



Review of One Stop Service (OSS) Act 2018



December 2023

**Bangladesh Regional Connectivity
Project -1 (BRCP-1)**

**Ministry of Commerce
Government of the People's
Republic of Bangladesh**

Conducted by:

**IPAG**

The Institute for Policy, Advocacy,
and Governance (IPAG)

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Government of the People's Republic of Bangladesh

Bangladesh Regional Connectivity Project – 1

Ministry of Commerce

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This work would not have been possible without the valuable input we received during the data collection period from relevant stakeholders involved in Key Informant Interviews (KII) and Focus Group Discussions (FGD).

Given the consistent guidance we have received throughout the duration of this project, we were able to ensure that the study design is closely knit with the current aspirations of Bangladesh in trade expansion, trade harmonization, transit, transport, infrastructure development, improving ease of doing business, and facilitation of FDI in Bangladesh. Besides, the research provided us with the opportunity to reflect on the existing investment policies in Bangladesh and how it may be improved via inspiration from international best practices to ease the process of LDC Graduation in 2026.

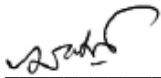


Md. Abdul Karim

Preface

This report has been prepared by The Institute for Policy, Advocacy, and Governance (IPAG) in joint venture partnership with e.Gen Consultants Ltd. in accordance with the terms of reference of the ‘*Selection of a Consultancy Firm for Policy Study/Policy Review/Rules and Regulation Preparation*’ under the BRCP Project-1. The core objective of the project is to provide policy feedback through a policy review of the OSS Act 2018 for advancing the concept of cooperation in trade, transport, and transit facilitation. The review will also promote policy advocacy for a reformed and progressive investment climate in Bangladesh, and branding Bangladesh as a prominent destination for attracting foreign investment to support the country's development priorities. Furthermore, the policy recommendations chalked out by this study aspires to benefit policy makers and other stakeholders in supporting trade expansion and diversification of Bangladesh's exports.

The OSS Act aims to streamline investment processes by providing a single platform for various services. Effective implementation of this Act could significantly enhance inter-agency collaboration, reduce bureaucratic hurdles, and create a more investor-friendly environment. A policy review of this Act is crucial for identifying and addressing any gaps in the current system, ensuring that the OSS framework operates efficiently and supports the country's investment goals. In addition, this study seeks to identify the necessary legislative, administrative, and policy reforms required to ensure a smooth flow of foreign direct investment and harmonized trade facilitation, among other aspects.



Md. Mijanur Rahman

Project Director (Joint Secretary)

Bangladesh Regional Connectivity Project-1

Ministry of Commerce

Acronyms and Abbreviations

AEC	ASEAN Economic Community
ASEAN	Association of Southeast Asian Nations
BEPZA	Bangladesh Export Processing Zones Authority
BEZA	Bangladesh Economic Zones Authority
BHTPA	Bangladesh Hi-Tech Park Authority
BIDA	Bangladesh Investment Development Authority
BIT	Bilateral Investment Treaties
BLPA	Bangladesh Lank Port Authority
BOI	Board of Investment
BRCP-1	Bangladesh Regional Connectivity Project -1
BSEZ	Bangladesh Special Economic Zone
BTP	Bangladesh Trade Portal
CY	Current Year
DCCI	Dhaka Chamber of Commerce & Industry
DPIIT	Department for Promotion of Industry and Internal Trade
DTA	Domestic Tariff Area
DTAA	Double Taxation Avoidance Agreements
EPZ	Export Processing Zones
ERC	Export Registration Certificate
EZ	Economic Zones
FBA	Foreign Business Act
FDI	Foreign Direct Investment
FEMA	Foreign Exchange Management Act
FGD	Focused Group Discussion
FIA	Foreign Investment Agency
FIC	Foreign Investment Committee
FICCI	Foreign Investors' Chamber of Commerce and Industry
FPIPPA	Foreign Private Investment, Promotion and Protection Act
FY	Fiscal Year
GDP	Gross Domestic Product
ICCB	International Chamber of Commerce Bangladesh
ICSID	International Centre for Settlement of Investment Disputes
IDA	International Development Association
IIA	International Investment Agreements
IPA	Investment Promotion Agency
IPC	Investment Promotion Certificate
IRC	Import Registration Certificate
IT	Information Technology
ITES	Information Technology Enabled Services
JICA	Japan International Cooperation Agency
KII	Key Informant Interview
LDC	Least Developed Country
LOI	Law on Investment
MCCI	Metropolitan Chamber of Commerce and Industry
MIDA	Malaysian Investment Development Authority
MoC	Ministry of Commerce
MOCI	Ministry of Commerce and Industry

MoU	Memorandum of Understanding
NASSCOM	National Association of Software and Service Companies
NBR	National Board of Revenue
NSWS	National Single Window System
NTTFC	National Trade and Transport Facilitation Committee
OSOS	One Start One Start Investment Centre
OSS	One Stop Service
PPP	Public Private Partnership
R&D	Research & Development
RCEP	Regional Comprehensive Economic Partnership
SAARC	South Asian Association for Regional Cooperation
SEZ	Special Economic Zone
SFB	Standard Factory Building
SME	Small and Medium Enterprises
SOP	Standard Operating Procedures
TFA	Trade Facilitation Agreement
TIN	Taxpayer Identification Number
TIP	Treaties with Investment Provisions
TRIPS	Trade-Related Aspects of Intellectual Property Rights
UN	United Nations
UNCTAD	United Nations Conference on Trade and Development
VAT	Value Added Tax
WTO	World Trade Organization

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Executive Summary

Bangladesh's significant growth as a nation over a short period of time is testament to the fact the nation is resilient and keen to remain at par with the changing dynamics of the world. On that note, with the LDC Graduation approaching in 2026, Bangladesh must secure investments from the global market and follow the footsteps of countries such as Vietnam, Thailand, Malaysia, and India in terms of promoting a friendly investment climate.

In 2018, the Government of Bangladesh introduced the One Stop Service (OSS) Act primarily to simplify the processes that investors need to navigate to fulfill the regulatory requirements for establishing and running businesses in Bangladesh, following which the One Stop Service (OSS) platform was created. In alignment with the OSS platform and the OSS Act 2018, the government has also put in place the OSS Rules of 2020. As per these regulations, the responsibility of providing comprehensive services to both local and foreign investors within their respective jurisdictions is entrusted to the four Investment Promotion Agencies (IPAs), namely, the Central OSS Authority comprising the Bangladesh Investment Development Authority (BIDA), Bangladesh Economic Zones Authority (BEZA), Bangladesh Export Processing Zone Authority (BEPZA), and Bangladesh Hi-Tech Park Authority (BHTPA). Given that a few years have passed since the launch of the OSS platform, this report provides a comparative analysis of Bangladesh with India and with select ASEAN nations' OSS platforms, namely Thailand, Malaysia, Indonesia, Singapore, and Vietnam, to identify best practices and areas where Bangladesh can further enhance its OSS to attract more FDI and foster a conducive business climate.

In Chapter 1, the report introduces the context and objectives of the study, highlighting the significance of OSS in facilitating FDI and economic growth and structure, emphasizing the comparative approach with ASEAN countries to draw valuable insights. It outlines the research methodology and the research tools such as Key Informant Interview, Focus Group Discussion, Legal Analysis, and Comparative Analysis among others.

Chapter 2 first provides a global overview of Foreign Direct Investment (FDI) and later reports how Bangladesh experienced a 20.2% FDI increase in 2022, reaching \$3.48 billion, as reported by Unctad's World Investment Report 2023 and Bangladesh Bank, which is a 35.7% rise compared to 2020. Moreover, this section illustrates graphs and figures depicting FDI Gross Inflows and FDI net inflows in Bangladesh between 2020 to 2022 among others.

Chapter 3 focuses on the regulatory framework governing foreign direct investment in Bangladesh, with particular emphasis on the Foreign Private Investment Promotion and Protection Act (FPIPPA) 1980, which serves as the primary regulatory framework for foreign investment in the country.

Chapter 4 introduces the One Stop Service (OSS) framework, designed to streamline regulatory processes and reduce business costs associated with licenses and permits. Governed by the OSS Rules of 2020, this system designates four Investment Promotion Agencies (IPAs) – Bangladesh Investment Development Authority (BIDA), Bangladesh Economic Zones Authority (BEZA), Bangladesh Export Processing Zone Authority (BEPZA), and Bangladesh Hi-Tech Park Authority (BHTPA) – to provide comprehensive services to local and foreign investors. Services on the OSS encompass import/export permits, project clearances, bank loan NoCs, VISA recommendations, work permits, utility connections, tax documents, and more, significantly improving investment efficiency. Collectively forming the Central OSS Authority, these agencies have streamlined business operations, creating a favorable investment environment in Bangladesh.

Chapter 5 provides a detailed identification and analysis on the gaps in implementation and policy challenges involving the OSS platform. The section highlights the challenges within the OSS system, including poor inter-agency coordination, the absence of an overarching authority, and issues related to

paperwork and service timeliness. Integration with the National Single Window is seen as crucial but presents coordination challenges. The section further emphasizes gaps in foreign direct investment (FDI) policies, notably in taxation, VAT policies, and dispute resolution mechanisms, suggesting the need for tax-friendly reforms and explicit provisions for investor-state disputes. Intellectual Property Rights (IPR) protection is deemed vital for attracting FDI and technology transfer among others. It further outlines foreign investment promotion strategies and investment entry regulations in Vietnam, India, Thailand, and Malaysia, along with brief information on investment protection.

Chapter 6 provides a comparative analysis of the OSS platform with counterparts in ASEAN countries, highlighting areas for improvement. It emphasizes the efficiency and integration in platforms like Thailand's OSOS, with 38 agencies, and Singapore's GoBusiness, with 29 agencies, while Bangladesh's OSS involves 35 organizations. Services in Bangladesh include project/business registration, visa processing, import/export permits, work permits, and approvals, totaling 125 online services.

Chapter 7 synthesizes findings from primary data collection regarding the challenges faced by Bangladesh's OSS. It highlights a lack of coordination among government agencies involved in the OSS, resulting in service delays and negative implications for investor experience. Additionally, the chapter identifies the absence of up-to-date information on government websites as a significant impediment to business operations among others.

In chapter 8, recommendations are presented to address challenges in investment promotion and coordination, including enhancing communication, integrating officers from various agencies, streamlining administrative procedures, and improving the user-friendliness of the OSS platform. Furthermore, a matrix illustrating a detailed policy analysis of the OSS Act 2018 is provided, which includes recommendations for reforms/amendments. Key recommendations for the OSS Act of 2018 include revising Schedule B to encompass a comprehensive list of organizations and OSS services while also implementing inter-agency coordination for efficient service delivery. Also, to specify a minimum required meeting frequency for the One-stop Service Assurance Committee and establish a technical sub-committee. Furthermore, provisions for filing applications of grievances should be incorporated, along with a penal code for focal points in case of service delivery failures. The Act should feature a provision for grievance redress mechanism and dispute resolution which should be in alignment with the umbrella law, FPIPPA 1980. Additionally, disclosing the English version of the Act within a stipulated timeframe is essential for transparency and accessibility for investors.

Finally, Chapter 9 establishes a concise summary of the report's key findings, overarching recommendations, and the overarching significance of FDI in propelling Bangladesh toward sustained economic growth and development. It underlines the commitment of Bangladesh to improving its investment climate and its readiness to welcome future investments.

Key recommendations based on research and gathered through key informant interviews and focus group discussion suggest that there is scope for improving institutional coordination of IPAs operating under the umbrella of the OSS. Institutional mandates and the OSS Act 2018 may be streamlined in this regard to reflect uniformity. The OSS Rules 2020 need to be reiterated frequently to ensure that services are delivered in a timely manner. Moreover, the government should strive to reduce additional paperwork and follow examples of countries such as Vietnam which requires minimal paperwork. Besides, automation should bring other institutions such as the NBR under the OSS and the OSS platform should operate as a single window, similar to India. Furthermore, a monitoring mechanism should be determined to provide services in due time and address feedback of investors. Also, since foreign investors find the process of repatriation of profit cumbersome, simplification of the procedure coupled with a smooth exit policy is recommended. Additionally, government officials should adopt an approachable attitude towards investors to encourage feedback. Finally, a mechanism to address grievances may be adopted under the OSS Act 2018, further extending towards all IPAs.

1. Introduction

Bangladesh has achieved significant progress in poverty reduction, employment growth, healthcare, education, and infrastructure development. It relies heavily on exports for its GDP, but it's about to graduate from the LDC group in 2026, which will result in a loss of trade benefits, notably in European markets. As a result, the private sector must prepare to compete on price and quality.

To unlock our full productive potential, Prime Minister Sheikh Hasina has prioritized investment promotion as a Special Initiative. This is crucial as Bangladesh work towards a seamless LDC graduation in 2026 and aim to become an upper-middle-income nation by 2031, ultimately reaching developed country status by 2041.

To navigate this transition, the government should promote foreign investment, which can help mitigate the challenges tied to the loss of preferential trade access. Bangladesh is a hub linking China, India, and ASEAN nations, and is equipped with political stability and forward-thinking foreign policy. Hence, foreign investment can infuse capital, technology, skills, and market connections, improving economic productivity, competitiveness, and diversity, while also creating jobs and generating revenue.

The Bangladesh Investment Development Authority (BIDA), apex investment promotion agency (IPA) of Bangladesh, is instrumental in this process. In 2016, BIDA was formed through the BIDA Act with a primary focus on foreign and local investments and leveraging underutilized government assets to boost the nation's economic activities. BIDA's role includes investment promotion, policy advocacy, investor support, pre and post establishment facilitation, land acquisition assistance, and policy advocacy. The agency also monitors investments and collaborates with international entities to attract foreign investments. With an emphasis on transparency and investor-friendly policies and having successfully secured approximately 65% of an \$11 billion investment fund over the past four years, BIDA is well-positioned to promote Bangladesh as an appealing destination for local and foreign investors.

At present, there are three key Investment Promotion Agencies (IPAs) in Bangladesh besides BIDA, those being, Bangladesh Economic Zones Authority (BEZA), Bangladesh Export Processing Zones Authority (BEPZA), the Bangladesh Hi-Tech Park Authority (BHTPA). Besides the four essential IPAs, there is also the Public Private Partnership (PPP) Authority, which promotes domestic and foreign investments in specific zones and industries.

The Government of Bangladesh initiated the One Stop Service (OSS) to streamline and simplify the process for investors by providing a single point of access for various services related to investment and business operations. BEZA was created to oversee and facilitate economic zones and investments in Bangladesh and plays a central role in implementing the OSS. BEZA's board meetings, such as the second board meeting on February 28, 2015, and the fourth board meeting on July 27, 2016, played a crucial role in making decisions related to the OSS, including the decision to enact a law to support its establishment. Based on the decisions made during these board meetings, the Government of Bangladesh passed the One-stop Service Act in 2018. This legislation provided the legal framework for the establishment and operation of the OSS.

The OSS is a significant initiative aimed at attracting investments, improving the business environment, and promoting economic growth in Bangladesh. It simplifies administrative procedures and reduces bureaucratic hurdles for investors, making it easier for both domestic and foreign businesses to operate in the country.

1.1 Background

The Bangladesh Regional Connectivity Project 1 (BRCP-1) is jointly being implemented by the Bangladesh Lank Port Authority (BLPA), National Board of Revenue (NBR) and Ministry of Commerce and financed by the International Development Association (IDA) – a member of the World Bank Group. The second component of this umbrella project is being implemented as a separate technical assistance project by the Ministry of Commerce, and aims to strengthen trade related institutional capacity to ensure active and sustainable cooperation between multiple trade related stakeholders and empower women trade through the three following components:

- **Component A:** Create (pilot) programs to assist female merchants and business owners. This component will test initiatives to address barriers that prevent women from participating in regional and global supply chains and trading opportunities.
- **Component B:** Support for the National Trade and Transport Facilitation Committee's (NTTFC) capacity development. The inter-ministerial NTTFC was established to coordinate all trade and transportation-related policies and practices in Bangladesh, and to function as the Project's Advisory Committee.
- **Component C:** The Bangladesh Trade Portal will be improved, and a National Enquiry Point for Trade will be established. In March 2016, the Bangladesh Trade Portal (BTP) was launched. This component will help to improve the BTP's functionality by allowing it to include information relevant to potential Bangladesh exporters and ensuring that the content is kept up to date. This component will also establish the National Enquiry Point for Trade, which will assist Bangladesh in meeting a crucial WTO Trade Facilitation Agreement obligation.

Part of the IDA Credit will be used by the Ministry of Commerce to conduct studies on existing trade agreements to build a deeper understanding of the three relevant areas of trade facilitation indicated above.

