

Section: Public Relations

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik (□□□□□□)	Providing information of BEPZA desired by mass media & general public	a. Receiving applications via written/ verbal/ e-mail b. Data collection & compilation c. Taking consent from competent Authority d. Providing Information	N/A	N/A	3 Days	Executive Director (PR) Phone:+88 02-9614332 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□) & Daptorik (□□□□□□□□)	Providing brochure, bulletin, video documentary and photographs to journalists, investors, different seminar/workshops and missions in home & abroad	a. Receiving requirement via written/verbal/ email b. Processing c. Providing demanded materials	N/A	N/A	3 Days	Executive Director (PR) Phone:+88 02-9614332 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	Providing Project Proposal Form to investors	a. Receiving receipt of money deposited to Accounts Department b. Providing the set of Project Proposal Form	Money receipt Location: Accounts Department, BEPZA Executive Office, Dhaka.	BDT 3000/- to be paid to the Accounts Department of BEPZA Executive Office, Dhaka for Project Proposal Form	Instant	Executive Director (PR) Phone:+88 02-9614332 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Daptorik (□□□□□□□□)	Sending advertisement bills to the accounts department after processing	a. Receiving advertisement bills published in the newspapers/ magazines/souvenirs b. Check & verify the advertisements & bills as per work order c. Presenting bills in the files for payment by the Accounts Department	Location: Accounts department	N/A	07 (Seven) working days	Executive Director (PR) Phone:+88 02-9614332 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

Section: Investment Promotion

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik (□□□□□□)	Issuance of Project Sanction Letter & Allotment of Plot/SFB	<p>a)Submission of Project Proposal along with all other required documents by investor;</p> <p>b)Check & verify by desk officer and place to the Authority for approval;</p> <p>c)Approval of file by Executive Chairman;</p> <p>d)Issuance of Sanction Letter by Member (IP) and Allotment Letter by GM (IP).</p>	<ol style="list-style-type: none"> 1. Letter addressed to the Executive Chairman. 2. Filled in Project Proposal for investment in EPZ 3. Pro-forma invoice of machinery and equipments to be imported. 4. Bank solvency certificates of the Shareholder Directors. 5. Copy of Money Receipt. 6. Memorandum & Articles of Association alongwith Certificate of Incorporation duly certified by the RJSC 7. Joint Venture Agreement (If applicable) 8. Copy of Passport of Shareholder Directors 9. Recent Photograph of Shareholder Directors <p>Prescribed Project Proposal Form available in Public Relation (PR) department of BEPZA Executive Office</p>	BDT. 3000/- in cash for Prescribed Project Proposal Form. Payment to be made at the Accounts Department of Executive office, BEPZA, Dhaka.	05 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	Execution of Agreement for plot & SFB	<p>a) Submission of application for signing the Lease Agreement along with all required documents.</p> <p>b) Check & verify by desk officer, Preparation of the Lease Agreement and place for signing</p> <p>c) Signing of Agreement by Member(IP) and the shareholder director/representative of the company;</p>	<ol style="list-style-type: none"> 1. Original copy of Treasury Chalan (In case of land lease agreement as stamp duty) 2. Valid documents against the payment of Security Deposit 3. BEPZA Registration Fee in case of new industry 4. Authorization letter for signing the Lease Agreement in case the signee is not the shareholder. <p>Location: BEPZA Complex, Dhanmondi Dhaka, Bangladesh</p>	<ol style="list-style-type: none"> 1. Chalan code no. 1/1101/0020/1311 2. Payment to be made through Bank: Account information: Name of Beneficiary: Bangladesh Export Processing Zones Authority (BEPZA) STD Account No: 2805000002 Name of the Bank: Commercial Bank of Ceylon Ltd. Dhaka, Bangladesh Swift Code: CCEYBDDH 	02 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

