up standard testing centre with top notch facility, he added.

**Mr. Shamim Ahmed**, President, BPGMEA informed that there are more than 6000 manufacturing company operating business in this sector. 0.6 million employments have been generated through this sector of which 28% are women. The sector is highly digitized and closely linked with the technology and light engineering industry. Lack of technical and technological skills is one of the major problems of this Industry. 4th industrial revolution puts enormous momentum to the growth of plastic industry. To facilitate the CMSMEs and large industry government announced financial stimulus package. But, entrepreneurs from plastic sector were deprived from having such assistance. Direct and deemed export of this sector should be calculated separately to detect the real contribution of this sector. To adopt the IOT, we need skilled workforce. BIPET has already trained 3000 to turn them into skilled workforce. The institution also assists the workforce to have a job replacement. Awareness among the consumers will be the key tool to reduce the wastage.



**Mr. Giasuddin Ahmed**, Senior Vice President, BPGMEA expressed cordial gratitude to a2i for taking such a wonderful initiative to link a bridge between the public and private sector stakeholders to facilitate the private sector growth. He assured that BPGMEA will extend all possible assistance to a2i as the public agency is raising voice on behalf of the private sector. Industry owners hoped that the institute will play a vital role in the development of the plastic sector by providing well-educated skilled manpower, world-class testing facilities, new product ideas, development research, and policy support. The idea of setting up the institute came from India. The Central

Institute of Plastic Engineering and Technology (CIPET) was established for the plastics sector in 1968. Since then, the CIPET has been playing a major role in providing technology support, skilled manpower and research and development policies. All sorts of support from a2i to strengthen to capacity of BPGMEA and BIPET will be highly appreciated, he assured.

**Mr. KM Iqbal Hossain**, Vice President, BPGMEA urges to put focus on resolving the HS Code related constraints. Moreover, he requested to develop a comprehensive plan by addressing the growth of plastic, 4IR, ICT and light engineering industry. 80% of the workforce of toy industry are women. Policy and fiscal assistance should be initiated to boost the growth of toy industry in Bangladesh. Besides, action plan for the national plastic industry policy and plastic sector export roadmap should come into true. Developing countries use more plastic items than Bangladesh. Coordination between awareness program and waste management system should be developed.





**Mr. Mohammad Salahuddin**, (Deputy Secretary), Project Analyst, UNDP & a2i, in his keynote presentation mentioned that all the initiatives of a2i are focused to assist the government to ensure competitiveness after LDC graduation on 2026, to attain SDGs by 2030 and to conquer the socioeconomic targets of Perspective Plan by 2041. a2i is highly committed and motivated to make a SMART BANGLADESH through digital technology and transparency of governance.

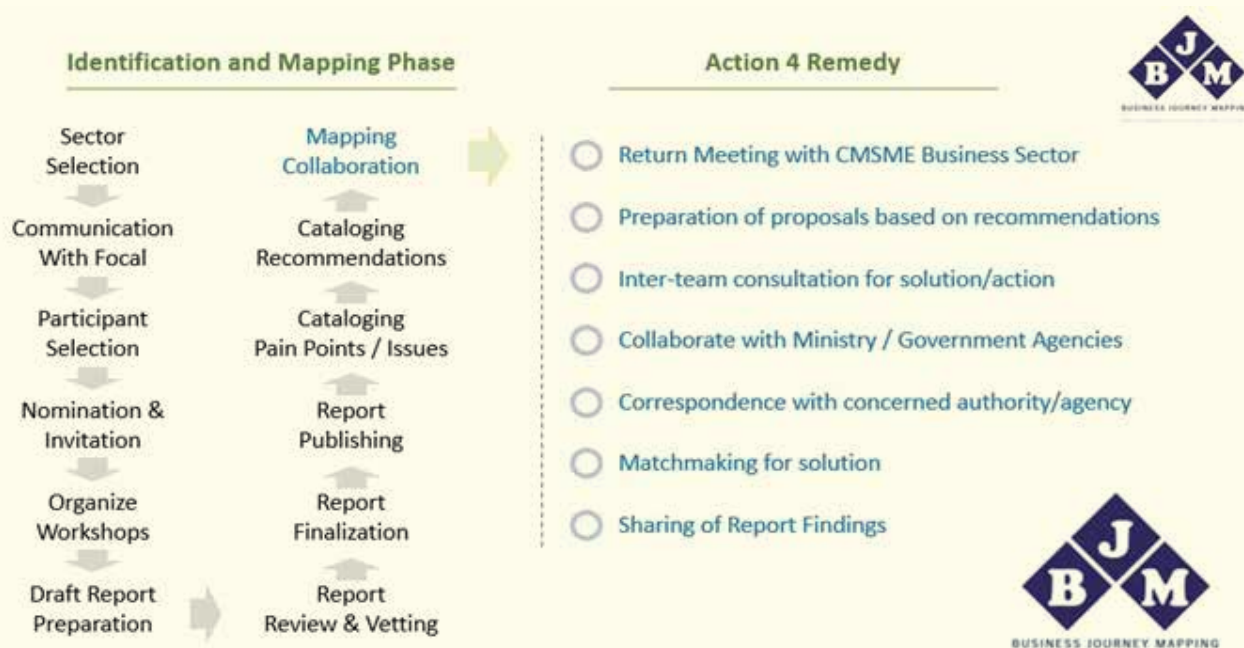


Figure: Operation Mechanism of BJM

He informed that so far (including today's workshop), 9 workshops have been organized through which 12 sectors are covered as-

1. Restaurant Industry
2. Leather & Leather Goods Manufacturing Industry
3. Agro-processing Industry
4. Agro Chemical Industry
5. Fish & Fish Processing Industry
6. Fish Feed & Additives Industry
7. Jute & Jute Goods Manufacturing Industry
8. Chemist & Druggist Industry
9. Digital Commerce Industry
10. Entrepreneurs with Disabilities
11. Manufacturing Industry
12. Plastic Goods Manufacturing Industry

Because of the able advocacy, Ministry of Commerce has launched DBID to sensitize the registration of digital commerce business with the assistance of a2i. Moreover, a2i has taken initiative to include the definition of “Entrepreneurs with Disabilities” in the National Industrial Policy, he added.

**Mr. Muhammad Shameem Kibria**, Senior Assistant Secretary, National Consultant (E- service Implementation Expert), a2i conducted the workshop as Master of Ceremony. Besides, officials of a2i joined the workshop. Directors and members of BPGMEA, plastic sector champions, BJM exporters etc. graced the day long workshop through their interactive presence. Speech by session chair, chief guest and special guest along with the highly informative keynote by UNDP Project Analyst set the tone of the workshop.



### 3.3 Interactive Open Session of the Workshop

After the end of inaugural session, workshop participants joined a day long interactive session. Expert BJM facilitators conducted the session. The workshop was divided into 5 sessions to cover the following issue-

1. Identify the list of G2B Services to conduct the business operation;
2. Constraints faced by the entrepreneurs to avail G2B services;
3. Constraints faced by the entrepreneurs to accept the G2B services;
4. Recommendations and way forward to resolve the constraints and
5. Business Journey Mapping of the sector.

Enthusiastic participation of participants made the workshop lively. Plastic sector stakeholders elaborated their remarks/views/suggestions in the sessions. At the wrap up session, experts validated the outcomes of the workshop as this will be the pathways to formulate a comprehensive report.



*Image: a2i Coffee Table Book Handover Ceremony*

# Chapter 4: G2B Services Required for Plastic Goods Manufacturing Industry in Bangladesh



BPGMEA sources mentioned that there are more than 6000 manufacturing organizations operating business in the plastic industry. Domestic demand of the plastic goods ensures sustainability of this industry. Besides there are several organizations who expand their business through exporting. Participants of the workshop on Business Journey Mapping for Plastic Goods Manufacturing Industry in Bangladesh were representing the small, medium and large entrepreneurs. List of G2B services (license/permission/certificate/

approval/permit etc.) required to operate business in the plastic goods manufacturing industry in Bangladesh is tabled-

General License	License for Exporters
1. Trade License	
2. VAT	
3. TIN	
4. Company Registration	
5. Environment Certificate	
6. Fire Safety Certificate	
7. Project Approval from BIDA	
8. Approval from BCSIR	19. Export Registration Certificate
9. Import Registration Certificate	20. Import Registration Certificate
10. Import Permit	21. EPB Enrollment Certificate
11. CM Mark from BSTI	22. Bonded Warehouse License
12. Factory Plan/Layout Approval	
13. NOC for Land Use	
14. NOC for the Approval of Building Design	
15. Approval for Building Infrastructure	
16. Commercial Electricity Generator License	
17. Import Permit of Boiler	
18. Approval from DC Office	

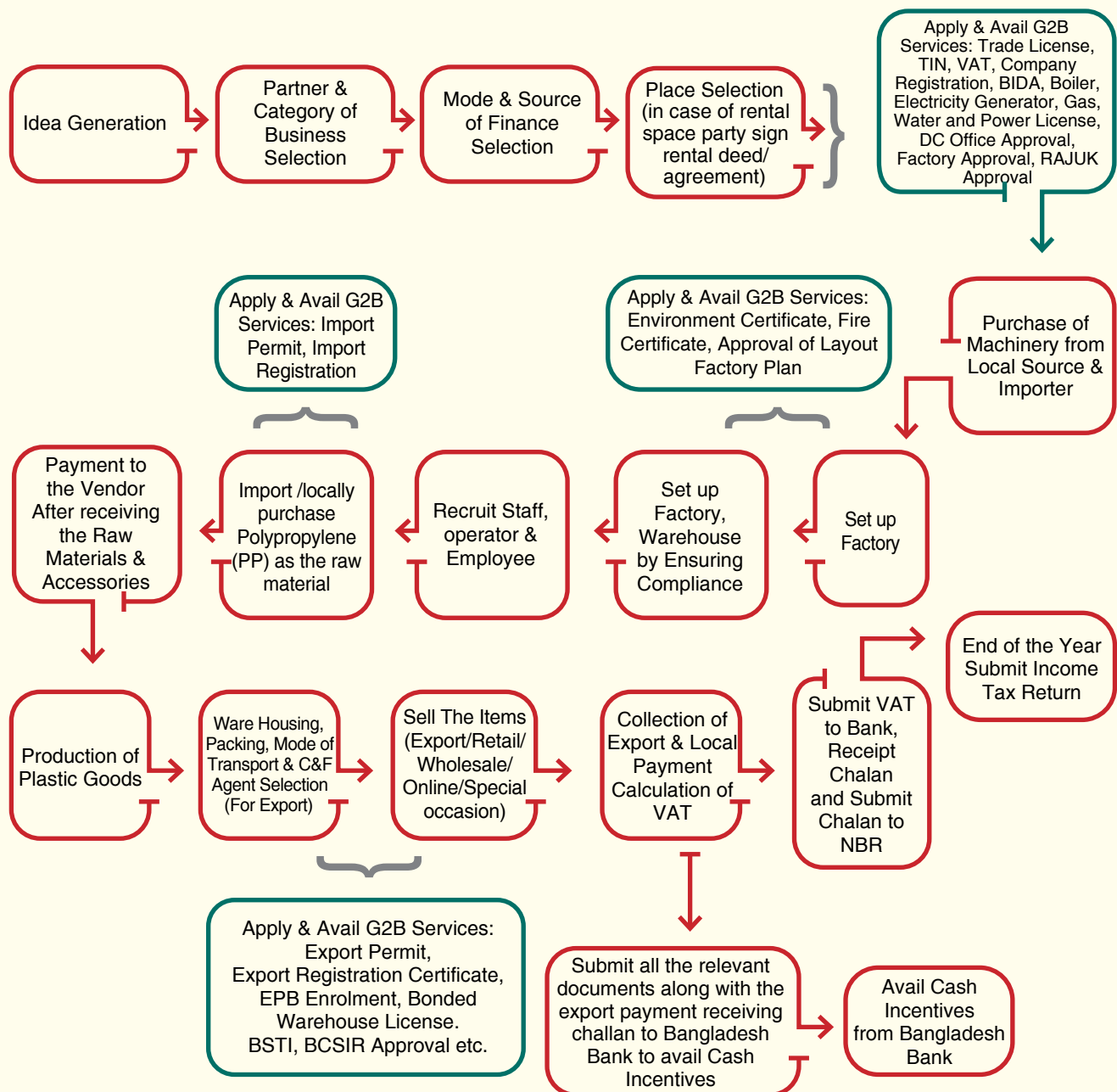
## Note:

1. User journey maps to avail the G2B services are annexed.
2. No data is available in the citizen charter of DC Office and Bangladesh Council of Scientific and Industrial Research (BCSIR) to provide approval to establish manufacturing plant.



