

# Citizen Charter

## Registration and Incentives-Local Industry

### 2.1 Services to Citizens:

Sl.	Name of Services	Process of Delivery of Services	Required Documents and Place of Service Delivery	Cost of Service and Payment Methods	Timeline for Service Delivery	Assigned Officer (Designation, Phone No., and e-mail)
1	2	3	4	5	6	7
1	Counselling to individual investors	Face to face conversation or on phone	No specific documents Place of service: Registration and Incentives-Local Industry	Free of Cost	-	All officers working in Registration and Incentives-Local Industry desk

### 2.2 Institutional Services

Sl.	Name of Services	Process of Delivery of Services	Required Documents and Place of Service Delivery	Cost of Service and Payment Methods	Timeline for Service Delivery	Assigned Officer (Designation, Phone No., and e-mail)
1	2	3	4	5	6	7
1	Registration of Local Industrial Project	One Stop Service (OSS)	Required documents vary depending on the nature of the project. List of documents is available in the OSS system.	Cost depends on the amount of investment and automatically calculated by the OSS system. Payment must be made online payment system incorporated in the OSS.	3 working days	Director General-4 In the absence of DG-4 Director (Registration and Incentives-Local Industry) Phone: 55007228 Email: dir.rili@bida.gov.bd
2	Amendment of Registration	Manual	a.Copy of registration certificate along with last amendment. b. Supporting documents in favour of amendments applied for. <b>Place of Service Delivery</b> Registration and Incentives-Local Industry desk	Tk. 1000/- to be paid through Pay-Order favouring Bangladesh Investment Development Authority.	2 working days	do
3	Issuance of certificate for release of capital	Manual	a.Copy of registration certificate along with last amendment.	Free of Cost	1 working day	Do

	machineries from customs.		<p>b. Copy of Letter of Credit (LC)  c. Copy of Bill of lading, Commercial Invoice, and Packing List all duly signed by the concerned bank.  <b>Place of Service Delivery</b>  Registration and Incentives-Local Industry desk</p>			
4	Recommendation to CCI&E for issuance of Ad hoc industrial IRC	Manual	<p>a. Application in prescribed form  b. Copy of registration certificate along with last amendment.  c. Copy of TIN certificate  d. Copy of Trade License against factory address  e. Copy of Membership certificate of the concerned association  f. Bank Solvency certificate issued by concerned bank  g. Copy of Fire License  h. Copy of NOC from department of environment  i. Copy of incorporation certificate and memorandum in case of company  j. Copy of partnership deed in case of partnership  k. LC copy against machineries imported and purchase voucher in case of locally procured machineries  l. Original copy of treasury challan against payment of CCI&amp;E fees  <b>Place of Service Delivery</b>  Registration and Incentives-Local Industry desk</p>	Free of Cost	10 working days	Do
5	Recommendation to CCI&E for issuance of 2nd Ad hoc industrial IRC	Manual	<p>a. Copy of registration certificate along with last amendment.  b. Copy of first ad hoc IRC recommendation to CCI&amp;E made by BIDA  c. Copy of ad hoc IRC</p>	Free of Cost	2 working days	Do

			<ul style="list-style-type: none"> <li>b. Copy of up to date TIN certificate</li> <li>d. Copy of up to date Trade License</li> <li>e. Copy of up to date Fire License</li> <li>f. Certificate issued by lien bank regarding importation using ad hoc IRC</li> </ul> <p><b>Place of Service Delivery</b> Registration and Incentives-Local Industry desk</p>			
6	Recommendation to CCI&E for issuance of 3rd Ad hoc industrial IRC	Manual	<ul style="list-style-type: none"> <li>a. Copy of registration certificate along with last amendment.</li> <li>b. Copy of first ad hoc and 2<sup>nd</sup> ad hoc IRC recommendation to CCI&amp;E made by BIDA</li> <li>c. Copy of ad hoc IRC</li> <li>b. Copy of up to date TIN certificate</li> <li>d. Copy of up to date Trade License</li> <li>e. Copy of up to date Fire License</li> <li>f. Copy of up to date NOC by department of environment</li> <li>g. Certificate issued by lien bank regarding raw material importation using ad hoc IRC</li> </ul> <p><b>Place of Service Delivery</b> Registration and Incentives-Local Industry desk</p>	Free of Cost	10 working days	Do
7	Recommendation to CCI&E for regularization industrial IRC/ amendment of IRC	Manual	<ul style="list-style-type: none"> <li>a. Copy of registration certificate along with last amendment.</li> <li>b. Copy of IRC recommendations to CCI&amp;E made by BIDA</li> <li>c. Copy of ad hoc IRC</li> <li>b. Copy of up to date TIN certificate</li> <li>d. Copy of up to date Trade License</li> <li>e. Copy of up to date Fire License</li> <li>f. Copy of up to date NOC by department of environment</li> <li>g. In case of export oriented projects certificate issued by lien bank regarding raw material importation using ad hoc</li> </ul>	Free of Cost	10 working days	Do

			IRC and export performance. h. In case of locally selling projects certificate issued by lien bank regarding raw material importation using ad hoc IRC and production & VAT payment statement in letterhead pad of the project. <b>Place of Service Delivery</b> Registration and Incentives-Local Industry desk			
8	Policy advocacy for local industry on application by clients based on merit	Manual	Application by client along with supporting papers. <b>Place of Service Delivery</b> Registration and Incentives-Local Industry desk	Free of Cost		Do
9	Counselling to both local and foreign institutional investors	Face to face conversation or on phone	<b>Place of Service Delivery</b> Registration and Incentives-Local Industry desk	Free of Cost		Do

### 2.3 Internal Service

Sl.	Name of Services	Process of Delivery of Services	Required Documents and Place of Service Delivery	Cost of Service and Payment Methods	Timeline for Service Delivery	Assigned Officer (Name, Designation, Phone No., and e-mail)
1	2	3	4	5	6	7
1	Policy advocacy/giving opinion	Manual	Based on documents sent and request Place of service: Registration and Incentives-Local Industry	Free of Cost	As per timeline set	Director General-4 In the absence of DG-4 Director (Registration and Incentives-Local Industry) Phone: 55007228 Email: dir.rili@bida.gov.bd
2	Providing information as required by parliament secretariat	Manual	Based on requirement Place of service: Registration and Incentives-Local Industry	Free of Cost	As per timeline set	Do
3	Providing special services	Manual	Based on order	No Cost	As per timeline set	Do

4	Furnishing various information and reports	Manual	Based on requirement and order Place of service: Registration and Incentives- Local Industry	Free of Cost	As per timeline set	Do
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*N.B: In addition, all the documents must be submitted which are prescribed by law by the government to be submitted at the time of receipt of services.*