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Nagorik (□□□□□□)	Project Revision	a) Submission of application for project revision along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application for revision 2. Revised Project Proposal along with Manufacturing Process 3. Pro-forma invoice of new machineries. 4. Dues clearance certificate from concerned Zone Location: Prescribed Project Proposal Form available in Public Relation(PR) department of BEPZA Executive Office	BDT. 3000/- in cash for Prescribed Project Proposal Form. Payment to be made in the Accounts Department of Executive office, BEPZA, Dhaka.	04 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	NOC for share transfer	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application for NOC 2. Board Resolution of the company with signature of all share holder directors; 3. Dues clearance certificate from concerned Zone	N/A	04 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	Acknowledgment for share transfer	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application for Acknowledgement 2. Form-117 3. Schedule-X 4. Form-XII 5. Bank Solvency & photo copy of passport of new share holder 6. Dues clearance certificate from concerned Zone 7. Form XV, Form IV (if require)	N/A	04 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	NOC for selling the factory Building and other assets of the company	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application for Selling factory building and other assets of the company; 2. Board resolution of the company with signature of all share holder directors 3. Vendors Agreement 4. Dues clearance certificate from the concerned Zone	N/A	05 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	Acknowledgment for selling the factory building and	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval;	1. Application for acknowledgment 2. Dues clearance certificate from concerned Zone. 3. IR clearance certificate from the IR Department of concerned Zone. 4. NOC from Customs Authority	N/A	05 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

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	other assets of the company	c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	5. NOC from Bank 6. Other documents as per NOC.				
Nagorik (□□□□□□)	NOC for amalgamation of companies under same ownership	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application for amalgamation of companies; 2. Board resolution of the companies with signature of all share holder directors; 3. Dues clearance certificate from the concerned Zone	N/A	05 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	Acknowledgment for amalgamation of companies under same ownership	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application for acknowledgment 2. Dues clearance certificate from concerned Zone 3. IR clearance certificate from the IR Department of concerned Zone 4. NOC/ clearance from Customs Authority 5. NOC from Bank 6. Scheme of amalgamation and permission copy of Honorable Supreme Court of Bangladesh	N/A	05 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□□□□)	Extension of lease period of the Lease Agreement	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application 2. Dues clearance certificate from concerned Zone.	N/A	04 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Daptorik (□□□□□□□□)	Recommendation letter for setting up of OBU	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman;	1. Application 2. Performa for permission for operating Offshore Banking Unit (OBU) * 3. Certified copy of Memorandum & Articles of Association * 4. Annual report for the last 03 years* 5. Organizational chart of the proposed OBU*	US\$5000 (After getting approval from Bangladesh Bank)	05 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

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		d) Issuance of Letter by GM (IP).	6. Assurance from the Head-office indicating* that proposed OBU will maintain a sound liquidity position at all times. * [*02 copies]				
Nagorik (□□□ □□□)	Inclusion of new products/ raw materials in the existing product/ raw materials list	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approval; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application 2. List of new products/ raw materials 3. Manufacturing process 4. Dues Clearance Certificate from concerned zone	N/A	04 working days	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik (□□□ □□□)	Allotment of additional Land/ Piece of Land/ New plot(s)	a) Submission of application along with required documents by investor; b) Check & verify by desk officer and place to the Authority for approvalafter taking necessary opinion of concerned zone, Engineering department and maintenance department of BEPZA; c) Approval of file by Executive Chairman; d) Issuance of Letter by GM (IP).	1. Application 2. Sketch Location: N/A	N/A	05 working days for disposal	Executive Director (IP) Phone:9613461 E-mail: ed.ip@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

