

**BANGLADESH ECONOMIC ZONES AUTHORITY ONE STOP
SERVICE CENTER (OSSC)**



Frequently Asked Questions (FAQs)
on
BEZA OSS Services

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FAQs on BEZA OSS Portal

Q. What is the link/URL of BEZA OSS Portal?

A. <https://oss.beza.gov.bd/>

Q. How to Create a new OSS account/ Sign Up in OSS portal?

A. Process of opening a new OSS Account

If you are new to OSS Portal, then you are required to register yourself to the OSS system. To do this browse <https://oss.beza.gov.bd/> and click on “Sign Up” button from Homepage of OSS portal. A form will appear, and you need to fill in and submit the form.

After submission, you have to wait for account activation by the Admin of OSS portal. Once the Admin activates your OSS Portal account, you will receive a confirmation email at your registered email address (User Email). If your account is not activated within 24 hours of submission, please contact the IT Section of BEZA (System Analyst of BEZA).

Q. What are the required documents for opening an account in BEZA OSS Portal?

A. Required documents to be attached to Create a new OSS Account

User Type	Company Type	Required Document
Visa Assistance	New company	1) Authorization Letter (In letter head pad) 2) Scan copy of NID/Passport 3) Digital Signature
	Existing Company in Bangladesh	1) Copy of Memorandum of Association (MoA) 2) Land Lease Agreement 3) Copy of Article of Association (AoA) 4) Details of Signatory (Form XII) / Company Incorporation Certificate
Foreign Investor	New company	1) Authorization Letter (In letter head pad) 2) Scan copy of NID/Passport 3) Digital Signature 4) Land Lease Agreement / Rental Agreement / Letter of commitment/Sublease Agreement
	Existing Company in Bangladesh	1) Copy of Memorandum of Association (MoA) 2) Land Lease Agreement 3) Copy of Article of Association (AoA) 4) Details of Signatory (Form XII) / Company Incorporation Certificate
	Multiple Account/ Join a Company	1) Authorization Letter (In letter head pad) 2) Scan copy of NID/Passport 3) Digital Signature
Local Investor	New company	1) Authorization Letter (In letter head pad) 2) Scan copy of NID/Passport 3) Digital Signature 4) Land Lease Agreement / Rental Agreement / Letter of commitment/Sublease Agreement

User Type	Company Type	Required Document
	Existing Company in Bangladesh	1) Copy of Memorandum of Association (MoA) 2) Land Lease Agreement 3) Copy of Article of Association (AoA) 4) Details of Signatory (Form XII) / Company Incorporation Certificate
	Multiple Account/ Join a Company	1) Authorization Letter (In letter head pad) 2) Scan copy of NID/Passport 3) Digital Signature
Zone Developer	New company	1) Authorization Letter (In letter head pad) 2) Scan copy of NID/Passport 3) Digital Signature
	Existing Company in Bangladesh	1) Copy of Memorandum of Association (MoA) 2) Land Lease Agreement 3) Copy of Article of Association (AoA) 4) Details of Signatory (Form XII) / Company Incorporation Certificate
	Multiple Account/ Join a Company	1) Authorization Letter (In letter head pad) 2) Scan copy of NID/Passport 3) Digital Signature

Q. How to apply for a new Application/ License Approval?

A. To apply for a new application, upon login to BEZA OSS portal you are required to navigate to the "Applications" button showing on the left side of the OSS portal's landing page. From the application list, click on the name of your desired application/service for which you want to apply. Now you will see a button named "Create New Application" on the right side of the webpage. Click on the "Create New Application" button, fill out the application form and submit it.

It is to be noted that you will need to follow the sequence of application to apply for the services/applications. First, you will need to require Investment Clearance approval. Once you have that approval, you can then apply for subsequent services like Trade License, Import Permit, Visa Recommendation etc. Similarly, there are other dependencies that you need to fulfill to obtain the required licenses and permits. These dependencies vary depending on the type/nature of business you are starting.

Q. What is an Authorization letter?

A. An authorization letter is a formal letter written in company letter head pad nominating and empowering someone to deal/correspond/apply on behalf of the stated company in regard to BEZA-OSS portal.

Q. How do I submit an application and make a payment for OSS Online Services?

A. Procedure of Online Application and Payment as follows

Step 1: To submit an application for License/ Approval, you need to fill out all the necessary information and attachments (Text, JPEG, PDF, DWG etc.) as per the requirements of the

application form. Once you enter the information, you need to click on the “Submit” button to go to the next step of application submission.

You can also click “Draft” button to save the current form and exit temporarily (when you filled the application form partially for now and wish to come back and continue at later time).

Step 2: Once you click on submit, a new form will appear. You will need to fill out the contact information of who is in charge of the application and click on the submit button again. Then you will be redirected to the payment Gateway.

Step 3: You need to complete payment for final submission of your application. There is several Payment Method available to make payment of OSS Applications fee. You can Pay through Account Transfer, Counter Pay, Cards (Nexus, Amex, VISA, Master etc.) and Mobile Making (Bkash, Rocket, Nagad etc.). Pls select your convenient payment method then you will see the amount you need to pay. Provide account/card information and then “Confirm” to submit. If payment is successful, you will see the action status “Submitted” in the Application list.

Q: How do I track an online application and get a certificate?

A. After a successful submission of an Application/License Approval, you can track your application's progress through the Application list of OSS portal. First you need to navigate to your desired service from the “Application”. You will see the list of applications you have made with their Tracking No, Action Status, Desk Status, Certificate (If application is approved), View and Amend etc. Once your application is approved, Certificate/ License/Approval will be available to download in Certificate column.

Q. What does the message “You Need to Submit This Month's APA” mean when I try to submit a new application through OSS portal?

A. This message indicates that the Latest Investment & Employment data has not been submitted yet. It is to be noted that, you are requested to update the **Investment & Employment Information** within the **10th date of each Month**, once you Submit the **Investment Clearance** application. Otherwise, you will be restricted from getting any service from BEZA OSS portal.

To update the **Investment & Employment Information**, you will need to navigate to the “**Investment & Employment Info**” of applications/service list and click on to the “**Update Latest Info**” to fill up the form and submit. In case you don't have any Investment & Employment information to be updated in any particular month, you will need to submit the Investment & Employment information by putting **0 (Zero)** value in the form fields.

Q: Can I make an amendment to an OSS online application/How to make an amendment?

A. Once your application is approved, you will see an "Amend" button next to your application in the application list. Click on the "Amend" button to apply for amendment to your application, if necessary. You will need to update the necessary information and submit the application for approval.

FAQs on BEZA OSSC

Q. What is One Stop Service?

A. One Stop service, means the procedures for the central One Stop Service Authority or the Regional Center for providing any services mentioned in Schedule-B [The list of the agencies/authorities' providing services, benefits, incentives, license etc.] of the One Stop Service Act, 2018

Ref: Section 2 (2) and Schedule-B of One Stop Service Act, 2018

Q. What is One Stop Service (OSS)?

A. OSS is defined as the procedures for the Central One Stop Service Authority or the Regional Center for providing any services as stated in Schedule-B of One Stop Service Act, 2018.

Ref: Section 2 (2) and Schedule-B of One Stop Service Act, 2018

Q. How does BEZA-OSS function?

A. BEZA-OSS provides all regulatory services (1) to both EZ unit investors and EZ Developers both online and offline. In the case of online services available in OSS portal, the applicant applies for those services. However, if the services are not available online, the applicant submits physical documents to BEZA-OSS. Then (2) BEZA-OSS forwards the application to the nominated Focal Point of the respective organization [in case of the service to be provided by other organizations]. If the service belongs to BEZA as per Schedule of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018, BEZA itself provides the services within the stipulated timeline prescribed in the schedule.

Ref: (1) Section 12 (a) of Bangladesh Economic Zones Act, 2010 and Rule 7 (3) of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. Is it mandatory to apply to BEZA-OSS to seek related services?

A. The applicant shall not be required to apply separately to any other Agency or Authority providing the Service, Benefit, Incentive, License, Approval, Clearance or Permit except the Central One Stop Service Authority or Regional Centre; To avoid any kind of hassle, BEZA-OSS encourages the applicant to obtain those services through BEZA-OSS/OSS Portal. On the other hand, the services related to BEZA, it is mandatory to submit to BEZA online except few of services in offline.