# Chapter 5: Business Journey Map of Plastic Goods Manufacturing Industry in Bangladesh

## 5.1 Business Journey Map of Plastic Goods Manufacturing Industry





# Chapter 6: Pain Points Identification & Way Forward to Simplify the BJM & G2B Services for the Plastic Goods Manufacturing Industry in Bangladesh

No	Issue	Pain Points/Statement	Way Forward
1.	Trade License	The fee to avail trade license both for fresh issuance and renewal is high for the SMEs.	Trade License fee for new issuance and new renewal should be lower than the present schedule for SMEs.
		Renewal frequency of trade license is one year which is troublesome for the CMSMEs.	Ministry of Commerce and LGD should come forward to increase the renewal frequency of the trade license to at least 5 years.
2.	Environment Certificate	Entrepreneurs complaint that the government agencies do not issue environment certificate and fire license to the new establishment.	An initiative needs to be taken to identify the reason behind such non allowing of the license and way forward should be portrayed in that respect.
3.	Fire Certificate		
4.	Cash Incentives	Plastic sector is allowed to avail 10% export subsidy/cash incentives announced by the Bangladesh Bank to boost export.	Like RMG, plastic sector should be allowed to get 4% more cash incentives if they go for new export market expansion.
5.	Central Bonded Warehouse	Bangladesh currently lacks trading houses/central bonded warehouses for bulk import of raw materials for the plastic sector.	<p>It is suggested that trading houses or central bonded warehouses for the import of raw materials be set up in free trade zones or special economic zones so that manufacturers receive better prices and face shorter lead times during raw material procurement. It is suggested central bonded warehouse should be operated by the public sector with specific policy provisions, for example;</p> <ol style="list-style-type: none"> <li>Small organizations that are not 100% export-oriented industry should be able to avail the bonded warehouse facility,</li> <li>Stock of raw materials should be bought when the global price falls,</li> <li>A price ceiling should be adopted so that there will be no change of high fluctuation in raw materials price. An example of China of a central bonded warehouse operated by govt. can be adopted</li> </ol>

No	Issue	Pain Points/Statement	Way Forward
6.	DEDO	To avail the duty drawback from the Duty Exemption and Drawback Office is very much complex.	A study should be conducted to identify the existing bottlenecks of DEDO and the way forward to smoothen the facility.
7.	FDI	Bureaucratic delays in receiving duty drawbacks and the lack of a single-window clearance system for FDI approvals are only a few of the many redundancies still existing within the system. If these were streamlined, businesses would be able to improve their margins significantly even without any further investment in the sector.	To spur the growth of the plastics industry, the government must provide incentives that encourage exporters and foreign investors to play a more proactive role in developing the sector. It is suggested that the government create a single-window clearance mechanism for all FDI related approvals. Also, to prevent delays in duty drawback refunds, it is recommended that commercial banks should be allowed to process the payments. Trade logistics is an area that needs reform and upgradation.
8.	Home Consumption Bond	Local CMSME plastic manufacturers are highly dependent to the imported raw materials.	NBR should allow the home consumption bond to facilitate the local traders with sufficient source of raw materials.
9.	Separate Calculation of Deemed and Direct Export	It is seemed that the deemed export of plastic sector is more than 08 times than the direct export. Real export contribution of this sector has not been reflected in the EPB data.	A calculation method should be developed to identify the export contribution of plastic sector on the form of deemed export.
10.	Bank Guarantee for Deemed Exporters	Deemed exporters of the plastic sector are deprived from availing the facilities enjoyed by the direct exporters.	Bank Guarantee scheme should be allowed to the deemed exporters to facilitate them to boost export.
11.	Exporters Database	CMSMEs of plastic sector do not have enough access to avail the contact details of the potential export buyers.	EPB can come forward to prepare a database of potential foreign buyers of plastic items.
12.	Academic Curriculum	-	BPGMEA and NSDA with the assistance of a2i may develop a curriculum for 2 years of Diploma in Plastic Industry or 4 years Honors in Polymer Science to assist the sector with skilled workforce.
13.	Coordinated Industry Development Plan	Plastic industry is highly linked to 4IR, ICT, Light Engineering, Pharmaceuticals, RMG, Agro, Food, etc. industries. But there is no coordinated policy in that respect in Bangladesh.	Coordination among the sectoral polices is the must to ensure a holistic and coordinated development of the national economy.
14.	Relocation of Plastic Industry	Plastic industry should be relocated to a dedicated cluster from the residential area.	Government has allocated land to establish dedicated hub for plastic industry in Munshiganj. Initiative needs to be taken immediately to complete the project the sooner the better.

No	Issue	Pain Points/Statement	Way Forward
15.	Capacity Building of BSTI	The Bangladesh Standards and Testing Institution lacks proper product testing and certification facilities (physical and chemical) that are globally recognized and accepted. It forces exporters to seek buyer stipulated certifications, and they often must send their product samples to countries like China and Singapore, which is an expensive and time-consuming process.	For the private sector to thrive and become a part of the global plastics goods value chain, export-oriented plastics manufacturers will have to comply with international standards. These include social compliance, health and occupational safety compliance, structural compliance, chemical compliance, environmental compliance, and country of origin. To enhance ease of compliance with environmental and safety regulations, it is suggested that incentives available to the RMG sector, like special funds from multilateral and bilateral agencies, Green Transformation Fund and duty exemption on fire safety equipment, be extended to the plastics industry. The Ministry of Commerce has published a compliance handbook for the Plastic and Light Engineering sectors that outline measures that can be taken to improve social, environmental, safety, health, and chemical compliance to make products from Bangladesh more globally acceptable.
16.	Global Accreditation	lack of a globally recognised testing and certification agency for plastic products in the country forces exporters to send their product samples to countries like India, Hong Kong and Singapore, which is an expensive and time-consuming process.	The local institute, BCSIR, is well equipped but does not certify for international standards. They certify, but they do not have any accountability. BSTI is also giving certification only nationally. But the standard set by BSTI can only meet the domestic standard, not the international standard. BSTI has signed an accreditation agreement with India only, not with other countries; they should sign more agreements with some other potential countries. There are only 7-8 products for which BSTI has standards (some of these are Tier Tubes, Tablewares, Mineral Water bottles etc.). As an impact of COVID-19, MPPE products are emerging worldwide. The standard setting for MPPE has become a must to flourish in this emerging industry. Private sector bodies are not able to certify plastic products standards.
17.	Bank Finance and Financial Stimulus Package	Bangladesh Bank has announced a BDT 30 billion refinancing fund for low-income professionals, farmers and small business owners affected by the shutdown of COVID-19. However, SMEs in the plastic sector could not avail of the funds.	SMEs are struggling to overcome the impacts of COVID-19 first wave; meanwhile, the country is facing the second wave of COVID-19, which is assumed to be more deadly than the first wave. At this stage, SMEs need more funds and assistance to survive. The whole documentation procedure needs to be upgraded and user friendly for them.

No	Issue	Pain Points/Statement	Way Forward
18.	Implementation of National Plastic Industry Development Policy	Ministry of Industries has formulated National Plastic Industry Development Policy for the growth of this sector. But the sector players informed that the pace to implement the policy is low.	Time bound development strategy, MEAL mechanism should be implemented and examined on regular basis.
19.	Formulation of National Toy Industry Development Policy	There is absence of proper policy and fiscal incentives to boost the growth of potential and promising toy industry in Bangladesh.	<ul style="list-style-type: none"> <li>● National Toy Industry Development Policy could be formulated by the Ministry of Industries to facilitate the sector.</li> <li>● Ministry of Commerce with the support from Ministry of Finance may declare cash incentives/export subsidy to inspire the local manufacturers to go for export to ensure market expansion.</li> </ul>
20.	Incentives for PP Manufacturers to Reduce High Dependency on PP Import	PP is the main raw materials used in the production of plastic goods. Almost the all demand of PP has been served through import. In costs huge amount foreign currency as well as lead time.	To establish a sustainable backward linkage of the plastic industry, there is no alternative to facilitate the private sector to come up with initiatives to establish PP producing plant in Bangladesh.
21.	Awareness to Reduce Plastic Waste	Because of the misconception and lack of awareness, plastic has been treated as the environmentally hazardous items. Awareness program can turn this threat into opportunity.	A joint cooperation between the policy enablers and the private sector to increase awareness and outreach regarding plastic goods waste management system. Besides, philosophy of circular economy should be taken care to cope up with upcoming climate resilience era.
22.	Collaboration between a2i & BPGMEA	The sector has been suffering from technological and technical skill gap.	a2i and BPGMEA can work together to strengthen the BIPET in the area of 3D printing, CNC, Robotics, AI, etc.
23.	R&D for Value Addition	No such initiative has been taken by the government to conduct research and development activities to produce high value added plastic goods to reach global market.	Public and private sector should come forward jointly to conduct.
24.	Protection of Design	It takes time and investment to formulate a design of a product. But the copy right issue has been treated as least priority in Bangladesh.	Department of Patents, Designs and Trademarks should come forward to protect the registered design to be copied.

No	Issue	Pain Points/Statement	Way Forward
25.	Moulding Industry	Mould is one of the main components of the production process of plastic goods manufacturing. Mould manufacturing industry has not been developed in Bangladesh yet. In that respect, plastic industry largely depends on Germany, China to import moulds. Such over dependency causes higher cost and longer lead time.	The majority of export-oriented plastic manufacturing units import tool moulds from China or the Republic of Korea, as the quality of moulds manufactured in Bangladesh, is low. Importing moulds subjects the exporters to long lead times, high prices, and expensive after-sales services. As tool mould and die making is a crucial aspect of the plastic manufacturing process, it is vital that Bangladesh develop and nurture the required expertise. The Ministry of Commerce has initiated the development of two technology centres specifically for this purpose. The government is establishing the pilot tool mould and die-making centres to help SME manufacturers kick-start the country's mould-making industry. It will ensure that services are offered to the broadest range of private sector players.
26.	Market Intelligence	There is a lack of skilled technical and managerial workforce in the plastic sector. This results in increased costs of in-house training for personnel and reduced competitiveness of plastic manufacturers.	To mitigate this problem, it is suggested that the Bangladesh Institute of Plastic Engineering and Technology (BIPET) act as a nodal agency for skill upgradation for the plastics industry. It should collaborate with foreign institutions and universities of repute, develop CAD/CAM training and certification courses, enable international exposure for industry personnel via technical and techno-managerial courses, and develop an industry-relevant curriculum in discussion with industry leaders
27.	Credible Testing Facility	Bangladesh needs a credible testing and international standard certification facility to improve compliance. The entrepreneurs face difficulty in accessing compliance incentives (special funds, Green Transformation Fund, duty exemption on safety equipment). The plastic sector currently falls under the pollution categorisation of the industrial units as 'Orange-B'. BPGMEA urges to classify the plastics industry under the 'Green category'.	To ensure sustained export growth rates, it is vital that plastics manufacturers in Bangladesh keep pace with the requirements of international buyers and forge new business connections while leveraging existing ones. There is a need for the plastic institute to develop new designs and products. The Association representative also mentioned that there is a need for Technology Centers, which will require some more time, but preparation should take from now. They also need a trained workforce and technology for repairing and servicing. BPGMEA informed that for Technology Centre, they had been provided with 10 Acres of Land in the BSCIC Sirajdikhan area; the Ministry of Industries also provided them with ten-acre land, and now they will have to invest in these areas.

## Chapter 7: Concluding Remark

To cope with the post LDC graduation era, we need to focus on export growth through product diversification by reaching existing and unexplored markets simultaneously considering the competitive and comparative advantages. A joint initiative from the end of public and private sector needs to be ensured to establish a business enabling environment both for the local and foreign investors. Simplified and well accessed regulatory environment is treated as one of the key factors while considering the investment decisions. Besides, access to information, ease of finance, multimodal logistics management system, etc. are considered by the investors as well.