1.2 Rationale of the Study

Bangladesh's graduation from the LDC category will have significant implications for its GDP and in turn will lose some of the preferential market access and international support measures that Bangladesh currently enjoys as an LDC, such as duty-free and quota-free exports, concessional loans, and technical assistance. These benefits have helped Bangladesh to boost its exports, especially in the garment sector, and to finance its development needs. According to some estimates, graduation could lead to a loss of about 8-10% of its gross export revenue, amounting to about \$2.5 billion annually.

Therefore, it is vital for Bangladesh to focus on attracting more FDI as it can help overcome some of the challenges and risks associated with graduation, such as losing competitiveness, diversifying exports, upgrading technology, and creating jobs. FDI can provide capital, technology, skills, and market linkages that can enhance the productivity, competitiveness, and diversification of Bangladesh's economy.

One of the key factors that can help Bangladesh to attract more FDI is to improve its investment climate and policies. Bangladesh needs to address some of the existing barriers and constraints that hinder FDI inflows, such as inadequate infrastructure, complex regulations, weak governance, and low skills. Bangladesh also needs to take proactive measures to promote FDI in strategic sectors that can contribute to its sustainable development and LDC graduation.

In that context, it is essential to explore the provisions put forth by OSS Act and identify the challenges and gaps that may interrupt the continuous growth of the FDI in the economy. Furthermore, a comparison of the investment climate of the comparator economies is also necessary for reforming policies and acts for making the country a front-runner in attracting FDI.

1.3 Scope of the Study

Achievement of the overarching objective will be realized by following specific objectives mentioned below:

- The current situation of the OSS Act that covers trade facilitation.
- The effects of the policy/law/regulations on foreign direct investment, trade for exporters and importers in Bangladesh and the existing obstacles and difficulties including the gaps in implementation and procedural barriers identified;
- The best practices in other countries in terms of policy/regulations for better management of FDI and trade;
- The alignment of these policies /act with the trade related bilateral, regional and international agreements and conventions;
- The needs of Legislative, Administrative and Policy reforms identified;
- The changes or improvements that are needed to make these policies /act efficient, effective FDI flow and harmonized for trade facilitation including to meet the LDC graduation challenges.

1.4 Methodology

1.4.1 Document Review

Keeping in consideration the nature of the two policy studies, our team of experts reviewed both primary and secondary documents during the desk study.

Primary Documents: The team of experts looked at important papers from the Ministry of Commerce and other trade-related offices. Some of the papers were the BIDA, Foreign Private Investment (Promotion and Protection) Act (FPIPPA) and OSS ACT, a review of Bangladesh's investment policies, and investment deals with other countries. Additionally, the collection of primary documents featured transcripts of the KII and FGD conducted as part of this study.

Secondary Documents: Secondary documents included journal articles, news articles, commentaries by trade and policy experts, among others. Additionally, the team further relied on papers published by multilateral organizations such as the World Bank, WTO, and UNCTAD among others, research papers published by other think tanks based in Bangladesh, and annual reports published by BIDA and BEZA.

1.4.2 Key Informant Interview

Under the scope of the study, qualitative data has been collected in the form of KII. The sample size is 10, and the 10 key informants have been selected by the National Trade Expert/ Trade Economist in consultation with the Team Leader using purposive sampling technique for each study. The sample consists of government officials from various ministries and their subdivisions, trade agencies, and representatives from foreign companies that are currently operating in Bangladesh. The list of participants who were involved in this study has been provided in Annex 1.

1.4.3 Focus Group Discussions

The consultant team carried out the FGD in mixed groups and ensured women participants. The preferred size of the group was between 6 – 8 participants as opposed to a group size of 10 – 12 because if the FGDs incorporate too many experts, it might put forth varying opinions, and divert from the subject matter. One FGD was conducted, and the FGD participants were selected using snowball or commonly known as purposive sampling.¹ The team of consultants held a discussion with the Bangladesh High-Tech Park Authority (BHTPA) for the purpose of this study.

1.4.4 Data Analysis

In this section, we have listed out the data analysis tools our team of experts have used below:

1.4.4.1 Comparative Policy Analysis

Comparative policy analysis involves the examination and comparison of policies or their outcomes across different jurisdictions or settings. This method aims to identify best practices and lessons learned in various contexts. It is valuable for understanding how different policies have been implemented and their impact in different regions.

Using a comparative lens, our team of experts will compare the policies of the OSS Act 2018 to the one stop service policies of other countries in the region, such as India, Vietnam, Thailand, Indonesia, and Malaysia. This analysis helped in identifying successful approaches and practices that can be applied to the context of Bangladesh. By comparing policies and their effects across different regions, the team acquired insights into what has worked well in other settings.

1.4.4.2 Legal Analysis

Legal analysis focuses on identifying all parties affected by a policy and evaluating their interests, positions, alliances, and importance. Legal analysis is essential for understanding the political and social dynamics surrounding a policy or trade agreement. Through this analysis, our team delved into the legal aspects of investment promotion, including the provisions entailing the rules, regulations, and responsibilities of different Investment Promotion Agencies.

In this project, legal analysis involved a thorough examination of the OSS Act 2018. Additionally, a legal lens was applied to analyze potential areas of amendment and recommend additions/changes to the two policies to identify amendments, and frame recommendations.

¹ Snowball sampling or chain-referral sampling is defined as a non-probability sampling technique in which the samples have traits that are rare to find.

2. Overview of Foreign Direct Investment

2.1 Global Comparison

Over the preceding five years, there has been a noteworthy upswing in Foreign Direct Investment (FDI) flows across all prominent regional economic groupings within the developing Asian region. Particularly, investments within the Association of Southeast Asian Nations (ASEAN) have witnessed an impressive 41% surge, accumulating to a total of \$222 billion. Similar patterns of growth were discernible within the Regional Comprehensive Economic Partnership (RCEP), the Gulf Cooperation Council, and among member states of the South Asian Association for Regional Cooperation (SAARC).

As of the year 2022, within East Asia, China has emerged as a substantial participant, marking a noteworthy 5% upswing, resulting in a substantial influx of FDI, amounting to \$189 billion. This increase can be predominantly attributed to investments in the manufacturing and high-tech sectors, with a significant impetus provided by European multinational enterprises.

In the context of South-East Asia, the FDI landscape in countries such as Vietnam and Indonesia also showcased positive trends, with FDI increasing by 14% and 4%, leading to FDI totals of \$18 billion and \$22 billion, respectively. Conversely, the Philippines faced a 23% decline, primarily attributable to divestments.

In the Western Asian region, Saudi Arabia encountered a notable 59% reduction in FDI, amounting to \$7.9 billion. In stark contrast, the United Arab Emirates reached historic highs with a remarkable 10% increase, totaling \$23 billion and attracting the fourth-highest number of global greenfield projects. Turkey also drew attention with a 9% increase, resulting in \$13 billion in FDI.

Furthermore, in South Asia, India's FDI landscape has been particularly remarkable, with a commendable 10% increase, reaching an impressive \$49 billion. This positions India as the third-largest host country for greenfield projects and the second largest for international project finance deals. Notably, Bangladesh experienced a significant 20% increase in FDI, reaching a total of \$3.5 billion, marking the second-highest level in the country's history, as reported in UNCTAD's World Investment Report 2023.

2.2 Foreign Direction Investment (FDI) Inflows in Bangladesh

The history of FDI in Bangladesh between 2003 and 2023 shows a dynamic economic landscape with notable fluctuations. Bangladesh experienced a 20.2% FDI increase in 2022, reaching \$3.48 billion, the second highest ever, as reported by Unctad's World Investment Report 2023 and Bangladesh Bank. This marks a \$584.39 million uptick from 2021 and a 35.7% rise compared to 2020. The following table illustrates the overall growth in FDI gross inflows and FDI net inflows between 2020 and 2022:

Items	2020	2021	% growth 2022 over 2021	% growth 2022 over 2020
FDI Gross Inflows	3378.49	3883.6	24.3	42.9
FDI Net Inflows (Equity capital inflows+ Re-invested earning+ Intra-company Loans)	87	289.56	20.3	35.7

Table 1 FDI Inflows in Bangladesh (During the CY 2020 to CY 2022), Sources: Bangladesh Bank

The following figure provides a year-on-year illustration of the FDI Net Inflows in Bangladesh, which is indicative of a reduction in inflows in 2020, possibly due to the onset of the COVID-19 pandemic, with a gradual increase in 2022:

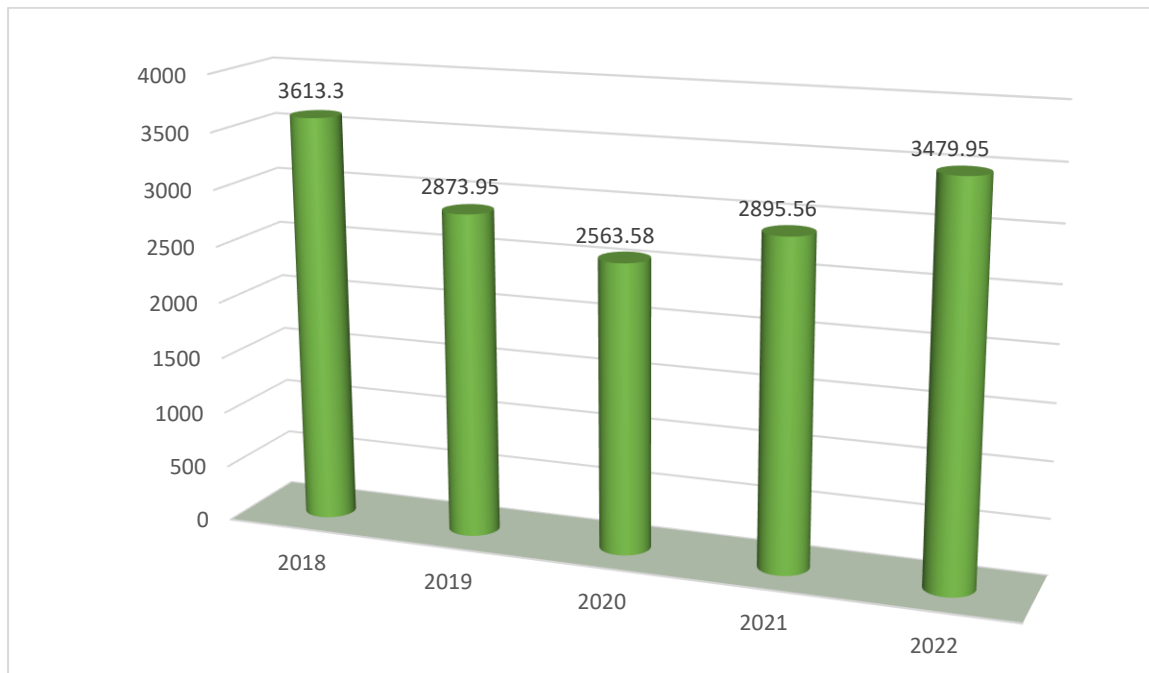


Figure 1 Net FDI Inflows on Yearly basis

The data provided in the following table has been obtained from Bangladesh Bank and includes a sector-wise breakdown of the net FDI inflows in Bangladesh from January 2022 to December 2022:

Sector-wise Net FDI Inflows during the year 2022 (in million US\$)					
SL	Sectors	Jan-	Jul-	CY	% of
1	Agriculture & Fishing	18.10	20.62	38.72	1.1
2	Mining & Quarrying	0.0	0.0	0.0	0.0
3	Power, Gas & Petroleum	390.82	463.41	854.23	24.5
	i) Power	263.35	248.34	511.69	14.7
	ii) Gas & Petroleum	127.47	215.07	342.54	9.8
4	Manufacturing	638.22	664.92	1303.14	37.4
	i) Food Products	82.78	70.88	153.66	4.4
	ii) Textiles & wearing	346.72	358.97	705.69	20.3
	iii) Pharmaceuticals & Chemicals	49.28	38.32	87.60	2.5
	iv) Metal & Machinery Products	5.95	0.32	6.27	0.2
	v) Vehicle & Transport Equipment	0.90	0.25	1.15	0.0
	vi) Fertilizer	83.15	43.98	127.13	3.7

Sector-wise Net FDI Inflows during the year 2022 (in million US\$)					
	vii) Cement	4.96	7.03	11.99	0.3
	viii) Leather & Leather Products	23.99	93.13	117.12	3.4
	ix) Other Mfg	40.49	52.04	92.53	2.7
5	Construction	42.62	29.57	72.19	2.7
6	Trade & Commerce	205.06	174.46	379.52	10.9
	i) Trading	63.29	4.11	67.40	1.9
	ii) Banking	139.46	180.49	319.95	9.2
	iii) Insurance	0.38	-16.4	-16.02	-0.5
	iv) Non-Bank Financial	1.93	6.26	8.19	0.2
7	Transport, Storage &	197.77	306.97	504.74	14.5
	i) Telecommunications	157.35	292.18	449.53	12.9
	ii) Transport, Storage & Others	40.42	14.79	55.21	1.6
8	Services	179.78	139.48	319.26	9.2
	i) Hotel & Restaurant	0.26	0.08	0.34	0.0
	ii) Clinical	4.88	3.84	8.72	0.3
	iii) Computer Software &	13.87	24.47	38.34	1.1
	iv) Other Service	160.77	111.09	271.86	7.8
9	Other Sectors	3.59	4.56	8.15	0.2
	Total FDI Inflows	1675.96	1803.99	3479.95	100.0

Table 2 Sector-wise Net FDI Inflows during the year 2022, Source: FIED Management Cell, Statistics Department, Bangladesh Bank

3. Policy Framework for Investment in Bangladesh

Bangladesh welcomes foreign investment with open arms, providing attractive incentives and robust protection measures for foreign investors. This commitment to promoting and safeguarding foreign investments is enshrined in various policies of Bangladesh, often employed to portray Bangladesh as an appealing destination for foreign investors. The government of Bangladesh has introduced an "Open Door Policy" aimed at enticing foreign investment. The official body responsible for promoting, attracting, and facilitating foreign investment within the Export Processing Zones (EPZs) operates under the Prime Minister's Office and is known as the Bangladesh Export Processing Zone Authority (BEPZA). EPZs are established with the primary objective of creating designated areas that offer a welcoming investment climate, free from burdensome regulations, to attract potential investors.

In 2015, the government made a significant decision to establish 100 economic zones (EZs) across the country, with the goals of attracting both domestic and foreign investment, expediting industrialization, creating one crore jobs, and increasing exports by an additional \$40 billion worth of goods and services by 2030. While many of these EZs are yet to commence operations, the ones that have been in existence since FY 2017-18 have already garnered \$1.6 billion in investments, including \$80 million from foreign sources. Furthermore, investment proposals totaling \$26 billion have been signed across all 97 economic zones.

Even though BIDA ACT 2016 governs the regulatory framework for investment promotion in Bangladesh including investment protection and entry, the Foreign Private Investment Promotion and Protection Act (FPIPPA) 1980 is the key regulatory framework of foreign investment in Bangladesh. The broader policy and regulatory framework for catering investment include:

Business Stage	Regulatory Framework
General	<ul style="list-style-type: none"> Bangladesh Industrial Policy (as undertaken from time to time)
Business Start-Up	<ul style="list-style-type: none"> The Companies Act, 1994 Securities and Exchange Commission Act, 1993 Copyright Act, 2000 Patent and Design Act, 1911 Trademark Act, 2009
Promotion and Protection	<ul style="list-style-type: none"> The Foreign Private Investment Promotion and Protection Act (FPIPPA), 1980
Facilitation	<ul style="list-style-type: none"> Bangladesh Investment Development Board Act (BIDA), 2016 Bangladesh Export Processing Zones Authority (BEPZA) Act, 1980 The Bangladesh Economic Zones Act, 2010/ Amended Bangladesh Economic Zones Act 2015 The Bangladesh Hi-Tech Park Authority Act, 2010 OSS Act 2018
International Trade (Export and Import)	<ul style="list-style-type: none"> Bangladesh Export Policy (as undertaken from time to time) Bangladesh Import Order (as undertaken from time to time)
Corporate/Personal Taxation and incentives	<ul style="list-style-type: none"> Income Tax Ordinance 1984 and related rules and SROs The Customs (Economic-Zones) Procedures (2017)
Foreign Exchange	<ul style="list-style-type: none"> Bangladesh Foreign Exchange Regulation Act and Guidelines (issued from time to time)

Table 3 Regulatory framework for investment promotion in Bangladesh

4. Overview of the One Stop Service (OSS)

The One Stop Service (OSS) is a widely embraced service-oriented concept on a global scale, aiming to enhance government efficiency, accountability, and transparency in order to facilitate seamless services for investors. Particularly, during the COVID-19 pandemic, this system has played and continues to play a pivotal role in centralizing the execution of various investment services.

