

Bangladesh Export Processing Zones Authority

Citizen Charter

Investment Promotion Division

SI No.	Description of service	Necessary documents & working procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)/ES (AS Applicable)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
01	Project Sanctioning & Plot/SFB Allotment	a) Letter addressed to Executive Chairman. b) Filled in Project Proposal for investment in EPZ(s). c) Pro-forma invoice of machinery and equipment to be imported. d) Bank solvency certificates of the sponsors. e) Copy of Money Receipt. f) Memorandum & Articles of Association. g) Joint Venture Agreement h) Passport Copies	As per BEPZA rule, checking of submitted documents and file presentation for project sanctioning.	As per BEPZA rule, recommendation & submission for checking and permission.	Recommendation for observation and permission	Submission for decision	Total 02 working days	If the proposal is incomplete, delivery of service will depend on the actions taken by the receiver of the service. To communicate the non-compliance 01 day is spent.
			1 working day	01 working day				
2	Execution of agreements for plot & SFB	Submission of application, TR challan of applicable amount, Security deposit against SFB/Plots and BEPZA registration fees.	Drafting & Preparation of agreement	Scrutinizing	Signing	-	Total 01 working day	If the documents are incomplete, deposits are unpaid, the service will depend on the compliances by the service
			01 working day			-		

								receiver
Serial No.	Description of service	Necessary documents & work procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
3	Project Revision	Application along with revised Project Proposal (PP) BEPZA dues clearance documents	Checking of submitted PP, ensuring clearance of BEPZA dues & presentation for revision.	Examination & submitted with observation for decision	Recommendation along with observation (if any) for decision	Approval		If the proposal is incomplete, delivery of service will depend on the actions taken by the receiver of the service. To communicate the non-compliance 01 day is spent.
			01 working day	01 working day			Total 02 working days	
4	Share transfer & change of company status	<ol style="list-style-type: none"> The company is required to clear all the outstanding dues of the Authority Claims with regard to workers' wages and benefits need to be settled first Certificate from the customs Authority regarding bond clearance is required The Article of Association and Memorandum of Understandings in regard to share transfer duly authorized by the Register of Joint Stock of Companies and Firms is required to be submitted to the Authority prior to taking final permission. BEPZA dues clearance doc. 	Checking of submitted documents & ensuring clearance of BEPZA dues & forwarding for approval	Examination & submitted with observation for decision	Recommendation along with observation (if any) for decision	Approval		If the proposal is incomplete, delivery of service will depend on the actions taken by the receiver of the service. To communicate the non-compliance 01 day is spent.
			01 working day	01 working day			Total 02 working days	

Serial No.	Description of service	Necessary documents & work procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
5.	Permission to export on CM/CMP/CMT basis.	Application along with Manufacturing Agreement on non-judicial stamp BEPZA dues clearance doc.	Checking of Manufacturing Agreement & ensuring clearance of BEPZA dues. Presentation for approval/ decision	Examination & submitted with observation for decision	Approval	-		If the agreement is incomplete, delivery of service will depend on the time taken by the receiver of the service. To communicate the non-compliance 01 working day is spent.
			01 working day	01 working day		-	Total 02 working days	
6.	Issuance of Sub-Contract permission	Application along with sub-contract agreement on non-judicial stamp BEPZA dues clearance doc.	Checking of sub-contract Agreement, bond permission of the sub-contractor, price, quantity & duration of the sub-contract and ensuring clearance of BEPZA dues. Forwarding file for approval /decision	Examination & submitted with observation for decision	Approval	-		If the documents is incomplete & dues are not cleared delivery of service will depend on the action taken by the receiver of the service in regard to compliance & dues clearance. To communicate the non-compliance 01 working day is spent.
			01 working day	01 working day		-	Total 02 working days	