Plastic industry is one of the most promising industries in the export environment of Bangladesh. The sector has been ensuring sustainable growth in the employment generation. As the industry is directly related with the deforestation, a harmonization with new forestation program should be ensured. Environmental and climate change issue should be addressed properly. Most importantly, the sector needs policy and financial assistance to grow at a great pace. Initiatives should be taken at a coordinated way to mitigate the bottlenecks and constraints of this sector.



## Annex -I: Participant List

1. N. M Abul Kalam Siddique, COO, Habib Industries Limited
2. Rajeeb Hasan Chowdhury Shiplu, Manager (Sales & Brand), FM Plastic Industries Limited
3. Md. Abdul Aziz, Deputy Manager- Accounts & Finance, Deshbandhu Packaging Limited
4. Md. Kutub Uddin Mazumder, Marketing Manager, Aman Plastic Toys Industries
5. Anisur Rahman, Marketing Manager, Aman Plastic toy Industries
6. Md. Shah Alam, Senior Executive, Zihan Plastic Ind.
7. Montasir Ahmed, Senior Executive Officer, Apollo print Pack
8. Md. Mizanur Rahman, Manager sales marketing, Bangladesh petrochemical company ltd. (BPCI)
9. Md. Raihan, Marketing Manager, Tasul Plastic Toys Ind.
10. Mahdi Ihsan, Executive, Akij Biax Films Ltd
11. Md Enamul Haque, Managing Director, Expo Accessories Ltd BPGMEA
12. Md. Gazi Tauhidur Rahman, Managing Director, FM Plastic Ind. Ltd.
13. Muhammad Nazrul Islam, Senior Manager, National Polymer Ind. Ltd.
14. Mohammad Salahuddin Sikder, DGM Export, Pran RFL Group
15. Prokash Ghosh, Executive Compliance, Bengal group of Industries
16. Mohammad Saiful Islam, Senior Executive- Compliance, Bengal Group of Industries
17. Md. Forhad Ahmed, Product Manager, ACI Premio Plastic
18. Foysal Sikder, Senior Executive, ACI Ltd.
19. Md. Nurul Islam, Manager, International Mktg Bikrampur Plastic
20. Narayan Chandra Dey, Secretary General Bangladesh Plastic Good Manufacturers & Exporters Association (BPGMEA)
21. Shamim Ahmed, President, Bangladesh Plastic Good Manufacturers & Exporters Association (BPGMEA)
22. Mr. K M Iqbal Hossain, Vice President, Bangladesh Plastic Good Manufacturers & Exporters Association (BPGMEA)
23. Giasuddin Ahmed, Senior Vice President, Bangladesh Plastic Good Manufacturers & Exporters Association (BPGMEA)

## Annex -II: User Journey Map to Avail G2B Services for Plastic Goods Manufacturing Industry

### a. Trade License – Commercial Firm

#### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

#### Required Documents – For Fresh Issues

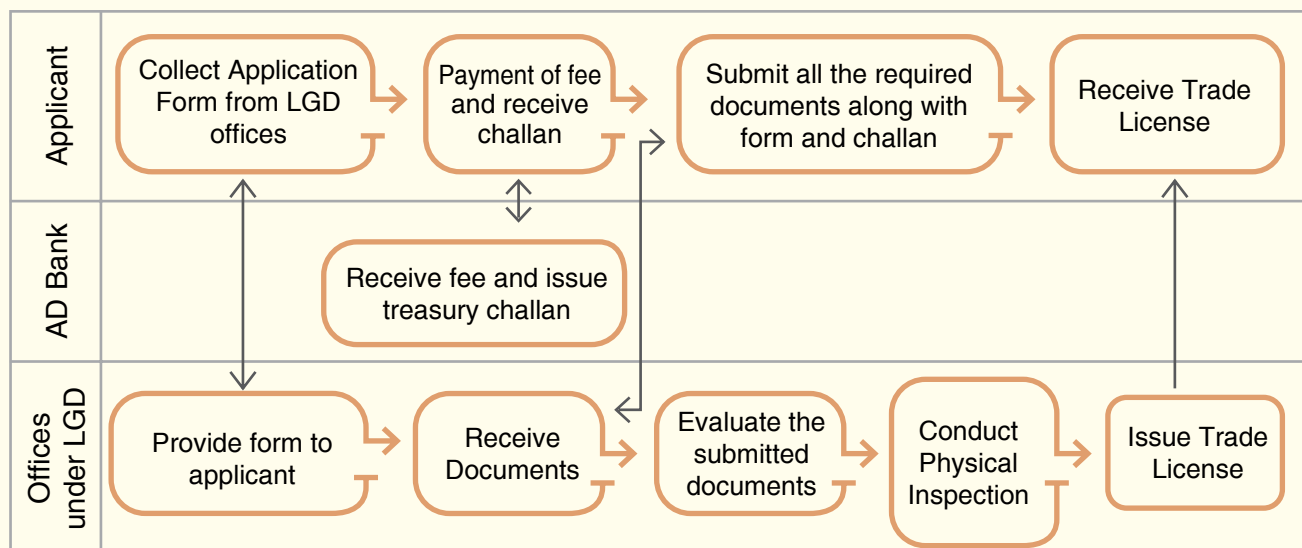
Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company

#### For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company



## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

### Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

### Fee Schedule:

- ▶ Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

## b. Trade License – Manufacturing Firm

### Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

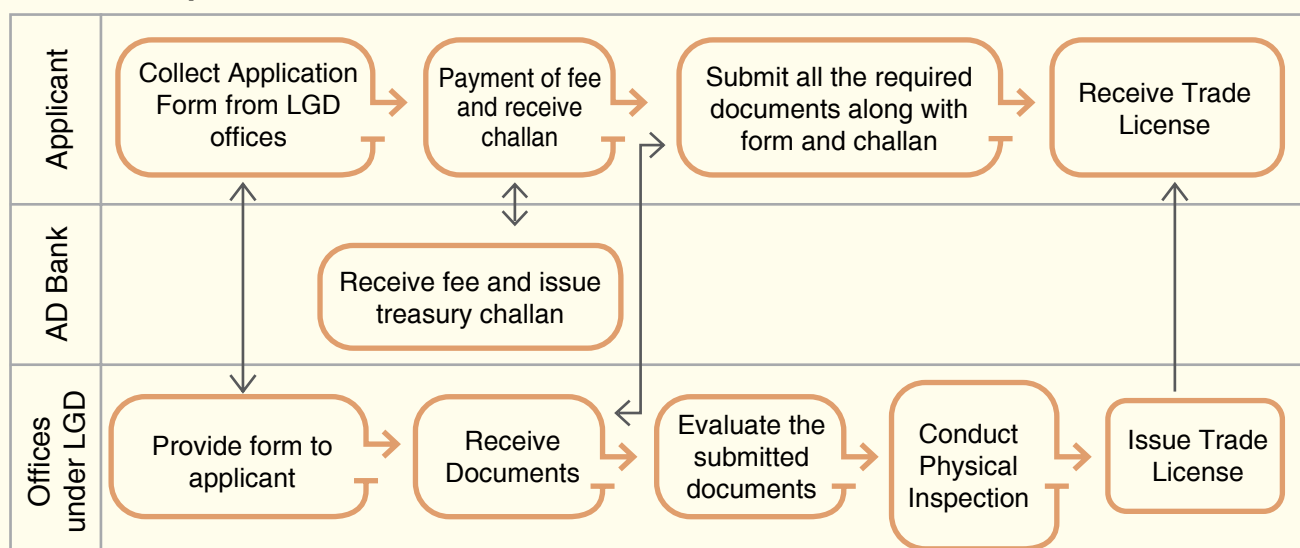
### Required Documents – For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazetted officer
3. Rent receipt or ownership proof	
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First- Class gazetted officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/Municipality/Union Parishad	In the case of Press/News Paper; non- judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazetted officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazetted officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazetted officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazetted officer in case of foreign investors/nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, applicable in case of a Limited Company
13. NOC declaration from the locality	-
14. Fire License	Original Copy duly attested by a First-Class gazetted officer
15. Environment Clearance Certificate	
16. NOC declaration from the locality	
17. Location Map	

## For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	Original Copy duly attested by a First-Class gazetted officer
3. Rent receipt or ownership proof	
4. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer, in case of Company
5. Fire License	Original Copy duly attested by a First-Class gazetted officer, in case of a Company
6. Environment Certificate	

## Process Map



## Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
10 - 15 working days	Time may vary

## Fee Schedule:

- ▶ Application Form: BDT 10.00
- ▶ License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- ▶ For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**Time and Cost – For Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

**Fee Schedule:**

- Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

**c. Approval of Layout Factory Plan and Registration****Incumbent Office**

Category	Approval and Registration
Renewal Frequency of the License	Every Financial Year
Issuing Ministry/Agency	Ministry of Labor and Employment

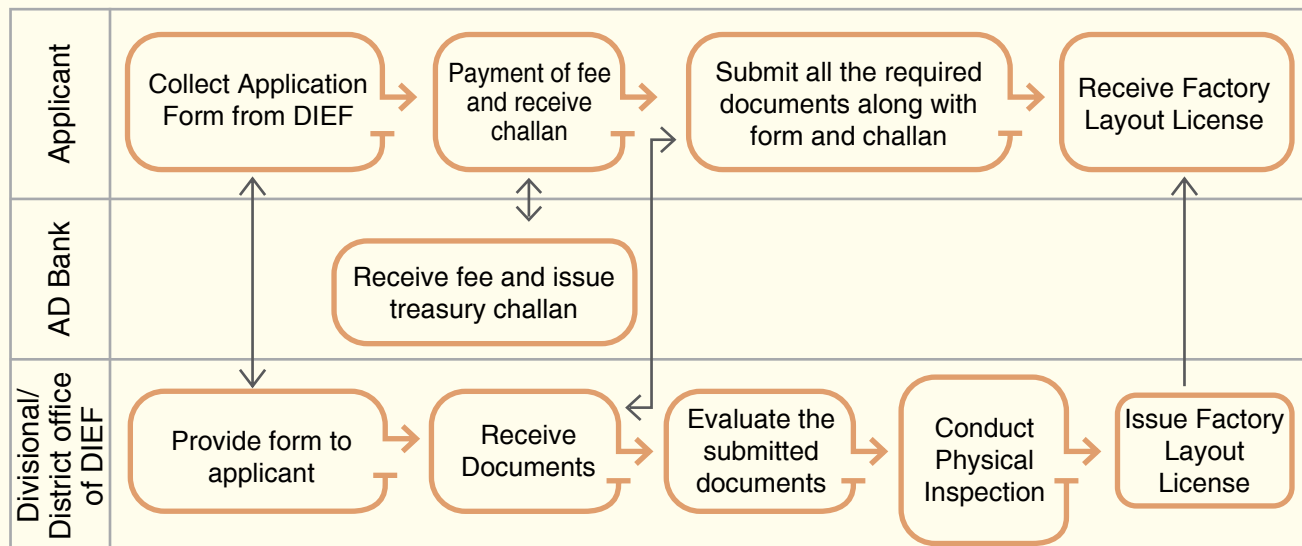
**Required Documents – For Fresh Issues**

Required Documents	Remarks
1. Land document, if rental, rent receipt and agreement is required, if owned, tax receipt is required	Copy duly attested by a First-Class gazetted officer
2. Site plan/layout or master plan	Copy duly attested by a First-Class gazetted officer
3. Detailed construction plan	Copy duly attested by a First-Class gazetted officer
4. Machine layout and flow chart of manufacturing process	Copy duly attested by a First-Class gazetted officer
5. Previously approved plan	Original
6. Trade License (if operating)	Copy duly attested by a First-Class gazetted officer
7. Electricity Demand Note	Copy duly attested by a First-Class gazetted officer
8. And a fee payment slip (for factory registration)	Original
9. A copy of the Certificate of Incorporation	Copy duly attested by a First-Class gazetted officer (If registered as Company)
10. A copy of Articles of Association & Memorandum of Association Previously approved plan	Copy duly attested by a First-Class gazetted officer (If registered as Company)