Ref: Section 6 (4) of One Stop Service Act, 2018

Q. Can the Applicant discuss/consult with BEZA-OSS?

A. Yes. BEZA-OSS strongly recommend the applicant for close discussion and consultation with BEZA-OSS before submission of any document, drawing, design etc. For obtaining the services within the stipulated time as mentioned in Schedule of OSS (BEZA) Rules, 2018 by

avoiding additional shortfall, queries it is highly encouraged to further consultation/discussion.

Ref: Section 6 (3) of One Stop Service Act, 2018

Q. What are the requirements of any application for the submission and incomplete submission is received or not?

A. All required information, documents and fee if any must be submitted along with the application; Provided that, due to any reason if the documents or information can't be submitted, the applicant will give undertaking stating he/she has documents or information along with cause of not submission and also, he/she will submit the remaining documents or information within the time fixed by the Focal Point.

Ref: Rule 7 (2) of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. What is One Stop Service (OSS) Portal?

A. OSS portal established by BEZA to facilitate different regulatory services online both services related to BEZA or other organizations through this portal.

Ref: Rule 5 of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. Who are the eligible to obtain services from BEZA-OSS/OSS Portal

A. Upon confirmation of land [Land Lease Agreement: Private EZ, Sub-Lease Agreement: Bangladesh Special Economic Zone, Land Handover: Govt. EZ], any company [local, foreign, joint venture] is entitled to use BEZA-OSS/OSS Portal on behalf of the company.

Q. Who will maintain/follow up for applying to BEZA-OSS portal?

A. Eligible company shall nominate officials as Focal Point for subsequent correspondence can apply for services on behalf of the company by using his/her User ID and Password.

Q. What are the Standard Operating Procedures (SOPs)?

A. The Central One Stop Service Authority formulated Standard Operating Procedures (SOPs) for providing services with comprehensive outlines as a guideline for the investors.

Q. What are the Principles of SOPs?

- Δ Transparency
- Δ Predictability
- Δ Accountability
- Δ Non- discrimination between local and foreign capital

FAQs on Company Registration

Q. What is Company Registration?

A. Company Registration is the process of forming a business entity under the Company Act 1994. A new entity applies for registration, which is issued upon verification that the application complies with the provisions of the applicable act and that the requisite fees have been paid. The Company Registration process consists of two certificates, the Name Clearance Certificate and the Certificate of Incorporation.

Ref: <http://app3.roc.gov.bd:7781/Guidelines/faq.html#WhatisRegistration>

Q. Why is Company Registration required to do business in EZs of Bangladesh?

A. An investor who wants to start business in Economic Zones (EZs) in Bangladesh needs to operate through a company which has to be registered in Bangladesh, as only registered companies are considered as the Company under the Company Act, 1994 in Bangladesh.

Ref: *Company Act, 1994*

Q. What type of company can do business in EZs of Bangladesh?

A. The company must be registered as a new entity under the Company Act 1994. Any reformation, merger, or demerger of an existing business will not be permitted to operate in the Economic Zones of Bangladesh.

Ref: *SRO no-159-Law/Income Tax-34/2024*

Q. Who is the authority that provides the Company Registration?

A. The Registrar of Joint Stock Companies and Firms (RJSC) is the sole authority which facilitates formation of companies and keeps track of all ownership related issues as prescribed by the laws in Bangladesh. The Registrar is the authority of the Office of the Registrar of Joint Stock Companies and Firms, Bangladesh. According to the Company Act 1994, there will be a central office and regional offices of RJSC from where this certificate will be issued.

Ref: *Section 347(1) of Company Act, 1994*

Q. What is the legal basis for Company Registration?

A. RJSC accords registration and ensures lawful administration of the entities under the provisions of applicable act as under:

- Companies and Trade Organizations: Company Act (2nd Amendment) 2020; Company Act 1994 (Amendment of Companies Act 1913)
- Societies: Societies Registration Act, 1860
- Partnership Firms: Partnership Act, 1932

Ref: <http://app3.roc.gov.bd:7781/Guidelines/faq.html>

Q. What services does BEZA OSSC provide related to Company Registration and the scheduled timelines for these services?

A. According to the schedule outlined in the One Stop Service (Bangladesh Economic Zones Authority) Rules 2018, BEZA OSSC provides the following services related to company registration along with the scheduled timelines for delivering these services:

Sl. No.	Name of Services	Scheduled time (working days)
1	Name Clearance	1
2	Certificate of Incorporation	7
3	Share Transfer/ Change	7
4	Change of Shareholder	7
5	Change of Director	7
6	Increase Authorized Capital	7

Ref: Schedule of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. What is the role of BEZA OSSC to issue Company Registration?

A. BEZA OSSC has developed a Standard Operating Procedure (SOP) to guide investors in applying for company registration. Additionally, BEZA OSSC provides initial consultation and necessary advice to investors during the application process. To streamline the process, BEZA OSSC has developed a portal that allows investors to directly apply for company registration with the RJSC. Furthermore, BEZA OSSC monitors the status of applications and coordinates with RJSC's focal point to ensure the timely issuance of certificates, if required.

Ref: Section 3(2) of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. At what stage should investors of EZs in Bangladesh apply for Company Registration?

A. Investors of EZs can apply for Company Registration at the initial stage. BEZA OSSC allows investors to apply and obtain Company Registration even before OSS Portal Registration. But investors must apply and obtain Company Registration before the application of Investment Clearance.

Q. How to apply for Company Registration and other related services?

A. Investors can apply for Company Registration online through the BEZA OSS portal (currently under integration) or directly through the RJSC portal. Name Clearance and Certificate of Incorporation are online services. Investors must apply for the Name Clearance Certificate first. After receiving the Name Clearance Certificate, investors must apply for the Certificate of Incorporation within thirty (30) days from the issuing date of the Name Clearance.

On the other hand, Share Transfer/ Change, Change of Shareholder, Change of Director and Increase Authorized Capital are offline services. For offline services, investors can apply to BEZA OSSC including necessary documents which application will be forwarded to the focal point of the RJSC.

Q. Is Company Registration required for a foreign company?

A. Yes, a foreign company must obtain the Certificate of Incorporation from the RJSC to operate their business in Bangladesh.

Ref: Section 379 of Company Act, 1994

Q. What is the purpose of the Name Clearance Certificate?

A. To ensure that the proposed company name does not closely match or resemble any existing name that has been registered, booked, or under the process of registration, the investor is required to obtain the Name Clearance Certificate.

Ref: <http://app3.roc.gov.bd:7781/Guidelines/faq.html#WhatisNameClearance>

Q. Why is a Name Clearance Certificate required?

A. The Name Clearance Certificate is a prerequisite for the registration of a new company (excluding foreign companies and partnership firms), as well as for societies and trade organizations. However, name clearance is not required for the registration of a foreign company establishing a liaison or branch office in Bangladesh.

Ref: <http://app3.roc.gov.bd:7781/Guidelines/faq.html#WhatisNameClearance>

Q. What are the applicable fees for the Name Clearance?

A. The applicable fees for the Name Clearance are as follows:

- For Company: BDT 500.00 for each of the proposed names
- For Partnership Firm: BDT 500.00 for each of the proposed names
- For Society: BDT 2000.00 for each of the proposed names
- For Trade Organization: BDT 500.00 for each of the proposed names

Ref: <https://roc.gov.bd/site/page/f257a30a-dec7-438f-a790-80f1e4f00fa5/->

Q. Does the Name Clearance have a validity period?

A. Yes, the Name Clearance remains valid for thirty (30) days from the date of issue.

FAQs on Investment Clearance

Q. What is Investment Clearance?

A. Investment Clearance is a license that signifies approval to conduct business in the Economic Zones (EZs) of Bangladesh.

Q. What is the purpose of Investment Clearance?

A. Investment Clearance is a critical license for investors, granting approval from the authority to conduct business in the EZs of Bangladesh. The authority evaluates the business processes, as well as their economic and environmental impact on Bangladesh, before issuing this license. This ensures that the investment aligns with the country's regulatory, economic, and environmental standards.

Q. Who is the authority that provides Investment Clearance?

A. Bangladesh Economic Zones Authority (BEZA) is the authority that provides Investment Clearance Certificate to the investors.

Ref: Schedule of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. What is the legal basis for Investment Clearance?