In 2018, the Government of Bangladesh introduced the One Stop Service Act primarily to streamline the procedures investors must follow to meet the regulatory requirements for establishing and operating businesses in Bangladesh. According to a World Bank report, commencing business operations in Bangladesh poses challenges, primarily due to the substantial expenses associated with obtaining licenses and permits. This platform streamlines the processes involved in establishing businesses, as well as provide post-setup support, thereby creating a conducive environment to help businesses adapt to emerging challenges. In line with this Act, the government has also enacted the One Stop Service (OSS) Rules of 2020. According to these regulations, the four Investment Promotion Agencies (IPAs) - namely, the central OSS Authority include the Bangladesh Investment Development Authority (BIDA), Bangladesh Economic Zones Authority (BEZA), Bangladesh Export Processing Zone Authority (BEPZA), and Bangladesh Hi-Tech Park Authority (BHTPA) - are entrusted with the responsibility of providing comprehensive services to both local and foreign investors within their respective jurisdictions.

The OSS platform guarantees that investors receive all services through a centralized source. The OSS portal started with a total of 31 services and currently offers 67 services, with an aim to offer 154 services from 35 agencies².

The range of OSS services spans import and export permits, local sale and purchase permits, project clearance, NoC for bank loans, VISA recommendations, work permits, manufacturing permits, building plan approvals, utility connections, name clearance, certificates of incorporation/registration, TIN certificates, VAT registration, environmental clearances, licenses for service providers, fire safety clearances, factory registration with DIFE, boiler registration, permissions for captive power plants and off-shore banking, customs clearances, sub-contract permits, NOCs for the installation of water treatment plants, effluent treatment plants, generators, and remittance clearances, as well as requests for utility connections and renewal of boiler registrations. This comprehensive OSS framework is designed to enhance efficiency and convenience in the investment process, constituting a significant aspect of our report.

4.1 One Stop Service Implementation Agencies in Bangladesh

4.1.1 Bangladesh Investment Development Authority (BIDA)

Bangladesh Investment Development Authority (BIDA) is the main investment promotion agency in Bangladesh established under the BIDA Act of 2016, and through the merger of the Board of Investment and Privatization Commission. BIDA provides diversified promotional and facilitating services to accelerate industrial development in the country. BIDA's functions include the registration of industrial

² BIDA, "Bangladesh Investment Handbook A Guide for Investors, 2020" Accessed November 9, 2023, <https://bida.gov.bd/themes/bida/assets/pdf/Bangladesh-Investment-Handbook-by-BIDA.pdf>

enterprises, both local and foreign, and it offers a one-stop service for various investment-related activities. The functions and services of BIDA are stated below.

Functions	Services
Investment promotion	Guidance on doing business in Bangladesh,
Investment facilitation, covering investment registration and pre- and post-establishment facilitation	Response to investment-related queries,
Policy advocacy.	Guidance and advice on investment in specific sectors,
	Matching support between foreign investors and local industries,
	Arrangement of visit to and meeting with various government and private organizations,
	Facilitate investors for smooth operation of business,
	Registration of industrial investment and commercial office,
	Facilitation of utility service connection,
	Facilitation of machinery and raw material import,
	Approval for obtaining foreign borrowing,
	Approval of overseas remittance of royalty/ technical assistance-related fees,
	Approval of expatriate employment and facilitation for obtaining visa,
	Assistance to the government in framing policies for private sector development,
	Advocacy to reform policy, act, rule, regulation, and procedures relevant to investment.

Table 4 Functions and Services under BIDA

The One Stop Service (OSS) by BIDA is designed to simplify and expedite the process of obtaining various business-related services in Bangladesh. The OSS serves as a single point of contact for various government services, streamlining procedures and improving the overall ease of doing business in Bangladesh. It aims to provide efficient, transparent, and centralized services to investors and entrepreneurs, reducing the time and complexity involved in getting approvals, permits, and other necessary documentation.

4.1.2 Bangladesh Economic Zones Authority (BEZA)

The Bangladesh Economic Zones Authority (BEZA) is an agency of the government of Bangladesh tasked with developing 100 new economic zones³. BEZA was created in 2010 under the Bangladesh Economic Zones Act and is an attached agency of the Prime Minister's Office². Its objective is to establish, license, operate, manage, and control economic zones in Bangladesh, with the target of generating 10 million jobs and receiving USD 40 billion in export earnings⁵. In 2023, 10 EPZs have

³ BEZA, Accessed November 11, 2023, <https://beza.gov.bd/>

⁴ Wikipedia contributors, Bangladesh Economic Zone Authority, Accessed November 14, 2023, https://en.wikipedia.org/wiki/Bangladesh_Economic_Zones_Authority

⁵ Bangladesh, A. (n.d.), "Embassy of Bangladesh Paris - Economic Zones in Bangladesh", Accessed November 14, 2023, <https://www.bangladoot-paris.org/trade-and-commerce/economic-zones-in-bangladesh.html>

⁶ Rayhan, A. U. N. J. (2023, March 20). "Beza will add \$40b to the economy by 2030.", Accessed November 14, 2023, <https://www.tbsnews.net/economy/beza-will-add-40b-economy-2030-597686>

been completed and 29 are under the process of implementation.⁷ The following table chalks out the key functions and services currently provided by BEZA:

Functions	Services
Acquire land for economic zones identified by own initiative or public-private partnership and take possession of the acquired land on behalf of the Government;	Permission for setting up industry in EPZs with the minimum required document.
Appoint economic zone developer on competitive basis to develop and manage the acquired land and different type of infrastructure thereof;	Allotment of fully serviced industrial Plots/ Standard Factory Building (SFB) for establishment of industry in EPZs;
Prepare and submit infrastructure development plans for economic zones to the Governing Board for approval.	Duty-Free Import of raw materials, Machinery, Construction Materials and duty-free export of finished goods;
Lease land and buildings in economic zones to investors for their establishments.	Expeditions services including Import & Export Permit;
Ensure infrastructure development of economic zones within specified period through monitoring of activities of its own and of economic zone developers;	One Stop Service through OSS center;
Promote local and foreign investment to establish backward linkage industries and develop a skilled labor force for employment opportunities.	Issuance of Work Permit for Foreign Expatriate;
Divide land based on infrastructure and resources to create economic zones with facilities.	Connection of Water and Electricity;
Encourage efficient management of programs for environment commitments and establish backward linkage industries in economic zones to support local requirements.;	24/7 security service;
Establish separate economic zones for polluting and unplanned industries to relocate from metropolitan cities. Encourage public-private partnerships in developing and operating these zones.	Customs clearance at the factory site;
Take necessary steps to implement social and economic commitments;	Import and Export on CM/CMP/CMT basis allowed;
Establish the due rights of workers, to ensure their welfare and to establish conducive relationships between owners and workers;	Import from Domestic Tariff Area (DTA);
Take appropriate steps to implement poverty reduction program;	Intra / inter zone sub-contracting & transfer of goods allowed;
Promote planned industrialization of manufacturing and service sectors to expedite implementation of country's industrial policy.;	Sub-contracting with Export Oriented Industries inside and outside EPZ allowed;

⁷ Rayhan, A. U. N. J. (2023, March 20). "Beza will add \$40b to the economy by 2030.", Accessed November 14, 2023, <https://www.tbsnews.net/economy/beza-will-add-40b-economy-2030-597686>

Functions	Services
Convert economic zones into centers, develop cities, zones, and tourism through banking investment, and facilitate skilled labor and services.	No requirement of IRC (Import Registration Certificate), ERC (Export Registration Certificate);

Table 5 Functions and Services under BEZA

During its second board meeting, BEZA took the initial step to propose the establishment of the OSS. BEZA recognized the need for a streamlined and investor-friendly process to attract more investments into the country. BEZA's board meetings, such as the second board meeting (February 28, 2015) and the fourth board meeting (July 27, 2016) played a crucial role in making decisions related to the OSS, including the decision to enact a law to support its establishment. Based on the decisions made during these board meetings, the Government of Bangladesh passed the One-stop Service Act in 2018. Following the passage of the act, the government, through BEZA, took concrete steps to implement the OSS. This involved the establishment of physical infrastructure and online platforms, coordination with various ministries and departments, and the development of Standard Operating Procedures (SOPs) for delivering services to investors.

The Japan International Cooperation Agency (JICA) collaborated with BEZA to set up a regional one-stop service center at the Bangladesh Special Economic Zone (BSEZ) in Araihaaz, Narayanganj. This initiative, part of JICA's capacity-building project, is designed to improve business services within the zone. By providing streamlined services and introducing a customs clearance system, this development aims to facilitate efficient investment processes and business operations for companies operating in the economic zones.

4.1.3 Bangladesh Export Processing Zones Authority (BEPZA)

The Bangladesh Export Processing Zones Authority (BEPZA) is an agency of the government of Bangladesh that promotes, attracts, and facilitates foreign investment in the country's export processing zones (EPZs). BEPZA was established in 1983 under the Bangladesh Export Processing Zones Authority Act and is an attached agency of the Prime Minister's Office.

BEPZA's primary objective is to provide special areas where potential investors would find a congenial investment climate free from cumbersome procedures. BEPZA currently oversees the operations of eight EPZs in different parts of Bangladesh, including Chittagong, Dhaka, Mongla, Ishwardi, Comilla, and Uttara¹. The agency performs inspections and supervises the compliance of enterprises related to social and environmental issues, safety, and security at the workplace to maintain harmonious labor management and industrial relations in EPZs⁵. As of 2023, BEPZA has contributed around 10-15% to the total FDI in Bangladesh and has created employment for at least 11414 people and paved the way for 13 new industries.⁸ The table below provides a snapshot of the key functions and services that are provided by BEPZA.

Functions	Services
Boost up Foreign and Local Investment	Permission for setting up industry in EPZs with minimum required documents.
Accelerate Volume of Export	Allotment of fully serviced industrial Plots/ Standard Factory Building (SFB) for establishment of industry in EPZs.

⁸ Bepza Bulletin, Bangladesh Export Processing Zones Authority, 2023, Accessed November 9, 2023, <https://www.bepza.gov.bd/public/storage/upload/bulletin/231002050833-1991April-June%202023.pdf>

Functions	Services
Create Job Opportunity	Duty-Free Import of raw materials, Machinery, Construction Materials, and duty-free export of finished goods.
Poverty Alleviation	Expeditions services including Import & Export Permit through Automation within the same day.
Transfer of Technology and Skill Development	One Stop Service through OSS center.
Development of Backward and Forward Linkage Industries	Issuance of Work Permits for Foreign Expatriates.
Promote Accessories and Supportive Service Enterprises	Connection of Water and Electricity.
	24/7 security service.
	Customs clearance at the factory site.
	Import and Export on CM/CMP/CMT basis allowed.
	Import from Domestic Tariff Area (DTA).
	Intra / inter-zone sub-contracting & transfer of goods allowed.
	Sub-contracting with Export Oriented Industries inside and outside EPZ allowed.
	No requirement of IRC (Import Registration Certificate), ERC (Export Registration Certificate).
	Administrative support services: Commissariat, Medical Center, Investors Club, Health Club, etc.

Table 6 Functions and services under BEPZA

From April to June 2023, BEPZA has signed lease agreements with 7 companies from China, South Korea, and Bangladesh, substantiating proposed investment worth US\$ 141.74 million.⁹ As per Bangladesh Economic Review 2023, Bangladesh's EPZs currently host a total of 452 operational enterprises, with an additional 93 enterprises in various stages of implementation. Among the operational enterprises, 150 are in Chattogram EPZ, 89 in Dhaka EPZ, 31 in Mongla EPZ, 21 in Ishwardi EPZ, 48 in Cumilla EPZ, 23 in Uttara EPZ, 48 in Adamjee EPZ, and 42 in Karnaphuli EPZ.

As of February 2023, the cumulative investment in these EPZs has reached US\$ 6,296.24 million. During the initial eight months of the fiscal year 2022-23, the EPZs recorded total exports amounting to US\$ 5,361.12 million. Remarkably, in the fiscal year 2021-22, the EPZ exports constituted approximately 16.61 percent of the country's overall national exports. As of February 2023, the industrial establishments within the EPZs, which are overseen by BEPZA, provide employment to 486,304 Bangladeshis. Notably, this workforce comprises 66 percent of the total Bangladeshi workforce in EPZs.¹⁰

⁹ BEPZA Bulletin, Bangladesh Export Processing Zones Authority, 2023, Accessed November 9, 2023, <https://www.bepza.gov.bd/public/storage/upload/bulletin/231002050833-1991April-June%202023.pdf>

¹⁰ Finance Division, Ministry of Finance, 2023, Accessed November 9, 2023, <https://mof.portal.gov.bd/site/page/28ba57f5-59ff-4426-970a-bf014242179e/Bangladesh-Economic-Review-2023>

Name of EPZS	Number of Industry		Investment (US\$ in M)	Export (US\$ in M)	Employment (No.)
	In Operation	Under Implementation			
Chattogram EPZ	150	10	1999.45	39741.18	173440
Dhaka EPZ	89	6	1718.83	33826.67	76147
Adamjee EPZ	48	12	709.88	7501.09	58414
Cumilla EPZ	48	5	548.12	5298.34	44048
Karnaphuli EPZ	42	6	712.20	10132.05	73812
Ishwardi EPZ	21	20	233.97	1461.57	17045
Mongla EPZ	31	10	145.70	1070.73	11527
Uttara EPZ	23	6	226.78	2201.08	31871
BEPZA EPZ	0	18	1.30	0.00	0.00
Total=	452	93	6296.24	101232.71	486304

Table 7 Bangladesh EPZ Stats

4.1.4 Bangladesh Hi-Tech Park Authority (BHTPA)

The Bangladesh Hi-Tech Park Authority (BHTPA) is a government agency in Bangladesh that is responsible for establishing, managing, and operating technology business parks throughout the country^{11 12}. BHTPA was established under the Bangladesh Hi-Tech Park Authority Act of 2010 with the objective of creating an investment-friendly environment for the IT and IT-enabled services (ITES) industry.

BHTPA is responsible for developing and managing several hi-tech parks in Bangladesh, including the Bangabandhu Hi-Tech City in Kaliakoir, Gazipur, the Sheikh Hasina Software Technology Park in Jessore, and the Janata Tower Software Technology Park in Dhaka.⁹ BHTPA's mission is to establish international standard infrastructure, create a sustainable business environment, and develop an IT/ITES-based industrial ecosystem in Bangladesh¹³. BHTPA offers various incentives to investors, such as tax holidays, duty exemptions, and other financial benefits, to encourage investment in the hi-tech sectors. A total of 12 IT parks will be established in 12 separate districts across the country, including Jamalpur, Natore, Thakurgaon, Comilla, Maymensing, Kareniganj (Dhaka), Barisal, Rangpur, Rajshahi, Sylhet, Khulna, and Chattogram. BHTPA is establishing Hi-Tech Parks, Software Technology Parks, and IT Training & Incubation Centers throughout the country to attract local and foreign investors for the development of Hi-Tech/IT/ITES industries. These parks aim to create employment opportunities and skilled human resources in the country.¹⁴

¹¹ Wikipedia contributors. (2023c, October 6). Bangladesh Hi-Tech Park Authority. Wikipedia, Accessed November 15, 2023, https://en.wikipedia.org/wiki/Bangladesh_Hi-Tech_Park_Authority

¹² Bangladesh Hi-Tech Park Authority, Accessed November 17, 2023, <https://bhtpa.gov.bd/>

¹³ BHTPA, Bangladesh Hi Tech Park Authority, Accessed November 11, 2023, <https://ossbhtpa.gov.bd/>

¹⁴ Bangladesh High-Tech Park Authority (BHTPA): – Invest Bangla. (n.d.), Accessed November 13, 2023, <https://www.invest-bangla.com/bangladesh-high-tech-park-authority-bhtpa/>

4.2 Functions of the IPAs under the Central OSS Authority

The Central OSS Authority, as per the OSS Act and Rules, comprises of four key Investment Promotion Agencies i.e., BIDA, BEPZA, BEZA, and BHTPA, who are primarily responsible for delivering its services to investors. However, the list of services under the OSS in its entirety extends to other public service delivery agencies. The table below outlines the key services provided by the Central OSS Authority on the OSS platform.

BIDA	BEZA		BEPZA	BHTPA
Industrial Project Registration	Import/ Export Permit	License for Service Providers	Project sanction and Allotment	Project registration for BHTPA Investors only.
Office Permission (New/Extention)	Local sale and purchase	Fire Safety Clearance	Machine Loan permit	Project clearance
Office Permission (Amendment/Cancellation)	Project Clearance	Factory registration with DIFE	Visa Recommendation	Visa assistance and recommendation
Visa Recommendation (New/Amendment)	NoC for Bank Loan	Boiler Registration	Subcontract permit	Space allotment
Work Permit (New/Extention/Amendment/Cancellation)	Visa Recommendation	Captive Power Plant (Permission from DOE)	Work permit	Land allotment
Visa on Arrival/Visa on Arrival (Amendment)	Work Permit	Customs Clearance	Wastage & garbage sale permit	Work permit
Remittance Approval	Sale permit	Subcontract Permit	Import Permit	Project registration for BHTPA Investors only.
IRC Recommendation (1st, 2nd, 3rd AdHoc)	Manufacturing Permit	NOC for Offshore Banking License	Export permit	
Amendment of Registration	Building plan approval	Permission for installation of WTP, ETP	Repair Permit	
	Utility Connection	Permission for installation of Generator	Sample Permit	
	Name Clearance	Remittance Clearance	Dyeing Certificate	
	Certificate of Incorporation/Registration	Permission for installation of Generator	Local Purchase	
	TIN Certificate	Remittance Clearance		
	VAT Registration	Request for Utility Connection		
	Environment Clearance	Renewal of Boiler Registration		

Figure 2 Key services provided by the Central OSS Authority on the OSS platforms.

