

Citizen Charter of Ishwardi Export Processing Zone (IEPZ), Pakshi, Pabna.
Commercial Operation Department

Sl. No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
1	Issuance of Import Permit	1. IP Form duly filled in 2. Undertaking duly signed by authorized person 3. Commercial Invoice 4. Packing list 5. BL/Airway bill/ Manifest/ Courier Bill/truck challan/Others (if any) 6. Copy of LC/Sales Contract/EXP certified by issuing/lien bank (in case of import from DTA & other EPZ) 7. Valid Passport & copy of Air/Travel Ticket for Hand Carry IP 8. Prior approval from the Executive Office, BEPZA for used/old machinery and generator 9. Letter of Postal Department mentioning the BE number in case of Post Parcel Import Permit	For manual IP: An IP Book of 25 Sets (100/125 Pages) available in the Commercial Operation Department. For online IP: The enterprise have to take an online ID from the zone office for submitting & getting IP through automation system.	BDT. 200 for per IP Book (payment to be made in the Accounts Dept.: Mr. A B M Jahid Hasan, Asstt. Accounts Officer, Room No.- 215. Online charge: BDT 25 for per permission	01 Day & 02 Days for Construction/ Building Materials/ Electrical items.	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
2	Issuance of export permit	1. EP Form duly filled in 2. Undertaking duly signed by authorized person 3. Commercial Invoice 4. Packing list 5. EXP form duly filled & signed by the respective Bank and enterprise. 6. T.T , L/C, SC containing export LC number (in case of export to DTA & other EPZ)	For manual EP: An EP Book of 25 Sets (100/125Pages) available in the Commercial Operation Department. For online IP: The enterprise have to take an online ID from the zone office for submitting & getting EP through automation system.	BDT. 200 for per EP Book (payment to be made in the Accounts Dept.: Mr. A B M Jahid Hasan, Asstt. Accounts Officer, Room No.- 215. Online charge: BDT 25 for per permission	01 Day	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl. No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
3	Amendment of Export Permit	1. Application for amendment of Export Permit mentioning the valid reason(s) 2. Revised invoice, Packing List and EXP 3. Copy of Original Export Permit	N/A	N/A	01 Day	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
4	Cancellation of Export and Import Permit	1. Application for cancellation of export and import permit explaining the valid reasons 2. Original set of Export/Import permit	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
5	Extension of validity of Export and Import Permit	1. Application for extension of validity of EP/IP explaining the valid reasons for extension. 2. Copy of original set of Export/Import Permit.	N/A	N/A	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
6	Issuance of Dyeing/ production Certificate	1.Application for issuance of dyeing/ production certificate 2. Copies of full set of export permit with bill of export/delivery challan duly certified by Customs 3. Copies of full set of import permit with bill of entry duly certified by Customs. 4. Consumption statement duly certified by customs.	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl. No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
7	Replacement of exported/ imported goods	<ol style="list-style-type: none"> 1. Application for issuance of replacement permission explaining the valid reason 2. Copies of export documents with bill of export/delivery challan duly certified by Customs in case of exported goods 3. Copies of import documents with bill of entry/delivery challan duly certified by Customs in case of imported goods 4. Buyer/seller complain letter/mail correspondence (with testing/QC report) mentioning the consent and reason. 	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
8	Bring Back of exported goods	<ol style="list-style-type: none"> 1. Application 2. Invoice mentioning the details of goods to be brought back 3. Copies of export documents with bill of export/delivery challan certified by Customs. 4. Original set of invoice, packing list, BL/AWB/Road/Railway Transport Bill in case of bring back from overseas countries 5. Buyer complain letter/mail correspondence mentioning the reason. 	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
9	Sample permission	<ol style="list-style-type: none"> 1. Application for export of sample product 2. Invoice, packing list mentioning the details. 3. Statement of sample permissions for last 1 week. 	N/A	N/A	01 Day	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl. No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