Serial No.	Description of service	Necessary documents & work procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
7.	Issuance of NOC for creation of charge on asset and properties	Application, status report from the concerned zone with comments Bank Guarantee (for 1st charge) BEPZA dues payment statement	Obtain a status report, Consult outstanding dues report scrutinized bank guarantee placement of file for approval	Examination & submitted with observation for decision	Approval	-		If the documents is incomplete & status report not received dues are not cleared delivery of service will depend on the action taken by the receiver in regard to compliance & dues clearance, receipt of status report. To communicate the non-compliance 01 working day is spent.
			01 working day	01 working day		-	Total 02 working days	
8.	Bond to bond transfer (inter zone) of machinery and materials	Application along with invoice of the machinery/materials, BEPZA dues payment statement	Scrutinizing the application invoice quantity, value and ensuring clearance of dues. Placement of file for approval	Examination & submitted with observation for decision	Approval	-	Total 02 working days	If the documents is incomplete & dues are not cleared delivery of service will depend on the action taken by the receiver of the service in regard to compliance & dues clearance. To communicate the non-compliance 01 working day is spent.
			01 working day	01 working day	-	Total 02 working days		

Serial No.	Description of service	Necessary documents & work procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
9.	Recommendation for disposal of old/used/scrap machine	Application along with invoice, Deed of sales agreement, Respective import documents including bill of entry, Invoices, Survey Report BEPZA dues payment statement	Scrutinize the invoice quantity, Value, Respective import documents, Survey report, Sales agreement Placement for approval as per MOC circular	Examination & submitted with observation for decision	Recommendation for approval	Approval	Total 03 working days	If the documents is incomplete & dues are not cleared delivery of service will depend on the action taken by the receiver of the service in regard to compliance & dues clearance. To communicate the non-compliance 01 day is spent.
			02 working day	01 working day				
10.	Permission to import duty free vehicle	Application along with invoice BEPZA dues payment statement, status report from Zones.	Scrutinize the invoice quantity, Value, Description of vehicle, Vehicle cc etc. Status report from concerned Zone Placement for approval as per existing S.R.O.	Examination & submitted with observation and recommendation for approval	Approval	-	Total 02 working days	If the documents is incomplete & dues are not cleared delivery of service will depend on the action taken by the receiver of the service in regard to compliance & dues clearance. To communicate the non-compliance 01 day is spent.
			01 working day	01 working day				

Enterprise Service Division

SI No.	Description of service	Necessary documents & working procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)/ES (AS Applicable)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
1	Recommendation letter (RL) for issuance of different type of Visas	Forwarding letter from the company along with appoint letter, ID pages of Passports and copy of paper advertisement.	Checking of the submitted documents	Issuance of R/L	-	-		If every things are found OK issuance of R/L takes 2 hrs. time. If the documents is incomplete, dues & IR issues are not cleared delivery of service will depend on the action taken by the receiver of the service To communicate the non-compliance 01 working day is spent.
			1 working Day		-	-	01 working day	
2.	Work permit (WP) Issuance	Forwarding letter from the company to Concern Zone with 7 (seven) sets of filled in prescribed form of WP, Appoint letter, Relevant pages of Passport, Paper Advertisement, Work Permit Fees Tk. 5000 and Recommendation from concerned Zone	Scrutinizing the documents upon receipt from Zone					If every things found OK. Service depends on the holding of standing committee meeting and approval by the Committee.
			1 working day		***	***	***	

SI No.	Description of service	Necessary documents & working procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)/ES (AS Applicable)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
3	RL for Security Clearance/Visa recommendation to Ministry of Home/DG Immigration	Approval of the standing committee meeting	Process the documents	Issuance of R/L				Issuance of R/L for security clearance/visa recommendation
			3 working Days	3 working Days			03 working days	
4.	Renewal of Work Permit	Forwarding letter from the company to Concern Zone along with copy of work permit, copies of passport, Income tax paid certificate, security clearance and renewal fees Tk. 5000 and Recommendation from concerned Zone	Scrutinizing the documents upon receipt from Zones					If every things found OK Service depends on the holding of standing committee meeting.
			1 working day	***	***	***		
5.	Cancellation of Work Permit	Forwarding letter from the company to Concern Zone along with original work permit, Income tax paid certificate, security clearance and Recommendation from concerned Zone	Scrutinizing the documents upon receipt from Zone					If every things found OK File process for approval once/twice in a month.
			1 working day	***	***	***		