A. According to the "One Stop Service (Bangladesh Economic Zones Authority) Rules 2018," BEZA OSSC provides the Investment Clearance Certificate.

Q. When should investors of EZs in Bangladesh apply for Investment Clearance?

A. After obtaining Company Registration, investors are eligible to apply for Investment Clearance.

Ref: SOP for Investment Registration & Clearance

Q. How to apply for Investment Clearance?

A. Investors must register on the BEZA OSS portal after receiving land from the developers. Investment Clearance is an online service that can be applied through the BEZA OSS portal. Investors are required to complete an online application form and attach the necessary documents.

Ref: SOP for Investment Registration & Clearance

Q. How many working days does BEZA OSSC require to issue the Investment Clearance Certificate?

A. After receiving a complete application, BEZA OSSC requires 20 working days to issue the Investment Clearance Certificate. The timeline begins from the date the investors submit a complete application.

Ref: Schedule of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. What are the application fees for Investment Clearance?

A. To apply for Investment Clearance, investors must pay \$500 plus 15% VAT. This amount can be paid through online payment.

Ref: SOP for Investment Registration & Clearance

Q. Is it possible to update or modify the information submitted in Investment Clearance?

A. Yes, investors can apply for the amendment of the Investment Clearance. In this case, investors can apply online for amendment of the Investment Clearance and must pay \$50 plus 15% VAT through online payments.

Ref: SOP for Investment Registration & Clearance

Q. Does the information provided for Investment Clearance influence the approval of other licenses?

A. Investors must provide accurate and comprehensive information during the Investment Clearance application process. For instance, if they fail to include all the materials or machinery to be imported in the list of raw materials or equipment, they may encounter difficulties obtaining an import permit for those unlisted items. To address this issue, investors can apply for an amendment to their Investment Clearance.

FAQs on Trade License and Renewal of Trade License

Q. How to apply for trade license/Renewal of Trade License?

A. EZ Unit Investor/EZ Developer can apply for Trade License/Renewal of Trade License to BEZA in online by using BEZA-OSS Portal by providing required information and submitting required documents where industrial unit/Economic Zone located.

Ref: Standard Operating Procedure on Trade License/Renewal Trade License

Q. Who will issue Trade License/Renewal of Trade License?

A. BEZA is mandated to issue Trade License/Renewal of Trade License on behalf of concerned Union Parishad.

Ref: SRO no 37/Law/2019; issued on Feb 11, 2019 by the Local Govt. Division

Q. How can I obtain a Trade License/Renewal of Trade License?

A. Upon issuing a Trade License by BEZA, the authorized person nominated by the EZ Unit Investor/EZ Developer shall log in BEZA-OSS Portal with user ID & password and then download e-generated Trade License/Renewal of Trade License Certificate from portal.

Ref: Standard Operating Procedure on Trade License/Renewal of Trade License

Q. Does BEZA issue Trade License/Renewal of Trade License in favor of investing company if it has of corporate office/Head Office outside of economic zone?

A. No. BEZA is entitled to issue a Trade License and Renewal of Trade License in favor of the business entity inside any declared economic zone. However, in the case of the Head Office/Corporate Office of that investing company located outside; the Trade License and the Renewal of Trade License shall be obtained from concerned municipality/city corporation/union parishad.

Ref: SRO no 37/Law/2019; issued on Feb 11, 2019, by the Local Govt. Division

Q. How much Trade License/Renewal of Trade License fee?

A. Fee for Trade License and Renewal of Trade License fluctuates depending on paid up capital of the applicant company from BDT 5,000-40,000. In addition to that BEZA-OSS charges an additional amount for delivering the services on behalf of the concern Union Parishad.

Ref: (1) SRO no. 306-Law/2013 on Union Parishad Ideal Tax Schedule, 2013 and

(2) SRO no 37/Law/2019; issued on Feb 11, 2019, by the Local Govt. Division

Q. Should the business entity inside the economic zone renew Trade License for successive year?

A. Yes, Business entity must renew the issued Trade License as followed as fiscal year in Bangladesh. Without renewal of Trade License, BEZA is mandated to take any action in case of violating any terms and conditions stipulated in the certificate of Trade License.

Ref: Certificate of issued Trade License/Renewal of Trade License

Q. Who can use the Trade License/Renewal of Trade License?

A. Trade License/Renewal of Trade License is issued in the name of the licensee and can't be transferred. The licensee can only use the license for the purpose it was issued for doing mandated business inside the economic zone.

Ref: Certificate of issued Trade License/Renewal of Trade License

Q. How long does it take to issue a Trade License/Renewal of Trade License?

A. The stipulated timeline to issue the Trade License/Renewal of Trade License regardless of the nature of mandated business inside the EZ is three (3) working days.

*In case of shortage of documents, inappropriate information and late resubmission against shortfall of documents, it may require additional time for issuing Trade License/Renewal of Trade License.

Ref: Schedule of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. How long is a Trade license valid for?

A. A trade license/Renewal of Trade License is from the issue date to 30th June followed by fiscal year in Bangladesh. For the Renewal of Trade License, the applicant must apply three working days prior of the expiry of issued Trade License/Renewal of Trade License

Ref: Standard Operating Procedure on Trade License/Renewal of Trade License

FAQs on VISA and Work Permit

Q. For whom does BEZA issue Visa Assistance and Visa Recommendation?

A. BEZA usually provides Visa Assistance to foreign nationals who aspires to come for exploring business opportunity in different types of economic zones in Bangladesh. Foreign nationals apply for visa to Bangladeshi Embassy/Consulate/High Commission to the respective country along with related documents.

Q. How to apply for Visa Assistance from abroad?

A. The applicant shall apply for Visa Assistance online by using BEZA-OSS portal along with required information and prescribed documents.

Q. For whom does BEZA issue Visa Recommendation?

A. BEZA issues Visa Recommendation for foreign national falls under Visa category B-Visa: for Businessman/Business Representative, PI-Visa: for foreign capital investor, E-Visa: for Experts/consultant/employee/contractor, EI-Visa: for foreigners engaged in machinery and software supplies/installation/maintenance/supervision/project inspection and such things.

*Visa recommendation is also issued for spouse and dependent family members of visa category PI, E as FPI and FE.

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

Q. Does any provision of percentage of issuing Visa Recommendation of foreign nationals?

A. Yes. in any industrial unit established inside economic zone, the maximum ratio of employment between foreign and local nationals shall be maximum 5%. However, the issuance of Work Permit in favor of foreign investor (PI-Visa holder) will not fall under the ratio of employment of locals and foreign nationals.

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

Q. Does BEZA issue Work Permit?

A. Yes. BEZA issues Work Permit in favor of foreigner belongs to Visa category (1) E-Visa: Employment, (2) PI-Visa: Foreign capital investor

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

Q. What type of visa holder is eligible for a Work Permit?

A. Work permit is issued only in favor of foreign nationals from with which country Bangladesh has diplomatic and commercial relationship belongs to Visa category (1) E-Visa: Employment [Expert/Consultant/Employee/person employed in Govt./semi-Govt./autonomous/project or farm], (2) PI-Visa: Foreign capital investor [Conducting investment/business/commercial organization]

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

Q. For whom is the Work Permit mandatory?

A. Obtaining Work Permit is mandatory of foreigner who belongs to Visa category (1) E-Visa: Employment, (2) PI-Visa: Foreign capital investor nationals either employed by any industrial unit or foreign capital investor in any industrial unit inside any economic zone.

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

Q. When shall the foreign nationals apply for Work Permit to BEZA?

A. Foreign national after arriving in Bangladesh holding either E-Visa or PI-Visa shall apply within 15 (fifteen) days for Work Permit in online by using BEZA-OSS portal.

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

Q. How long is the validity of a Work Permit?

A. Work Permit is issued for foreign nationals holding visa category E in two times. Work Permit for one (1) year is issued for the first time and 2nd time for four (4) years as per necessity upon getting Security Clearance from Security Services Division of Ministry of Home Affairs.

In the case of a PI-Visa holder, the Work Permit shall be issued for five (5) years upon fulfilling all conditions shall be renewed for five (5) years more.

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

Q. Does foreign employees need to notify BEZA when they start working for a new or another employer in Bangladesh?

A. Yes. If any foreign employee wants to change employer in Bangladesh, then he/she must cancel the existing Work Permit and immediately leave Bangladesh. Then enter Bangladesh again with proper visa and get Work permit for the new employment.