### For Renewal:

Required Documents	Remarks
1. Form # 2 has a clause for renewal (Form # 2 on CCI&E website)	Original
2. Application to the Divisional Head	Original
3. Certificate	Original
4. Treasury Challan addressed to the Chief Inspector of Factories and Establishment	Original

### Process Map



### Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 months	Less than two (2) months (in some cases only Fifteen (15) working days)

### Fee Schedule:

- Approval of Factory Plan: Free
- As per the number of employees mentioned in the citizen charter of DIFE

### Time and Cost – For Renewal

Fee Schedule:

For renewal

Category	Numbers of Workers	Renewal Fee (in BDT)
A	10-30	30.00
B	31-50	80.00
C	51-100	160.00
D	101-200	240.00

Category	Numbers of Workers	Renewal Fee (in BDT)
E	201-300	320.00
F	301-500	560.00
G	501-750	640.00
H	751-1000	800.00
I	1001 <	960.00

#### d. Name Clearance Certificate for Companies

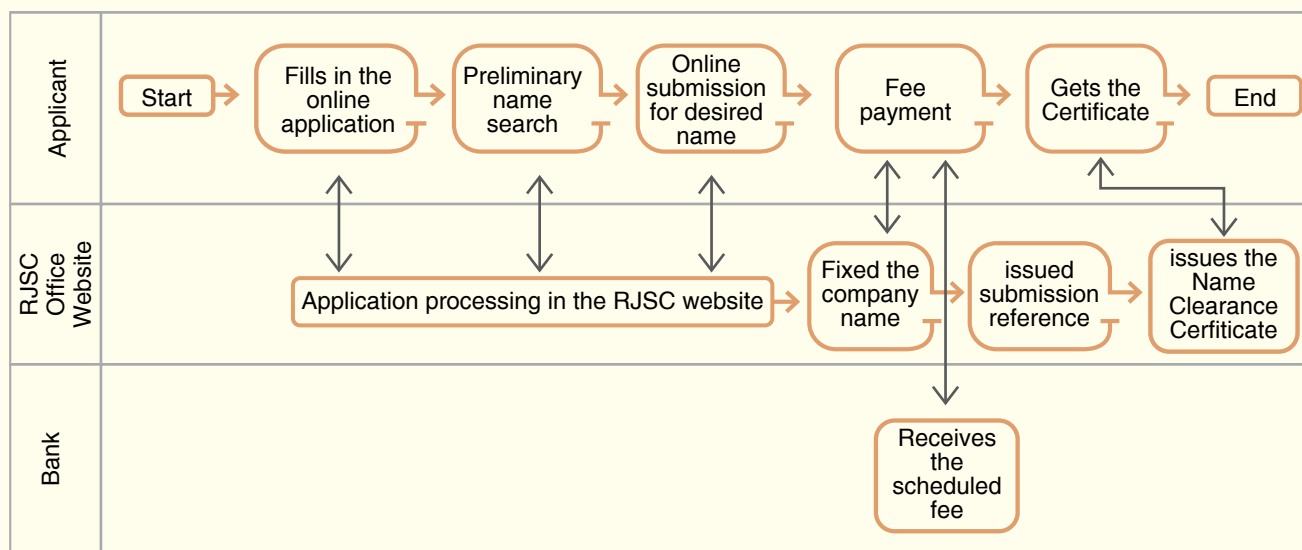
##### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

##### Required Documents

Required Documents	Remarks
1. Application	Online

##### Process Map



Source: Bangladesh Trade Portal

##### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

**Fee Schedule:**

- ▶ Company BDT 200.00
- ▶ Society BDT 1000.00
- ▶ Partnership BDT 200.00
- ▶ Trade Organization BDT 1,000.00

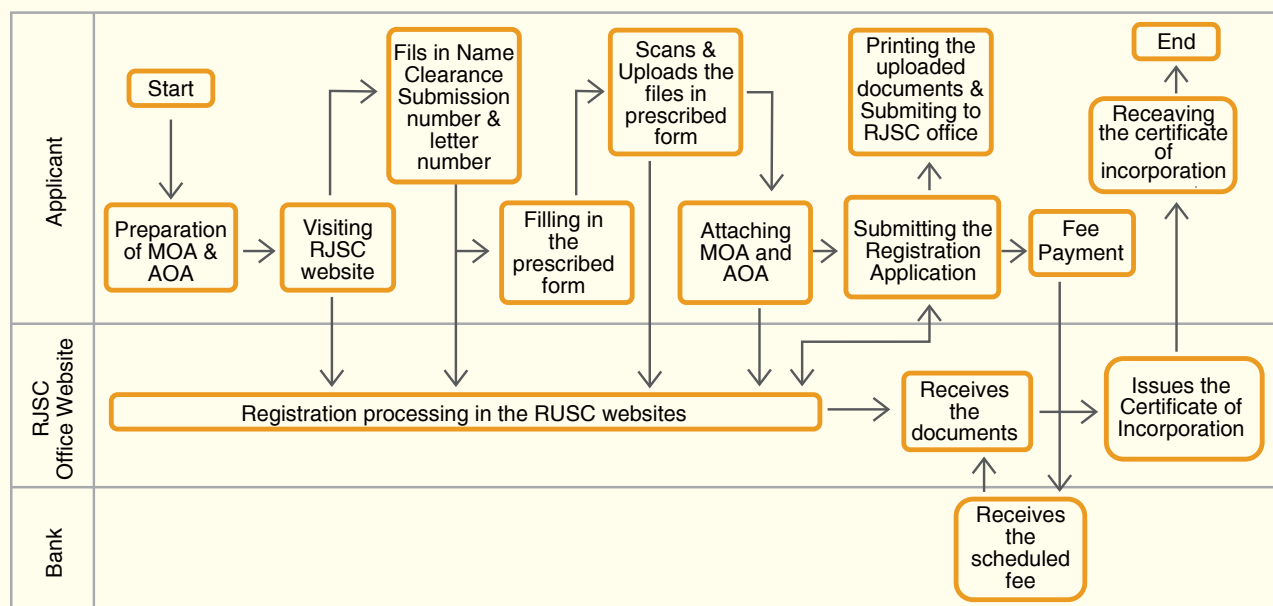
**e. Registration of (Private and Public) Company****Incumbent Office**

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

**Required Documents**

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/private company
4. Filled-in Form – IX: Consent of director to act	Required for public/private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/private company
8. Articles of Association and Memorandum of Association	Required for public/private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

## Process Map



Source: Bangladesh Trade Portal

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

## Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00
2. For affixing on the Articles of Association:

Authorized Capital (BDT)	Stamp (BDT)
Up to 20,00,000.00	3,100.00
More than 20,00,000.00 but up to 6,00,00,000.00	8,100.00
More than 6,00,00,000.00	20,100.00

## Registration Fee

### 1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

### For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00



## 2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)	Fee (BDT)
Up to 20,000.00	360.00
Additional for every 10,000 or part after first 20,000.00 up to 50,000	180.00
Additional for every 10,000 or part after first 50,000.00 up to 10,00,000	45.00
Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000	24.00
Additional for every 1,00,000 or part after first 50,00,000.00	45.00

## f. TIN Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

### Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	-
4. Name of the authorized person	Managing Director/Chairman of the company

### Steps

Required	Remarks Documents
Step 1	Applicant visits the following website "incometax.gov.bd"
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an "Activation Code" to the Applicant's phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

## Fee Schedule:

- No fee is required

## Screen Shot of the Registration Page



## g. VAT Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

## Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First
2. TIN Certificate	Class gazetted officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazetted officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy dulyattested by a First-Class gazetted officer

Required Documents	Remarks
5. List of Invoice and stored product	-
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested
9. BIDA registration	by a First-Class gazetted officer

## Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: [https://vat.gov.bd/sap/bc/ui5\\_ui5/sap/zmc\\_f\\_pri/index.html#/Form/U010](https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmc_f_pri/index.html#/Form/U010)

## Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

## Fee Schedule:

- No fee is required

## h. Certification of Mark (CM) Certificate

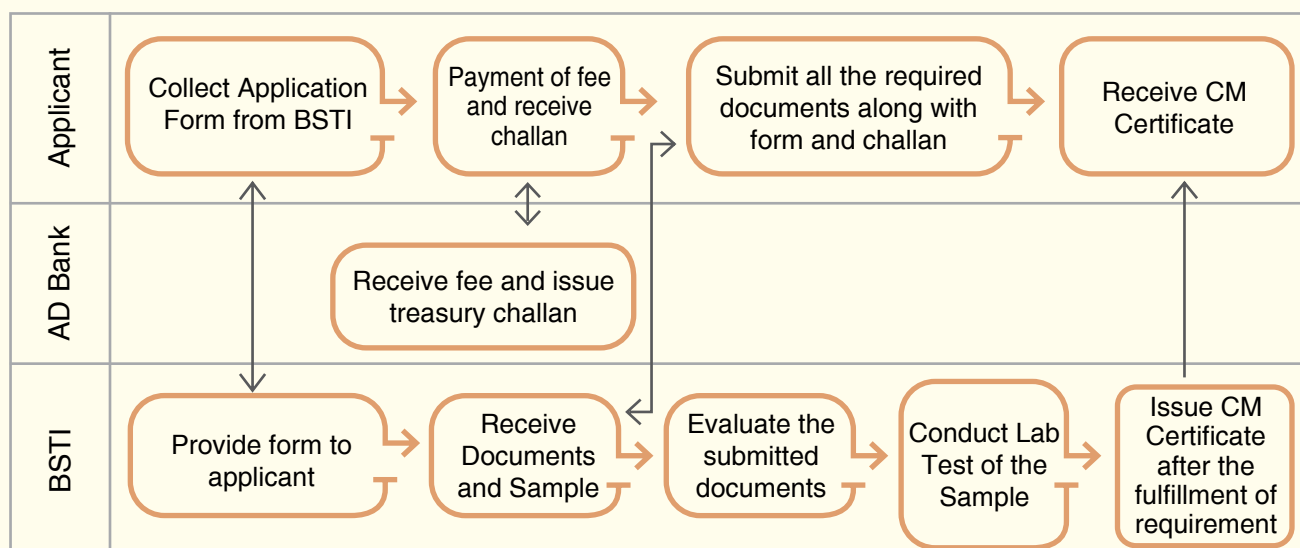
### Incumbent Office

Category	License
Renewal Frequency of the License	Every three (3) years
Issuing Ministry/Agency	Ministry of Industries

**Required Documents - For Fresh Issuance & Renewal**

Required Documents	Remarks
1. Trade License	Original Copy duly attested a by First Class gazetted officer
2. Permit from BIDA/BSCIC	Not Mandatory
3. Trade Mark Registration/Application	Original Copy duly attested by a First-Class gazetted officer
4. Label or Packet of the Product, and following contents should be included: <ul style="list-style-type: none"> <li>● Name of the product</li> <li>● Grade/Type/Size/Voltage</li> <li>● Weight/Quantity</li> <li>● Code/Batch no.</li> <li>● Product Ingredients'</li> <li>● Mfg. Date/Exp. date</li> <li>● Name &amp; address of the original Company</li> <li>● Highest retail price</li> <li>● Standard Mark along with BDS No.</li> </ul>	Original
5. TIN Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
6. VAT Certificate	Original Copy; if the firm fails to attest the copy of the TIN Certificate, it attested during the time of inspection
8. Premises License	Original Copy duly attested by a First-Class gazetted officer; in case of Food Sector
9. Letter of Credit (LC), Invoice, Bill of Entry, Import Registration Certificate (IRC) and Radiation Certificate (for milk powder)	Original Copy of all the documents duly attested by a First-Class gazetted officer; in case of imported product
10. License from District Commissioner	For Brick field
11. Flow sheet	In each stage of production
12. List of machineries in factory	-
13. Bio-data of the chemist who is appointed for testing	-

## Process Map



## Time and Cost - For Fresh Issuance & Renewal

Official Time Limit (as per BSTI)		Approximate Processing Time for Issuing the License
Document checking and verification after the submission of Application	1 working day	Time may vary
Factory inspection, Sample sealing and issuance of Sample submission	5 working days	
Sample submission in BSTI- OSS office	Depends on Applicant	
Laboratory testing and reporting	Depends on Product wise time	
Approval after receiving the report	5 working days	
Bill Payment	2 working days	
After final approval, submission of Marking fee	Depends on Applicant	
Obtaining License	3 working days	