5. Findings from Secondary Sources: Policy Challenges and Implementations Gaps

5.1 Institutional Barriers to Effective Implementation of OSS

BEZA launched OSS in 2019, in partnership with 14 ministries and departments.¹⁵ In the fiscal year 2021-22, BIDA brought 11 new services from 9 agencies into the OSS and agreed to add more services through 14 new MoUs. Eventually, BIDA added more services to the online OSS portal, which now offers 67 services from 23 agencies.¹⁶ However, there are certain institutional barriers that need to be addressed for OSS to reach its full potential.

Inter-agency Coordination: Due to technological incompetence, bureaucratic processes, and failure of other institutions to comply with procedures, inter-agency coordination has posed as a barrier among the agencies providing services under the OSS.¹⁷ Inter-agency coordination is essential to the efficiency of the OSS as it is a host portal which offers services from various agencies, that are to be offered within a prescribed timeframe. While BIDA and BEZA offer various services through the OSS system, the platform offers more than 125 services to investors, involving over 35 government agencies, therefore, inter-agency coordination emerges as a pivotal element in ensuring the system operates effectively. Even though procedures have been automated through the OSS system, so that investors can enjoy the benefits of a one stop service, a few organizations are accepting applications at individual capacity from their respective platforms. This has further increased coordination challenges for the central OSS Authority. In addition, BIDA has so far signed multiple MoU with at least 35 agencies among which, majority are government organizations yet, all the organizations are not integrated into the OSS platform.

Overarching Authority: Another institutional barrier that was found through primary data collection is the absence of an overarching authority allocated by the ministry to oversee the overall activities of all IPAs. In this case, providing BIDA with authority would simplify the steps to make pragmatic decisions and centralize the system to save time. The OSS Rules 2020 stipulates the Executive Chairman of BEZA to take up the role of Head/Executive Chairman of the Central One Stop Service Authority and Regional One Stop Service Center, however, as per desk research and KII, whether this has been clearly implemented is yet to be determined.

One Stop Service Assurance Committee: Despite the formation of a One Stop Service Assurance Committee under the Finance Minister's Leadership, no meetings have been held as of yet to oversee OSS implementation. Hence, there is a need for effective coordination and surveillance to ensure the effectiveness of the initiative.¹⁸ This has been further reiterated through KII and FDG findings where officials mentioned how the committee meeting is yet to happen despite officials requesting for a meeting in more than one occasion. However, as per a KII with a government officer, there is an inter-agency task force and integrated committee where representatives of IPAs participate for discussing

¹⁵ Tribune, D. Investment made easier (2019, October 22)., Accessed November 9, 2023, <https://www.dhakatribune.com/opinion/editorial/191054/investment-made-easier>

¹⁶ The Daily Star, Bida provides 67 services to investors through OSS, 2023, January 9, Accessed November 9, 2023, <https://www.thedailystar.net/business/news/bida-provides-67-services-investors-through-oss-3216341>

¹⁷ Islam, M. S. (2021, May 5). Strengthening integrated One Stop Service for investors, (2021, May 5), Accessed November 9, <https://www.thedailystar.net/law-our-rights/news/strengthening-integrated-one-stop-service-investors-2089177>

¹⁸ Kashem, Bida plans new scheme to ease firm registration. The Business Standard, (2022, September 11), Accessed November 9, <https://www.tbsnews.net/economy/bida-plans-new-scheme-ease-firm-registration-494050>

procedural hindrances and overall feedback of investors. The respondent has noted that approximately 5 meetings have taken place thus far.

Additional Paperwork: As per section 6 sub-section 4 '*Save and except to the Central One-stop Service Authority or the Regional One-stop Center, the applicant need not to submit any separate application to any of the organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances*'. In 2021 and 2022, despite BIDA adding services under the umbrella of OSS, a few organizations were accepting paperwork outside the system.¹⁹ As per a KII respondent, a comparison between 2017 and 2023 revealed an increase in the amount of paperwork in contrary to expectations of reduced documentation and certification.

Timeliness of Services: Similarly, as per Section 9 sub-section 1 '*Notwithstanding anything contained in any other law for the time being in force, if any Focal Point makes any negligence to discharge any duty or perform any function within the time prescribed under this Act, it shall be deemed to be his inefficiency or misconduct*'. However, while the majority of the KII respondents have stated that the services are provided within the prescribed time, a few have stated that intervention from the IPAs is necessary to speed up service delivery.

5.2 Integration of OSS with National Single Window

On February 22, 2017, the WTO's Trade Facilitation Agreement (TFA), officially known as the Agreement on Trade Facilitation, became effective after receiving ratification from two-thirds of WTO Members, serving as the foundation for this analysis. Primarily centered around Customs-related matters, the TFA features provisions with varying degrees of binding force, including those that are obligatory (e.g., Art. 1.1 on Publication), those that are encouraged but not mandatory (e.g., Art. 1.3 on Enquiry Points), and others that represent a combination of both (e.g., Art. 1.3 on Enquiry Points). Article 10.4 of this Agreement covers the issue of Single Window which states that "*Members shall endeavor to establish or maintain a single window, enabling traders to submit documentation and/or data requirements for importation, exportation, or transit of goods through a single-entry point to the participating authorities or agencies. After the examination by the participating authorities or agencies of the documentation and/or data, the results shall be notified to the applicants through the single window in a timely manner.*"ⁱⁱⁱ

Single Windows are formally defined as "facilities that allow parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfil all import, export, and transit-related regulatory requirements".ⁱⁱⁱ Projections of World Trade Organization (WTO) indicate that the complete enactment of the TFA could lead to an average reduction of 14.3% in trade costs and potentially increase global trade by as much as \$1 trillion annually, with the most significant benefits accruing to the least developed nations. Govt. of Bangladesh has taken initiatives to implement this TFA provision of Single Window.

NBR is currently implementing a nationwide single window system in Bangladesh, which aims to streamline all customs procedures related to foreign trade through a unified interface. This project is funded by the World Bank and is designed to enhance the ease of conducting business by modernizing international trade processes with a user-friendly system. To oversee the project, a dedicated implementation unit has been established, and Memorandums of Understanding (MoUs) have been executed with 39 different government and non-government entities.

¹⁹ Issue-I, T. A., BIDA OSS futile as agencies give same services. The Financial Express, (2022, November 12), Accessed November 9, 2023, <https://thefinancialexpress.com.bd/trade/bida-oss-futile-as-agencies-give-same-services-1668221587>

Integrating OSS with the National Single Window poses challenges due to the involvement of multiple agencies in both systems. To facilitate integration, BIDA can take the initiative to identify potential integration points. If both systems function effectively, it could positively impact investors by enhancing the ease of doing business in Bangladesh. However, achieving fully functional and integrated systems, as seen in countries like Singapore with their 'TradeNet,' may take time. TradeNet serves as Singapore's National Single Window for trade declarations, streamlining regulatory compliance for imports, exports, and transshipments. By providing a single point of entry for submitting declarations to multiple regulatory agencies, TradeNet significantly reduces the time and cost associated with preparing, submitting, and processing trade documents.

5.3 Gaps in Foreign Direct Investment (FDI) Policies

5.3.1 Taxation and VAT Policies

During a dialogue organized by the Foreign Investors' Chamber of Commerce and Industry (FICCI) in August 2023, speakers highlighted the importance of creating a more tax-friendly environment in Bangladesh to stimulate both local and foreign direct investments (FDI).

To attract investors who are considering relocation, several countries have revamped their tax policies. For instance, India has significantly reduced its corporate tax rate from 30% to 22%, and newly established industrial enterprises enjoy an even lower tax rate of 17%^{iv}. Additionally, unlike Bangladesh, countries such as India, Vietnam, and Thailand do not impose VAT requirements on industries operating within economic zones. This competitive landscape necessitates a reconsideration of corporate tax rates and VAT policies in Bangladesh to foster a surge in FDI inflows.

5.3.2 Dispute Settlement

An essential concern for foreign investors revolves around the selection of an appropriate dispute resolution mechanism. Section 4 of the FPIPPA 1980 stipulates that the government is obligated to provide fair and equitable treatment to foreign private investments, ensuring their full protection and security within Bangladesh. Due to delays often experienced in Bangladeshi litigation, foreign investors typically prefer arbitration as their favored method for resolving cross-border commercial disputes²⁰. The World Justice Project announces in its Rule of Law Index 2016 that Bangladesh is ranked at 103rd among 113 countries. Weaknesses in public governance and judicial independence have led to a lack of confidence in solving commercial disputes through its court system. KII findings have indicated how investors would appreciate it if Bangladesh had a dedicated court to handle dispute settlements between investors and the government followed by a fixed provision on pre-established commitment to protect its investors. Arbitration offers flexibility and allows parties to autonomously resolve conflicts while maintaining confidentiality. Arbitration offers flexibility and allows parties to autonomously resolve conflicts while maintaining confidentiality.

In instances of disputes, dispute resolution methods are available under the Arbitration Act of 2001 and 2004. Bangladesh is a signatory to the International Centre for Settlement of Investment Disputes (ICSID), an organization that settles investment disputes involving specific states and foreign nationals.

²⁰Grace, "Arbitration issues for foreign investors in Bangladesh. Law.asia, (2023b, February 8)", Accessed November 9, 2023, <https://law.asia/arbitration-issues-foreign-investors-bangladesh/> <https://law.asia/arbitration-issues-foreign-investors-bangladesh/>

Additionally, Bangladeshi law permits contracts to refer dispute settlement to third-country forums, such as those in Singapore.

Bangladesh is also a participant in the South Asia Association for Regional Cooperation (SAARC) Agreement for the Establishment of an Arbitration Council since November 2005, aiming to establish a permanent center for alternative dispute resolution in one of the SAARC member countries. Furthermore, Bangladesh is a signatory of the New York Convention, recognizing the enforcement of international arbitration awards. For dispute resolution, the Bangladesh International Arbitration Centre (BIAC) is available, operating under the Bangladesh Arbitration Act of 2001. BIAC is an independent arbitration center established in April 2011 for the resolution of commercial disputes, overseen by a committee headed by the President of the International Chamber of Commerce Bangladesh (ICCB) and comprising presidents of other prominent chambers, including DCCI and MCCI.

The FPIPPA currently lacks any provisions for investor-state disputes, which are typically found in bilateral agreements. A provision on investor-state dispute should be explicitly stated in the Act and designed to be as comprehensive as possible, providing foreign investors with ample freedom and protection. In most treaties, parties' consent to settling investor-state disputes through international arbitration mechanisms, typically ICSID. When investors commit significant funds to a project, they often seek legal support to ensure their protection. They may not solely rely on the FPIPPA for clarity and may refer to other documents like bilateral investment treaties or joint investment agreements.

Bangladesh has faced a total of 7 claims from foreign investors, with four cases resolved and three currently under arbitration. Thus far, no foreign investors have invoked protection under the FPIPPA. Presently, there is no evidence of ongoing proceedings in national courts. While investors from countries with bilateral investment treaties receive protection under those treaties, investors from other nations must rely on the FPIPPA.

The Grievance Redress System functions as a channel for stakeholders to formally submit complaints to government authorities regarding dissatisfaction with service providers. Its purpose is to identify opportunities for improving service delivery, enhancing transparency, and ensuring accountability among service providers. The Government of Bangladesh already employs such a system. However, when investors' complaints concern agencies other than BIDA, there is no formal mechanism to address these issues. In this context, BIDA may address this matter under the OSS (One-Stop Service) framework, incorporating it into the act and developing a Standard Operating Procedure (SOP) for its implementation, which would ensure proper resolution of investor complaints. The umbrella law, FPIPPA should have provisions to ensure the exhaustion of local remedies first before going for a mutually agreed international dispute settlement forum.

5.3.3 Intellectual Property Rights (IPR)

Intellectual Property Rights (IPRs) are the legal protections afforded to the creators or owners of intellectual property, which includes works of literature, art, inventions, designs, names, symbols, and pictures used in commerce. By giving creators and inventors ownership over their works and allowing them to profit monetarily from their intellectual investments, these rights are crucial for promoting innovation and creativity.

Intellectual property and investment are closely interrelated in the business and economic perspective. The “Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS)” by the WTO sets out the minimum standards for the protection of intellectual property rights among its member states. Under this agreement, member countries have the option, though not an obligation, to enact more

extensive intellectual property protection in their laws, provided that such protection aligns with the agreement's provisions. As a member of the WTO, Bangladesh has an obligation to follow the minimum standard as set in the TRIPS agreement. Accordingly, Bangladesh has amended Intellectual Property related laws and regulations. For example, by repealing the previous Patents and Designs Act, 1911 (Act No. II of 1911) the new Patent Act, 2022 was passed and the industry-design bill was passed in 2023²¹. Further, with a view to creating an enabling environment towards practicing IPRs effectively, the government has taken some initiatives. As an example, on 15 November 2018, the National Innovation and Intellectual Property Policy, 2018 was introduced. In addition, to address unlawful activities in connection with infringement of Intellectual Property Rights at the border, the National Board of Revenue (NBR) introduced the IPR Enforcement (Import and Export) Rules, 2019, utilizing the authority conferred by sections 15, 16, and 17 of the Customs Act, 1969. All these initiatives would be investment friendly, if they are practiced properly.

Existing literature suggests that the role of Intellectual Property (IP) in promoting Foreign Direct Investment (FDI) is multifaceted, and various aspects highlight its significance in attracting and sustaining investment. Intellectual property rights, including patents, trademarks, and copyrights, serve as incentives for innovation. Evidence shows that FDI often flows to countries with robust IP protection as investors seek environments that encourage and reward innovation. Keith E. Maskus in his article "Intellectual Property Rights in the Global Economy" shows that enhanced protection of Intellectual Property Rights (IPRs) is expected to boost motivations for innovation and elevate the rewards associated with international technology transfer²². In addition to that investor, particularly in technology-intensive industries, are more likely to invest in countries with strong IP protection to safeguard their investments in research and development. FDI often involves technology transfer and licensing agreements. Branstetter, L. (2000) argues that Countries with reliable IP protection mechanisms are more likely to attract foreign investors looking to leverage local technologies. Eaton, J., & Kortum, S. (1996) suggested that a country's commitment to IP protection can influence investors' decisions to enter new markets. Strong IP protection enhances the ability of businesses to differentiate their products and services²³.

In this context, based on the above-mentioned pieces of evidence it can be suggested that Bangladesh needs to emphasize strong Intellectual Property protection to attract increased Foreign Direct Investment (FDI).

5.3.4 Technological Transfer and Linkage to Domestic Industries

To foster industries beyond the garment sector and enhance value addition, there's a critical need for industrial diversification and increased value-adding. Encouragingly, FDI plays a pivotal role in transferring the requisite technology for this purpose. However, Bangladesh's FDI currently stands at only 0.7% of GDP on average for the period 2016-2020, significantly lower than its counterparts like Vietnam (6.2%), India (1.8%), and the Philippines (2.5%). IPR protection plays a pivotal role in this regard.

On one hand, IPR Protection can hinder technology spread by restricting access through patents,

²¹ The Business Standard, "Industry-Design Bill-2023 passes in JS to protect intellectual property rights, (2023, July 6)," Accessed November 19, 2023, <https://www.tbsnews.net/bangladesh/law-order/industry-design-bill-2023-passes-js-protect-intellectual-property-rights-661314>

²² Maskus, K. (2000), "Intellectual property rights in the global economy", Accessed November 18, 2023, <https://econpapers.repec.org/bookchap/iieppress/99.htm>

²³ Eaton, J., & Kortum, S. "Trade in ideas Patenting and productivity in the OECD. Journal of International Economics, 40(3–4), 251–278, (1996).", Accessed November 11, 2023, [https://doi.org/10.1016/0022-1996\(95\)01407-1](https://doi.org/10.1016/0022-1996(95)01407-1)

potentially resulting in reduced knowledge dissemination due to higher prices and lower output caused by increased market power among IPR holders. On the other hand, IPRs can facilitate knowledge diffusion since patent information is accessible to potential inventors. Additionally, robust IPR protection can promote technology transfer via increased trade, FDI, technology licensing, and joint ventures. Despite this theoretical complexity, the primary benefit of the TRIPS Agreement is seen as technology diffusion from technologically advanced nations to others, especially in developing countries with limited innovation capacity.