Q. How many days are required for Issuing of Work Permit and Application Fee?

A. For issuing the Work Permit upon submission of complete application, it takes nine (9) working days.

The application fee for a Work Permit of one (1) year is BDT 10,000 and for renewal for another four (4) years BDT: 40,000 for every foreign national.

Ref: (1) Office order issued on Feb 19, 2024, as per the decision no. 9.9 and (2) Schedule of One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q. For foreign nationals, are they bound for submission of Income Tax return each year to Bangladesh Govt. And how about minimum salary structure against their income from their employment/assignment.

A. Yes, all foreign nationals having work permit must submit take TIN certificate and income tax return each year during stipulated staying in Bangladesh.

And under different professional categories, all foreign nationals employed in any industrial unit inside an economic zone must show their minimum salary structures as determined by the Authority.

Ref: (1) Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018 and (2) Office Order issued on Jun 20, 2023 from BEZA

Q. Is the cancellation of the issued Work Permit mandatory?

A. Yes. Whenever the foreign national complete his assignment/service ended immediately he/she must apply for cancellation of issued Work Permit and Certificate of Work Permit Cancellation before departing Bangladesh.

Q. When does the expatriate/foreign national applies for extension of Work Permit

A. Application for extension of Work Permit must be submitted to BEZA-OSS portal online at least three (3) months before expiry of work permit.

If the Work Permit is not renewed after expiry of prescribed duration, the work permit will be deemed to expire.

Ref: Bangladesh Economic Zones (Visa and Work Permit) Guidelines, 2018

FAQs on Environmental Clearance Certificate (ECC)

Basic Questions

Q: Can I get the Environmental Clearance services through BEZA OSSC?

A: Yes. You can get Environmental Clearance services through BEZA OSSC. BEZA OSSC and Department of Environment (DoE) of Bangladesh has internal agreement to give ECC related services can be given through BEZA OSSC. It is also legalized under the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Ref: One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018

Q: The services are online or offline?

A: This service is both online and offline. You first apply through BEZA OSSC online portal and then you need to submit the supporting documents to BEZA OSSC.

Ref: Draft SOP of ECC (Under approval process in MoEF)

Q: Do I need to visit the Department of Environment (DoE) office during submission?

A: No. You don't need to visit DoE office. You can submit all the things in the BEZA OSSC.

Ref: Draft SOP of ECC (Under approval process in MoEF)

Q: What is the address of the online portal and how can we get access?

A: The online portal address is below-

<https://oss.beza.gov.bd/sops/399>

This is the same portal you will get all the online services of BEZA OSSC and to get ID and Password you need to sign up here.

Q: I don't know the submission process and required documents?

A: Please go through the SOP for ECC.

Ref: Draft SOP of ECC (Under approval process in MoEF)

Q: I have a lot of questions after reading the SOP and I need some clarification. Who can help me?

A: It is better to visit BEZA before approaching the detail ECC application process. BEZA OSSC will guide you through pre-consultation meeting to give you can clear idea about the ECC application process.

Q: I have submitted the application in BEZA OSSC. Do I need to visit DoE now?

A: Technically BEZA OSSC will follow up with the DoE with the support of focal point assigned by DoE. But if necessary, DoE may ask you to visit them for the clarification of your documents or process.

Ref: Draft SOP of ECC (Under approval process in MoEF)

Q: Will you visit the site during the ECC Process?

A: DoE usually visits the site during the ECC Process. They will inform you before they go to the site. Please ensure your availability during their site visit and support them by answering their queries. It is better to ensure the presence of the right person who can answer the questions.

Ref: Draft SOP of ECC (Under approval process in MoEF)

Q: I have applied for the ECC but it is taking time. What is the problem?

A: BEZA OSSC typically coordinates with the DoE to ensure a smooth ECC process. However, if you experience delays with ECC-related services, please inform BEZA OSSC promptly so they can take detailed measures to expedite the process.

Q: From where I will get the ECC copy?

A: You will get it online from where you applied for the service.

Ref: Draft SOP of ECC (Under approval process in MoEF)

Q: Do we need to renew the ECC?

A: Yes. You need to renew the ECC [Red category (Every year), Orange Category (Every Year), Yellow Category (Every 2 years), Green Category (Every 5 years)]

Ref: Bangladesh Environmental Conservation Rules, 2023, Draft SOP of ECC (Under approval process in MoEF)

Technical Questions

Q: How can I find out the environmental category of my proposed industry?

A: You can find your project's environmental category in Schedule-1 of the Environmental Conservation Rules 2023. If it's not clearly mentioned, you can ask BEZA OSSC for help in identifying the category. Keep in mind that the DoE may change the category after you officially submit your ECC application.

Ref: Bangladesh Environmental Conservation Rules, 2023

Q: How many hard copies shall we submit in BEZA OSSC?

A: It is recommended to submit 3 (three) sets of documents to BEZA OSSC. The assigned officer will review the documents before your official submission to ensure an efficient ECC process when forwarded to the DoE.

Ref: Bangladesh Environmental Conservation Rules, 2023

Q: Is there any fee involved for this service?

A: This service involves several fees, including the BEZA OSSC fee, the ECC processing fee (applicable only for the first time), and the ECC fee (based on the investment amount). All fees are subject to a 15% VAT.

Ref: Bangladesh Environmental Conservation Rules, 2023

Q: How can I pay the fees?

A: The BEZA OSSC fee can be paid online during the application process. The other two fees must be paid through the A-Chalan portal. But in the future these fees will also be integrated under the BEZA OSSC portal so that you can pay all the fees through a single portal.

Ref: Bangladesh Environmental Conservation Rules, 2023, Draft SOP of ECC (Under approval process in MoEF)

Q: How much do I need to pay as BEZA OSSC fee?

A: Currently it is 500 BDT + 15% VAT

Q: How much do I need to pay as ECC Processing fee?

A:

Serial No.	Category of Industrial establishment or project	Fee (BDT)
(1)	(2)	(3)
1.	Yellow	2000
2.	Orange	5000
3.	Red	10000

Note- VAT will be added to the fee at the rate determined by the government

Ref: Bangladesh Environmental Conservation Rules, 2023 [Schedule-6]

Q: How much do I need to pay as ECC fee?

A: The fees depend on the investment amount listed in your project clearance document from BEZA. You can find the fee details in Schedule-7 of the Environmental Conservation Rules, 2023. For more information, check the SOP or contact BEZA OSSC if you need help.

Ref: Bangladesh Environmental Conservation Rules, 2023 [Schedule-7], Draft SOP of ECC (Under approval process in MoEF)

Q: How much do I need to pay during renewal?

A: The renewal fee amount is half of the ECC fee.

Ref: Bangladesh Environmental Conservation Rules, 2023 [Schedule-7], Draft SOP of ECC (Under approval process in MoEF)

Q: Can you give me the details of the A-Chalan information of the payment?

A: The chalan detail is as below-

Processing / ECC Fee Ministry / Organization Code- 14503 Economic Code- 1422319	VAT Fee (15% of the processing fee / ECC Fee) VAT Code- 1141101
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***While doing the chalan, please select your DoE local office name. Please consult with the BEZA OSSC, if you are not sure about it.

Ref: Bangladesh Environmental Conservation Rules, 2023, Draft SOP of ECC (Under approval process in MoEF)

Q: How many days does it take to get the ECC certificate after submission?

A: It depends on the environmental category.

Category	Working Days for approval
Green	7
Yellow	7
Orange	20
Red	30

****Please note that the DoE may review your submitted documents and request revised or additional documents. If this happens, it may delay the original approval timeline.**

Ref: Bangladesh Environmental Conservation Rules, 2023, Draft SOP of ECC (Under approval process in MoEF)

FAQs on Building Construction

Q. Is there any permission required for construction inside the EZ?

A. Yes. As per Article 24 of Bangladesh Economic Zones (Construction of Building) Rules 2017, “No building in the economic zone shall be erected, constructed, enlarged, altered, repaired, moved, improved, removed, converted or demolished without the permission of the Authorized Officer”.

Ref: Chapter 4, Article 24, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. Who is an authorized officer?

A. “Authorized Officer” means a person who is the jurisdictional administrator of building construction having authority to perform duties under these rules appointed by the Authority.