Section: Enterprise Services

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik Sheba	Permission for export on CM/CMP/CMPH /CMT basis	a) Application alongwith all other required documents by enterprises; b) Put up the file after Checking & verification (including status report of zone); c) Approval of file by Member (IP); d) Issuance of letter by GM (ES).	a) Application b) Manufacturing/processing agreement on non-judicial stamp of worth (BDT) as prescribed by the Government c) Dues clearance certificate (if required). Location: Concerned Zone	N/A	07 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone: +88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Bond to bond transfer (inter zone) of machinery and materials	a) Application alongwith all other required documents by enterprises; b) Put up the file after Checking & verification (including status report of zone); c) Approval of file by the Executive Chairman; d) Issuance of letter by GM (ES).	a) Application b) Invoice c) Import documents of the goods to be transferred (Import permit, Commercial invoice, Bill of entry) d) Agreement on non-judicial stamp of worth (BDT) as prescribed by the Government e) Dues clearance certificate (if required). Location: Concerned Zone	N/A	05 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone: +88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	NOC for creation of 2nd charge	a) Application along with all required documents by enterprises; b) Put up the file after checking & verification (including status report of zone); Approval of file by the Executive Chairman; c) Issuance of letter by GM (ES).	a) Application b) Sanction letter of concerned Commercial Bank c) NOC from concerned Banks in case of pari-pasu basis charge creation, d) Noc from Previous Bank (if applicable) e) Dues clearance certificate (if required). Location: Concerned Zone	N/A	07 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone: +88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	NOC for foreign/external borrowing	a) Application alongwith all required documents by enterprises; b) Put up the file after Checking & verification (including status report of zone); c) Approval of file by the Executive Chairman; d) Issuance of letter to Bangladesh Bank by GM (ES).	(a) Application of the Enterprise alongwith application of Concerned lien Bank including all documents as per FEID Circular Letter no. 03 dated 06.05.2014 of Bangladesh Bank (b) Undertaking on Non Judicial stamp of worth (BDT) as prescribed by the Government.	N/A	07 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone: +88 02-223364489 E-mail: member.ip@bepza.gov.bd

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
			(c) Dues clearance certificate from concerned zone (if required). Location: Lien Bank/ Concerned zone				
Nagorik Sheba	Prior permission of importation of old/used capital machinery	a) Application alongwith all required documents by enterprises; b) Put up the file after Checking & verification (including status report of zone); c) Approval of file by the Executive Chairman; d) Issuance of letter by GM (ES).	a) Application b) Proforma Invoice/ Invoice c) Certificate of economic life span of machinery from any nominated or selected surveyor company by NBR or any recognized surveyor company d) Dues clearance certificate (if required). Location: Concerned zone	N/A	05 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Permission of taking machine(s)on loan basis (inter zone)	a) Application alongwith all required documents by enterprises; b) Put up the file after Checking &(including status report of zone); c) Approval of file by the Executive Chairman; d) Issuance of letter by GM (ES).	a) Application b) Invoice c) Agreement on non-judicial stamp of worth (BDT) as prescribed by the Government d) Dues clearance certificate (if required). Location: Concerned zone	N/A	05 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Ship back permission of Machinery	a) Application alongwith all required documents by enterprises; b) Put up the file after Checking & verification (including status report of zone); c) Approval of file by the Executive Chairman; d) Issuance of letter by GM (ES).	a) Application b) Invoice c) All import documents (Import permit, Commercial invoice, Bill of Entry) d) Dues clearance certificate (if required). Location: Concerned zone	N/A	07 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Prior permission for importation of duty free vehicle	a) Application alongwith all required documents by enterprises; b) Put up the file after Checking & verification(including status report of zone); c) Approval of file by the Executive	a) Application b) Proforma Invoice/ Invoice c) Dues clearance certificate (if required). Location: Concerned zone	N/A	07 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
		Chairman; d) Issuance of letter by GM (ES).					
Nagorik Sheba	Recommendation letter for Visa	a) Application along with required documents through the concerned zone office; b) Checking & verification and placing recommendation letter c) Issuance of recommendation letter by GM (ES)	a) Application mentioning the reason of appointing foreigners instead of Bangladeshi citizen; b) Appointment letter; c) Copy of Passport (Relevant pages); d) Original copy of paper advertisement in 02 national daily newspaper (01 Bangla & 01 English); e) List of applicants; f) Educational and experience certificate as per paper advertisement. Location: Concerned zone	N/A	01 Day	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Work permit Issuance	a) Application alongwith required documents through the concerned zone office; b) Checking & verification by zone office and forwarding to the Executive Office; c) Checking& verification and placing to the work permit standing committee's monthly meeting; d) Issuance of work permit by GM (ES) as per the decision of Work Permit Standing Committee's meeting.	a) Application; b) Duly fill up prescribed Work Permit form; c) Original money receipt of deposited fee for Work Permit; d) Copy of Passport with Visa pages; e) Appointment letter; f) Copy of Visa- recommendation letter; g) Original copy of paper advertisement; h) List of applicants; i) Educational and experience certificate as per paper advertisement. j) 7 (seven) sets of all documents (A-Z) Location: Concerned zone	Issue fee as Prescribed by the Authority (In Cash)	Within 07 days after work permit standing committee meeting in every month	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Recommendation for Security Clearance (if required)	a) Application alongwith copy of Work Permit and all required documents through the concerned zone office; b) Issuance of letter by GM (ES)	a) Application; b) Copy of Work Permit along with required documents. Location: Concerned zone	N/A	Within 10 days after work permit meeting in every month	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