SI No.	Description of service	Necessary documents & working procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)/ES (AS Applicable)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
6.	Settlement of worker grievances	Grievances along with supporting papers (if any)	Recording and analysis of the complaints/grievances of the workers Assess the matter according to BEPZA Instructions & EWAIRA Act and give instruction to the zones depending on the gravity of cases.	Scrutinizing and recommendation	-	Approval		
1 working day							1 Working day	
7.	Approval of WA Constitution	Draft constitution received through concerned zones	Analyze in the light of existing EWAIRA Act 2004 Placement to EC for approval Return to concerned Zones					
1 working day							1 Working day	
8.	Workers' Association Registration & issuance of certificate	Proposal from Convenors of WA through concerned Zones received by EC Desk	After approval note initiated for certificate issuance Signature by EC					
1 working day							1 Working day	

SI No.	Description of service	Necessary documents & working procedures	Description of work & time spent				Permission issued/ Decision conveyed	Remarks
			File /note initiating officer	GM(IP)/ES (AS Applicable)	Member(IP)	Executive Chairman		
1	2	3	4	5	6	7	8	9
9.	Approval of WA Committee	Proposal for approval of WA Committee received from concerned Zones	Scrutiny & placement to EC for approval					
			01 working day				1 working day	
10.	Training programme for WA WRWC and General Workers	Proposal for the programme received from concerned Zones	Programme design, Methodology schedule fixation Preparation of training materials Co-ordination between trainers	***	***	***	***	Periodically arranged depends on the requirement of the Authority

Engineering Department (Executive Office)

Sl. No.	Type of Services	Appx. Time after application	Remarks
01	Opening & evaluation of tender	28	4 Week - General 6 " - Technical Sub-Committee 7/9 " - BEPZA Executive Board 9 " - Chief Adviser
02	Issuance of NOA	07	15 days (Special case)
03	Refund of Tender Security	02	Subject to availability of all records & documents
04	Processing of running bill	07	Do
05	As-built drawing and quantities approval	07	Do
06	Processing of Final bill	07	Do
07	Approval of S.T item	07	Do
08	Refund of Performance security	05	Do
09	Investors Letter/application	07	Do
10	Time extension	07	Do
11	Revised estimate & drawing	07	Do
12	Changing location drawing	04	Do

ჭეცრვა უბენი ბჭი ინმე ეფი

მუგ bs	ქმე/ქვრი ბი	ბუ_უბუი მგკვი (ინმე ეფი n`M nI qvi ci)	გშე
1.	Dbqb Kvri ექ t (1) Pj wZ ექ (2) PevS-ექ	mtePP `B w` b mtePP cuP w` b	
2.	Aemi /PvKi x Z`vM/PvKi xPjZ-PevS-ექ	wZb w` b (msuké-mKj KvMRcĀ _vKv mvtct¶)	
3.	`icĀ ექ	Avte` tbi mvt_ mvt_	
4.	tUvj tcvb ექ /tgevBj ექ , ე`jr, M`vm, cvnb I cqt w`vkb ექ	`B w` tbi gta`	
5.	ivR`ექ ციქვექ ციქვაი Rb` tPK cĀZ Kiv	`B w` b	
6.	cĀZgvtm ivR`^Ges Dbqb ექ t_ქ KZBKZ f`vU Ges AvqKi weeiYx cĀZ Kti ინმე wba¶ Yceქ evsj v` k e`vstK Pvj vbt¶i gva`tg AvqKi Awctm Rgv t` qv	mvZ w` tbi gta`	
7.	უბენი tPqig`vb, m`m` Ges mwPe gtnv` tqi teZb t_ქ KZBKZ A_`cĀZgvtm tPtKi gva`tg D`Evj bceქ Pvj v` tbi gva`tg evsj v` k e`vstK Rgv Kiv	teZb ციქვაი 3w` tbi gta`	
8.	ეფიბქ Rvb t_ქ უბენი `Bტი A_`vbrS- Ges cĀqvRtb tRvrb A_`cĀY Kiv	cĀve cvl qvi 2w` tbi gta`	
9.	GmWicĀi A_`Qvo Gi Rb` cĀqvRbxq KvMRcĀ cĀZceქ tĀY mvtct¶ A_`Qvo Kiv	7 w` tbi gta`	