Ref: Chapter 1, Article 5, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What is the difference between BNBC and Bangladesh Economic Zones (Construction of Building) Rules 2017?

A. Bangladesh Economic Zones (Construction of Building) Rules 2017 is only applicable to the construction of buildings within the EZ. Whereas BNBC (Bangladesh National Building Code) is applicable to the construction of buildings for all over Bangladesh.

Ref: Chapter 1, Article 1(3), Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017 and Chapter 1, Part 1, Bangladesh National Building Code (BNBC) 2020, S.R.O No.55-Law/2020

Q. Is BNBC applicable to the construction of buildings within the EZ?

A. Yes. As per Article 23 of Bangladesh Economic Zones (Construction of Building) Rules 2017, “BNBC shall be applicable for all other issues not mentioned in the preceding rules, such as_ architectural, structure, plumbing, electrical, mechanical, fire, etc.”

Ref: Chapter 3, Article 23, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What are the major services provided by BEZA relevant to Building Construction?

A. Currently there are 5 major services that are provided by BEZA relevant to Building Construction. Namely,

- Approval for Land Use Plan
- Clearance for Building Construction (Approval for Building Design)
- Final Inspection and Issuance of Occupancy Certificate
- Approval for Design Change
- Approval for Partial Use of Building

Ref: Schedule, One Stop Service (Bangladesh Economic Zones Authority) Rules 2018, S.R.O No.296-Law/2018

Q. How can an EZ unit investor or developer submit their application for necessary construction permission?

A. Since all the services relevant to building construction are already available in OSS online portal, therefore any applicant who wants to submit application should apply through online portal.

Ref: <https://oss.beza.gov.bd> and Standard Operating Procedure for Building Construction

Q. What is the difference between SOP and Building Construction Rules?

A. SOP (Standard Operating Procedure) describes the process of getting different construction approval from BEZA. Whereas building construction rules sets up the specifications and/or restrictions to achieve those permits.

Ref: Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017 and Standard Operating Procedure for Building Construction

Q. Is Bangladesh Economic Zones (Construction of Building) Rules 2017 applicable for EZ developer or EZ unit investor or both?

A. Both. Chapter 2 of Bangladesh Economic Zones (Construction of Building) Rules 2017 is applicable for EZ developer for preparing EZ master plan. Chapter 3 of Bangladesh Economic Zones (Construction of Building) Rules 2017 is applicable mainly for EZ unit investor but sometimes it is applicable for EZ developer also.

Ref: Chapter 2 & 3 Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. Is there any provision for declaring a building construction permit invalid?

A. The Building Construction Permit shall be valid for 12 (twelve) months (construction at least up-to plinth level must be done within this period) from the date of issue of such permit. Otherwise, the permit will become invalid.

Ref: Chapter 4, Article 28, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. Is there any provision for disposal of the building construction approval?

A. After receiving an application, the Authorized Officer shall notify, in the case of Building Permit within 30 (thirty) days and in the case of Occupancy Certificated within 15 (fifteen) days from the date of receiving the application, about either approval or refusal of the permit. If the Authorized Officer does not notify the applicant of such approval or refusal within the specified period, the application shall be deemed to have been approved.

Ref: Chapter 4, Article 27, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. Is there any provision for conducting inspection from BEZA during construction?

A. The Authorized Officer shall, from time to time, inspect all work relating to a building or structure. Modalities and frequency of such inspections shall conform to the requirements prescribed from time to time by the Authority. After each inspection, a report thereof shall be submitted to the Authority with particular focus on any lapses, departure, negligence of any person involved in the construction of infrastructure or building. Besides as per building construction SOP, during construction every investor should apply for intermediate inspections and after completion they should apply for final inspection.

Ref: Chapter 7, Article 42, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017 and Standard Operating Procedure for Building Construction

Q. What is the minimum size of plot within any EZ?

A. The plot size shall be as per type of economic zone, generally a minimum of 4000 sqm per plot.

Ref: Chapter 2, Article 4, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What is the maximum size of plot within any EZ?

A. The plot size shall be as per type of economic zone, generally a maximum of 10,0000 sqm per plot.

Ref: Proposed amendment Chapter 2, Article 4, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What is the minimum criteria for keeping open space within any EZ?

A. In dividing any land measuring a total of 1 (one) hectare or more into industrial plots, 5% of the total land area shall be reserved as amenity open space which shall be used as lawn, park, play field or garden. The minimum size of such open space shall be 600 m².

Ref: Chapter 2, Article 3(2), Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What is the minimum criteria for providing space for other amenities within any EZ?

A. There shall be 5% of the total land area for administrative, utility services including water, electricity, gas, telecommunication and internet, health care, childcare, old care, hospitals, recreational, commercial, educational, restaurants, hotels with essential accommodations, police station, fire brigade station, communication hub, CETP, and such area may be divided through the zone as per their requirements.

Ref: Chapter 2, Article 3(3), Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What is the minimum criteria for providing green space within any EZ?

A. 5% of the total land area shall be reserved as green space along the road network. Green strip used along the roads may not be less than 1.5 m. Central green median, roadside green strips, channel, water body are part of these requirements.

Ref: Chapter 2, Article 3(4), Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What is the limit for floor area ratio (FAR) in case of any building within the EZ?

A. Floor area ratio (FAR) means the ratio between the total floor area divided by land area. The permissible limit for FAR is 6. Provided that internal road, open to sky driveway and parking area, tanks, STP, ETP shall be excluded from FAR calculation.

Ref: Chapter 3, Article 10, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What are the different proportions of site coverage within any industrial plot?

A. Maximum 50% of the total area shall be covered by factory building, powerhouse, storage, covered parking, ETP, overhead STP etc. 30% of the site shall be covered by the driveway, open parking, 50 sqm guard room, fire command center, cycle stand, internal roads, underground water tank and septic tank. 20% of the site shall be open to sky soak area.

Ref: Chapter 3, Article 11, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What are the setbacks within any industrial plot as per Bangladesh Economic Zones (Construction of Building) Rules 2017?

A. Setback is the distance between the boundary wall of any plot and the nearest buildings in it. Front setback=12m (near to primary street), 4.5m (near to secondary street)

Rear setback=3.5m

Side setback=3.5m

Ref: Chapter 3, Article 12, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. Is there any specification for the height of the boundary wall covering any industrial plot?

A. Solid boundary walls of a plot or in between plots shall not be higher than 1.5 m or a boundary made of grill, screen, balustrade etc. with a maximum height of 2.75 m shall not

require the permission of the Authority. For boundary walls made of a combination of solid wall and grill or screen, the solid wall portion shall not be higher than 1.5 m. The Authority may, on specific application, permit the use of higher boundary walls.

Ref: Chapter 4, Article 24(k), Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Chapter 1, Part 3, Article 1.5.4, Bangladesh National Building Code (BNBC) 2020, S.R.O No.55-Law/2020

Q. How can community open space be accommodated within any industrial plot?

A. For every industrial plot having an area of 1.0 hectare or more, a minimum of 10% of the total area, but not exceeding 0.25 hectare, shall be reserved as community open space and such area shall be contiguous to and shall have a means of access from every unit of the industry. Investors can accommodate this space from green area or paved area or from both.

Ref: Chapter 3, Article 13, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. Why is community open space considered as an essential facility?

A. Community open space is considered essential as it gives

- Recreational activities of the persons working in the industry
- It can be linked to the external roads for safe exit during emergency

Ref: Chapter 3, Article 13, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. How to calculate the number of car and truck parking space for an industrial plot?

A. For a site of industrial building, there shall be provisions for-

- One car for every 800 sqm.
- One truck, goods carrying vehicle, for every 2000 sqm.

Ref: Chapter 3, Article 18, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What is rainwater harvesting?

A. Rainwater harvesting is a place where rainwater shall be stored in the rainy season and in summer it can be supplied to toilet for flushing. As per Bangladesh Economic Zones (Construction of Building) Rules 2017, plot shall incorporate a rainwater harvesting system

designed to capture roof run _ off from a minimum of 200m² (or 50% of the available roof catchment area for roof areas less than 400m²) during regular rainfall events.