## Fee Schedule:

- ▶ Application fee: BDT 1000.00 + 15% VAT
- ▶ Testing fee: Product wise
- ▶ Marking fee:
  - In case of Fruits: (0.07% of approximate production capacity) x (x factory price) (at least BDT.1250 and highest BDT. 10,00,000)
  - For other products: (0.1% of approximate production capacity) x (x factory price). (At least BDT. 1875 and highest BDT. 15,00,000) + 15% VAT
- ▶ License fee: BDT 200.00 + 15% VAT

## i. Export Permit

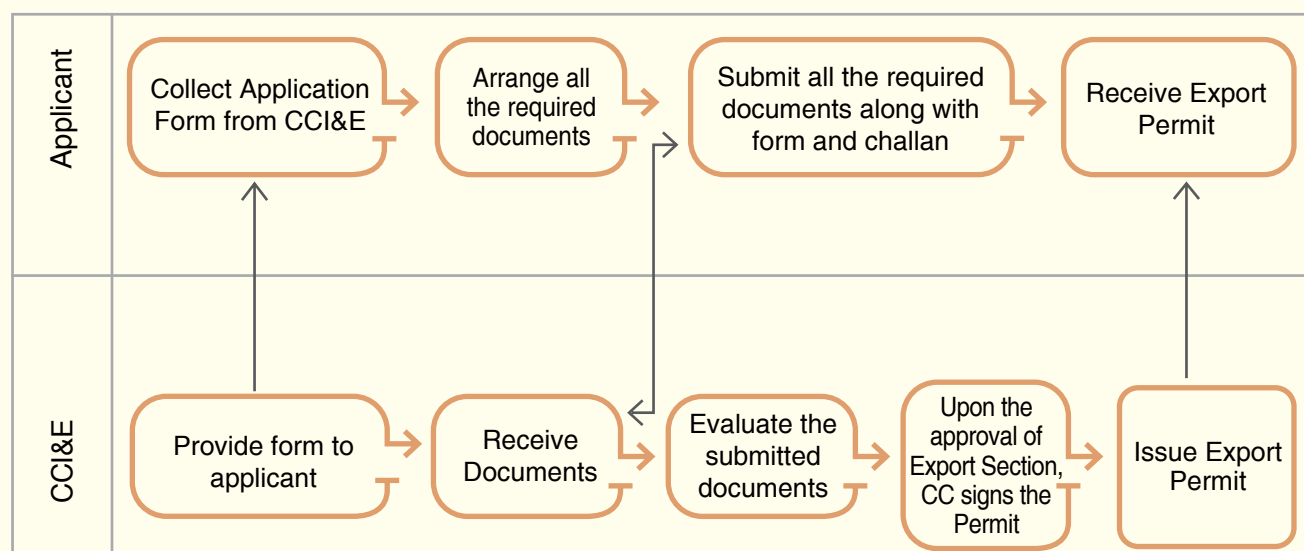
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application Form	Original Copy
2. Approved Prayer/Application from Ministry of Foreign affairs or High commission	Original Copy
3. Invoice	Original Copy
4. Passport with valid Visa	Original Copy
5. Packing List	Original Copy
6. Income tax certificate	Original Copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

### Fee Schedule:

- No fee is required

## j. Import Permit

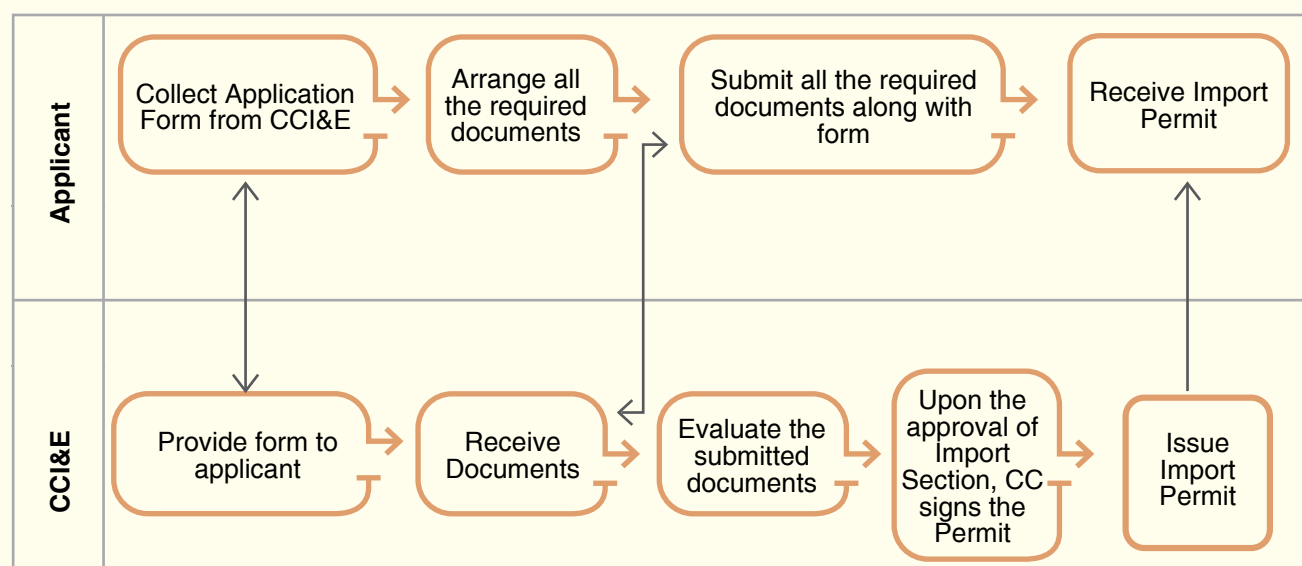
### Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

### Fee Schedule:

- No fee is required

## k. Certificate of Origin (Example: China)

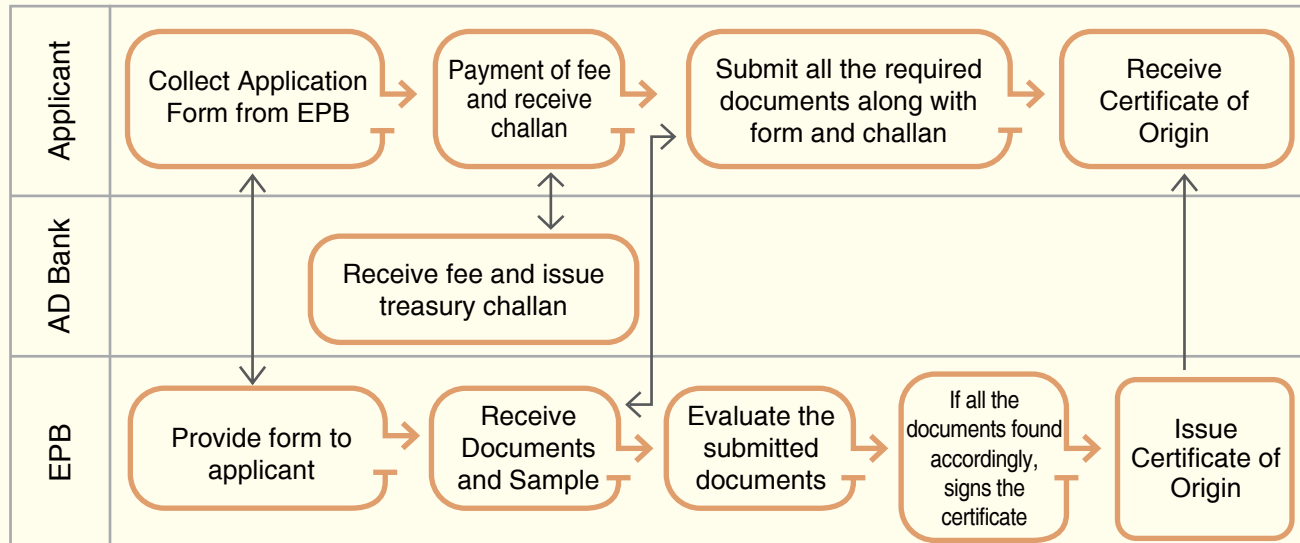
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	N/A
Issuing Ministry/Agency	Ministry of Commerce

### Required Documents

Required Documents	Remarks
1. Application in company Letter head	Original
2. Pay-order for the certificate	-
3. Commercial Invoice	-
4. Shipping Bill	An attested copy
5. Bill of Lading/Airways Bill	An attested copy
6. EXP Form	An attested copy

### Process Map



### Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Within 12 hours (by 1 Day) for 400 BDT fee	Same As official Time
Within 24 hours for 300 BDT fee	
Within 48 hours for 200 BDT fee	



## Fee Schedule:

Type of the Certification	Fees (BDT)
Certificate issue within 12 hours (by 1 Day)	400.00
Certificate issue within 24 hours	300.00
Certificate issue within 48 hours	200.00
Certificate Re-issue	1900.00

## I. Export Registration Certificate (ERC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

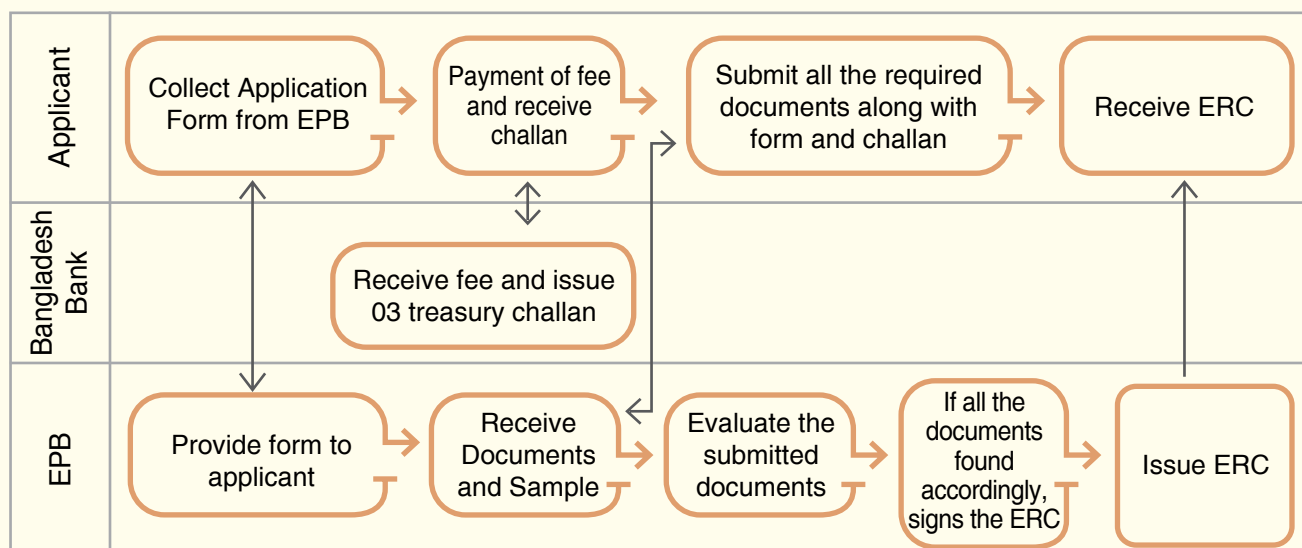
### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

### Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the ERC and ERC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	Original