10	Issuance of sub-contract permission (offering).	<ol style="list-style-type: none"> 1. Application for issuance of permission to offer sub-contract 2. Sub-contract agreement in non-judicial stamp of Tk. 300.00 3. List & quantity of raw Materials and accessories with consumption of each item 4. Updated Bond license of the sub- Contractor 5. Export Order/ L/C or S/C in support of extra order 6. Report of ongoing sub-contract. 	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
11	Sub-Contract permission (taking)	<ol style="list-style-type: none"> 1. Application for issuance of permission to take sub-contract 2. Sub-contract agreement in non-judicial stamp of Tk. 300.00 3 List & quantity of raw Materials and accessories with consumption of each item 4. Updated bond license of Sub-contractee 5. Report of ongoing sub-contract. 	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
12	Issuance of permission to sell/ dispose of wastage/ garbage/ packing / iron scrape materials	<ol style="list-style-type: none"> 1. Application for issuance of permission 2. List of wastage/garbage/ packing/ iron scrape materials mentioning the quantity (in Ton/kg/ truck) 3. Copy of sales agreement/ agreement with buyer 4. Copy of valid license of the party 	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl. No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
13	Permission for delivery of wastage/ garbage/ packing/ iron scrape materials	1. Application for issuing permission 2. Undertaking mentioning the liability of the enterprise in case of goods (other than laid down in the permission) is found to be disposed of illegally. 3. Copy of clearance of Customs 4. Copy of treasury challan as proof of paying duty & taxes (if applicable).	N/A	N/A	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
14	Out pass for repairing machinery/ other equipments	1. Application seeking permission 2. Documents mentioning the Model and Serial Number of machinery/ other equipments 3. The name & address of the workshop	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
15	Repairing Permission of machinery and other materials (From Overseas Countries)	1. Application for issuance of permission for repairing mentioning the time to be required 2. Repairing Invoice, packing list mentioning the details of materials and other information & conditions.	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
16	Issuance of local purchase permission	1. Forwarding letter 2. Invoice/Cash memo/Delivery challan	N/A	N/A	01 Day & 02 Days for Construction/ Building Materials/ Electrical items.	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl. No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
17	Issuance of bond to bond transfer permission (Inter-zone)	1. Application 2. Invoice 3. Sales contract 4. Related import documents with bill of entry 5. Prior permission of the Executive Office, BEPZA (as applicable)	N/A	N/A	02 days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
18	Issuance of bond to bond transfer permission (Intra-zone)	1. Application; 2. An agreement executed between the two parties in non-judicial stamp of Tk. 300.00; 3. Invoice, Sales Contact/LC; 4. Copies of Import Permits with bill of entry.	N/A	N/A	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
19	Issuance of ship back permission (Machinery)	1. Application 2. Invoice 3. Related import documents with bill of entry 4. Prior permission of the Executive Office, BEPZA (if applicable)	N/A	N/A	04 days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
20	Issuance of ship back permission (Raw & other materials)	1. Application 2. Invoice; 3. Detailed Packing List 4. Related import documents with bill of entry; 5. Copy of Contract executed between the two parties. 6. Consent letter from the supplier.	N/A	N/A	03 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl. No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
21	Issuance of prior permission for 10% sale	1. Application 2. Pro-forma Invoice 3. List mentioning the EP number & date, quantity and export value duly attested by concerned bank 4. Copies of related export documents with bill of export/delivery challan/EXP duly certified by Customs Authority.	N/A	N/A	05 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
22	Issuance of 10% sale final permission	1. Application 2. Commercial Invoice 3. Copy of LC and EXP 4. Permission of Customs Authority.	N/A	N/A	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
23	Recommendation for temporary bond registration	1. Application 2. Copy of Permission (Sanction) letter 3. Copy of lease agreement 4. Copy of Possession Handing over Certificate 5. Copy of the Memorandum & Articles of Association alongwith Certificate of Incorporation	N/A	N/A	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
24	Recommendation for permanent bond registration	1. Application 2. Copy of temporary bond registration 3. List of imported machinery 4. List of raw materials and accessories with H.S. Code.	N/A	N/A	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Industrial Relations Department