Ref: Chapter 3, Article 22, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

Q. What are the specifications for the dimensions of internal road within any industrial plot?

A. The maximum permissible length of internal roads in non-residential plots shall be as follows:

Width (m)	Maximum Permissible Length (m)
7	80
8	150
9	300
10 or over	unlimited

Ref: Schedule I, Article 12, Bangladesh Economic Zones (Construction of Building) Rules 2017, S.R.O No.46-Law/2017

FAQs on Fire Safety related services

Q. What type of fire safety approvals are necessary for establishing an industry in an economic zone?

A. To establish an industry in an economic zone, the following fire safety approvals are required:

- a) Approval of Fire Fighting Floor Plan (NOC),
- b) Effectiveness Certificate in Favor of Fire Safety Arrangement and
- c) Issuance of Fire License.

Ref: Section 4 & 7 of Fire Prevention and Extinction act, 2003 and Rules 30 of Fire Prevention and Extinction rules 2014.

Q. What is the purpose of each fire safety approval required for establishing an industry in an economic zone?

A. The purpose of each fire safety approval is to ensure the industry meets safety standards to prevent and manage fire risks effectively.

a) Approval of Fire Fighting Floor Plan (NOC): This Official approval from the Authority ensures that the proposed fire safety systems and arrangements, such as hydrants, sprinklers, alarms, evacuation routes, Fire compartments, and Means of Escape, comply with fire safety codes and standards. It is a mandatory clearance from the Authority before starting construction.

b) Effectiveness Certificate in Favor of Fire Safety Arrangement: This certificate is issued after an on-site inspection of the installed fire safety measures. It confirms that the installed fire safety measures are operational and effective after inspection, ensuring compliance with the approved design.

c) Issuance of Fire License: A Fire License is an obligatory permit required by all industrial establishments and warehouses in Bangladesh. It allows the facility to start business operations in terms of Fire Safety.

These approvals collectively ensure compliance with fire safety standards and safeguard lives and property.

Ref: Section 4 & 7 of Fire Prevention and Extinction act, 2003 and Rules 30 of Fire Prevention and Extinction rules 2014.

Q. Which fire safety service application should be submitted at which stage among the three services?

A. The stages of each service are outlined below:

- a) Approval of Fire Fighting Floor Plan (NOC): Submit the application after receiving the approved land use plan from the BEZA OSS Centre.

- b) Effectiveness Certificate: Submit the application after completing all fire safety arrangements and measures according to the approved Fire Fighting Floor Plan.
- c) Issuance of Fire License: Submit the application after obtaining the Effectiveness Certificate.

Ref: Standard Operating Procedure for Services and Clearance relating to Fire Extinction

Q. Which department is responsible for fire safety related services?

A. Bangladesh Fire Service and Civil Defense (FSCD) department is responsible for providing fire safety clearances.

Ref: Section 2 (a) of Fire Prevention and Extinction act, 2003

Q. As Fire Service and Civil Defense (FSCD) is the regulatory authority for fire safety services, what is the role of BEZA OSS Centre in this regard?

A. BEZA OSS Centre serves as a supportive facilitator to assist investors in complying with the fire safety regulations mandated by the Fire Service and Civil Defence (FSCD). Its activities can be categorized into pre-application and post-application phases:

Pre-Application Stage:

- a) Consultation: Assists investors in understanding fire safety rules based on occupancy class and in preparing applications according to SOP and Fire Service and Civil Defense guidelines.
- b) Pre-Assessment: Reviews proposed fire safety drawing and arrangements to ensure they align with FSCD standards, offering recommendations for improvements if necessary.

Post-Application Stage:

- a) Document Forwarding: Prepares and sends a formal forwarding letter along with the investor's submitted documents to **Focal Point** of FSCD for processing.
- b) Application Tracking: Monitors the status of the application and provides regular updates to the investors to keep them informed.
- c) Coordination with FSCD: Acts as a liaison between investors and FSCD to resolve any issues, ensure smooth communication, and clarify requirements.
- d) Timely Decision Facilitation: Ensures that decisions and clearances from FSCD are issued within the required timeline, reducing delays in the approval process.

By performing these functions, the BEZA OSS Centre simplifies the regulatory process, supports compliance with fire safety standards, and facilitates efficient communication between investors and the FSCD.

Ref: Rule 3 (2) of the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018.

Q. What is the definition of Focal Point?

A. Focal Point refers to the designated individual or unit appointed by a service, benefit, incentive, license, approval, clearance, or permit-providing agency or authority to coordinate and manage related tasks effectively.

Ref: Focal Point defined under Section 2(6) of the One Stop Service Act, 2018.

Q. What is the Function of the Focal Point?

A. The Focal Point processes applications from the Central or Regional One Stop Service Centre within the given time and as per the SOP. If any information is missing or unclear, they can request clarification or documents from the applicant. They can also start service activities based on the application, even if some details are incomplete. Their role ensures timely and accurate handling of applications.

Ref: Rule 9 of the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018.

Q. What are the legal frameworks for fire safety compliance?

A. Fire safety requirements are governed by the following laws and regulations:

- Fire Prevention and Extinction Act, 2003
- Fire Prevention and Extinction Rules, 2014
- Part (IV) of Bangladesh National Building Code (BNBC), 2020

Ref: Fire Prevention and Extinction act, 2003 and Fire Prevention and Extinction rules 2014 and Part (IV) of Bangladesh National Building Code (BNBC), 2020

Q. Can we apply for fire safety-related services through the BEZA OSS Portal?

A. The application for Fire safety-related clearance needs to be filled out online through the FSCD website until the online integration between FSCD and BEZA OSSC. However, all required documents (hard copy) have to be submitted at the BEZA OSS Center. After the online application, the applicant may apply through their user account through the BEZA OSS Portal.

Individual Service-Wise FAQ on Fire Safety Approvals

(a) Approval of Fire Fighting Floor Plan (NOC)

Q. What is a Fire Fighting Floor Plan?

A. A detailed design layout plan that outlines floor-based fire safety arrangements and permanent fire protection systems. It incorporates vital components such as fire prevention, extinguishing, and rescue operations to ensure comprehensive safety and emergency preparedness.

Ref: Thirteen Schedule of Fire Prevention and Extinction Rules, 2014

Q. Can an investor prepare the Fire Fighting Floor Plan through an individual engineer or in-house engineering team?

A. No, an individual engineer or an in-house engineering team is not allowed to prepare the Fire Fighting Floor Plan. Only an engineering consulting firm specializing in fire safety design and enlisted with the Fire Service and Civil Defence can prepare it.

Ref: FSCD Circular no: 58.03.0000.007.34.007.18-2526)

Q. Where can I find the list of approved engineering consulting firms to prepare firefighting floor plan?

A. The listed engineering consulting firms is available on

(Need to collect FSCD through issuing Official Letter by BEZA)

Ref: (Not yet uploaded-To be determined Upload location in BEZA OSS Online Portal)

Q. At what stage is the investor required to apply for approval of the firefighting floor plan?

A. The investor must apply for approval of the firefighting floor plan before constructing the proposed building. After receiving the land use plan from BEZA, the investor can officially submit the firefighting floor plan for approval. However, investors are encouraged to consult and utilize the pre-assessment facility, as stated in Q9 from the BEZA OSS Center, to expedite the process. It is noted that an approved firefighting floor plan is a prerequisite for obtaining a building permit.

Ref: Standard Operating Procedure for Services and Clearance relating to Fire Extinction

Q. What is the required time frame to approve the firefighting floor plan, and is the approved plan required before applying for a building permit?

A. The scheduled time for approving the firefighting floor plan is 30 working days, provided there are no shortfalls during the assessment process. As mentioned, an approved firefighting floor plan is a prerequisite for a building permit. To expedite the process, investors can

simultaneously apply for the firefighting floor plan and building permit. However, the building permit will only be issued after the firefighting floor plan is approved.

Ref: Schedule (Sl. No11) of the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018 and Minutes of the coordination meeting with private economic zone developers held on January 5, 2020 (Sl. 7)

Q. What happens if my application has shortfalls during the assessment time by the committee?

A. If an application has errors or shortfalls during the committee's assessment, the applicant will be informed of the issues and given the opportunity to address them. In cases where an application is rejected, the respective applicant may submit a reconsideration request within 15 working days of receiving the rejection order. This process allows applicants to correct errors or provide additional information to ensure their application meets the required standards

Ref: Rule 9(7) of the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018.