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Nagorik Sheba	Recommendation letter for extension of visa	a) Application alongwith required document sthrough the concerned zone office; b) Checking & verification and put up the file. c) Issuance of letter by GM (ES)	a) Application b) Copy of Passport along with Visa pages; c) Copy of Work Permit; if applicable; Location: Concerned zone	N/A	01 Day	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Renewal of Work Permit	a) Application alongwith required documents to the concerned zone office; b) Checking& verification by zone office and forwarding to the Executive Office; c) Checking & verification and placing to the work permit standing committee's monthly meeting; d) Issuance of renewed work permit by GM (ES) as per the decision of Work Permit Standing Committee's meeting.	a) Application; b) Original money receipt of deposited renewal fee; c) Original work permit; d) Work Permit card; e) Copy of security clearance; f) Updated Income Tax paid certificate g) Copy of Passport with Visa pages Location: Concerned zone	Renewal fee as Prescribed by the Authority (In Cash)	Within 07 days after work permit meeting in every month	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Cancellation of Work Permit	a) Application alongwith all required documents by EPZ- Enterprises through the concerned zone office; b) Checking & verification and put up the file; c) Approval of file by the Executive Chairman; d) Issuance of the letter by GM (ES)	a) Application b) Original Work Permit c) Work Permit Card d) Copy of Security Clearance e) Copy of Air ticket as a prove of departure f) Income Tax paid certificate upto departure date Location: Concerned zone	N/A	05 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Workers' Welfare Association Registration & issuance of certificate	a) Application to the Executive Chairman through the concerned zone office as per the EPZ Labour Act 2019; b) Checking & verification by zone office and forwarding to the Executive Office; c) Checking & verification and placing the file; d) Approval of file by the Executive Chairman; e) The Registration certificate forwarded to Zone office by GM (ES) for delivery.	Application as per the EPZ Labour Act 2019. Location: Concerned zone	N/A	60 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