Sl . No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
1	Redress of Individual & Common Grievances of Workers	1.Grievence Letter 2. BEPZA ID Card / Factory ID Card 3. Appointment Letter. 4. Relevant Documents.	N/A	N/A	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
2	Forwarding the application to the Executive Office for issuance of Work Permit	1. Seven Sets of Application must be submitted in Particular form with 7 (seven) copy of passport size photographs 2. News Paper Advertisement (One national, & one local). 3. Academic and Experience Certificates as per advertisement. 4. Gross Salary mentioning Basic, House Rent and other allowances of Foreign expatriate as per contract. 5. Date of Employment (as per Appointment Letter) 6. If the foreign expatriate, applied for work permit, is currently or previously engaged in any authorized factory of EPZs or other organization outside of EPZs, have to submit the copy of cancelled WP from BEPZA, BOI or NGO Affairs Bureau. 7. Invitation letter of E-Visa. 8. Authorized Seal and signature of Concern Company. 9. Photocopy of valid Passport and Visa 10. Applicable fee/ original money receipt	Industrial Relations Department	Tk.2500 Per Year + applicable VAT	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl . No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
		11. Expatriate required to sit in a personal interview at zone office/ Executive Office, BEPZA with original valid passport & all original documents. 12. TIN certificate of respective expatriate.					
3	Forwarding the complete application to the Executive Office for renewal of Work Permit	1. Forwarding Letter 2. Original Work Permit with digital ID Card 3. Security Clearance. 4. Income Tax Payment /Tax exemption Certificate 5. Photocopy of valid Passport with Visa Page 6. Applicable fee/ original money receipt 7. Stamp size photograph as per requirement. 8. Service extension letter/ renewal of existing service contract	N/A	Tk.2500 Per Year + applicable VAT	02 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
4	Forwarding the complete application to the Executive Office for cancellation of Work Permit	1. Forwarding Letter 2. Original Work Permit with digital ID Card 3. Income Tax Payment /Tax exemption Certificate 4. Cancellation of Custom Pass Book (If any) 5. Air Ticket / copy of related page of passport for confirmation of departure date.	N/A	N/A	3 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
5	Forwarding the complete application to the Executive Office in case of losing Work Permit	1. Forwarding Letter 2. Photo Copy of WP. 3. GD Entry Copy in local Police station 4. Paper advertisement copy for losing of Work Permit. 5. Information to BEPZA. 6. Photographs as required.	N/A	N/A	3 Days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
6	Distribution of Work Permit	1. Authorization (If authorized representative collects the Work Permit).	N/A	N/A	1 Day	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail:

Sl . No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
							iepz_gm@yahoo.com
7	Forwarding the complete application to the Executive Office for recommendation for VISA or Landing Permit to Local Office /Air Port (Extension & Issue)	<ol style="list-style-type: none"> 1. Forwarding Letter 2. Photo Copy of WP (For Extension of E Visa) 3. Photocopy of Passport 4. Invitation letter 5. Flight No & Date for Landing Permit 	N/A	N/A	02 days	<p>Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com</p>	<p>Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com</p>
8	Forwarding the complete application to the Executive Office for recommendation for VISA to the Bangladesh High Commission in abroad (If submits to the Zone office)	<ol style="list-style-type: none"> 1. Requirements for E-VISA: <ol style="list-style-type: none"> i. Appointment letter ii. Advertisement copy (Local and national) iii. Pass port copy (with validity of at least six months) iv. Educational certificate v. Experience certificate 2. Requirements for PI-VISA: <ol style="list-style-type: none"> i. Passport Copy (with validity of at least six months) ii. Memorandum and Articles of Association (For proof as a owner) iii. Copy of Form XII 3. Requirements for B-VISA: <ol style="list-style-type: none"> i. Passport Copy (with validity of at least six months) ii. Application mentioning the reason of coming iii. Invitation letter 4. Requirements for E1-VISA: <ol style="list-style-type: none"> i. Passport Copy (with validity of at least six months) 	N/A	N/A	02 days	<p>Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com</p>	<p>Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com</p>