Q. What kind of standards/guidelines should be followed to prepare the fire-fighting floor plan?

A. Firefighting floor plans must comply with Part (IV) of BNBC-2020 and the Fire Prevention and Extinction Rules, 2014. For hazardous industrial buildings, NFPA standards can be followed to address issues not covered in these regulations, ensuring comprehensive fire safety.

Ref: Fire Prevention and Extinction act, 2003 and Fire Prevention and Extinction rules 2014 and Part (IV) of Bangladesh National Building Code (BNBC), 2020

Q. What is the procedure for submitting Approval of Fire Fighting Floor Plan (NOC) to the BEZA OSS Centre? As previously stated in the FAQ, the FSCD online portal is not yet integrated with the BEZA OSS Online portal. If that is the case, could you provide a detailed explanation of the application process?

A. The detailed procedure for submitting the application is outlined in the following steps:

- a) The applicant must apply through the FSCD portal link below and complete the registration process. (<https://enoc.fireservice.gov.bd/login>)
- b) Once registered, the applicant can fill out and submit the online application form.
- c) After submitting the application, a tracking number will be generated.
- d) This tracking number must be mentioned in the forwarding letter, written on the company's official letterhead, when submitting the required documents (hard copy) to the BEZA OSS Centre.

It is to be noted that the applicant's appointed engineering consultant firm, listed by the Fire Service and Civil Defence, can complete the online application process on behalf of the applicant.

Ref: Standard Operating Procedure for Services and Clearance relating to Fire Extinction

Q. What are the required documents (hard copy) needed to submit at the BEZA OSS Centre?

A. The following hard copy documents are required to be submitted at the BEZA OSS Centre:

- a) Forwarding letter on company letterhead.
- b) Customer copy of the online application
- c) Firefighting Floor Plan, four (04) sets in book format (The plan must be prepared by enlisted engineering consulting firms in FSCD)
- d) The undertaking in Treasury Stamp of BDT 300/- stating that the building shall be constructed following the Bangladesh National Building Codes (BNBC) and Fire Prevention & Extinction Act, 2003. (Format is available..... To be determined)

Ref: Standard Operating Procedure for Services and Clearance relating to Fire Extinction

Q. Is there any application fee determined for Approval of the Fire Fighting Floor Plan (NOC) from the Fire Service side?

A. No, it is completely Free of Charge from Fire Service & Civil Defence Side.

Ref: Citizens Charter of Fire Service and Civil Defence.

https://fireservice.gov.bd/site/office_citizen_charter/0b63361f-dbf9-4cd7-89c0-2025aeab4532/-

Q. Is it necessary to obtain Approval of Fire Fighting Floor Plan (NOC) from FSCD for a one-story industrial shed building?

A. According to the Fire Prevention & Extinction Act, 2003, Approval of Fire Fighting Floor Plan (NOC) is mandatory for all multistoried or commercial buildings. Since industrial buildings are classified as commercial buildings, obtaining approval is required before starting construction.

Ref: Section 7 of Fire Prevention and Extinction Rules-2003

Q. Is there any inspection in case of Approval of Fire Fighting Floor Plan (NOC)?

A. Yes, an inspection is carried out. An inspection committee is formed after submitting an online application through the Fire Service and Civil Defense web portal.

Ref: Standard Operating Procedure for Services and Clearance relating to Fire Extinction

Q. Why is a committee formed for a site inspection of a proposed building? What do they evaluate during the inspection?

A. The committee visits the site to evaluate key aspects, including vehicle accessibility for firefighting and rescue operations, potential obstructions from electrical lines, and the building's surrounding premises. This evaluation is crucial to verify that the proposed building design supports effective emergency response and adheres to fire safety regulations.

Ref: Standard Operating Procedure for Services and Clearance relating to Fire Extinction

Q. How can the applicant know about the inspection? Does the applicant need to be present during the inspection?

A. After submitting the online application, the applicant is notified about the inspection details by tracking their application status online. The inspection committee then informs the applicant of the scheduled site visit through phone call which is given filling online application. The applicant, or their representative, or a representative from the assigned engineering consultant firm must be present during the inspection.

Ref: Standard Operating Procedure (SOP) for services and clearance relating to fire extinction.

Q. What are the next steps after the inspection? Is any further initiative required from the applicant's side?

A. After the inspection, the process continues with the following steps:

- a) **Inspection Report Submission:** The inspection committee submits the report to the relevant department.
- b) **Evaluation Process:** After getting the inspection report, the evaluation committee reviews the submitted documents, drawing along with inspection report for compliance with safety standards.
- c) **Decision Making:** The committee decides to either approve the application or gives shortfalls for necessary modifications.
- d) **Notification to Applicant:** The outcome is shared with the applicant through the FSCD web portal or BEZA OSS Centre.

Ref: Standard Operating Procedure (SOP) for services and clearance relating to fire extinction

Q. Can the No Objection Certificate (NOC) and Approved Fire Fighting Floor Plan be obtained online after the approval process is completed?

A. No, the Fire Service and Civil Defense (FSCD) provides a printed No Objection Certificate (NOC) along with the approved Fire Fighting Floor Plan. Both the NOC and the drawing are issued as hard copies and are duly signed by the respective authorities.

Ref: Standard Operating Procedure (SOP) for services and clearance relating to fire extinction

Q. How can investors collect the NOC and the Approved Fire Fighting Floor Plan after approval?

A. Once approved, investors or their authorized consultant firms can collect the NOC and the Approved Fire Fighting Floor Plan directly from the Fire Service and Civil Defense (FSCD) headquarters. An authorization letter from the owner or applicant is required to complete the collection process.

FAQs on Electricity Connection related services

Q. What type of Electricity Connection approvals are necessary for establishing an industry in an economic zone?

A. To establish an industry in an economic zone, the following Electricity Connection approvals are required:

- a) Internal wiring diagram and circuit diagram approval and
- b) Approval of Electrical Substation

Ref: Rule 58 (2 & 3) of Electricity Rules, 2020.

Q. Are the above two approvals necessary for all types of industries?

A. The above two approvals are required for all industries using electricity with a capacity of 50 kilowatts or more, and for the approval of electrical installations or substations with a capacity of 50 kilowatts or more.

Ref: Rule 58 (2 & 3) of Electricity Rules, 2020.

Q. How long is the approval issued for the electrical substation?

A. In the case of non-licensee, the consumer can apply for an electricity connection in any residential, commercial, construction, or industrial plant using 50 (fifty) kilowatts or more power for medium, high, and very high voltage new electrical installations after inspection and testing for 2 (two) years.

Ref: Rule 58 (2 & 3) of Electricity Rules, 2020.

Q: How long should an application be made for the renewal of the substation?

A. An application for the renewal of the substation must be made after 2 years.

Q. Which service application should be submitted at which stage among the two services?

A. The stages of each service are outlined below:

- a) **Internal wiring diagram and circuit diagram approval:** Before starting building construction.
- b) **Approval for Electrical Substation:** After installing the substation equipment and before the operation of the electrical substation or the connection of the electricity distribution company's service drop, it is important to note that a building permit is a prerequisite for applying for approval for the electrical substation.

Ref: Rule 58 (2 & 3) of Electricity Rules, 2020.

Q. Which department is authorized to provide these services?

A. Office of the Chief Electric Inspector (OCEI) is authorized to provide these services.

Ref: Rule 58 (1, 2 & 3) of Electricity Rules, 2020.

Q. As Office of the Chief Electric Inspector (OCEI) is the regulatory authority for Electricity Connections, what is the role of BEZA OSS Centre in this regard?

A. BEZA OSS Centre serves as a supportive facilitator to assist investors in complying with the regulations mandated by the Office of the Chief Electric Inspector (OCEI). Its activities can be categorized into pre-application and post-application phases:

Pre-Application Stage:

- a) Consultation: Provide assistance to investors in understanding the electricity rules and guidelines outlined in the BNBC and help in preparing applications in accordance with SOPs and OCEI safety guidelines.
- b) Pre-Assessment: Reviews proposed Internal wiring diagram and circuit diagram and arrangements to ensure they align with OCEI standards, offering recommendations for improvements if necessary.

