

Citizen Charter of Mongla Export Processing Zone (MEPZ), Mongla, Bagerhat-9351.

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 . Online charge: BDT 25 for per permission. (payment to be made in the Accounts Dept.: Room No. 216 of MEPZ)	01 Day & 02 Days for Construction/ Building Materials/ Electrical items.	Mr. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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 . Online charge: BDT 25 for per permission. (payment to be made in the Accounts Dept.: Room No. 216 of MEPZ)	01 Day	Mr. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

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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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

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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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

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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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

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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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

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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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

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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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Whaheduzzaman Dy. Manager (C.O), Room No-104, Phone:880-4662-75309 E-mail: zaman.zaman@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

Industrial Relations Department

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1	Redress of Individual & Common Grievances of Workers	1. Grievance Letter 2. BEPZA ID Card / Factory ID Card 3. Appointment Letter. 4. Relevant Documents.	N/A	N/A	02 Days	Mr. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.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. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

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		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. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmepez@gmail.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. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmepez@gmail.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. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmepez@gmail.com

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6	Distribution of Work Permit	1. Authorization (If authorized representative collects the Work Permit).	N/A	N/A	1 Day	Mr. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmepz@gmail.com
7	Forwarding the complete application to the Executive Office for recommendation for VISA or Landing Permit to Local Office /Air Port (Extension & Issue)	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	Mr. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmepz@gmail.com
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)	1. Requirements for E-VISA: 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: 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: i. Passport Copy (with validity of at least six months)	N/A	N/A	02 days	Mr. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmepz@gmail.com

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		ii. Application mentioning the reason of coming iii. Invitation letter 4. Requirements for E1-VISA: i. Passport Copy (with validity of at least six months) 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. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmepz@gmail.com
10	Forwarding application of WWA to Executive Office, BEPZA for registration and issuance	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	N/A	N/A	02 days	Mr. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040,

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	of certificate	4. A complete application of total paid membership 5. Three copies of approved constitution				E-mail: imran.am.bepza@gmail.com	880-4662-75199 E-mail: gmmez@gmail.com
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. Md. Imran Hossain Molla Asstt. Manager (IR/C.O) Room No-103 Phone:880-4662-75309 E-mail: imran.am.bepza@gmail.com	Mr. Md. Mahmud Hasan, General Manager Room No-204 Phone: 880-1713402040, 880-4662-75199 E-mail: gmmez@gmail.com

Accounts Department.

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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.	Molla Shakhawat Hossain Asstt. Manager (A/C) Phone: 01923958461 E-mail: hshakhawat71@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.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	Molla Shakhawat Hossain Asstt. Manager (A/C) Phone: 01923958461 E-mail: hshakhawat71@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.com
03	Money receipt issue	Bank Advice	Respective Bank	Not Applicable	07 working days after receiving bank advice.	Molla Shakhawat Hossain Asstt. Manager (A/C) Phone: 01923958461 E-mail: hshakhawat71@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.com
04	Outstanding Dues Letter Issue.	Collection Register/ Bill Register.	Accounts Department.	Not Applicable	Within 03 working Days after due date.	Molla Shakhawat Hossain Asstt. Manager (A/C) Phone: 01923958461 E-mail: hshakhawat71@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.com
05	Reconcile of dues against complain.	Money Receipt	Accounts Department.	Not Applicable	Within 02 working Days.	Molla Shakhawat Hossain Asstt. Manager (A/C) Phone: 01923958461	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191

						E-mail: hshakhawat71@yahoo.com	01724115325 E-mail: hasan.bepza1969@gmail.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.	Bhupati Kumar Sarker Asstt. Accounts Officer Phone: 01913763702 E-mail: sbhupati@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.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. h)Power of attorney. g)Application for Bill.	Respective Department	Not Applicable	a)Running Bill within 2 working days. b)Final bill within 5 working days.	Bhupati Kumar Sarker Asstt. Accounts Officer Phone: 01913763702 E-mail: sbhupati@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.com
08	Sale of Tender Schedule.	As per Tender notice	Accounts Department.	As per tender notice	01 Day	Bhupati Kumar Sarker Asstt. Accounts Officer Phone: 01913763702 E-mail: sbhupati@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.com
09	Refund of DD/PO/BG	Application & Approval.	Respective Department	Not Applicable	01 Day	Bhupati Kumar Sarker Asstt. Accounts Officer Phone: 01913763702 E-mail: sbhupati@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.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.	Bhupati Kumar Sarker Asstt. Accounts Officer Phone: 01913763702 E-mail: sbhupati@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.com
11	Acknowledgement of	Application &Approval/Agreement Copy.	Respective	As per	01 Day	Bhupati Kumar Sarker	Abul Hasan Munshi

	Work permit fee, Utility line connection & re-connection fee, Telephone Connection fee.		Department	notice/Documents.		Asstt. Accounts Officer Phone: 01913763702 E-mail: sbhupati@yahoo.com	Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.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.	Bhupati Kumar Sarker Asstt. Accounts Officer Phone: 01913763702 E-mail: sbhupati@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.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.	Molla Shakhawat Hossain Asstt. Manager (A/C) Phone: 01923958461 E-mail: hshakhawat71@yahoo.com	Abul Hasan Munshi Dy. Manager (A/C) Phone: 88-04662-75191 01724115325 E-mail: hasan.bepza1969@gmail.com

Engineering (Civil & Electrical) Department.