Sl . No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
		ii. Application mentioning the reason of coming and the duration of staying in Bangladesh 5. Requirements for FPI-VISA: i. Passport Copy (with validity of at least six months) ii. Application along with documents to prove as a spouse and dependents. 6. Requirements for FE-VISA: i. Passport Copy (with validity of at least six months) ii. Application along with documents to prove as a spouse and dependents.					
9	Sending WWA Constitution to Executive Office, BEPZA for approval	1. Application of convener of the draft constitution committee addressing to the Executive Chairman. 2. Three copies of draft Constitution.	N/A	N/A	02 days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com
10	Forwarding application of WWA to Executive Office, BEPZA for registration and issuance of certificate	1. The name of WWA & its address 2. Date of formation of WWA 3. The title, name, age and address of the members of WWA 4. A complete application of total paid membership 5. Three copies of approved constitution	N/A	N/A	02 days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Sl . No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
11	Sending proposal to Executive Office, BEPZA for approval of Executive Committee of WWA	1. Result sheet of Election of WWA. Executive Committee	N/A	N/A	02 days	Mr. Khaled Mahmud Dy. Manager (CO & IR) Phone:880-0739-59020 E-mail: khaled.bepza@gmail.com	Mr. Md. Ruhul Amin, General Manager Phone: 880-1711419246, 0739-59002 E-mail: iepz_gm@yahoo.com

Accounts Department.

SI No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for Disposal (Hour/Day/Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
01	Rental Bill Issue (Enterprise & Commercial Org.)	a)Agreement Copy. b)Possession Hand Over Certificate. (For new Investors)	1. IP Department of Executive Office. 2.Engineering Department of Zone.	Not Applicable	1 st week of each month.	Alok Kumar Adhikary Asstt. Manager (A/C) Phone: 01713564562 E-mail: alokadhikary_bepza@yahoo.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
02	Acknowledgment of receive the cheque, DD, Pay Order of the Enterprises.	Receiving of Forwarding Letter with instrument.	Accounts Department	Not Applicable	01 Day	Alok Kumar Adhikary Asstt. Manager (A/C) Phone: 01713564562 E-mail: alokadhikary_bepza@yahoo.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
03	Money receipt issue	Bank Advice	Respective Bank	Not Applicable	07 working days after receiving bank advice.	Alok Kumar Adhikary Asstt. Manager (A/C) Phone: 01713564562 E-mail: alokadhikary_bepza@yahoo.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
04	Outstanding Dues Letter Issue.	Collection Register/ Bill Register.	Accounts Department.	Not Applicable	Within 03 working Days after due date.	Alok Kumar Adhikary Asstt. Manager (A/C) Phone: 01713564562 E-mail: alokadhikary_bepza@yahoo.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
05	Reconcile of dues against complain.	Money Receipt	Accounts Department.	Not Applicable	Within 02 working Days.	Alok Kumar Adhikary Asstt. Manager (A/C) Phone: 01713564562	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011

						E-mail: alokadhikary_bepza@yahoo.com	01554331440 E-mail: g_farooque@hotmail.com
06	a)Revenue Bill payment. b)Utility Bill payment.	Approval of Papers	Respective Department	Not Applicable	a)Within 2 working Days after Approval. b)Within stipulated Time.	Md. Rabiul Islam Asstt. Accounts Officer Phone: 01712011384 E-mail: rabiulislam.bepza@gmail.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
07	Development Bill Payment & Recommendation: a) Running b) Final	a)Measurement Book. b)Bill Copy. c)Performance Security. d)Insurance Copy. e)NOA Copy. f) Contract Agreement Copy. g)Power of attorney. h)Application for Bill.	Respective Department	Not Applicable	a)Running Bill within 2 working days. b)Final bill within 5 working days.	Md. Rabiul Islam Asstt. Accounts Officer Phone: 01712011384 E-mail: rabiulislam.bepza@gmail.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
08	Sale of Tender Schedule.	As per Tender notice	Accounts Department.	As per tender notice	01 Day	A B M Jahid Hasan Asstt. Accounts Officer Phone: 01710957572 E-mail: jahidhasan.bepza@gmail.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
09	Refund of DD/PO/BG	Application & Approval.	Respective Department	Not Applicable	01 Day	A B M Jahid Hasan Asstt. Accounts Officer Phone: 01710957572 E-mail: jahidhasan.bepza@gmail.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
10	Distribution of Income Tax & VAT Challan Copy to party.	Application.	Accounts Department	Not Applicable	2 working days after receiving the certified treasury challan.	A B M Jahid Hasan Asstt. Accounts Officer Phone: 01710957572 E-mail: jahidhasan.bepza@gmail.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
11	Acknowledgement of	Application &Approval/Agreement Copy.	Respective	As per	01 Day	A B M Jahid Hasan	Md. Golam Farooque