μῖgK bs	ἰmew/KvἰRi byg	bw_ wḃ [®] úwÉi mgqKvj (wmmve wefvἰM n ⁻ MZ nI qvi ci)	gše [™]
10.	wWGMGj Gi UvKv Pvi wU wKw ⁻ ḗZ Pvj vἰbi gva [™] ḡg cwi ḗkva Kiv	cḗZ ermἰi i AvM ÷, bἰf [®] ἰ, ἰde [®] qvix I ḡg gvἰm	
11.	wWw [™] fἰW [®] U Gi UvKv [™] wU wKw ⁻ ḗZ Pvj vἰbi gva [™] ḡg cwi ḗkva Kiv	cḗZ ermἰi i wWἰm [®] ἰ I Rḃ gvἰm	
12.	Aἰ KZ [®] ἰi AvqKi eve [™] Pwn [™] v Abḡvqx AvMḡ AvqKi cwi ḗkva Kiv	wba [™] Z mgἰqi ḡἰa [™]	
13.	KgRZ [®] i AvRZ QyU i wmmve	GK w [™] ḗbi ḡἰa [™]	
14.	wG Gd ἰj vb cḗ vb	Avἰe [™] bcἰ cḗBi 2w [™] ḗbi ḡἰa [™]	
15.	G [™] Uvi cḗBR I Ab [™] v [™] cḗZ [™] vb KZ [®] feb, Rῖg I BD [™] wj wU w [™] ἰj i wecix [™] Z ἰcḗi Z ἰPK, wWwW, ἰc-AW [™] MḡY I Zvr [™] ἰwYK cḗB [™] ḗKvi cḗ vb	Zvr [™] ἰwYK	
16.	ἰPK, wWwW, ἰc-AW [™] e [™] vἰK (ἰecRv GKvDἰU) Rgv KiἰYi ci GKvDἰU A [®] U [™] Y [™] di/Realization mvἰcἰḡἰ m [™] sἰk [®] -cḗZ [™] vἰbi Ab [™] ḗḗj cvKv i [™] w [™] (Money Receipt) Bm [™] jKi Y	Bank Statement/Advice cvl qvi ci mἰe [®] P ḗ w [™] b	
17.	ἰU [™] vi wmm [™] WDἰj i mvἰ [™] wWwW, ἰc-AW [™] , we [™] wR eve [™] ḗw [™] ḗj KZ evq [™] vi UvKv m [™] sἰḡY Ges m [™] sἰk [®] -KZ [®] ἰi m [™] ycw [™] i k/Ab [™] ḡv [™] ḗbi Avἰj vἰK ἰdir cḗ vb	Zvr [™] ἰwYK	
18.	i [™] vR [™] ἰ D [™] b [™] ḡḡj K KvἰRi w [™] ἰj nἰZ w [™] bḡḡv [™] bḡvqx Drἰm KZ [®] KZ AvqKi, F [™] vU BZ [™] w [™] mi Kvix ἰUR [™] vix [™] RgvKiY Ges Pwn [™] vi ἰcḗḗḗZ m [™] sἰk [®] -cḗZ [™] vἰbi Ab [™] ḗḗj Pvj vἰbi K [™] wcmn m [™] wU [™] ἰcἰKU cḗ vb	ἰUR [™] vix Pvj vἰbi K [™] wc cvl qv mvἰcἰḡἰ mἰe [®] P ḗ w [™] b	
19.	Bm [™] jKZ w [™] ἰj, ἰ [™] bv-cvl bvi wmmve m [™] ἰ [™] ḗḗK [®] ἰKvb Aw [™] fἰhvM/Av [™] cw [™] É AvZ nI qvi mvἰ [™] mvἰ [™] Zv hv [™] PvB evQvB/cḡἰ cix [™] ἰv w [™] bix [™] ἰv ce [™] R cḗB dj vdἰj i w [™] f [™] w [™] ἰZ cḗQvR [™] bqx e [™] e [™] v MḡY	mἰe [®] P ḗ w [™] b	