Bangladesh can adopt case studies from the Southeast Asian region. For instance, Thailand also has provisions for technology transfer, particularly in the context of foreign investment. According to the Foreign Business Act of 1999, foreign investors who wish to engage in restricted business activities in Thailand must prepare and submit a technology transfer plan as part of their application for a Foreign Business License.²⁴

Furthermore, Vietnam's Law on Investment 2020 includes provisions for investment incentives, which cover projects with technology transfer on the list of technologies encouraged for transfer under the law on technology transfer. This indicates that the law acknowledges and incentivizes technology transfer, particularly in the context of foreign investments.

To improve technology transfer, enhancing the investment climate is crucial. This includes simplifying the repatriation of royalties, fees related to technical assistance, streamlining the process for expatriate work permits, revising import tariffs, and fostering stronger connections between FDI assemblers and domestic suppliers. Additionally, establishing a dedicated division within Investment Promotion Agencies (IPAs) for linkage development is essential for this facilitation.

5.3.5 Foreign Ownership Opportunities

Bangladesh broadly welcomes foreign investment, adhering to a principle of non-discrimination, with most sectors allowing 100 percent foreign ownership. Exceptions requiring local ownership include roles like freight/cargo forwarding agents, airline/railway/general or pre-shipment service cargo agents, shipping agents, courier service agents, buying houses, indenting agents, advertising agents, and for-profit educational institutions.²⁵ However, not all industries permit 100 percent foreign investment, limiting the involvement of foreign investors in standard activities like establishing Branch Offices in those particular sectors.

The 2022 National Investment Policy outlines industries subject to regulation and those designated for exclusive investment, requiring specific approval for investment. According to the 2022 National Industrial Policy (Paragraph 3.2.14 - Reserved Industry), four sectors are exclusively reserved for government investment, including arms, ammunition, and defense equipment; forest plantations and mechanized extraction in reserved forests; nuclear energy production; and security printing (e.g., currency). Industries categorized as reserved are not accessible for private investment. Conversely, as stated in the 2022 National Industrial Policy (Paragraph 3.2.15 - Controlled Industry), there are 22 industries where investments are controlled. These include deep-sea fishing, banking/finance, insurance, power generation, supply and distribution, natural gas/oil exploration and extraction, coal exploration and extraction, other mineral resources exploration and extraction, large-scale infrastructure (e.g., flyover, expressway, monorail, economic zone), crude oil refinery (recycling/refining of lube oil

²⁴ Thailand - Foreign Business Act, Investment Laws Navigator, UNCTAD Investment Policy Hub, Accessed November 18, 2023, <https://investmentpolicy.unctad.org/investment-laws/laws/40/thailand-foreign-business-act>

²⁵ BIDA, "Are there any explicit restrictions for foreign investment in Bangladesh?" Accessed November 18, 2023, <https://bida.gov.bd/details/are-there-any-explicit-restrictions-foreign-investment-bangladesh#:~:text=Are%20there%20any%20explicit%20restrictions%20for%20foreign%20investment%20in%20Bangladesh%3F&text=Ba%20ngladesh%2C%20in%20general%2C%20is%20open,in%20the%20majority%20of%20sectors.>

as fuel), medium and large industries using natural gas/condensate and other minerals as raw material, telecommunications (mobile/cellular and land phone), satellite channels, cargo/passenger aviation, sea-bound ship transport, sea-port/deep sea-port, VOIP/IP telephony, industries using heavy minerals accumulated from the sea beach, explosive production, acid production, chemicals, all kinds of sludge, and fertilizer made from sludge, stone crushing. Prior to registering with BIDA/BEZA/Hi-Tech Park/BEPZA, potential investors in controlled industries must obtain a 'No Objection Certificate (NOC)' from the relevant ministry/division.

Alternatively, the government of Bangladesh provides foreign investors with the chance to conduct business in the country by permitting them to invest in a subsidiary or a Joint Venture Companies. Foreign investors have the option to establish a wholly owned company, a subsidiary, or a joint venture in Bangladesh. Common forms of business incorporation are public or private limited companies. These companies must adhere to the Companies Act 1994 and are free to engage in any legal business activity and establish operations anywhere within Bangladesh. The company incorporation process involves several steps which starts with obtaining a name clearance from the Office of the Registrar of Joint Stock Companies and Firms (RJSC) followed by opening of bank account and preparing the Articles and Memorandum of Association and submitting an application for incorporation with RSJC which may take up to 5 weeks.²⁶

In a Joint Venture company, both domestic and international investors collaborate to form an entity while adhering to the legal requirements. It's important to note that in the context of foreign investment in JV companies, particularly those offering freight forwarding services, the ownership structure is regulated. Foreign investors are restricted to a maximum of 40% share ownership, with the remaining 60% mandated for local investors. This 60/40 local-to-foreign shareholding ratio is a prerequisite for establishing a JV Logistics Company and subsequently acquiring a freight forwarding license. Both individual and multiple foreign investors can contribute to a single project, provided there is at least one local investor.²⁷

5.3.6 Exit Policy

After completion of commercial objectives, foreign investors can exit or divest their investment in Bangladesh through the following options

- Share Transfer
- Business Transfer
- Winding Up or Liquidation

An investor has the option to terminate an investment by either convening an annual or extraordinary general meeting. Upon fulfilling the necessary procedures to exit the country, a foreign investor may repatriate the net proceeds following the acquisition of proper authorization from the central bank, which is the Bangladesh Bank.

The current exit policy is considered favorable since it follows international standards and has measures where investors are guaranteed withdrawal. However, the current exit policy may be more tilted in favor of big investors, and medium sized foreign investors may find the terms, conditions and dispute settlements fairly difficult. While the exit policy is quite favorable, the primary concern ultimately

²⁶ BIDA, "How foreign investors can incorporate company in Bangladesh?", Accessed November 17, 2023, <https://bida.gov.bd/details/how-foreign-investors-can-incorporate-company-bangladesh>

²⁷ Revenue Aid, "Joint Venture Company", Accessed November 17, 2023, <https://revenueaid.com.bd/joint-venture-company#:~:text=Only%2060%25%20local%20shareholding%20and,for%20obtaining%20Freight%20forwarding%20license.>

revolves around the repatriation of profits, which may not be as straightforward due to procedural requirements, approvals, and potential delays.

5.3.7 Fiscal Incentives for FDI Promotion in Bangladesh

Foreign investors in Bangladesh can benefit from a range of fiscal incentives designed to promote investment and economic growth. These incentives include tax holidays, reduced corporate income tax rates, and customs duty benefits. Depending on their sector and location, foreign businesses can enjoy tax holidays lasting from 5 to 12 years. For instance, industries in export processing zones (EPZs) are eligible for a 10-year tax holiday. Moreover, specific industries may benefit from reduced corporate income tax rates, which can be as low as 20%. Additionally, customs duty exemptions or reductions are available for certain items used in particular industries, making imports of equipment and materials more cost-effective for foreign investors.

Export processing zones (EPZ)	Economic zones (EZ)	Hi-tech Park	
Fiscal Benefits <ul style="list-style-type: none"> • Tax exemption up to 7 and 5 years depending upon location • Import tariff exemptions and duty draw back to back facilities on import of raw materials, machinery, equipment and construction materials • 100% foreign investment is permissible • Medium/ long term foreign borrowing facilities • Operation of foreign currency accounts • Bonded warehousing facilities <p>8 EPZs are currently operational across Bangladesh</p>	Fiscal Benefits <ul style="list-style-type: none"> • Tax exemption up to 10 years • Tax exemption on dividend during tax exemption period • Tax exemption on royalties, technical know-how and technical assistance fees, etc. for 10 years • Tax exemption on salary of expatriate employees for 3 years • Exemption of VAT on all utility services • Duty Free import of goods to be used for the development of zones • 100% foreign investment is permissible • Medium/long term foreign borrowing facilities • Operation foreign currency accounts • Bonded warehousing facilities <p>69 Government-owned EZs 29 Private EZs</p>	Fiscal benefits <ul style="list-style-type: none"> • 12 years of exemption of Income Tax for park developers • 10-year exemption from income tax for investors. • Duty exemption on capital equipment and construction materials for investors and hi-tech park developers. • Exemption of Income Tax on Dividend, Share Transfer, Royalty, and Technical Fees for investors; • Exemptions from Income Tax for Foreign Employees; • Exemption of Income Tax on declared dividends by Park Developers; • Exemption from VAT on goods produced by investors; • Exemption of stamp duty on deed registration or mortgage deed registration; • Bonded warehouse station <p>12 High-tech parck across Bangladesh</p>	<p>Bangladesh has also entered double taxation treaties with 40 countries to prevent income from being taxed twice, providing foreign investors with tax relief. Other incentives include accelerated depreciation for assets, tax credits for research and development activities, and Value Added Tax (VAT) refunds for export-oriented industries. Certain sectors receive investment allowances to lower taxable income, while infrastructure development projects enjoy various tax benefits. Furthermore, foreign investors can repatriate their profits, dividends, and capital investments, with minimal ownership restrictions in most sectors. It's essential to note that incentive availability may be subject to compliance conditions and periodic updates, emphasizing the need for ongoing consultation and compliance with relevant regulations. The figure below chalks out the fiscal benefits provided to foreign investors investing in the Export Processing Zones, Economic Zones, and the Hi-Tech Parks.</p>

Figure 3 Breakdown of fiscal incentives

5.3.8 Cross-Country Comparison of Foreign Direct Investment (FDI) Policies

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
Main Policy and Legal Instruments			
<p>Vietnam's revised Law on Investment (LOI 2020), effective since January 1, 2021, takes precedence over other sector-specific laws in cases of conflict, except for the Securities Law, the Law on Credit Institutions, the Law on Insurance Business, and the Law on Petroleum.</p> <p>Vietnam has committed to international investment agreements (IIAs), including 62 Bilateral Investment Treaties (BITs), of which 49 are currently in force, and 26 Treaties with Investment Provisions (TIPs), with 20 in force. Additionally, Vietnam is a party to 75 Double Taxation Avoidance Agreements</p>	<p>India regulates foreign investment through the Foreign Exchange Management Act, 1999 (FEMA) and related regulations. FEMA aims to streamline foreign exchange matters, facilitate foreign investment, support external trade and payments, and ensure the orderly development of India's foreign exchange market.</p> <p>India's current Foreign Direct Investment (FDI) policy is outlined in the Consolidated Foreign Direct Investment Policy Circular of October 15, 2020. The Department of Promotion of Industry and Internal Trade (DPIIT) is the government agency responsible for formulating and updating the FDI</p>	<p>The main law governing foreign investment in Thailand is the Foreign Business Act B.E. 2542 of 1999 (FBA), as amended. Another significant law affecting foreign investors is the Investment Promotion Act B.E. 2520 (1977) (IPA).</p> <p>Thailand has also established international investment obligations through various agreements, including 36 Bilateral Investment Treaties (BITs) and 20 Treaties with Investment Provisions (TIPs) that are currently in effect. Additionally, Thailand is a party to 71 Double Taxation Avoidance Agreements (DTAAs) that are</p>	<p>Malaysia lacks a unified, comprehensive law specifically governing foreign investment within the country. Instead, regulations and requirements pertaining to foreign investors are typically industry-specific and managed by relevant government agencies or sectoral regulators. Key instruments at the national level overseeing foreign investment include the Income Tax Act (1967), the Promotion of Investment Act (1986, as amended in 2014), and the Malaysian Investment Development Authority (MIDA) Act (1967). Before 2012, foreign investments were subject to regulation under the Foreign Investment Committee (FIC)</p>

²⁸ 2022 INVESTMENT POLICY AND REGULATORY REVIEW, Vietnam. (n.d.). World Bank Group., Accessed November 11, 2023, <https://documents1.worldbank.org/curated/en/099010209062233021/pdf/P1739380c178d50340a5e30b51d6df72784.pdf>

²⁹ 2022 INVESTMENT POLICY AND REGULATORY REVIEW, Vietnam. (n.d.). World Bank Group., Accessed November 17, 2023, <https://documents1.worldbank.org/curated/en/099250001122317918/pdf/P17393805f173108a0b578068cc073e8012.pdf>

³⁰ World Bank., "KherPriyankaKusekPeterEltgenMaximilian, P. a. A. (n.d.). Thailand - 2019 Investment policy and regulatory review", Accessed November 18, 2023, <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/656861585846372606/2019-investment-policy-and-regulatory-review-thailand>

³¹ 2022 INVESTMENT POLICY AND REGULATORY REVIEW, Vietnam. (n.d.). World Bank Group., Accessed November 11, 2023, <https://documents1.worldbank.org/curated/en/099250101122335107/pdf/P173938095f9e801e0893c02e9bd2e38d65.pdf>

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
(DTAAs).	<p>Policy, with updates communicated through press notes and press releases issued by India's central bank, the Reserve Bank of India (RBI), as amendments to FEMA.</p> <p>India has a significant number of international investment agreements (IIAs). It has signed 11 bilateral investment treaties, of which 7 are currently in effect, along with 13 treaties containing investment provisions, 9 of which are in force. Furthermore, India is a party to 94 Double Taxation Avoidance Agreements (DTAAs) that are currently in effect, impacting how foreign investors and investments are taxed in the country.</p>	currently in effect, impacting its authority to tax foreign investors and investments.	<p>Guidelines. The decentralized nature of foreign direct investment (FDI) laws and regulations in various sectors contributes to a complex and sometimes unclear legal framework.</p> <p>Malaysia has also committed to international investment agreements (IIAs). It has ratified 66 Bilateral Investment Treaties, with 54 currently in force, and signed 26 Treaties with Investment Provisions (TIPs), with 23 currently in force. Additionally, Malaysia is a party to 74 Double Taxation Avoidance Agreements (DTAAs) currently in effect, which influence the taxation of foreign investors and investments.</p>
Key Institution for Investment Promotion			
The Ministry of Planning and Investment (MPI) supervises the Foreign Investment Agency (FIA), which functions as the central administrative body responsible for investment matters at the national level	Invest India is India's central agency for promoting foreign investment, providing services such as market entry support, expansion advice, joint venture facilitation, sector-specific and	The Thailand Board of Investment (BOI), an agency operating under the Office of the Prime Minister, serves as the primary national-level investment promotion authority. Its primary mandate is to encourage	In Malaysia, foreign investment is governed on a sectoral basis, with investment promotion responsibilities typically assigned to various national, regional, and state government agencies, as well as

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
	<p>state-specific information, and compliance guidance to foreign investors. At the ministerial level, DPIIT oversees foreign investment promotion in India, operating under Ministry of Commerce and Industry's (MOCI) administrative oversight. Established in 2009, Invest India is a public-private joint venture involving DPIIT, industry chambers, NASSCOM, and state governments, working to enhance investment promotion in a structured and comprehensive manner.</p>	<p>both Thai and foreign investments within Thailand, as well as to promote investments overseas.</p>	<p>sector-specific regulators. The Malaysian Investment Development Authority (MIDA) serves as the primary agency responsible for investment promotion.</p>
Investment Incentives			
<p>Vietnam's investment incentives are applicable to both domestic and foreign investors and typically include tax holidays, allowances, accelerated depreciation, as well as exemptions from value-added tax (VAT) and customs duties.</p>	<p>The incentive framework aims to attract investments in specific sectors, boost development in less-developed regions, and stimulate exports of goods and services.</p> <p>Each state government has its own incentive policy, which offers various incentives based on factors like the priority industry, investment amount, location, and job creation, as outlined in the state's industrial policy. These</p>	<p>BOI Announcement No. 2/2557 outlines the criteria for project approval, foreign shareholding, and the awarding of both activity-based and merit-based tax and non-tax incentives. Activity-based incentives are categorized as Group A or B, depending on the significance of the activity, such as infrastructure development, electricity production, advanced technology utilization, and more.</p>	<p>MIDA hosts an online portal containing crucial Malaysian tax and financial incentives for foreign investors.</p> <p>During the COVID-19 pandemic, the Malaysian government implemented stimulus packages as part of the National Economic Recovery Plan (PENJANA) in response to the economic downturn.</p>

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
	<p>incentives may encompass exemptions like stamp duty for land acquisition, value-added tax (VAT) refunds or exemptions, and electricity duty waivers. Additionally, there are incentives such as tax holidays, contingent on industry and region, weighted tax deductions for research and development (R&D) expenses within approved in-house facilities and accelerated and additional depreciation for certain industries and assets.</p> <p>There is no single portal for all tax incentives available to foreign investors. Information can be found on various government websites like DPIIT, the Ministry of Finance, Invest India, and Make In India, which are periodically updated.</p>	<p>Merit-based incentives are granted based on the project's merit, including areas like research and development, intellectual property acquisitions, advanced technology training, and product design.</p> <p>Additionally, investors can also access incentives through the Thai International Business Center (IBC) Scheme.</p>	
Foreign Investment Promotion Strategy			
Vietnam's investment promotion strategy, applicable to both domestic and foreign investors, can be drawn from Decree 31.	India established its foreign investment promotion strategy in 2008 with the introduction of the Scheme for Investment Promotion,	The current investment promotion strategy of the country is laid out in its Seven Year Investment Promotion Strategy (2015-2021).	There is no publicly available consolidated foreign investment promotion strategy document issued by the government.