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Nagorik Sheba	Approval of Executive council of Workers Welfare Association	a) Application to the concerned zone office as per the EPZ Labour Act 2019; b) Checking& verification by Zone office and forwarding to the Executive Office; c) Checking& verification and placing the file; d) Approval of file by the Executive Chairman; e) Issuance the letter by GM (ES).	Application as per the EPZ Labour Act 2019. Location: Concerned zone	N/A	15 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Enlistment & issuance of License	a) Application alongwith relevant documents as per paper advertisement; b) Checking & verification by the committee framed in this regard and preparing the eligible vendors list. c) Approval of the eligible vendors list by the Executive Chairman. d) Issuance of security clearance. e) Approval of Member (IP) after receiving of security clearance; f) Issuance of License by Executive Director (ES); g) Delivery/disburse of license subject to payment of prescribed fee.	a) Individual & separate application for each group; b) Original money receipt of purchasing Application Form; c) Recently taken (not more than 3 months) passport size photograph (03 copies); d) Copy of National ID card; e) Copy of Trade license; f) Copy of VAT Registration; g) Copy o Income Tax Certificate; h) Copy o Experience certificate (if any); i) Undertaking on Non Judicial stamp of worth (BDT) as prescribed. (All original documents of submitted copies during Interview) Location: Concerned zone	Security Deposit as prescribed by the Authority for concerned fiscal year as per paper advertisement (Pay order)	As per EPZ License Policy 2017.	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd
Nagorik Sheba	Renewal of Lisence	a) Application alongwith Original License and all required documents to the concerned zone/Executive Office. b) Checking& verification by zone office and forwarding to the Executive Office; c) Checking & verification and placing the file; d) Approval and issuance of license by Executive Director (ES); e) Sending the renewed license to the concerned zone office for delivery/disburse-ment.	a) Application b) Original License; c) Original money receipt of deposited renewal fee of enlistment d) Copy of updated Trade license; e) Copy of updated Tax certificate; Location: Concerned zone	Renewal fee as Prescribed by the Authority (In Cash)	As per EPZ License Policy 2017	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik Sheba	Cancellation of License	a) Application for cancellation of License & withdrawal of security deposit by concerned owner/ vendor/ proprietor alongwith original license and all required documents to the concerned zone/ Executive Office. b) Checking & verification by zone and forwarded to Executive office c) Checking & verification and placing the file d) Approval by the Executive Chairman; e) Issuance of letter or forwarding the file to Accounts Department of concerned zone/ Executive Office for returning the security deposit.	a) Application; b) Submission of Original License c) Copy of submitted Pay-order deposited as security. Location: Concerned zone	N/A	5 Days	Executive Director (ES) Phone: +88 0223365517 E-mail: gm.es@bepza.gov.bd	Member (Investment Promotion) Phone:+88 02-223364489 E-mail: member.ip@bepza.gov.bd

Section: Accounts & Finance Department

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik (□□□ □□□)	Payment of running bill & final bill of development works.	Received file from related department; Document checking; Placed for approval for payment of bills as per Power of Financial Delegation.	Location: 1. Related Department 2. Accounts Department, Executive Office.	Not Applicable	Running bill 2 Days Final bill 4 Days after pre Audit (Subject to availability of necessary document in the file.)	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd	Member Finance Phone:+8802-223362969 E-mail: member.finance@bepza.gov.bd
Daptorik (□□□□ □□□□)	Settlement of retirement benefits.	Received the file from related department with necessary information; Finalization of retirement benefits; Placed for/ Seeking approval for payment of retirement benefits as per Financial Delegation.	Location: 1. Related Department 2. Accounts Department, Executive Office.	Not Applicable	5 Days (Subject to availability of necessary document in the file.)	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd /Concern Officer	Member Finance Phone:+8802-223362969 E-mail: member.finance@bepza.gov.bd
Nagorik (□□□ □□□)	Acknowledgment of receiving the Cheque, DD, Pay Order etc. issued by the parties.	Application received; Acceptance of check, dd, pay order etc; Acknowledgement.	Location: Accounts Department, Executive Office.	Not Applicable	On the same day	Mohammad Hanif Assistant Accounts Officer Phone:+8802-9673020 E-mail: mdhanif_savar@yahoo.com /Concern Officer	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd
Nagorik (□□□ □□□)	Issue of Tender schedule/ Documents	Application received; Issue of Tender schedule/ Documents	Location: Accounts Department, Executive Office.	As described in the TDS	1 Day	Mohammad Hanif Assistant. Accounts Officer Phone:+8802-9673020 E-mail: mdhanif_savar@yahoo.com /Concern Officer	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd
Nagorik (□□□ □□□) & Daptorik (□□□□)	Payment making of all revenue bills	Received the file from related department; Document checking; Placed for approval for payment of bills as per Power of Financial Delegation.	Location: 1. Related Department 2. Accounts Department, Executive Office.	Not Applicable	1 Days	Mohammad Alal Uddin Khan Deputy Manager Phone: 01674-944017 E-mail: alalukhan@yahoo.com /Concern Officer	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd

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Nagorik (□□□ □□□) & Daptorik (□□□□ □□□□)	Preserve the DD, P.O, B.G related to tender security and return the same on the recommendation of concern department.	Receiving of the file from Related department; Preserve the DD, P.O, B.G & tender security; Application received; Document checking; Placed for approval for issuing of DD, P.O, B.G & tender security & return to the concerned party.	Location: 1. Related Department 2. Accounts Department, Executive Office.	Not Applicable	1 Day	Mohammad Hanif Assistant. Accounts Officer Phone:+8802-9673020 E-mail: mdhanif_savar@yahoo.com /Concern Officer	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd
Nagorik (□□□ □□□)	Provide certificate with treasury Challan of VAT and Income Tax deducted from revenue and development bill deposited to the Government treasury.	Application received; Challan checking; Issuance of VAT and tax certificate for stakeholders.	Location: Accounts Department, Executive Office.	Not Applicable	5 Days (Subject to receiving treasury Challan from concerned department)	Mohammad Hanif Assistant. Accounts Officer Phone:+8802-9673020 E-mail: mdhanif_savar@yahoo.com /Concern Officer	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd
Nagorik (□□□ □□□)	Issuance of Money receipt after realization of Cheque, DD, Pay Order by the Bank deposited.	Received Cheque, DD, Pay-order; Cheque, DD, pay-order deposit to the bank; Collect advices and account statements from banks; Preparation of Bank Reconciliation Statement; Issuance of Money receipt for the stakeholder.	Location: 1. Related Bank 2. Accounts Department, Executive Office.	Not Applicable	2 Days after receiving Bank statement/advice.	Mohammad Hanif Assistant. Accounts Officer Phone:+8802-9673020 E-mail: mdhanif_savar@yahoo.com /Concern Officer	Chief Accounts & Finance Officer Phone:+8802-9613465 E-mail: cafo@bepza.gov.bd

Section: Audit

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Staff (Internal)	Pre-audit of final bills above Tk. 5 (five) lac for repair, maintenance/ supply	To check administrative approval, to check the whole tendering process, to check all required documents, to check relevant clause of PPR-2008, to check the final bill as per quoted quantity and price, to check site handover & taken over certificate etc.	Having received the file from other department Location: Audit Section, Executive Office, BEPZA.	Not Applicable	03 Days (Subject to availability of valid documents in the file)	Executive Director (Audit) Phone:+88 02-58611036 E-mail: gm.audit@bepza.gov.bd	Member Finance Phone:+8802-223362969 E-mail: member.finance@bepza.gov.bd
Staff (Internal)	Pre-audit of final bills above Tk. 5 (five) lac for development work	To check administrative approval, to check the whole tendering process, to check all required documents, to check relevant clause of PPR-2008, to check the final bill as per quoted quantity and price, to check site handover & taken over certificate etc.	Having received the file from other department Location: Audit Section, Executive Office, BEPZA.	Not Applicable	03 Days (Subject to availability of valid documents in the file)	Executive Director (Audit) Phone:+88 02-58611036 E-mail: gm.audit@bepza.gov.bd	Member Finance Phone:+8802-223362969 E-mail: member.finance@bepza.gov.bd
Staff (Internal)	Final payment of officer & staff for retirement/ resignation/dismissal	To check administrative approval of PRL/ resignation/ dismissal, to check calculation of leave & approval, auditing of final payment.	Having received the file from other department Location: Audit Section, Executive Office, BEPZA.	Not Applicable	03 Days (Subject to availability of valid documents in the file)	Executive Director (Audit) Phone:+88 02-58611036 E-mail: gm.audit@bepza.gov.bd	Member Finance Phone:+8802-223362969 E-mail: member.finance@bepza.gov.bd