	Work permit fee, Utility line connection & re-connection fee, Telephone Connection fee.		Department	notice/Documents.		Asstt. Accounts Officer Phone: 01710957572 E-mail: jahidhasan.bepza@gmail.com	DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
12	SD Refund & Recommendation of the Contractor's Bill.	a)Application b)Approval for respective Department. c)SD refund form sign by the respective Department. d)Satisfactory Certificate of GM.	Respective Department.	Not Applicable	Within 02 working days.	Alok Kumar Adhikary Asstt. Manager (A/C) Phone: 01713564562 E-mail: alokadhikary_bepza@yahoo.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com
13	SD Refund/Adjustment of the Enterprises.	a)Application. b)Money Receipt Copy of Security Deposit. c)Possession Making over certificate.	Accounts & Engineering Department.	Not Applicable	Within 02 Working days after approval.	Alok Kumar Adhikary Asstt. Manager (A/C) Phone: 01713564562 E-mail: alokadhikary_bepza@yahoo.com	Md. Golam Farooque DGM (A&F) Phone: 88-731-59011 01554331440 E-mail: g_farooque@hotmail.com

Engineering (Civil & Electrical) Department

Sl . No	Name of Service	Required Documents	Place of Getting Required Documents	Fee/Charge	Required Time for Disposal (Hour/Day/ Month)	Designated Officer (Name, Designation, Phone & E-mail)	Name of Appellate Officer (Name, Designation, Phone & E-mail)
01	Recommendation for approval of Investors Drawing	Application have to be submitted according to BEPZA Building code.	Engineering Department at Ishwardi EPZ.	Not Required	Zone: 03 Days	Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com	Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com
02	Approval of Appointment of Contractors for Investors Construction/Sub-Station Works	Application have to be submitted according to BEPZA Building code.	Engineering Department at Ishwardi EPZ.	Not Required	02 Days	Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com <u>For Sub-station Works:</u> Mr. Swapan Kumar Ghosh Assistant Engineer (Electrical) Phone:0731-59010 mail: swapanenr@gmail.com	Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com <u>For Sub-station Works:</u> Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
03	Opening & evaluation of tender	As per Tender Schedule	Engineering Department at Ishwardi EPZ.	Not Required	6 /8 Weeks- Head of the procuring Entity (HOPE)/ Technical Sub-Committee 8/11Weeks - BEPZA Executive Board/ Technical Sub-Committee 9/12 Weeks- Ministry /Minister	<u>For Civil Works:</u> Md. Motin Miah Executive Engineer (Civil) Phone:0731-59015 E-mail: matin-bepza@gmail.com <u>For Electrical Works:</u> Mr. Swapan Kumar Ghosh Assistant Engineer (Electrical) Phone:0731-59010	<u>For Civil Works:</u> Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com <u>For Electrical Works:</u> Mr. Md. Nurazzaman Miah Executive Engineer