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
<p>a. Arranging effective investment promotion activities suitable for different contexts and conditions at specific times.</p> <p>b. Balancing funding and delegations for practical investment promotion.</p> <p>c. Developing a list of projects to attract foreign direct investment capital in each period, in accordance with the country's overall planning and investment development plan.</p>	<p>which was launched under the XI Five Year Plan 2007-2012. The Department for Promotion of Industry and Internal Trade (DPIIT) is responsible for administering the Scheme and establishing a dedicated investment promotion agency, Invest India, to attract foreign investment to the country. The Scheme has been renewed twice since its inception, with the government approving its continuation for 2017-2020 and again for an additional five years from 2021-2026, as of November 2021.</p>	<p>The primary focus of the investment promotion policies is to:</p> <ol style="list-style-type: none"> 1. Encourage R&D, innovation, and value creation in the agricultural, industrial and services sectors, small-and-medium enterprises (SMEs), fair competition, and inclusive growth to promote investment that enhances national competitiveness. 2. Drive balanced and sustainable growth by promoting activities that are environmentally friendly, save energy, or use alternative energy. 3. Create investment concentration by promoting clusters in accordance with regional potential and strengthening value chains. 4. Develop the local economy in Southern Thailand by promoting investment in border provinces, supporting security efforts in the area 5. Establish special economic zones, particularly in border areas, both inside and outside industrial 	

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
		<p>estates, to create economic connectivity with neighboring countries and prepare for entry into the ASEAN Economic Community (AEC).</p> <p>6. Enhance the competitiveness of Thai businesses and Thailand's role in the global economy by promoting Thai overseas investment.</p>	
Investment Entry and Establishment			
<p>1. The Law on Investment (LOI 2020) allows foreign investors to invest in any sector under the same conditions as domestic investors, as long as the sector or business activity is not prohibited or restricted.</p> <p>2. Vietnamese laws do not set any specific quotas on the number of foreign service providers, enterprises, or market players that can operate in a given sector.</p> <p>3. Foreign investors who engage in non-equity contract-based investments may need to fulfill registration requirements.</p>	<p>1. India prohibits foreign investment in certain sectors contained in a “negative list” (Prohibited Sectors) and restricts foreign participation through equity caps and/or other restrictions in certain others (Restricted Sectors).</p> <p>2. Foreign investors can generally hold any type of shares in a local entity and establish a commercial entity, such as a private limited company or a limited liability partnership, subject to the applicable FDI restrictions (if any).</p>	<p>1. Foreign investors can generally hold any type of shares in a Thai-incorporated company. There is no special requirement or restriction on the type of local entity a foreign investor may invest in or establish, subject to obtaining the necessary regulatory approvals.</p> <p>2. The amount of minimum investment requirement is determined by the type of investment.</p> <p>3. There are no overarching local sourcing requirements or</p>	<p>1. Foreign investment is strictly prohibited in certain sectors and sub-sectors (Prohibited Sectors) and limited in certain others through “Equity Conditions” placing restrictions or equity caps on foreign participation.</p> <p>2. Foreign individuals and companies can generally hold any type of shares in a Malaysian incorporated company (for example, ordinary shares and preference shares).</p> <p>3. Foreign investors cannot set up a partnership in Malaysia unless they</p>

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
<p>4. The Law on Enterprises generally permits foreign investors to establish a commercial presence in Vietnam through a liaison office, branch, representative office, or a company (including shareholding or limited liability company).</p> <p>5. There are no broad restrictions on the appointment of foreigners to the boards of local companies or key managerial positions, but sector-specific laws may impose some limitations.</p> <p>6. Although the Law on Investment explicitly states that investors cannot be compelled to source locally, certain sector laws may require local sourcing and a minimum proportion or percentage of local inputs.</p>	<p>3. While there are no overarching minimum investment requirements, in certain sectors minimum investment requirements for foreign investors exist.</p> <p>4. In certain regulated sectors restrictions may be imposed on the constitution of the board and appointment of foreign citizens to serve on the board or in key managerial positions.</p> <p>5. Work permits, or employment visas are granted to foreign nationals for technical and managerial jobs. Further, employment visas are not granted to citizens of Pakistan. Ministry of Home Affairs has published a handbook detailing the types of visas granted by India, as well as the process of obtaining employment visas.</p> <p>6. There are no overarching local sourcing obligations imposed on foreign investors.</p>	<p>local R&D investments needed in order to establish business in Thailand.</p> <p>4. An Investment Promotion Certificate (IPC) is issued by the BOI to an investor, whether Thai or foreign, who wishes to invest in Thailand.</p>	<p>have permanent residency in Malaysia.</p> <p>4. There are generally no mandatory quantitative limits on the number of foreign service providers, enterprises or market players that can operate in a given sector, except for certain professional services sectors such as legal services.</p> <p>5. In certain specific sectors and sub-sectors minimum paid-up capital requirements are imposed on companies with foreign ownership.</p> <p>6. There is no overarching legal requirement that subjects foreign investors to local sourcing requirements in order to establish business in Malaysia.</p> <p>7. There is no overarching FDI license or approval requirement. However, since foreign investment regulation in Malaysia is sector specific, approval of sector-specific</p>

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
			ministries, government agencies and/or regulators may be required.
Investment Protection			
<p>Dispute Settlement: Foreign investors have the choice of using the following means of dispute settlement: (i) International Arbitration; (ii) Domestic Courts; (iii) Domestic Arbitration; (iv) Mediation.</p> <p>Profit Repatriation: Foreign investors must fulfil all financial obligations required under Vietnamese law prior to remittance.</p> <p>Exit Policy: Vietnam's exit policy allows foreign investors to transfer funds abroad when concluding their direct investment activities in the country. To be eligible for such a transfer, the Vietnamese company that received the investment must first fulfill its financial obligations to the State in accordance with Vietnamese regulations. Additionally, the company is required to submit audited financial statements and enterprise income tax declarations to the relevant</p>	<p>Dispute Settlement: A variety of dispute settlement options are available to foreign investors — including international arbitration, domestic courts and domestic arbitration, unless otherwise agreed upon in writing by the parties to an investment transaction. India is considering the enactment of a domestic law for protection of foreign investments in India with a robust and fast track dispute resolution mechanism to settle disputes between investors and the government.</p> <p>Profit Repatriation: Under FEMA regulations, foreign investors can freely transfer profits, capital gains, royalties, interest payments, and other investment-related funds, provided they comply with standard requirements and after accounting for applicable taxes. This applies unless the investment</p>	<p>Dispute Settlement: Foreign investors have access to international arbitration, domestic courts, and domestic arbitration. Thai arbitration law does not separate arbitration law regimes between domestic and international arbitrations. Therefore, both arbitrations seated in Thailand and those seated abroad are subject to the same act, which is the Arbitration Act B.E. 2545 (2002). Thailand has entered into international investment agreements that guarantee protection to foreign investments against certain government measures, including expropriation, which may unduly harm the investment. As such, these treaties generally afford some protection against expropriation of investments belonging to nationals and companies of the countries that are party to these treaties, although the scope differs.</p>	<p>Dispute Settlement: A foreign investor in Malaysia can generally avail itself of dispute settlement through domestic courts, or domestic or international arbitration. In response to the COVID-19 pandemic, the Malaysian government introduced a new legislation to relieve the impact of the pandemic lockdown on certain categories of contracts.</p> <p>Profit Repatriation: There are minimal restrictions or approval requirements for the inflow of funds into Malaysia or the repatriation of proceeds from Malaysia, with the exception of applicable taxes and standard compliance procedures.</p>

Viet Nam ²⁸	India ²⁹	Thailand ³⁰	Malaysia ³¹
<p>Vietnamese tax authorities. It must also adhere to all obligations as stipulated by the Law on Tax Management. This policy ensures that investors can smoothly exit their investments while maintaining compliance with local regulations.</p>	<p>is non-repatriable. While current account transactions are fully liberalized, specific capital account transactions, such as acquiring and transferring immovable property in India, still necessitate government approval.</p>	<p>Profit Repatriation: Foreign investors face no specific requirements or restrictions when bringing funds into the country. Instead, Thai residents are subject to reporting obligations under exchange control laws, while foreign investors are not. However, for outbound transfers, obtaining prior approval from the Bank of Thailand (BOT) is typically necessary, except when the transfer aligns with a "permissible" transaction as defined by the BOT.</p>	

6. Comparison of One Stop Services in the ASEAN Region and South Asia

As Bangladesh progresses with its One Stop Service (OSS) platform, it stands to benefit significantly by emulating the sophisticated features, efficiency, and holistic integration seen in OSS platforms of ASEAN nations, thereby increasing its appeal for global investors. Thailand's One Start One Stop Investment Centre (OSOS) offers a comprehensive range of services to facilitate business and investment focusing on processing times and simplifying bureaucratic procedures. Bangladesh's OSS platform is relatively new and in the development phase, while there is integration, there is room for including more services and streamlining processes. Singapore's OSS, GoBusiness, is renowned for its efficiency and innovative use of technology, as well as high level of service integration. For Bangladesh, refining regulatory frameworks and boosting transparency could be initial steps towards attracting more international investors. Improving the platform's interface and support mechanisms to match the user-friendliness seen in ASEAN countries would also be helpful in attracting FDI to Bangladesh. The following table shows a comparison between the one stop service platforms between Bangladesh and several other countries.

Country	Name of the Portal	Number of agencies involved	Key Services
Thailand	One Start One Stop Investment Centre (OSOS)	Currently, 38 agencies are participating in providing information and consultations related to doing business in Thailand at the OSOS.	Services include direct consultation, site-visit arrangements for investors by coordinating with the Industrial Estate Authority of Thailand, web services with free access to useful information, assistance on OSOS' s website, and upcoming events.
Bangladesh	One Stop Service Centre (OSS)	Currently, there are 35 organizations under the OSS, including BIDA, BEZA, BEPZA, and BHTPA.	At present, 125 online services are available, such as: Project/Business registration and documentation, Visa on arrival, Import/export permit, Work permit, Permissions and approvals
Malaysia	One Stop Centre (OSC)	The One Stop Centre is represented by the Ministry of International Trade and Industry (MITI), Malaysian Investment Development Authority (MIDA), Ministry of Health (MOH) and the	Services include evaluation and approval, application processing, expedited approval and Business Travelers Centre (BTC)

Country	Name of the Portal	Number of agencies involved	Key Services
		Immigration Department of Malaysia (IMI) to ensure the legitimacy and health status of business travellers before they enter into Malaysia.	5. Monitoring and Reporting
Indonesia	One Stop Service Center (PTSP Pusat)	The new one-stop service is supported by 22 Indonesian ministries and government agencies.	The system issues 30 licenses including business license, recommendation of tax holiday, residential business license, geothermal license among others ³² .
Singapore	GoBusiness Singapore	29 government agencies are involved in providing the services on GoBusiness.	GoBusiness additionally provides a simplified one-stop application gateway to over 220 business licences. The platform includes registering for a business, applying for licences and grants, and more. Jointly developed by Ministry of Trade and Industry (MTI), the Smart Nation and Digital Government Office (SNDGO), and the Government Technology Agency (GovTech), and offers personalised help and recommendations for businesses ³³ .
India	National Single Window System (NSWS) [1]	31 central departments and 22 state governments.	Approval and guidance of the following: <ul style="list-style-type: none"> Central Approval State Approval Guidance Scheme

Table 8 comparison between the one stop service platforms between Bangladesh and several other countries

³² BKPM One Stop Service, Ministry of Investment/BKPM, Accessed November 18, 2023, <https://investindonesia.go.id/en/how-we-can-help/one-stop-service>

³³ Association of Trade & Commerce (Singapore), "GoBusiness Singapore - One Stop Platform for Business, Ministry of Trade & Industry x ATC SG", Accessed November 17, 2023, <https://www.atc.sg/one-stop-platform-for-business-go-business-singapore.php>

7. Findings from Primary Survey (KII and FGD)

OSS Service Delivery: The interaction of investors with the One-Stop Service (OSS) in Bangladesh is a pivotal phase in their investment journey, initiated after securing land within an economic zone. Prior to this stage, the OSS may have minimal relevance for investors. However, once the process commences, a series of online procedures come into play. These encompass applying for investment clearance, obtaining tax receipts, and securing approvals for land use planning and building construction, all streamlined and accessible through online channels. Furthermore, investors benefit from online processes for machinery imports and the issuance of commercial operation certificates, further simplifying their operations.

Efforts are underway to integrate the OSS with various government departments, including the Environmental Department, Fire Department, and Surokkha, with some of these integration efforts approaching completion. Within these departments, key focal points play a pivotal role in assisting investors by providing additional information and guidance related to the OSS procedures. Collaboration with various ministries and agencies has been instrumental in establishing a Standard Operating System, contributing to a more efficient and cohesive investment process. In essence, the interaction between investors and the OSS marks a crucial step in facilitating their business activities within Bangladesh's economic zones. ICA has played a vital role in Bangladesh by supporting the establishment of One-Stop Service (OSS) centers through consultancy and knowledge transfer. These technical cooperation projects, in collaboration with Investment Promotion Agencies (IPA), aim to boost industrial competitiveness and offer a streamlined, single-window solution for potential investors, further facilitating investment processes in the country.

The current policy framework in Bangladesh is considered adequate, emphasizing the need for stability and consistency. Although the target is to provide services within a 7-day timeframe, this goal is often not met, underscoring the imperative need for a cultural shift towards providing services in a timely manner. Maintaining policy consistency is particularly stressed to prevent any adverse effects on foreign investors, ensuring that the investment environment remains favorable and reliable.

Updating the system for improved user-friendliness and consistent service delivery times is deemed essential to facilitate a more user-oriented experience. Proactive engagement with investors and stakeholders is strongly encouraged to foster greater system utilization and to address concerns effectively. However, it's worth noting that there have been occasional issues with the OSS server experiencing downtime, which necessitates prompt resolution to ensure uninterrupted service.

In terms of challenges related to importing raw materials, regulatory issues, including limitations on import quantities, have been a significant obstacle. To address this, a suggestion has been made to assess a company's export performance and potentially allow them to import more raw materials. This strategy is seen as beneficial for the economy, promoting smoother operations and resource availability for businesses operating in Bangladesh.

Inter-agency coordination: Effective coordination among Investment Promotion Agencies (IPAs) in Bangladesh has proven to be challenging, particularly in matters related to providing import licenses. Despite recommendations from the Bangladesh Investment Development Authority (BIDA) to relevant stakeholders, there has been a notable lack of adequate response and action. BIDA's limited legal mandate and decision-making authority have further hindered its ability to provide direct support to foreign investors. While the OSS Act mentions the formation of a monitoring committee chaired by the finance minister, meetings for this purpose have not yet been convened. In response to these challenges, BIDA is actively working towards establishing a unified window that aims to enhance coordination

among IPAs and furnish investors with clear and accessible information, ultimately fostering a more supportive environment for investment in Bangladesh. A few KII respondents who are working at IPAs have stated that there is an inter-agency task force which regularly meets to discuss various issues. However, an overarching authority is required to oversee the meetings and steer them.

Investor Challenges: Stakeholders in Bangladesh have identified several challenges affecting the business environment in the country. One significant issue is the complexity of the Companies Act of 1994, which has posed difficulties for both local and foreign investors. It is suggested that this act should be replaced with a more modern framework to facilitate business operations, similar to the Indian Companies Act. Additionally, mismatches in financial years between Bangladesh and India have led to confusion for Indian companies with subsidiaries in Bangladesh regarding double taxation avoidance agreements. Outdated government websites have been a concern, affecting foreign investors' perception of Bangladesh and hindering effective client interactions. Stakeholders emphasize the need for more engagement with legal professionals in Bangladesh to promote foreign direct investment. Concerns also arise from political instability, trust issues, government administrative challenges, frequent policy changes, uncooperative junior government officials, lack of business security, and bureaucratic hurdles. Land availability, security concerns, and complex interdependencies among government organizations further contribute to the challenges faced by investors in Bangladesh.

