

CITIZEN CHARTER

Organization: Bangladesh Hi-Tech Park Authority (BHTPA)
Information and Communication Technology Division
ICT Tower, Agargaon, Dhaka.

Vision: Sustainable Development & Proliferation of IT/Hi-Tech Industry in Bangladesh.

Mission: Targeting employment generation for young people by creating congenial business environment for IT/ITEs sector by developing international standard Hi-Tech Parks and Training & Incubation Centers throughout the country.

Objective:

- (1) Establishment of HTP/STP/ Training & Incubation Center.
- (2) Promote FDI and Domestic Investment in HTP/STP
- (3) Human Resource Development for IT industry.
- (4) Employment Generation in ICT Sector

S/LNo	Service Name	Necessary Documents	Responsible Officer with contact number and e-mail address.	Fee/Charge with relevant code	Necessary time for service delivery (Working Days)
1	Service to the new investor with proper information.	N/A	Assistant Director (Investment) Cell:+881716011212 shahriar@bhtpa.gov.bd	-	01 days
2.	Communication between Developer & investors.	N/A	Assistant Director (Procurement) Cell: +8801744520946 rokibul@bhtpa.gov.bd	-	-
3.	Processing of application allocation.	prescribed application form	Assistant Director (Procurement) Cell: +8801744520946 rokibul@bhtpa.gov.bd	-	10 Days
4	Processing of application for Space allocation.	prescribed application form	Assistant Director (Investment) Cell: +88 1716011212 shahriar@bhtpa.gov.bd	-	07 Days
5	a) Project Registration b) Project Clearance	<ul style="list-style-type: none"> ♣ TIN ♣ Trade License. ♣ Pro-forma invoice. ♣ Bank Solvency. ♣ Letter of commitment (Land). ♣ Detail of signatory. ♣ VAT Certificate. ♣ List of employee ♣ List of shareholder ♣ NID/Passport 	Assistant Director (Investment) Cell: 01716011212 shahriar@bhtpa.gov.bd	According to investment guideline	a) 07 Days b) 07 Days
6	Issuance of permission for importation of capital machinery	Application along with invoice of the machinery and certificate on residual life of machinery from internationally recognized surveyor company and dues clearance certificate from concerned company	Assistant Director (Investment) Cell: +88 1716011212 shahriar@bhtpa.gov.bd	-	7 Day

S/LNo	Service Name	Necessary Documents	Responsible Officer with contact number and e-mail address.	Fee/Charge with relevant code	Necessary time for service delivery (Working Days)
7	Prior permission for importation of duty free vehicle	Application along with invoice/ indent and BHTPA dues clearance certificate from concerned zone	Assistant Director (Investment) Cell:++881716011212 shahriar@bhtpa.gov.bd	-	7 Day
8	Export/ Import Permission.	♣ Invoice. ♣ LC/Sale Contract. ♣ Packing List. ♣ Country of Origin. ♣ Bill of lading etc.	DD Procurement Cell: +8801827100443 mahfuzul@bhtpa.gov.bd	-	01 Days
9	Custom clearance	♣ Invoice. ♣ LC/Sale Contract. ♣ Packing List. ♣ Country of Origin. ♣ Bill of lading etc.	Asst. Maintenance Engineer Cell: +8801719544128 mahabul@bhtpa.gov.bd	-	03 Days
10	Immigration and Visa recommendation	a) Minimum 6 months validity of Passport Photocopy. b) Appointment letter/Agreement paper Photocopy.	Asst. Maintenance Engineer Cell: +8801719544128 mahabul@bhtpa.gov.bd	500TK	2 Day
11	Recommendation letter for issuance and extension different types of Visa.	Application with appointment letter, relevant pages of passport, education and experience certificate as per paper advertisement and copy of paper advertisement and also Application through concerned office with work permits copy, relevant pages of passport and TIN certificate.	Asst. Maintenance Engineer Cell: +8801719544128 mahabul@bhtpa.gov.bd	500TK	2 Day
12	Work permit (WP) Issuance for investors	Application of the enterprise with 7 (seven) sets of filled in prescribed form of WP, appointment letter, relevant pages of passport, paper advertisement, money receipt of deposited fee for Work Permit.	Asst. Maintenance Engineer Cell: +8801719544128 mahabul@bhtpa.gov.bd	-	9 Day

S/LNo	Service Name	Necessary Documents	Responsible Officer with contact number and e-mail address.	Fee/Charge with relevant code	Necessary time for service delivery (Working Days)
13	Renewal of Work Permit	Application of the enterprise along with original work permit, relevant pages of passport, Income tax paid certificate, security clearance and documents of work permit renewal	Asst. Maintenance Engineer Cell: +8801719544128 mahabul@bhtpa.gov.bd	-	Within 07 days after work permit meeting in every month
14	Cancellation of Work Permit	Application from the enterprise along with original work permit, Income tax paid certificate, ID card, departure documents	Assistant Director (Investment) Cell:++881716011212 shahriar@bhtpa.gov.bd	-	05 days
15	Recommendation letter for Security Clearance to Ministry of Home	After approval of the work permit standing committee meeting	Asst. Maintenance Engineer Cell: +8801719544128 mahabul@bhtpa.gov.bd	-	Within 10 days after work permit meeting in every month
16	Service relating to utility connection approval	-	Assistant Engineer (E/M) Cell: +8801717514806 and Assistant Engineer (Civil) Cell: +8801917884840	-	02 Days
17	Providing necessary documents like BHTPA Act, Rules, Policy, Guide Line, SRO and relevant Gazette.	An Application on your company's pad for the documents.	Research Officer Ph:++88-028181736 Cell: +88 1914322575 shofique@bhtpa.gov.bd	Fee or Charge free.	1 Day.
18	Communication with Development partners & International Organization for Project Funding	-	Deputy Director (Planning) Ph:++88-028181358 Cell: +88 1712259696 atiquel@bhtpa.gov.bd	Not Applicable	-
19	Extension of Work Permit	Application of the enterprise with 7 (seven) sets of filled in prescribed form of WP, appointment letter, relevant pages of passport, paper advertisement, money receipt of deposited fee for Work Permit.	Asst. Maintenance Engineer Cell: +8801719544128 mahabul@bhtpa.gov.bd		9 Days

S/LNo	Service Name	Necessary Documents	Responsible Officer with contact number and e-mail address.	Fee/Charge with relevant code	Necessary time for service delivery (Working Days)
20	Recommendation of Export/Import	<ul style="list-style-type: none"> ♣ Invoice. ♣ LC/Sale Contract. ♣ Packing List. ♣ Country of Origin. ♣ Bill of lading etc. 	DD Procurement Cell: +8801827100443 mahfuzul@bhtpa.gov.bd	-	05 Days

GRS Focal Point:

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