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

## Fee Schedule:

- BDT 7,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

## Fee Schedule:

- BDT 5,000.00

## m. Import Registration Certificate (IRC)

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

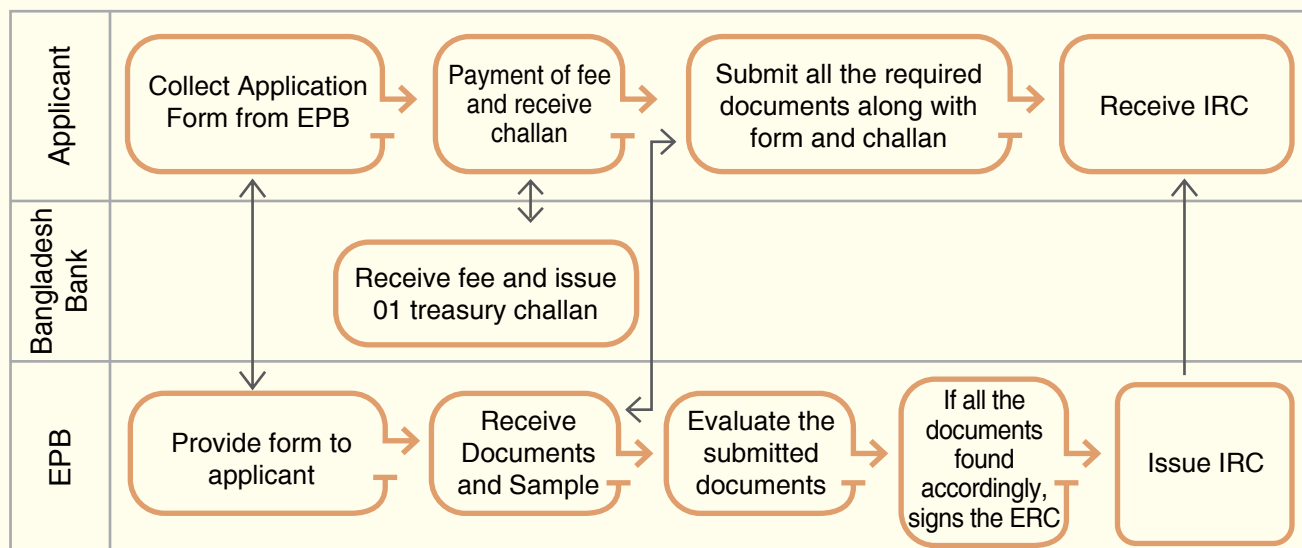
## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur/ managing partner /managing director	Original Copy duly attested by a First-Class gazetted officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazetted officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/ Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazetted officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazetted officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazetted officer: in case of Limited Company

## Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

## Process Map



**Time and Cost – Fresh Issuance**

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

**Fee Schedule:**

## 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

**Time and Cost – Renewal**

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

**Fee Schedule:**

## 1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

## n. EPB Enrollment Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	EPB, Ministry of Commerce

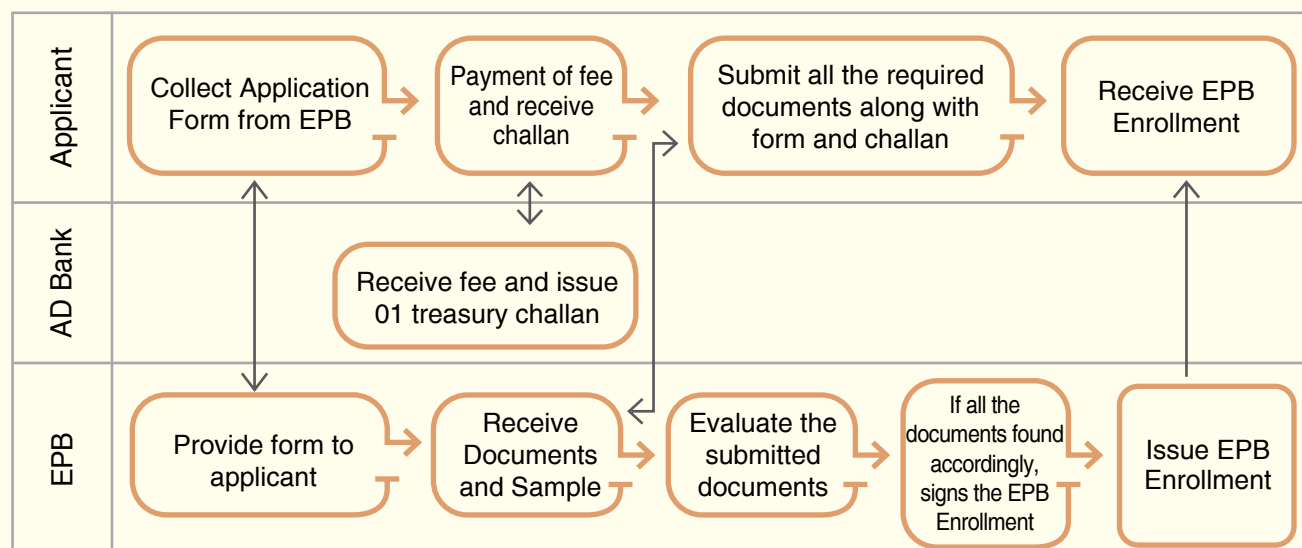
### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application for EPB Enrolment Certificate	Original
2. Trade License	An attested copy
3. Export Registration Certificate	An attested copy
4. Pay-order for Enrollment Certificate in favor of EPB	Original
5. Association Membership Certificate	An attested copy
6. E-TIN	Original + An attested copy
7. Photo	(2 attested copies) Passport size
8. VAT Certificate	An attested copy

### Required Documents – Renewal

Required Documents	Remarks
1. Enrollment Certificate	Original copy
2. Application for the renewal of EPB Enrolment	Original
3. Photo	(2 attested copies) Passport size
4. Pay order	Original
5. Updated Trade License	Attested Photocopy
6. Updated Export Registration Certificate	Attested Photocopy
7. Updated Chamber /Association membership	Attested Photocopy
8. VAT registration certificate	Attested Photocopy
9. Updated E-TIN	Attested Photocopy
10. Memorandum	Attested Photocopy

## Process Map



## Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Day	1 Working Day

## Fee Schedule:

- Enrollment Fee – BDT 1,000.00

## Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
7 Working Days	1 Working Day

## Fee Schedule:

- Enrollment Fee – BDT 1,000.00

## o. Environment Certificate – Orange B

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Yearly
Issuing Ministry/Agency	Ministry of Environment & Forests

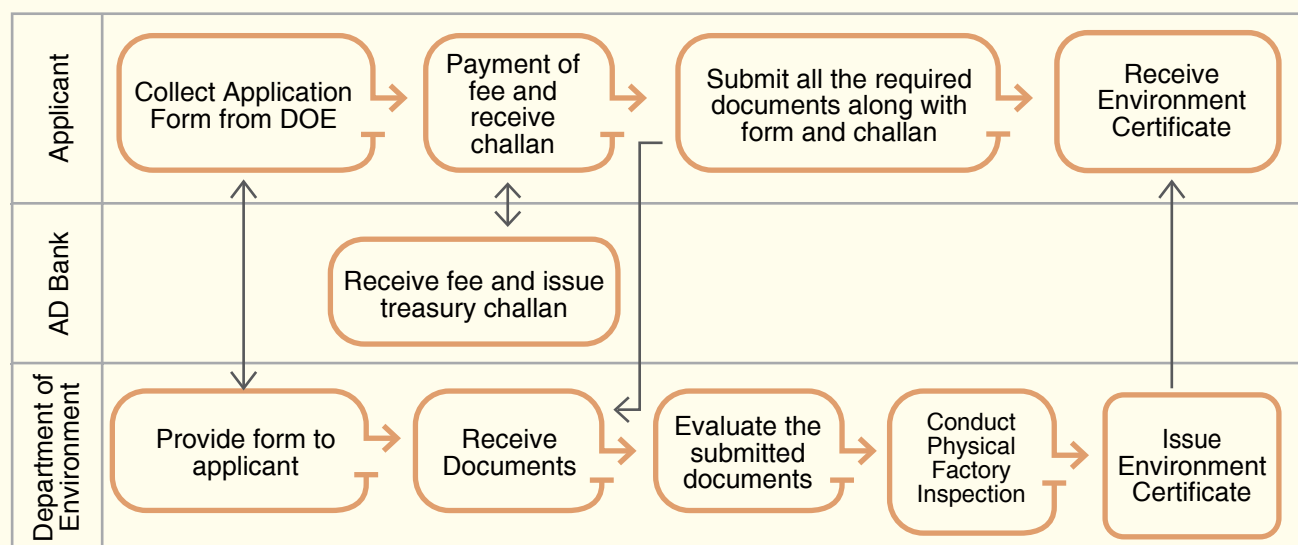
## Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Application Form for Environmental Clearance Certificate (Form-3)	A copy
2. Project Profile/DPP/Feasibility Study Report/General Information	A copy
3. Treasury Chalan	A copy
4. NOC from local Chairman/Ward Commissioner	A copy
5. Location Map and Layout of Plant/Factory	A copy
6. Details of Product with Raw Materials and Process Flow Diagram	A copy
7. Ownership Deed of the Plant	A copy
8. Mouza Map/Khotian and Land Stain of Project	A copy
9. Trade License	A copy
10. Ownership Deed of the Plant	A copy
11. Waste management	A copy
12. License/Opinion/NoC from concerned Government Authority	A copy
13. Waste Refinery/Plan (ETP /STP /WTP /others) or ATP's Design with Time schedule or Waste Refinery /Plan (ETP /STP /WTP /others) or ATP's Design with Functionality	A copy
14. License/Registration from BEPZA/BSCIC /BIDA	A copy
15. For Multi Store Building: I. Occupancy Certificate from RAJUK / Appropriate Authority	A copy

## Required Documents – For Renewal

Required Documents	Remarks
1. Application Form for Renewal of Environmental Clearance Certificate	Also, Online Application
2. General Information Form	Original Copy
3. Treasury Chalan	(Fee + VAT 15%)
4. Compliance and Monitoring Report	-

## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

## Fee Schedule:

Value of Generator (BDT)	Environmental Clearance Certificate Fee (BDT)
1 lac – 5 lac	1500
5 lac – 10 lacs	3000
10 lac – 50 lacs	5000
50 lac – 1 crore	10000
1 crore – 5 crores	20000
5 crore – 20 crores	40000
20 crore – 50 crores	80000
50 crore – 100 crores	120000
100 crore – 200 crores	200000
200 crore – 500 crores	300000
500 crore – 1000 crores	400000
More than 1000 crores	500000



## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the Certificate
Situational- 15 days Environmental- 07 days	Depends on the fulfillment of the requirements

### Fee Schedule:

The Environmental Clearance Certificate fee is 1/4th of the previous Treasury Chalan/Environmental Clearance Fee + 15% VAT

## p. Fire Safety Certificate

### Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Department of Fire Service and Civil Defense

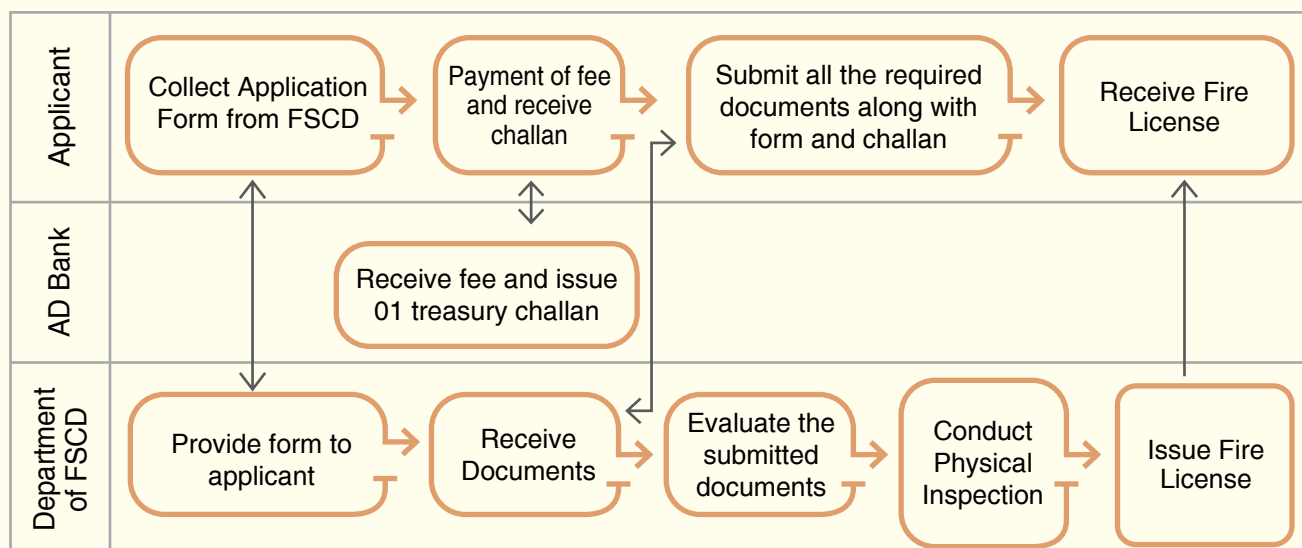
### Required Documents – For Fresh Issuance