Section: Civil Engineering

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Daptorik (□□□□□□□□)	Opening & evaluation of tender	<ul style="list-style-type: none"> ➤ Estimate preparation & approval ➤ Tender invitation & receive. ➤ Tender opening & evaluation. 	<ul style="list-style-type: none"> ➤ Mentioned in tender document as per Public Procurement Rules (PPR). Location: Office of the Chief Engineer, BEPZA, Dhaka.	Not Applicable	<ul style="list-style-type: none"> ➤ 4/6 Weeks - General / Technical Sub-Committee ➤ 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 	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Daptorik (□□□□□□□□)	Issuance of Notification of Award (NOA)	<ul style="list-style-type: none"> ➤ Approval of Tender Evaluation Committee (TEC) recommendation ➤ NOA issued. 	<ul style="list-style-type: none"> ➤ NOA. Location: Office of Chief Engineer, BEPZA, Dhaka.	Not Applicable	<ul style="list-style-type: none"> ➤ 7 days after approval (General) ➤ 15 days after approval (in special case) 	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Daptorik (□□□□□□□□)	Refund of Tender Security	<ul style="list-style-type: none"> ➤ Application of Tenderer is received. ➤ Contract agreement signed with selected Contractor. ➤ Requesting to Account section for refunding tender security. 	<ul style="list-style-type: none"> ➤ Application of Tenderer Location: Office of the Chief Engineer, BEPZA, Dhaka.	Not Applicable	<ul style="list-style-type: none"> ➤ In case of Non-responsive Tenderer it will be refunded after approval of TEC Report ➤ In case of Responsive Tenderer it will be refunded after signing of contract 	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Daptorik (□□□□□□□□)	Processing of running bill	<ul style="list-style-type: none"> ➤ Application of Tenderer. ➤ Combined measurement (MB). ➤ Recommendation for bill approval. 	<ul style="list-style-type: none"> ➤ Application of concern contractor ➤ Bill with detail Measurement Location: Office of the Chief Engineer, BEPZA, Dhaka.	Not Applicable	➤ 7 days	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Daptorik (□□□□□□□□)	Approval of Variation Order (VO)	<ul style="list-style-type: none"> ➤ Justification of VO items. ➤ Market price/analysis. ➤ Approval VO as per PPR. 	<ul style="list-style-type: none"> ➤ Report containing specification of the item, rate with specific reasons Location: Office of the Chief Engineer, BEPZA, Dhaka.	Not Applicable	➤ 7 days	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Daptorik (□□□□□□□□)	Processing of Final bill	<ul style="list-style-type: none"> ➤ Application of Tenderer. ➤ Combined measurement (MB). ➤ Site visit report (case to case) ➤ Recommendation for bill approval. 	<ul style="list-style-type: none"> ➤ Application of concern contractor ➤ Bill with detail Measurement ➤ Site visit report (case to case) Location: Office of the Chief Engineer, BEPZA, Dhaka.	Not Applicable	➤ 7 days	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Daptorik (□□□□□□□□)	Time extension	<ul style="list-style-type: none"> ➤ Application of Tenderer. ➤ Reasons for extension. ➤ Recommendation as per PPR. 	<ul style="list-style-type: none"> ➤ Repot containing specific reasons Location: Office of the Chief Engineer, BEPZA, Dhaka.	Not Applicable	➤ 7 Days	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Daptorik (□□□□□□□□)	Approval of Investor's drawings	<ul style="list-style-type: none"> ➤ Application of investors with drawings. ➤ Drawing checked as per BNBC, BEPZA Self constructed building requirement & NFPA 	<ul style="list-style-type: none"> ➤ Design & Drawing as per BNBC, BEPZA Self constructed building requirement and NFPA code. ➤ Technical personnel identification number 	Not Applicable	➤ 15 Days	Chief Engineer Phone:+88 02-9613468 E-mail: chief.engr@bepza.gov.bd	Member(Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
		code.	Location: Office of the Chief Engineer, BEPZA, Dhaka.				