Trade Diversification Prospects: In assessing Bangladesh's economic landscape, several noteworthy investment prospects have come to light. Firstly, there is substantial untapped potential within the chemical industry, characterized by its relatively lower capital requirements, making it an appealing avenue for diversification and expansion. A strategic move forward involves exploring opportunities for backward integration with existing pharmaceutical companies, which has the potential to stimulate substantial growth within the chemical sector. Additionally, there are compelling opportunities within the IT sphere, spanning software, hardware, mobile assembly, cables, and telecommunications sectors. Lastly, the freelance sector, which plays a pivotal role in contributing to remittances, should be subject to effective government monitoring. This monitoring, underpinned by meticulous regulation, is crucial to ensuring the sector's sustainability and its positive impact on Bangladesh's economy as a whole.

8. Recommendations/ Way Forward

Improving Investment Climate

- **Tutorial Videos on OSS:** Websites of IPAs should include a comprehensive tutorial video explaining how to use the OSS.
- **Ensure Websites of IPAs Remain Updated:** All IPAs should timely keep track of their official websites and ensure that it covers latest news and updates along with key information for the convenience of investors.
- **Grievance Redress Mechanism:** Introduce a grievance redress mechanism within the OSS to address and resolve investor issues efficiently.
- **Integration of Government Officers into OSS:** A proposal has been made to integrate officers from various government agencies into the One-Stop Service (OSS) team. This integration aims to leverage their expertise and facilitate smoother interactions between investors and their respective departments, ultimately reducing bureaucratic hurdles.
- **Automation of Processes:** Automation of processes, particularly in areas like fire license registration, is suggested to improve efficiency and reduce reliance on manual paperwork.
- **Cross-Monitoring Systems:** The government is urged to employ cross-monitoring systems to facilitate collaboration and policy development. Such systems can bring together different sectors to consult with business experts and make policies that address industry-specific challenges.
- **Foreign Investor-Friendly Policies:** The need for foreign investor-friendly policies is stressed as vital for the survival and competitiveness of businesses. Reducing tax burdens and enhancing the overall ease of doing business are key aspects of this approach.
- **Improving Inter-Agency Coordination:** To address challenges in service delivery and bureaucratic complexities, stakeholders recommend improving coordination among government organizations. For instance, through convening frequent meetings of the OSS Assurance Committee.
- **Stipulated Timeframe for Inter-Agency Task Force:** As KII findings have indicated that a task force comprising representatives from different IPAs meets every few months, it is recommended to formally establish a more regular meeting schedule. Ideally, this should be set at once a month. This change aims to enhance the coordination and effectiveness of the task force by ensuring more frequent and systematic engagements.
- **International Best Practices:** Several countries offer valuable insights for Bangladesh's efforts to enhance its business and investment environment. For instance, India's National Single Window Clearance System (NSWCS) is an online platform designed to simplify the process of obtaining clearances and approvals, contributing to improved ease of doing business by reducing bureaucratic hurdles and enhancing transparency. Bangladesh could consider a similar automation approach. Malaysia's practice of accommodating foreigners by allowing them to engage in activities outside local cultural norms could enhance the experience for foreign investors and professionals. Furthermore, Thailand and Vietnam have implemented policy reforms to create an investor-friendly climate and actively promote their key sectors. These experiences from neighboring countries provide valuable guidance for Bangladesh's endeavors to attract and facilitate foreign investments.
- **Promote women's participation:** Advocate for increased participation in foreign investment through gender-inclusive policies, regulations, and initiatives such as SheTrades.

Post LDC Measures

- **Signing more Free Trade Agreement or Preferential Trade Agreements:** Bilateral agreements with other countries can lead to tariff relaxation, reducing the cost of doing business for both parties.
- **Intellectual Property Rights:** Intellectual Property Rights (IPR) enforcement has a flexible framework, but foreign investors need to be aware of these facilities, particularly in the Hi-Tech industries. Policy reforms and addressing IPR issues may attract multinational corporations.
- **Strategic Alliance:** Bangladesh must build a strategic alliance with other countries such as Vietnam and assess the comparative advantage to enjoy transfer of knowledge and technology.
- **Monitoring the Freelance Sector:** There is a call for meticulous regulation and monitoring of the freelance sector to ensure its sustainability and contribution to the national economy.
- **Establish Backward Linkages:** Bangladesh can still process other materials locally, functioning as a substitute for imports. This strategy eliminates the need to import raw materials, subsequently reducing lead times and costs. By manufacturing products locally, it ensures diversification within the domestic market. Additionally, other countries might also find value in these backward linkage products, leading to an expansion of Bangladesh's export portfolio.

8.2 Recommendations on the Act

OSS Act 2018				
Section Number	Related provisions	Unchanged	Extension/ Modification	New Addition
Section 1: Short Title and Introduction	1) This Act may be called the One-stop Service Act, 2018. 2) It shall come into force at once.	N/A	N/A	N/A
Section 2: Definitions	1) "Regional One-stop Center" means the Regional One-stop Service Center referred to in sub-section (1) of section 5; 2) "One-stop services" means (the process of providing) any of the services, mentioned in Schedule-B, ensured by the Central One-stop Service Authority or Regional One-stop Center under this Act; 3) "Central One-stop Service Authority" means any of the Central One-stop Service Authorities as referred to in sub-section (1) of section 4, 4) "Schedule" means any of the following Schedules of this Act, namely: 5) List of Central One-stop Service Authorities, Schedule- A; and 6) List of organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances, and of services mentioned in Schedule-B; 7) "Prescribed" means prescribed by rules; 8) "Focal Point" means any person designated as such under sub-section (5) of section 4 by any of the organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, clearances, or permits; and 9) "Organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances" means any of the organizations or authorities providing services,	N/A	Schedule B must be revised to encompass a comprehensive list of organizations and OSS services. This update is necessary because, following the Act's implementation, the platform has seen the inclusion of more services and organizations.	N/A

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	<p>facilities, incentives, or issuing licenses, approvals, permits or clearances mentioned in Schedule-B. Any industrial or commercial establishment owned or controlled by the Government or any corporation, trust, board, company established, established, managed or formed thereby; or</p> <p>a) any other type of institution which the Government is entitled to transfer; and</p> <p>b) the industrial or commercial establishment mentioned in clause (a) and any other right including any part, ownership, interest or right of management or management of the Government or such establishment in the establishment mentioned in clause (b).</p>			
Section 3: Act to override other laws	<p>1. Notwithstanding anything contained contrary in any other law for the time being in force, to implement and administer any project, or venture (undertaking) for national-international investment, the provisions relating to one-stop services under this Act shall have effect in the following cases, namely:-</p> <p>a. in the case of providing services under any other law,</p> <p>b. in the case of providing facilities and incentives;</p> <p>c. in the case of issuing licenses, approvals, permits, and clearances, by whatever name called, by any organizations or authorities; (d) in other cases not mentioned in clauses (a) to (c), as determined by the Government.</p> <p>2. To ensure services, facilities, incentives, licenses, approvals, permits, clearances, by whatever name called, pursuant to this Act, if any other law or any provision thereof for the time being in force is inconsistent with this Act, such law or the provision thereof shall be deemed to be ineffective to the extent it is inconsistent.</p>	N/A	N/A	N/A

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<p>Section 4: Central One-stop Service Authority</p>	<ol style="list-style-type: none"> 1) For the implementation of any project or venture under any of the Authorities mentioned in Schedule-A and within the scope of the law or legal instrument under which it is established, such authority shall be deemed to be Central One-stop Service Authority to ensure, within the prescribed time, necessary services, facilities, incentives, licenses, approvals, permits, clearances, by whatever name-called, to an investor or a venture. 2) Every Central One-stop Service Authority shall, in the prescribed manner, be comprised of the Focal Points designated as such by the organizations or authorities providing services, facilities, Incentives, or issuing licenses, approvals, permits or clearances. 3) The Chief Executive of the Authorities mentioned in Schedule A shall also be deemed to be the Chief Executive of the Central One-stop Services Authority. 4) Every Central One-stop Service Authority shall, in the prescribed time and manner, ensure the services, facilities, incentives, licenses, approvals, permits or clearances, by whatever name called, to the investors on the realization of the fees fixed by the organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances. 5) As required by the Central One-stop Service Authority, every organization or authority providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances shall, for the purposes of this Act, designate, in the prescribed manner, a competent employee thereof as Focal Point who shall be deemed to be a member of the Central One-stop Service Authority and be authorized and entitled to exercise such powers and perform such functions as may be exercised or performed by his own organization or authority: 	<p>N/A</p>	<p>Schedule B already indicates the organizations, and corresponding services the OSS system provides. The designation of the focal points from the organizations may be added to this schedule.</p>	<p>N/A</p>
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	6) Provided that, if such Focal Point is unable to discharge any of his duties for any practical reason, he shall immediately inform it to his organization or authority and, in that case, his organization or authority shall, at the earliest possible time, provide necessary services, facilities, incentives, or issue necessary licenses, approvals, permits, clearances, by whatever name called.			
Section 5: Regional Center	<ol style="list-style-type: none"> 1. For any region specified by a notification, the Government may, after taking the proposals, made by any of the Authorities mentioned in Schedule-A, into consideration constitute Regional One-stop Service Center comprising such number of Focal Points as may be necessary, from among the organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances. 2. The Regional One-stop Center shall discharge its duty to ensure, through the one-stop service process, the services, facilities, incentives, licenses, approvals, permits or clearances, by whatever name called. 	N/A	The Act may include provisions of the functions of the Regional One Stop Service Center.	N/A
Section 6: To take advantage of one-stop service	<ol style="list-style-type: none"> 1) Every venturer or project promoter desiring to take advantage of one-stop service shall have to submit an application, in the prescribed manner, to the Central One-stop Service Authority 2) Upon receipt of the application under sub-section (1), the Central One- stop Service Authority shall, within the prescribed time, place the application before its meeting, and dispose of it in the prescribed manner, to ensure the applicant 	N/A	The Act may include a provision on inter-agency coordination and monitoring mechanism since sub-section no.4 is not properly being followed. ³⁴	The Act may include the provisions for project promoters for filing applications of grievances.

³⁴ The One Start One Stop Investment Center (OSOS) in Thailand operates under strict government policies, with its success being managed by top executives and project directors. This contrasts with the main functions of Investment Promotion Agencies (IPAs) in OECD countries, particularly in terms of facilitation. The Thai OSOS, managed by the Board of Investment (BOI), includes representatives from various government ministries and agencies, which helps reduce coordination challenges. The report's Section 6 details the involvement of different government agencies in operationalizing one-stop services in Thailand, Malaysia, Vietnam, Indonesia, and India. Section 5 emphasizes the need for a central authoritative body and improved inter-agency coordination.

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	<p>with the necessary services, facilities, or incentives, (wherever applicable), licenses, approvals, permits, clearances, by whatever name called.</p> <p>3) Before filing application, the applicant may, formally or informally, consult and share information in details, with the employee authorized in this behalf by the Central One-stop Service Authority, or as the case may be, by the Regional One-stop Center, in respect of any matter relating to the services, facilities, incentives, licenses, approvals, permits or clearances which are necessary to implement the proposed venture(undertaking) or project.</p> <p>4) Save and except to the Central One-stop Service Authority or the Regional One-stop Center, the applicant need not to submit any separate application to any of the organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances:</p> <p>5) Provided that, the Central One-stop Service Authority shall, in the prescribed manner, dispatch the documents to the organizations or authorities providing the services, facilities, incentives, or issuing licenses, approvals, permits or clearances applied for, and such organizations or authorities shall take such documents into consideration as official record.</p>			
Section 7: One-stop Service Assurance Committee	<p>1. To monitor the activities of one-stop service under this Act, the Government may, by notification in the official Gazette, form a committee to be called the One-stop Service Assurance Committee, headed by a Minister, comprising such members as may be specified in the notification.</p> <p>2. The notification shall specify the terms of reference of such One-stop Service Assurance Committee.</p>	N/A	The OSS Rules 2018 says that <i>‘The Central One Stop service authority or the regional one-stop service center, shall, from time to time, convene a meeting to review the up-to-date status</i>	The Act may include the provision of a technical sub-committee under the One Stop Service Assurance Committee to handle

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			<i>of the applications and take necessary action for expeditious processing'. The Act might specify a minimum required meeting frequency, such as every six months along with feedback mechanism.</i>	technical tasks. The Act may include a Schedule indicating the institutions which are to be part of the Assurance Committee along with responsibilities and coordination capacity of the committee.
Section 8: Obligations to ensure one-stop services	<p>(1) The Regional One-stop Center shall, quarterly, submit a report on the conduct of its affairs to the One-stop Service Authority, and the One-stop Service Authority shall, bi-annually, submit a report on the conduct of its affairs, and the affairs of the Regional One-stop Center to the Government.</p> <p>(2) Upon review of the report, if the Government is satisfied that there is an element of negligence, indifference, or irregularity in the performance of any duty, of the organizations or authorities providing services, facilities, incentives, or issuing licenses, approvals, permits or clearances, or the Focal Point thereof, it may direct to take action under section 9 (1) why that the relevant organizations or authorities shall, immediately, take notions and inform the Government about the measures taken.</p>	N/A	N/A	N/A

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Section 9: Accountability	<ol style="list-style-type: none"> 1) Notwithstanding anything contained in any other law for the time being in force, if any Focal Point makes any negligence to discharge any duty or perform any function within the time prescribed under this Act, it shall be deemed to be his inefficiency or misconduct. 2) If any inefficiency or misconduct is found against any Focal Point under sub-section (1), the Central One-stop Service Authority, or as the case may be, the Regional One-stop Center shall inform its controlling authority or organization. 3) If informed under sub-section (2), his controlling authority or organization shall act against him in accordance with the existing rules and regulations applicable to take action for such negligence 	N/A	The Act may include a penal code for focal points in case of failure to actively deliver services.	N/A
Section 10: Power to amend schedule	The Government may, by notification in the official Gazette, amend any Schedule.	N/A	N/A	N/A
Section 11: Power to make rules	<ol style="list-style-type: none"> 1) The Government may, by notification in the official Gazette, make rules for carrying out the purposes of this Act. 2) Until rules are made under sub-section (1), the Government, with a view to expediting and ensuring one-stop services, may, by notification in the official Gazette, make any general or special order, subject to being consistent with this Act. 	N/A	N/A	N/A
Section 12: Removal of difficulties	If any difficulty arises in providing one-stop services pursuant to this Act, the Government may, in consultation with the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances, by notification in the official Gazette, remove such difficulty taking such measures as may be necessary.	N/A	<p>A Standard Operating Procedure (SOP) was created by the Central One Stop Service Authority and can be mentioned here.</p> <p>In addition, the Act may include provisions for dispute including arbitration to tackle disputes between</p>	N/A

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			implementing agencies and investors.	
Section 13	<ol style="list-style-type: none"> 1) After the commencement of this Act, the Government shall, by notification in the official Gazette, publish an Authentic English text of this Act. 2) In the event of conflict between the Bangla and the English text, the Bangla text shall prevail. 	N/A	The Act may stipulate a timeframe, such as 30 working days, during which the English version must be disclosed to the public. ³⁵	N/A

9. Conclusion

The government of Bangladesh introduced the One Stop Service (OSS) with the goal of streamlining and simplifying administrative processes, reducing bureaucratic red tape, and improving the ease of doing business in the country. The OSS aims to provide a more efficient and convenient way for individuals and businesses to access government services, obtain permits, licenses, and approvals, and ultimately promote economic growth and investment by creating a more business-friendly environment. Nonetheless, there exist institutional, infrastructural, and coordination obstacles that are impeding the OSS from realizing its maximum effectiveness.

The primary findings have revealed a compelling need for improved coordination among various government agencies engaged in the OSS process. This lack of coordination has resulted in service delays, negatively impacting the investor experience and potentially discouraging foreign investment. Policy gaps and inconsistencies have also emerged as significant challenges. The OSS involves multiple stakeholders providing services to investors, yet each organization or authority involved has its own set of policies and rules, resulting in inconsistency. Additionally, the absence of an overarching authority appointed by the ministry to oversee all IPAs creates institutional barriers, making it challenging to streamline decision-making and centralize the system for time savings. Although the OSS Rules 2020 designate the Executive Chairman of BEZA as the head of the Central One-Stop Service Authority, it remains uncertain whether this has been fully implemented. Furthermore, the One Stop Service Assurance Committee, formed under the Finance Minister's leadership, has not convened any meetings to oversee OSS implementation, necessitating effective coordination and surveillance to ensure the initiative's success. Despite the OSS Act's provisions, some organizations still accept paperwork outside the system, resulting in increased documentation compared to expectations of reduced paperwork. Although most services are provided within the prescribed timelines, some respondents indicate that IPA intervention is necessary to expedite service delivery, occasionally leading to delays.