Post-Application Stage:

- c) Document Forwarding: Prepares and sends a formal forwarding letter along with the investor's submitted documents to **Focal Point** of OCEI for processing.
- d) Application Monitoring: Monitors the status of the application and provides regular updates to the investors to keep them informed.
- e) Coordination with OCEI: Acts as a liaison between investors and OCEI to resolve any issues, ensure smooth communication, and clarify requirements.
- f) Timely Decision Facilitation: Ensures that decisions and clearances from OCEI are issued within the required timeline, reducing delays in the approval process.

By performing these functions, the BEZA OSS Centre simplifies the regulatory process, supports compliance with standards, and facilitates efficient communication between investors and OCEI.

Ref: Rule 3 (2) of the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018.

Q. What is the definition of Focal Point?

A. Focal Point refers to the designated individual or unit appointed by a service, benefit, incentive, license, approval, clearance, or permit-providing agency or authority to coordinate and manage related tasks effectively.

Ref: Focal Point defined under Section 2(6) of the One Stop Service Act, 2018.

Q. What is the Function of the Focal Point?

A. The Focal Point processes applications from the Central or Regional One Stop Service Centre within the given time and as per the SOP. If any information is missing or unclear, they can request clarification or documents from the applicant. They can also start service activities based on the application, even if some details are incomplete. Their role ensures timely and accurate handling of applications.

Ref: Rule 9 of the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018.

Q. What are the legal frameworks for compliance related to electricity wiring and approval?

A. Electricity Connection requirements are governed by the following laws and regulations:

- a. Electricity Act, 2018
- b. Electricity Rules, 2014
- c. Part (VIII) of Bangladesh National Building Code (BNBC), 2020

Ref: Electricity Act, 2018, Electricity Rules, 2014 & Bangladesh National Building Code (BNBC), 2020

Q. Can we apply for Electricity Connection-related services through the BEZA OSS Portal?

A. The application for Electricity Connection needs to be filled out online through the OCEI website until the online integration between OCEI and BEZA OSS Online Portal. However, all required documents (hard copy) have to be submitted at the BEZA OSS Center. After the online application, the applicant may apply through their user account through the BEZA OSS Portal.

Individual Service-Wise FAQ on Electricity Connection

(a) Internal wiring diagram and circuit diagram approval

Q. What is the purpose of approval for internal wiring and circuit diagrams?

A. The approval for internal wiring and circuit diagrams ensures that the electrical system is safe, properly designed, and meets regulatory standards. For buildings with electricity usage of 50 (fifty) kilowatts or more, a complete layout or design for the internal wiring diagram, circuit diagram, and safety plan must be approved before construction. This requirement applies to residential, commercial, and industrial buildings, ensuring the electrical wiring is correctly planned and installed for safety and compliance.

Reference: Thirteen Schedule of Fire Prevention and Extinction Rules, 2014

Q. Can an investor prepare the Internal wiring diagram and circuit diagram approval Plan through an individual engineer or in-house engineering team?

A. Yes, any engineer who meets the criteria outlined in BNBC 2020 (Tables 2.3.3 and 2.3.4) as an Eligible Registered/Licensed Professional for signing the design is allowed to prepare the plan.

Ref: BNBC 2020 (Tables 2.3.3 and 2.3.4)

Q. At which stage is the investor required to apply for Internal wiring diagram and circuit diagram?

A. The investor must apply for approval of the Internal wiring diagram and circuit diagram plan before constructing the building. After receiving the land use plan from BEZA, the investor can officially submit the Internal wiring diagram and circuit diagram plan for approval.

However, investors are encouraged to consult and utilize the pre-assessment facility, as stated in Q9 from the BEZA OSS Center, to expedite the process.

Ref: Standard Operating Procedure for Electricity Connection. (SOP needs to revise due to coming new rules)

Q. What is the required time frame to approve for Internal wiring diagram and circuit diagram?

A. To be discussed (As new rules already have been published and SOP need to be revised)

Ref: Standard Operating Procedure for Electricity Connection. (SOP need to revise due to coming new rules)

Q. What happens if my application has shortfalls during the assessment time by the committee?

A. If an application has errors or shortfalls during the committee's assessment, the applicant will be informed of the issues and given the opportunity to address them. In cases where an application is rejected, the respective applicant may submit a reconsideration request within 15 working days of receiving the rejection order. This process allows applicants to correct errors or provide additional information to ensure their application meets the required standards

Ref: Rule 9(7) of the One Stop Service (Bangladesh Economic Zones Authority) Rules, 2018.

Q. What standards/guidelines should be followed to prepare internal wiring and circuit diagrams?

A. The following standards and guidelines should be followed when preparing internal wiring and circuit diagrams:

- Electricity Act, 2018
- Electricity Rules, 2020
- Draft Inspection Manual of Electrical Safety, prepared by OCEI and
- Part (VIII) of the Bangladesh National Building Code (BNBC), 2020

Ref: Electricity Act-2018, Electricity Rules-2020 and BNBC

Q. What is the procedure for submitting documents for the internal wiring diagram and circuit diagram? As mentioned in the FAQ, the OCEI online portal is not yet integrated with the BEZA OSS Online portal. Could you provide a detailed explanation of the application process?

A. Currently, OCEI does not accept online submissions for internal wiring and circuit diagram approvals. Instead, the application and documents must be submitted manually. Investors can submit their documents to the BEZA OSS Centre, which will forward them to the relevant office. The process is as follows:

(OCEI online system will launch soon for this particular application)

- a) The applicant submits the completed application on a letterhead along with the required documents to the BEZA OSS Centre.
- b) The BEZA OSS Centre checks the documents and sends them to the Office of the Chief Electric Inspector (OCEI).
- c) The committee at OCEI reviews the documents and, if everything is in order, recommends approving the drawing.
- d) The Chief Electric Inspector and the authorized officer approved the internal wiring and circuit diagram and issue the approval certificate.
- e) Once the approved drawing and certificate are received, the BEZA OSS Centre hands them over to the applicant.

Ref: Standard Operating Procedures (SOP) for Electricity Connection.

Q. What are the required documents (hard copy) that need to be submitted at the BEZA OSSC for applying internal wiring and circuit diagrams?

A. The following hard copy documents are required to be submitted at the BEZA OSSC:

- a. Forwarding letter on company letterhead.
- b. Conduit Layout
- c. Fixture Fittings Layout
- d. Telephone line, Dash line and Internet line layout
- e. Wiring Circuit Diagram
- f. Load Calculation

Ref: Citizen Charter of OCEI, https://ocei.portal.gov.bd/site/view/citizen_charter/Citizen-Charter

Q. Is there any application fee for Approval of internal wiring and circuit diagrams?

A. No, it is completely Free of Charge.

Ref: Citizen Charter of OCEI, https://ocei.portal.gov.bd/site/view/citizen_charter/Citizen-Charter

Q. Is there any site inspection Approval of internal wiring and circuit diagrams?

A. No, there is no site inspection required for the approval of internal wiring and circuit diagrams.

Ref: Citizen Charter of OCEI, https://ocei.portal.gov.bd/site/view/citizen_charter/Citizen-Charter

FAQs on Commencement of Commercial Operation

Q. When does the applicant apply for commercial operation?

A. The Applicant applies to BEZA-OSS portal in online for commercial operation by stating the tentative date of starting commercial operation along with required information and documents after completing trial operation by installing all necessary machinery, equipment in the constructed building in comply with all regulatory issues related to other departments.

Q. Does it require any site visit?

A. Yes. all industries prior starting commercial operation, a Technical Team comprised by BEZA, conducts site inspection as per the scheduled date. Usually, the inspection is conducted once but if it requires it may happen several times.

Q. Is it mandatory to obtain this certificate?

A. The service is mandatory for all industrial unit since the company is exempted from applicable income tax on the income arising out of the commercial operation from the start of its business operation at a of 100% for 1st, 2nd and 3rd year, 80% for 4th year, 70% for 5th year, 60% for 6th year, 50% for 7th year, 40% for 8th year, 30% for 9th year and 20% for 10th year. Without commencement date of commercial operation, the company cannot enjoy exemption of income tax from 1st –10th year.

Ref: SRO no-159-Law/Income Tax-34/2024

Q. When shall the applicant apply for the service?

A. Before starting commercial operation of industrial unit inside economic zone, the company applies to BEZA-OSS by using OSS portal upon successful completion of trial operation of the factory.

Ref: Standard Operating Procedure (SOP) on Certificate of commercial operation