ᶒecRvi cᶒvmb wefvM

ᶒugK bs	ᶒmev cᶒvᶒbi weᶒq	AvbgwᶒK mgqmgv	gᶒe
(1)	wᶒtqvM (Kᶒᶒs`vᶒbi e`e`vKiY)	30 (wᶒ k) w` b	cwᶒ Kᶒq weAwᶒ cᶒKvᶒki Avᶒe`bcᶒᶒmgᶒ evQvBmᶒ 30 w` ᶒbi gᶒa` wᶒtqvM cᶒᶒqv mgvᶒ
(2)	wefᶒbcᶒZᶒvᶒbi mvᶒ_ thvMᶒthvM	01 (GK) w` b	
(3)	mi Kvi KZᶒ Rvi xKZ cᶒAvcbmgᶒ ev`evqb	02 (`ᶒ) w` b	
(4)	gvᶒj v cwi Pᶒj bv	02 (`ᶒ) w` b	
(5)	wkᶒi cᶒZᶒvᶒbi/kᶒᶒK Gi`_ᶒ_ᶒ vᶒ_ᶒAvBbvᶒM mᶒᶒthvMZv cᶒvb	02 (`ᶒ) w` b	
(6)	ᶒ`Dᶒj qv ᶒNwᶒ Z wkᶒi cᶒZᶒvᶒbi wᶒKU nᶒZ cvᶒ bv Av`vᶒq AvBbvᶒM mᶒᶒthvMZv cᶒvb	02 (`ᶒ) w` b	
(7)	bZb cᶒKᶒi ev`evqᶒb wefᶒbmi Kvi x cᶒZᶒvᶒbi mvᶒ_ AvBbMZ thvMᶒthvM iᶒᶒv Kiv	02 (`ᶒ) w` b	
(8)	AwᶒMᶒYKZ RᶒqMvi cvᶒbw` cwiᶒkvᶒa ᶒRjv cᶒvmb/Gj G kvLvi gvaᶒᶒg AvBbMZ e`e`vKiY	02 (`ᶒ) w` b	
(9)	ᶒeZb fvZv wᶒaᶒY	03 (wZb) w` b	
(10)	cᶒ`vbwZ	PvKᶒi x cᶒeavbgvᶒ v Abᶒvqᶒ	
(11)	%ᶒᶒᶒEᶒK QᶒU, AwRZ QᶒU I Ab`vb` QᶒU	02 (`ᶒ) w` b	
(12)	FvZv cᶒvb	02 (`ᶒ) w` b	
(13)	MᶒPᶒBwU cᶒvb	07 (mvZ) w` b	mKj wefvᶒMi Qvocᶒ cᶒᶒB mvᶒcᶒᶒ
(14)	mweᶒ wᶒi vcEv cᶒvb	ZvrᶒᶒwᶒK	
(15)	hvbemᶒbi e`e`vKiY	ZvrᶒᶒwᶒK	
(16)	`vᶒwi K ᶒᶒkbvi x`ᶒ`w` mi eivnKiY	02 (`ᶒ) w` b	Pwᶒn`v cᶒᶒB mvᶒcᶒᶒ
(17)	Awᶒm BKᶒcᶒᶒU mi eivnKiY	03 (wZb) w` b	Pwᶒn`v cᶒᶒB mvᶒcᶒᶒ
(18)	ᶒi ᶒ nvDR e`envi KiY (`vᶒwi K)	ZvrᶒᶒwᶒK	
(19)	`Bi cwi`vi cwi`QbZv	ZvrᶒᶒwᶒK	

ġecRvi wbi xq v kvLv

μwgK bs	ġmev/ KvġRi bvg	bw_ w b_ úwĒi mgqKvj (wbi xq v kvLvq n- MZ nl qvi ci)	gše"
01.	ivR^wej (Povš-)	1 (GK) w` b	KvMR cġ mwK_vKv mvġcġq
02.	Dbq b KvġRi wej t 1) Povš-wej	mġeP 3 (wZb) w` b	weġj i AvKvi tQvU ntj GK w` ġb t` qv nq
03.	Aemi /PvKj x Z`vM/PvKi xPjZ Gi Povš-wej	mġeP 3 (wZb) w` b	mswK- KvMR cġ bw_ġZ_vKv mvġcġq