					(As Per PPR-2008)	mail: swapanengr@gmail.com	(Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
04	Issuance of NOA	After getting approval from HOPE	Engineering Department at Ishwardi EPZ.	Not Required	07 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
05	Refund of Tender Security	For responsive Tenderer after signing the contract agreement. For non-responsive Tenderer after getting approval from HOPE	Engineering Department at Ishwardi EPZ.	Not Required	02 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
06	Processing of Running bill	Subject to availability of documents as per contract agreement	Engineering Department at Ishwardi EPZ.	Not Required	07 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015	For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015

						E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
07	As built drawing	Not Applicable	Engineering Department at Ishwardi EPZ.	Not Required	07 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
08	Processing of final bill	Subject to availability of documents as per contract agreement	Engineering Department at Ishwardi EPZ.	Not Required	14 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010

							mail: nurazzaman-miah@yahoo.com
09	Variation Order	Subject to availability of documents as per contract agreement	Engineering Department at Ishwardi EPZ.	Not Required	07 Days	<p>For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com</p> <p>For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com</p>	<p>For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com</p> <p>For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com</p>
10	Refund of performance security	Subject to availability of documents as per contract agreement.	Engineering Department at Ishwardi EPZ.	Not Required	03 Days	<p>For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com</p> <p>For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com</p>	<p>For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com</p> <p>For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com</p>
11	Investors letter/application	Subject to submission of proper documents.	Engineering Department at Ishwardi EPZ.	Not Required	07 Days	<p>For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com</p> <p>For Electrical Works:</p>	<p>For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com</p>

						Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
12	Processing of time extension for construction works	Subject to availability of documents as per contract agreement.	Engineering Department at Ishwardi EPZ.	Not Required	03 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
13	Processing of revised estimate & drawing	Subject to availability of documents as per contract agreement.	Engineering Department at Ishwardi EPZ.	Not Required	14 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanengr@gmail.com	For Civil Works: Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com

14	Changing of location drawing for Investors/ BEPZA construction works.	Subject to availability of documents as per contract agreement.	Engineering Department at Ishwardi EPZ.	Not Required	07 Days	For Civil Works: Md. Anwar Hossain Asstt. Engineer (Civil) Phone:0731-59015 E-mail: anwar.epz@gmail.com For Electrical Works: Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanenr@gmail.com	Md. Mizanur Rahman Executive Engineer (Civil) Phone:0731-59015 E-mail: mizan10640@gmail.com For Electrical Works: Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
15	Electricity and water connection	Required Documents Provided by Consumer Mentioning in the prescribed connection Form.	Connection form will be available in the Accounts Department of Ishwardi EPZ.	Tk. 300/-	03 Days	Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanenr@gmail.com	Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
16	Recommendation of Gas connection	After getting application with related documents from consumer to the concern Gas Office.	Engineering Department at Ishwardi EPZ.	Not Required	02 Days	Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanenr@gmail.com	Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
17	Issuance of NOC for Environmental Clearance Certificate	Issuance of NOC after getting application w.r.t related documents.	Engineering Department at Ishwardi EPZ.	Not Required	02 Days	Md. Abdul Momen Env. Coun. Cum Inspector Phone:0731-59010 E-mail: mdabdulmomen47@gmail.com	Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com
18	Handing Over of SFB/Plots	Subject to approval of the Authority and Lease Agreement.	Engineering Department at	Not Required	01 Day	Md. Anwar Hossain Asstt. Engineer (Civil)	Md. Mizanur Rahman Executive Engineer (Civil)

			Ishwardi EPZ.			Phone:0731-59015 E-mail: anwar.epz@gmail.com	Phone:0731-59015 E-mail: mizan10640@gmail.com
19	Processing of Prior permission to import stand-by Generator/ Boiler.	Subject to proper documents such as Invoice and catalogue	Engineering Department at Ishwardi EPZ.	Not Required	02 Days	Mr. Swapan Kumar Ghosh Asstt. Engineer (Elec.) Phone:0731-59010 E-mail: swapanenr@gmail.com	Mr. Md. Nurazzaman Miah Executive Engineer (Electrical) Phone:0731-59010 mail: nurazzaman-miah@yahoo.com

**** Designated and Appellate officer may be changed time to time.**