Required Documents	Remarks
1. Filled-in prescribed Application Form	Original
2. Trade License	Original Copy duly attested by a First- Class gazetted officer. The Trade License should be valid
3. Yearly Valuation Certificate from City Corporation/ Municipality/Union Parishad	Original Copy duly attested by a First- Class gazetted officer (Required if the business is set up in owner's space/property)
4. Deed of agreements with rental receipt	Original Copy duly attested by a First-Class gazetted officer (required if rental space/property)
5. Layout of the establishment authorized by RAJUK /CDA /KDA /RDA /City Corporation /Municipality / Union Parishad	Original Copy duly attested by a First- Class gazetted officer
6. Certification of Incorporation along with Memorandum of Association	Original Copy duly attested by a First- Class gazetted officer (required if the business is a company)
7. No-objection-Certificate (NOC) from the local (elected) representative	Original. Councilors of Municipality or City Corporation, Chairman of Union Parishad can forward the NOC
8. Clearance Certificate from the FSCD office	Original (required only in case of commercial or multi-storied buildings). Necessary only if the building is higher than 24 meters or more than 7 stories.
9. Filled-in additional form – “Information: Garments Factory”	Original (required in case of garment factories)
10. Deposit slip/treasury Challan in favor of the demand note	Original

## Required Documents – For Renewal

Required Documents	Remarks
1. Recently expired Fire License	Original
2. Treasury Challan	Original

## Process Map



## Time and Cost - For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
90 Working Days	100 – 120 Working Days

### Fee Schedule:

- Fee depends on the assessment

## Time and Cost - For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
30 Working Days	30 working Days

Fee Schedule: Fee depends on the assessment

## q. Project Approval of BIDA

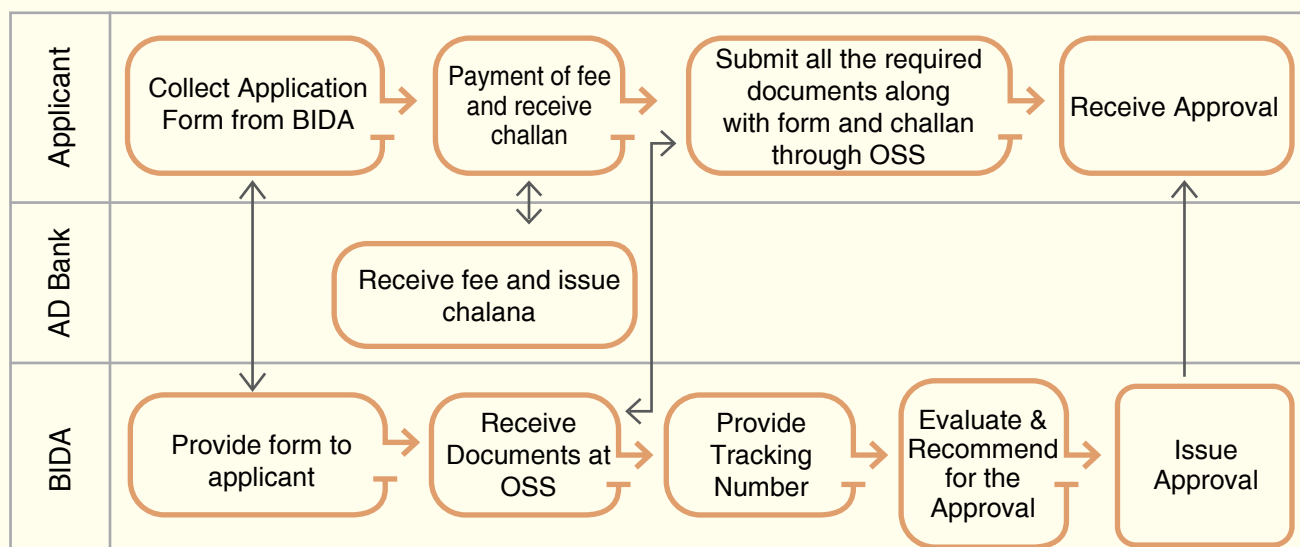
### Incumbent Office

Category	Approval
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	BIDA

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. Trade License	Attested Copy
3. Certificate of Incorporation along with Memorandum of Association (MOA)	Attested Copy
4. Partnership Deeds	Attested Copy
5. Deeds of the proposed land	Attested Copy
6. Project profile, if the total project cost exceeds BDT 100 million	Attested Copy
7. Background of the proprietors in officials letter head pad	Attested Copy
8. Pay Order/Bank Order for applicable registration fee in favor of Executive Chairman and Member Secretary of BOI	Attested Copy
9. TIN Certificate	Attested Copy
10. VAT Certificate	Attested Copy
11. Other Documents (based on requirement)	Attested Copy

## Process Map



## Time:

- 15-30 Official Days

**Cost:**

Registration fee for Local Investment		Registration fee for Foreign Investment	
Amount (BDT)	Required Fee (BDT)	Amount (BDT)	Required Fee (BDT)
Up to 1 crore	5000	Up to 10 Crore	5000
10-25 Crore	10000	10-25 Crore	10000
25-50 Crore	25000	25-50 Crore	25000
50-100 Crore	50000	50- Over 100 Crore	50000
Over 100 Crore	100000	-	-

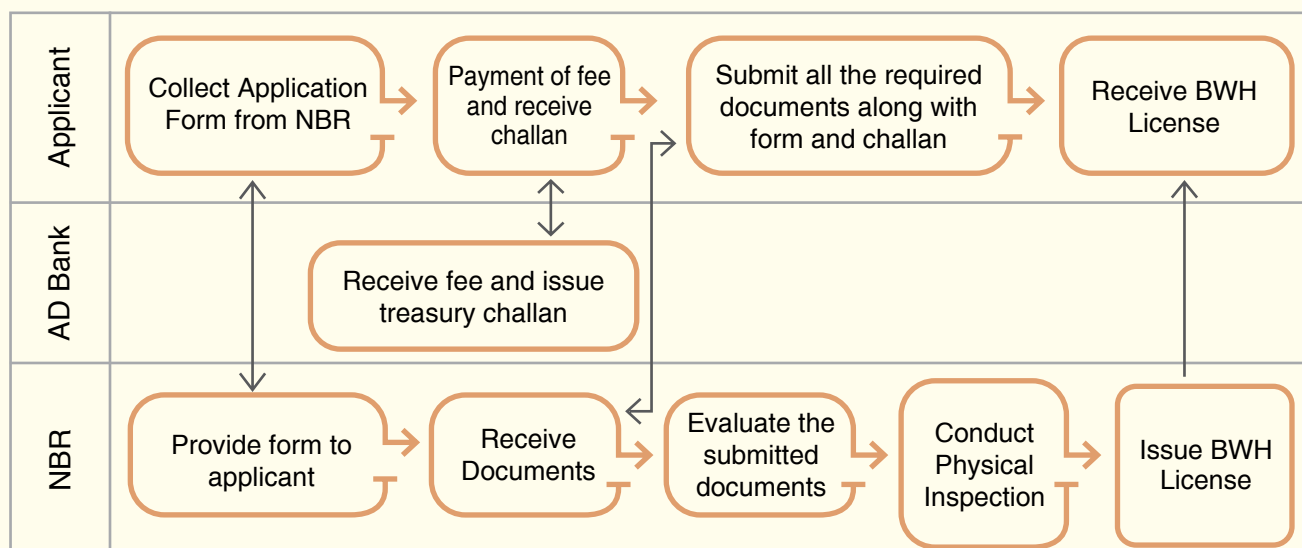
**r. Bonded Warehouse License****Incumbent Office**

Category	License
Renewal Frequency of the License	Biannual
Issuing Ministry/Agency	National Board of Revenue

**Required Documents – Fresh Issuance**

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. BIDA/BSCIC Approval	Attested Copy
3. TIN	Attested Copy
4. Trade License	Attested Copy
5. VAT	Attested Copy
6. Fire License	Attested Copy
7. Recommendations for the Association	Attested Copy
8. Details of the Organization	Attested Copy
9. Boiler Certificate	Attested Copy
10. Memorandum of Association	Attested Copy
11. Article of Association	Attested Copy
12. Certificate of Incorporation	Attested Copy
13. Invoice or B/E of Machinery Import	Attested Copy
14. Blue Print of Proposed Bonded Warehouse	Attested Copy
15. Factory Ownership Certificate/Rent Deed	Attested Copy

## Process Map



### Time:

- 30 Official Days

### Cost:

New Issuance of License: BDT 10,000

Renewal of License (biannual): BDT 5,000 for each year

## s. License for Electricity Generator

### Incumbent Office

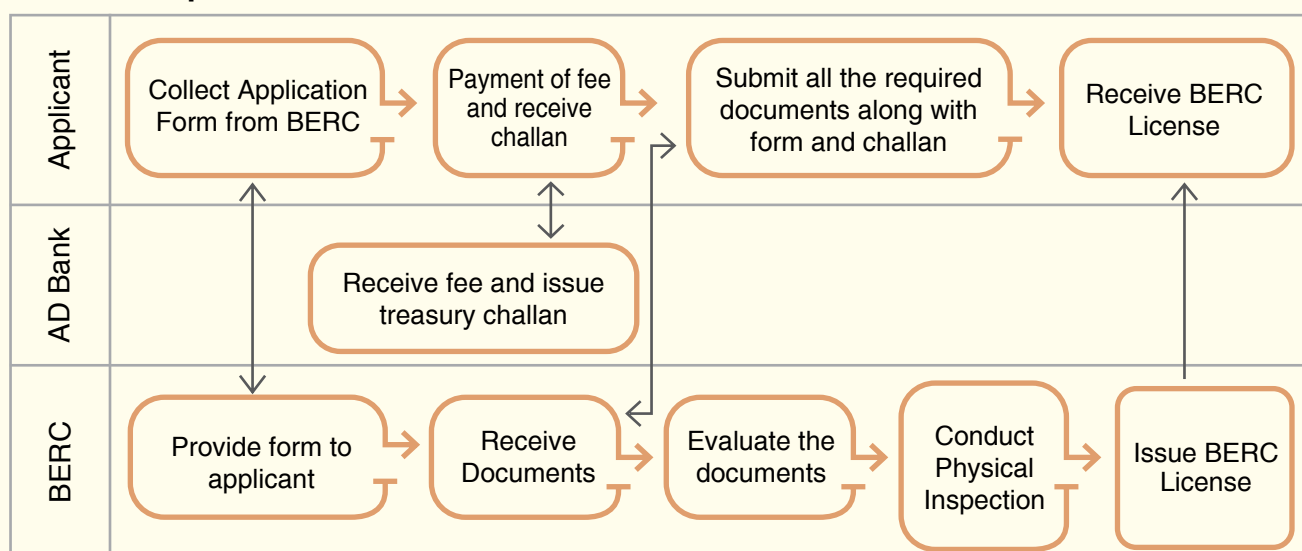
Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Bangladesh Energy Regulatory Commission (BERC)

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Attested Copy
2. BIDA/BSCIC Approval	Attested Copy
3. TIN	Attested Copy
4. Trade License	Attested Copy
5. VAT	Attested Copy
6. Fire License	Attested Copy
7. Memorandum of Association	Attested Copy
8 Article of Association	Attested Copy

Required Documents	Remarks
9. Certificate of Incorporation	Attested Copy
10. Layout/Location of Plant	Attested Copy
11. Position of Plant/Generator	Attested Copy
12. Electricity Supply Approval	Attested Copy
13. Gas Supply Approval	Attested Copy
14. Earthing Scheme	Attested Copy
15. Protection Scheme	Attested Copy

### Process Map



### Time:

► 45 Official Days

### Cost:

BDT 5000.00 for each MW.