Section: Maintenance Department

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik (□□□□□□)	Opening & evaluation of tender	<ul style="list-style-type: none"> ➤ Estimate preparation & approval ➤ Tender invitation & receive. ➤ Tender opening & evaluation. 	<ul style="list-style-type: none"> ➤ Mentioned in the tender document as per Public Procurement Rules - 2008. Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	<ul style="list-style-type: none"> ➤ 4/6 Weeks - General / Technical Sub-Committee ➤ 6 /8 Weeks- Head of the procuring Entity (HOPE)/ Technical Sub-Committee ➤ 8/11 Weeks - BEPZA Executive Board/ Technical Sub-Committee ➤ 9/12 Weeks- Ministry /Minister 	Executive Director (Maintenance) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Nagorik (□□□□□□)	Issuance of NOA	<ul style="list-style-type: none"> ➤ Approval of Tender Evaluation Committee (TEC) recommendation ➤ NOA issued. 	<ul style="list-style-type: none"> ➤ Approved recommendation of acceptance of Tender Evaluation Committee (TEC). Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	<ul style="list-style-type: none"> ➤ 7 days after approval (General) ➤ 15 days after approval (in special case) 	Executive Director (Maintenance)/ PE (Procuring Entity) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Nagorik (□□□□□□)	Refund of Tender Security	<ul style="list-style-type: none"> ➤ Application of Tenderer is received. ➤ Contract agreement signed with selected Contractor. ➤ Requesting to Account section for refunding tender security. 	<ul style="list-style-type: none"> ➤ Application of Tenderer Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	<ul style="list-style-type: none"> ➤ In case of Non-responsive Tenderer it will be refunded after approval of TEC Report ➤ In case of Responsive Tenderer it will be refunded after signing of contract 	Executive Director (Maintenance) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik (□□□□□□)	Processing of running bill	<ul style="list-style-type: none"> ➤ Application of Tenderer. ➤ Joint measurement (MB). ➤ Recommendation for bill approval. 	<ul style="list-style-type: none"> ➤ Application of concern contractor ➤ Bill with detail Measurement Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	➤ 7 days	Executive Director (Maintenance) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Nagorik (□□□□□□)	Approval of Variation Order (VO)	<ul style="list-style-type: none"> ➤ Justification of VO items. ➤ Market price. ➤ Approval VO as per PPR. 	<ul style="list-style-type: none"> ➤ Report containing specification of the item, rate with specific reasons Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	➤ 7 days	Executive Director (Maintenance) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Nagorik (□□□□□□)	Processing of Final bill	<ul style="list-style-type: none"> ➤ Application of Tenderer. ➤ Joint measurement (MB). ➤ Site visit report (case to case) ➤ Recommendation for approval of Bill payment. 	<ul style="list-style-type: none"> ➤ Application of concern contractor ➤ Bill with detail Measurement ➤ Site visit report (case to case) Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	➤ 7 days	Executive Director (Maintenance) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd
Nagorik (□□□□□□)	Time extension	<ul style="list-style-type: none"> ➤ Application of Tenderer. ➤ Reasons for extension. ➤ Recommendation as per PPR. 	<ul style="list-style-type: none"> ➤ Repot containing specific reasons Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	➤ 7 Days	Executive Director (Maintenance) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd

Service type	Service name	Serving Process	Document and Location	Payment Method	Service time	Designated Officer (Designation, phone and e-mail)	Name of appellate Officer (Designation, phone and e-mail)
Nagorik (□□□□□□)	Approval of Investor's drawings	<ul style="list-style-type: none"> ➤ Application of investors with drawings. ➤ Drawing checked as per BNBC, BEPZA Self constructed building requirement & NFPA code. 	<ul style="list-style-type: none"> ➤ Design & Drawing as per BNBC, BEPZA Self constructed building requirement and NFPA code. Location: Office of Executive Director (Maintenance), BEPZA, Dhaka.	Not Applicable	➤ 15 Days	Executive Director (Maintenance) Phone:+88 02-9614970 E-mail: gm.m@bepza.gov.bd	Member (Engineering) Phone:+8802-223362410 E-mail: m.engr@bepza.gov.bd