Sl . No	Name of service	Required document(s)	Place of obtaining Document(s)	Fee/Charge	Time (Hour/Day/ Month)	Name of designated officer (Name, Designation, Phone & E-mail)	Name of appellate officer (Name, Designation, Phone & E-mail)
01	Approval of Investors Drawing.	Application to the General Manager of Zone have to be submitted according to BEPZA Building code.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	03 Days	Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
02	Approval of Contractors for Investors Construction/Sub-Station Works.	Application to the General Manager of Zone have to be submitted according to BEPZA Building code.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	02 Days	Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
03	Opening & evaluation of tender.	As per Tender document.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	4 Week – General 6 Week - Technical Sub-Committee	For Civil Works: Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com Room No. - 208 For Electrical Works: A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
04	Investors	Subject to submission of proper document(s).	Engineering	Nil	07 Days	For Civil Works:	Md. Mahmud Hasan

	letter/application		Department at Mongla EPZ. Room No. - 208			Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail: xenc_bepza@yahoo.com Room No. - 208 <u>For Electrical Works:</u> A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	General Manager Phone: 880-466275199 01713-402040 E-mail: gmmez@gmail.com Room No. - 201
05	Changing of location drawing for Investors/ BEPZA construction works.	Subject to availability of documents as per contract.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	07 Days	<u>For Civil Works:</u> Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail: xenc_bepza@yahoo.com Room No. - 208 <u>For Electrical Works:</u> A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmez@gmail.com Room No. - 201
06	Issuance of NOC for Environmental Clearance Certificate	Issuance of NOC after getting application and along with satisfactory compliance of environmental issues.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	02 Days	Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail: xenc_bepza@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmez@gmail.com Room No. - 201
07	Handing over of SFB/Plots	Subject to approval of the Authority and signed Lease Agreement.	Engineering Department at	Nil	01 Day	Mohammad Anamul Haque Sr.Executive Engineer (Civil)	Md. Mahmud Hasan General Manager

			Mongla EPZ. Room No. - 208			Phone:880-466275195 E-mail:xenc_bepza@yahoo.com Room No. - 208	Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
08	Processing of prior permission for Generator / Boiler	Subject to proper documents such as Invoice and catalogue.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	02 Days	A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
09	Issuance of NOA	After getting approval of TEC Report from HOPE	Engineering Department at Mongla EPZ. Room No. - 208	Nil	07 Days	<u>For Civil Works:</u> Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com Room No. - 208 <u>For Electrical Works:</u> A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
10	Refund of Tender Security	Responsive Tenderer : After signing the contract agreement. Non-responsive Tenderer : After getting approval of TEC Report from HOPE	Engineering Department at Mongla EPZ. Room No. - 208	Nil	02 Days	<u>For Civil Works:</u> Room No. - 208 Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com <u>For Electrical Works:</u> Room No. - 208 A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201

						Room No. - 208	
11	Processing of Running bill	Subject to availability of documents as per contract agreement	Engineering Department at Mongla EPZ. Room No. - 208	Nil	07 Days	For Civil Works: Room No. - 208 Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com For Electrical Works: Room No. - 208 A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmez@gmail.com Room No. - 201
12	As built drawing and variation statement.	Subject to availability of documents as per contract.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	07 Days	For Civil Works: Room No. - 208 Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com For Electrical Works: Room No. - 208 A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmez@gmail.com Room No. - 201
13	Processing of final bill.	Subject to availability of documents as per contract.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	14 Days	For Civil Works: Room No. - 208 Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com For Electrical Works: Room No. - 208 A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmez@gmail.com Room No. - 201
14	Variation Order	Subject to availability of documents as per contract.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	07 Days	For Civil Works: Room No. - 208 Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail:xenc_bepza@yahoo.com	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail:

						For Electrical Works: Room No. - 208 A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com	gmmepz@gmail.com Room No. - 201
15	Refund of performance security	Subject to availability of documents as per contract.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	03 Days	For Civil Works: Room No. - 208 Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail: xenc_bepza@yahoo.com For Electrical Works: Room No. - 208 A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
16	Processing of time extension for construction works	Subject to availability of documents as per contract.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	03 Days	For Civil Works: Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail: xenc_bepza@yahoo.com Room No. - 208 For Electrical Works: A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
17	Processing of revised estimate & drawing	Subject to availability of documents as per contract.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	14 Days	For Civil Works: Mohammad Anamul Haque Sr.Executive Engineer (Civil) Phone:880-466275195 E-mail: xenc_bepza@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201

						For Electrical Works: A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	
18	Electricity and water connection	Subject to availability of documents as per prescribed formate.	Connection form will be available in the Accounts Department of Mongla EPZ. Room No. - 208	Tk. 300/-	03 Days	A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201
19	Gas connection	Recommended after getting application with related documents from consumer to the concern Gas Office.	Engineering Department at Mongla EPZ. Room No. - 208	Nil	02 Days	A S M Selim Imtiaz Executive Engineer (Elec. AC) Phone:880-466275196 E-mail: imtiaz02_bd@yahoo.com Room No. - 208	Md. Mahmud Hasan General Manager Phone: 880-466275199 01713-402040 E-mail: gmmepz@gmail.com Room No. - 201

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