### t. Import Permit of Boiler

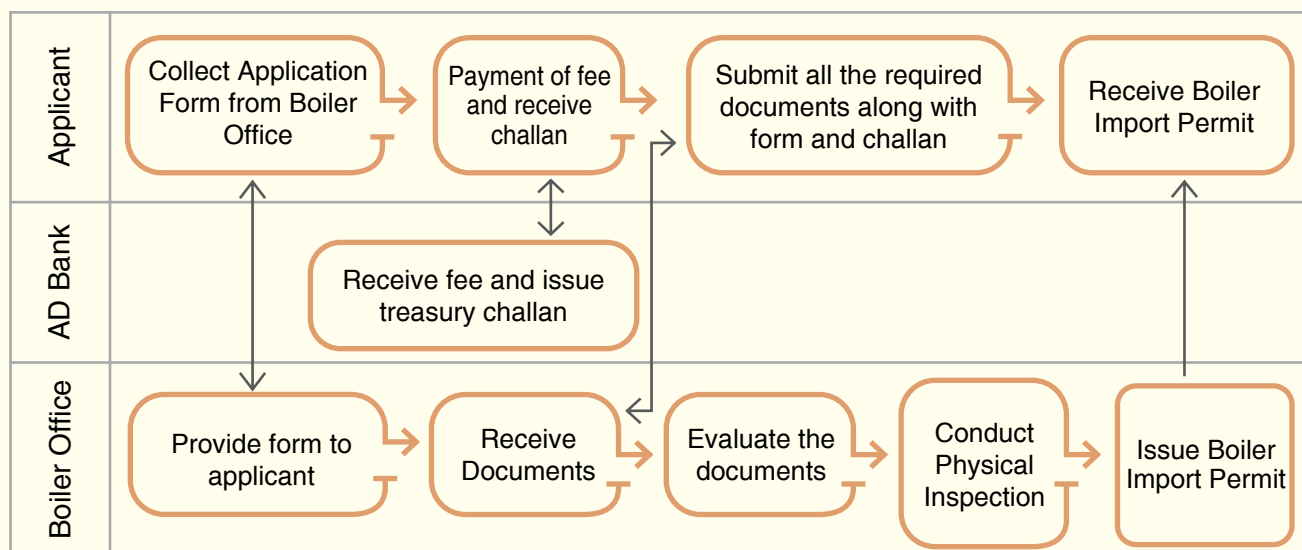
#### Incumbent Office

Category	Permit
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Office of the Chief Inspectors of Boiler

## Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Cross Sectional Construction	Original Copy
3. TIN	Attested Copy
4. Trade License	Attested Copy
5. VAT	Attested Copy
6. Fire License	Attested Copy
7. Memorandum of Association	Attested Copy
8 Article of Association	Attested Copy
9. Certificate of Incorporation	Attested Copy
10. Calculation of Heating Surface	Attested Copy
11. Energy Calculation of Boiler	Attested Copy
12. Certificate of Steel Production and Testing	Attested Copy

## Process Map



### Time:

► 07 Official Days

### Cost:

BDT 2500-BDT 9500 based on the Calculation of Heating Surface.

## u. NOC for the Approval of Building Design

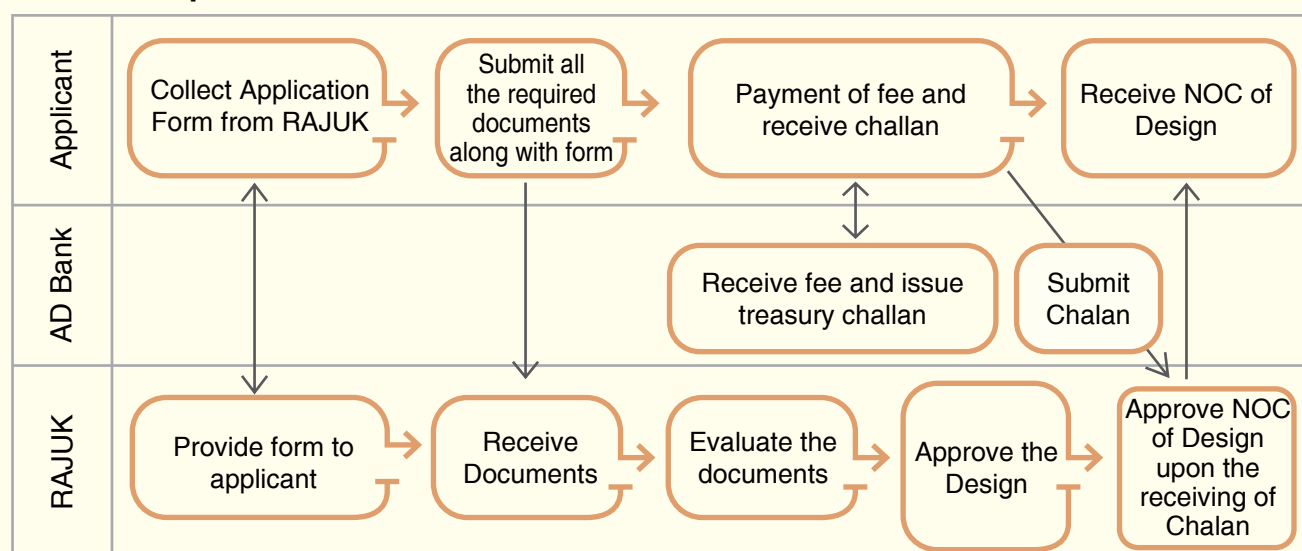
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	-
Issuing Ministry/Agency	Rajdhani Unnayan Kartripakkha (RAJUK)

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Photo	Attested Copy
3. Design of the Building	Attested Copy
4. Service Charge Payment Slip (if applicable)	Attested Copy

### Process Map



### Time:

- 5 Official Days

### Cost:

As per schedule.



## v. NOC for Use of Land

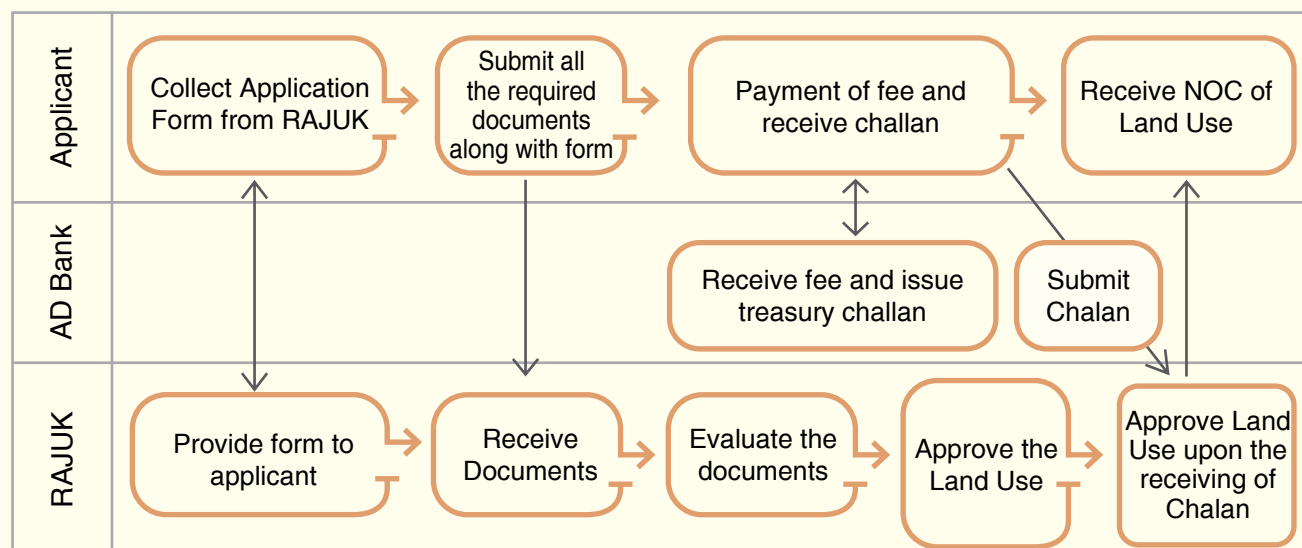
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	-
Issuing Ministry/Agency	Rajdhani Unnayan Karttripakkha (RAJUK)

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Land Ownership Certificate (Dolil)	Attested Copy
3. RS Porcha	Attested Copy
4. Khazna Roshid	Attested Copy
5. Ammuktarnama	Attested Copy
6. DSR	Attested Copy
7. RS Map	Attested Copy
8. MS/City Jorip	Attested Copy
9. CS Mouza Map	Attested Copy
10. Payment Slip	Original Copy

### Process Map



### Time:

► 15 Official Days

### Cost:

BDT 1000.

## w. Approval for Building Infrastructure

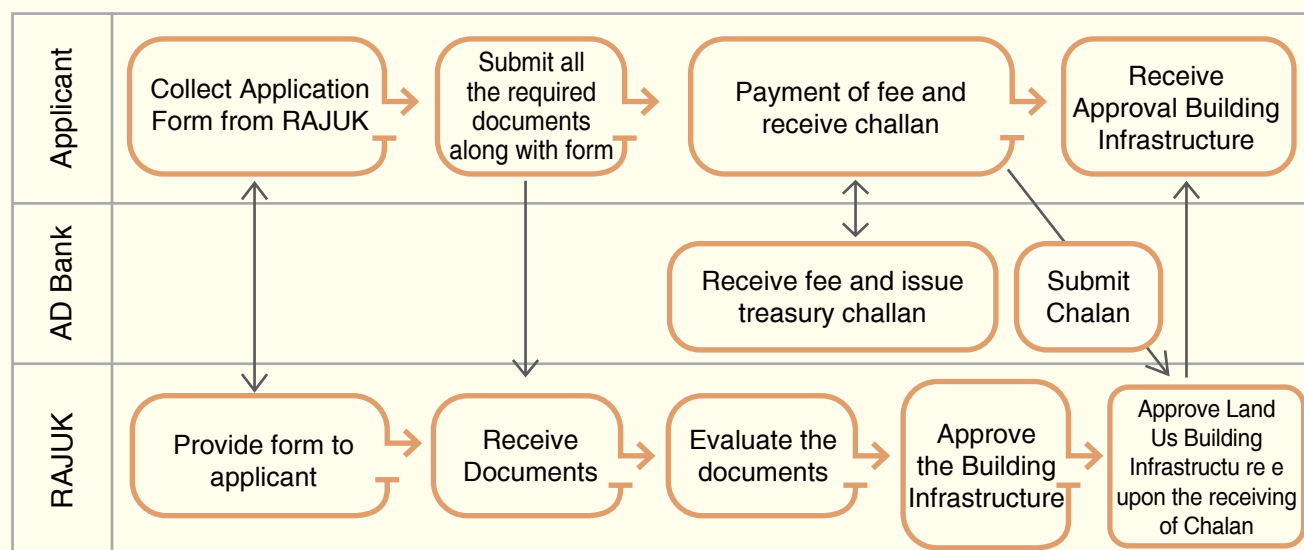
### Incumbent Office

Category	Certificate
Renewal Frequency of the License	-
Issuing Ministry/Agency	Rajdhani Unnayan Karttripakkha (RAJUK)

### Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form	Original Copy
2. Land Ownership Certificate (Dolil)	Attested Copy
3. RS Porcha	Attested Copy
4. Khazna Roshid	Attested Copy
5. Ammoktarnama	Attested Copy
6. DSR	Attested Copy
7. RS Map	Attested Copy
8. MS/City Jorip	Attested Copy
9. CS Mouza Map	Attested Copy
10. Payment Slip	Original Copy

### Process Map



#### Time:

► 20 Days

#### Cost/Fee:

Application fee BDT

300 Renewal fee: BDT 1000.

No	Cumulative area of the every floor of the building	Fee (BDT)
1.	Till 50 Square meter	175
2.	50-100 Square meter	350
3.	100-200 Square meter	625
4.	200-300 Square meter	700
5.	300-500 Square meter	1300
6.	500-1000 Square meter	3600
7.	1000-1500 Square meter	7800
8.	1500-2000 Square meter	11000
9.	2000-3000 Square meter	26000
10.	3000-4000 Square meter	41500
11.	4000-5000 Square meter	62000
12.	5000-10000 Square meter	83000
13.	10000-15000 Square meter	105000
14.	15000-20000 Square meter	130000
15.	20000-30000 Square meter	207000
16.	Above 30000 Square meter	365000