Furthermore, the absence of current information on government websites has a detrimental impact on how foreign investor's view Bangladesh and impedes smooth business operations. Nevertheless, BIDA is making efforts to tackle this issue by centralizing all IPAs under one portal, which will subsequently redirect investors to individual websites. These challenges require the need for ongoing reforms and updates to create a more investor-friendly environment. The integration of OSS into the National Single Window faces is challenging because multiple agencies are involved in both systems. To pave the way for integration, BIDA and BEZA can proactively identify potential points of integration. The successful functioning of both systems has the potential to benefit investors by improving the business environment in Bangladesh.

To move forward effectively, addressing these challenges should remain a top priority, it is advised that government offices adopt a more amicable approach when dealing with investors, particularly. This approach should emphasize the importance of efficient and clear communication to create a positive investment climate. Secondly, integrating officers from various government agencies into the OSS team is proposed. This integration aims to reduce bureaucratic hurdles and improve interactions between investors and their respective departments. Simplifying administrative procedures responsible for delivering incentives is another key recommendation. By streamlining these processes, Bangladesh can encourage more investors to choose the country as their preferred investment destination. Besides, enhancing the user-friendliness of the OSS platform is also crucial. This can be achieved by incorporating tutorial videos, emphasizing marketing efforts, and encouraging stakeholders to utilize

the platform for facilitating investor services. Additionally, findings have pointed towards automation of processes, especially in areas like fire license registration, to improve efficiency and reduce reliance on manual paperwork. Furthermore, cross-monitoring systems within the government should be employed to facilitate collaboration among different sectors, consult with business experts, and develop industry-specific policies. Additionally, maintaining policy consistency is crucial to bolster investor confidence.

Moreover, extending OSS services to foreign investors, particularly in simplifying the visa process and customs clearance can make investing in Bangladesh more accessible and attractive. This is especially important, considering that investment flows to developing countries in Asia remained flat in 2022, as indicated by the data. Bangladesh may also follow the China+1 investment policy similar to Thailand and Vietnam to reap similar benefits. Simplification of FDI policies, including streamlined processes for repatriation of profit/dividend and easier exit policies, is advisable. Bangladesh can draw valuable lessons from countries like Thailand, Vietnam, and Malaysia in the effective implementation of investor-friendly policies.

All in all, while the OSS initiative has made notable improvements in enhancing the investment climate in Bangladesh, proactive efforts are necessary to address the challenges fully. With concerted endeavors from all stakeholders, Bangladesh can create a more efficient, transparent, and attractive investment ecosystem, ultimately driving economic growth and prosperity for the nation once the country reaches post LDC status.

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ANNEX 1: List of Key Informant Interview (KII) Participants

No.	Name	Designation	Organization
1	Ummay Hani Islam	Assistant Director (Investment Promotion)	Bangladesh Export Processing Zones Authority (BEPZA)
2	Okamoto Takahiro	Representative	Japan International Cooperation Agency (JICA)
3	Md. Amirul Islam	Joint Director, Foreign Exchange Investment Department,	Bangladesh Bank
4	Chowdhury Kaiser Mohammad Riyadh	Additional Secretary	The American Chamber of Commerce in Bangladesh (AmCham)
5	Md. Rafiul Alam	Secretary	Korea-Bangladesh Chamber of Commerce & Industries (KBCCI)
6	Ferdaus Ara Begum	CEO	Business Initiative Leading Development (BUILD)
7	Osman Gani Tuhin	Foreign Direct Investment (FDI) Facilitator lawyer	emltc
8	Md. Yosuf	Manager	Dongwoo BD Ltd.
9	Yuri Hayata	Senior Officer	Bangladesh Special Economic Zone (BSEZ)
10	Touhidul Alam	Manager	Honda Bangladesh

ANNEX 2: OSS Act 2018 (Bangla)

রেজিস্টার্ড নং ডি এ-১

বাংলাদেশ



গেজেট

অতিরিক্ত সংখ্যা
কর্তৃপক্ষ কর্তৃক প্রকাশিত

সোমবার, ফেব্রুয়ারি ১২, ২০১৮

বাংলাদেশ জাতীয় সংসদ

ঢাকা, ৩০ মাঘ, ১৪২৮/১২ ফেব্রুয়ারি, ২০১৮

সংসদ কর্তৃক গৃহীত নিম্নলিখিত আইনটি ৩০ মাঘ, ১৪২৮ মোতাবেক ১২ ফেব্রুয়ারি, ২০১৮ তারিখে রাষ্ট্রপতির সম্মতিলাভ করিয়াছে এবং এতদ্বারা এই আইনটি সর্বসাধারণের অবগতির জন্য প্রকাশ করা যাইতেছে :—

২০১৮ সনের ১০ নং আইন

বাংলাদেশের জনগণের জীবনমান দ্রুত উন্নয়নের স্বার্থে দেশি ও বিদেশি বিনিয়োগ পরিকল্পনা দ্রুত বাস্তবায়নকল্পে বিনিয়োগকারীগণকে তাহাদের প্রস্তাবিত কোনো প্রকল্প বা উদ্যোগ এর জন্য প্রয়োজনীয় যে কোনো সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, ছাড়পত্র বা পারমিট নির্দিষ্ট সময়ের মধ্যে প্রদান নিশ্চিতকরণের লক্ষ্যে বিধান প্রণয়নকল্পে প্রণীত আইন

যেহেতু বাংলাদেশের জনগণের জীবনমান দ্রুত উন্নয়নের স্বার্থে দেশি ও বিদেশি বিনিয়োগ পরিকল্পনা দ্রুত বাস্তবায়নকল্পে বিনিয়োগকারীগণকে তাহাদের প্রস্তাবিত কোনো প্রকল্প বা উদ্যোগ এর জন্য প্রয়োজনীয় যে কোন সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, ছাড়পত্র বা পারমিট নির্দিষ্ট সময়ের মধ্যে প্রদান নিশ্চিতকরণার্থে বিধান করা সমীচীন ও প্রয়োজনীয়;

সেহেতু এতদ্বারা নিম্নরূপ আইন করা হইল :—

১। সংক্ষিপ্ত শিরোনাম ও প্রবর্তন।—(১) এই আইন ওয়ান স্টপ সার্ভিস আইন, ২০১৮ নামে অভিহিত হইবে।

(২) ইহা অবিলম্বে কার্যকর হইবে।

২। সংজ্ঞা।—বিষয় বা প্রসঙ্গের পরিপন্থি কোনো কিছু না থাকিলে, এই আইনে—

- (১) “আঞ্চলিক ওয়ান স্টপ কেন্দ্র” অর্থ ধারা ৫ এর উপ-ধারা (১) এ উল্লিখিত আঞ্চলিক ওয়ান স্টপ সার্ভিস কেন্দ্র;
- (২) “ওয়ান স্টপ সার্ভিস” অর্থ এই আইনের অধীন কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ বা আঞ্চলিক কেন্দ্র কর্তৃক তপশিল-খ তে বর্ণিত কোনো সেবা প্রদানের প্রক্রিয়া;

(১৭৮১)

মূল্য : টাকা ১২.০০

(৫) সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট বা ছাড়পত্র প্রদানকারী সংস্থা বা কর্তৃপক্ষ কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষের চাহিদা অনুযায়ী নির্ধারিত পদ্ধতিতে নিজ সংস্থার উপযুক্ত কর্মচারীকে ফোকালা পয়েন্ট নির্ধারণ করিবে, যিনি এই আইনের উদ্দেশ্য পূরণকল্পে, কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষের সদস্য হিসেবে গণ্য হইবেন এবং তিনি নিজ সংস্থা বা কর্তৃপক্ষের পক্ষে ক্ষমতাপ্রাপ্ত ও সংশ্লিষ্ট কার্য সম্পাদন করিবার অধিকারী হইবেন :

তবে শর্ত থাকে যে, উক্তরূপ ক্ষমতাপ্রাপ্ত ফোকালা পয়েন্ট কোনো বিশেষ কারণে কোনো কার্য সম্পাদন করিতে সক্ষম না হইলে তাৎক্ষণিকভাবে তাহার সংশ্লিষ্ট কর্তৃপক্ষ বা সংস্থাকে অবহিত করিবে এবং সেইক্ষেত্রে উক্ত কর্তৃপক্ষ বা সংস্থা দ্রুততম সময়ের মধ্যে চাহিত সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট, ছাড়পত্র, উহা যে নামে অভিহিত হউক না কেন, প্রদান করিবে।

৫। **আঞ্চলিক কেন্দ্র।**—(১) সরকার, তপশিল-ক এ উল্লিখিত কোনো সংস্থার প্রস্তাব বিবেচনাক্রমে, প্রজ্ঞাপন দ্বারা নির্দিষ্টকৃত অঞ্চলের জন্য উক্ত সংস্থার আওতাধীন সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট বা ছাড়পত্র প্রদানকারী সংস্থা বা কর্তৃপক্ষের মধ্য হইতে প্রয়োজনীয় সংখ্যক ফোকালা পয়েন্ট সমন্বয়ে আঞ্চলিক ওয়ান স্টপ সার্ভিস কেন্দ্র গঠন করিতে পারিবে।

(২) আঞ্চলিক কেন্দ্র ওয়ান স্টপ সার্ভিস পদ্ধতিতে সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট, ছাড়পত্র, উহা যে নামেই অভিহিত হউক না কেন, প্রদানের জন্য দায়িত্ব পালন করিবে।

৬। **ওয়ান স্টপ সার্ভিসের সুবিধা গ্রহণ।**—(১) কোনো উদ্যোক্তা বা প্রকল্প বাস্তবায়নকারী ওয়ান স্টপ সার্ভিসের সুবিধা গ্রহণ করিতে চাহিলে কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষের নিকট নির্ধারিত পদ্ধতিতে আবেদন করিতে হইবে।

(২) উপ-ধারা (১) এর অধীন আবেদন প্রাপ্তির পর নির্ধারিত সময়ের মধ্যে কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ আবেদনপত্রটি উহার সভায় উপস্থাপন করিবে এবং আবেদনকারী কর্তৃক চাহিত প্রয়োজনীয় সেবা, সুবিধা ও প্রণোদনা (প্রয়োজ্য ক্ষেত্রে), লাইসেন্স, অনুমতি, পারমিট, ছাড়পত্র, উহা যে নামেই অভিহিত হউক না কেন, প্রদানপূর্বক নির্ধারিত পদ্ধতি অনুসরণে উহা নিষ্পত্তি করিবে।

(৩) আবেদনকারী আবেদন দাখিলের পূর্বে তাহার প্রস্তাবিত উদ্যোগ বা প্রকল্প বাস্তবায়নে প্রয়োজনীয় সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট, ছাড়পত্র, উহা যে নামেই অভিহিত হউক না কেন, বিষয়ে কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ বা, ক্ষেত্রমত, সংশ্লিষ্ট আঞ্চলিক কেন্দ্র কর্তৃক ক্ষমতাপ্রাপ্ত কোনো কর্মচারীর সহিত আনুষ্ঠানিক বা অনানুষ্ঠানিকভাবে বিস্তারিত আলোচনা ও তথ্য আদান-প্রদান করিতে পারিবে।

(৪) আবেদনকারীকে কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ বা আঞ্চলিক কেন্দ্র ব্যতীত অন্য কোনো সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট বা ছাড়পত্র প্রদানকারী সংস্থা বা কর্তৃপক্ষের নিকট পৃথক কোনো আবেদন করিতে হইবে না:

তবে শর্ত থাকে যে, কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ আবেদনপত্রে চাহিত সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট বা ছাড়পত্র প্রদানকারী সংস্থা বা কর্তৃপক্ষের নিকট নির্ধারিত পদ্ধতি অনুসরণে কাগজাদি প্রেরণ করিবে, যাহা সংশ্লিষ্ট সংস্থা উহার দাপ্তরিক রেকর্ডের জন্য ব্যবহার করিতে পারিবে।

৭। **ওয়ান স্টপ সার্ভিস নিশ্চিতকরণ কমিটি।**—(১) এই আইনের অধীন ওয়ান স্টপ সার্ভিস কার্যক্রম তদারকির জন্য সরকার, সরকারি গেজেটে প্রজ্ঞাপন দ্বারা, একজন মন্ত্রীকে প্রধান করিয়া প্রজ্ঞাপনে উল্লিখিত সংখ্যক সদস্য সমন্বয়ে ওয়ান স্টপ সার্ভিস নিশ্চিতকরণ কমিটি নামে একটি কমিটি গঠন করিতে পারিবে।

(২) ওয়ান স্টপ সার্ভিস নিশ্চিতকরণ কমিটির কার্যপরিধি উক্ত প্রজ্ঞাপন দ্বারা নির্ধারিত হইবে।

৮। ওয়ান স্টপ সার্ভিস প্রদানের দায়বদ্ধতা।—(১) আঞ্চলিক কেন্দ্র উহার সম্পাদিত কার্যাবলি সম্পর্কে ত্রৈমাসিক ভিত্তিতে কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষের নিকট এবং কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ উহার নিজের এবং আঞ্চলিক কেন্দ্রের সম্পাদিত কার্যক্রম সম্পর্কে বার্ষিক ভিত্তিতে সরকারের নিকট প্রতিবেদন দাখিল করিবে।

(২) সরকার প্রতিবেদন পর্যালোচনায় কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ, আঞ্চলিক কেন্দ্র এবং সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট বা ছাড়পত্র প্রদানকারী সংস্থা বা কর্তৃপক্ষ বা উহার ফোকাল পয়েন্টের কার্য সম্পাদনে অবহেলা, অনীহা বা অনিয়মের উপাদান রহিয়াছে মর্মে নিশ্চিত হইলে ধারা ৯ এর অধীন ব্যবস্থা গ্রহণের নির্দেশনা প্রদান করিতে পারিবে।

(৩) সরকার কর্তৃক প্রদত্ত নির্দেশনা পালনে সংশ্লিষ্ট সংস্থা বা কর্তৃপক্ষ দ্রুত ব্যবস্থা গ্রহণ করিবে এবং গৃহীত ব্যবস্থা সম্পর্কে সরকারকে অবহিত রাখিবে।

৯। জবাবদিহিতা।—(১) আপাতত বলবৎ অন্য কোনো আইনে যাহা কিছুই থাকুক না কেন, কোনো ফোকাল পয়েন্ট এই আইনের অধীন নির্দিষ্ট সময়ের মধ্যে তাহার উপর অর্পিত দায়িত্ব পালন বা কার্য সম্পাদন না করিলে উহা তাহার অদক্ষতা ও অসদাচরণ বলিয়া গণ্য হইবে।

(২) উপ-ধারা (১) এর অধীন কোনো ফোকাল পয়েন্টের বিরুদ্ধে অদক্ষতা ও অসদাচরণ পরিলক্ষিত হইলে, কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষ বা, ক্ষেত্রমত, আঞ্চলিক কেন্দ্র উক্ত ফোকাল পয়েন্টের নিয়ন্ত্রণকারী কর্তৃপক্ষ বা সংস্থাকে এতদসম্পর্কে অবহিত করিবে।

(৩) উপ-ধারা (২) এর অধীন অবহিত হইবার পর উক্ত ফোকাল পয়েন্টের নিয়ন্ত্রণকারী কর্তৃপক্ষ বা সংস্থা তাহার বিরুদ্ধে কর্তব্যে অবহেলার জন্য প্রচলিত বিধি-বিধান অনুযায়ী ব্যবস্থা গ্রহণ করিতে পারিবে।

১০। তপশিল সংশোধনের ক্ষমতা।—সরকার, সরকারি গেজেটে প্রজ্ঞাপন দ্বারা, কোনো তপশিল সংশোধন করিতে পারিবে।

১১। বিধি প্রণয়নের ক্ষমতা।—(১) এই আইনের উদ্দেশ্য পূরণকল্পে সরকার, সরকারি গেজেটে প্রজ্ঞাপন দ্বারা, বিধি প্রণয়ন করিতে পারিবে।

(২) উপ-ধারা (১) এর অধীনে বিধি প্রণীত না হওয়া পর্যন্ত ওয়ান স্টপ সার্ভিস কার্যক্রম ত্বরান্বিত ও নিশ্চিত করিবার লক্ষ্যে সরকার এই আইনের উদ্দেশ্যের সহিত সামঞ্জস্যপূর্ণ হওয়া সাপেক্ষে, সরকারি গেজেটে প্রজ্ঞাপন দ্বারা, যে কোনো সাধারণ বা বিশেষ আদেশ প্রদান করিতে পারিবে।

১২। অসুবিধা দূরীকরণ।—এই আইনের বিধান অনুযায়ী ওয়ান স্টপ সার্ভিস প্রদানের ক্ষেত্রে কোনো অসুবিধা দেখা দিলে, সেবা, সুবিধা, প্রণোদনা, লাইসেন্স, অনুমতি, পারমিট বা ছাড়পত্র প্রদানকারী সংস্থা বা কর্তৃপক্ষের সহিত পরামর্শক্রমে, উক্তরূপ অসুবিধা দূরীকরণার্থে সরকার, সরকারি গেজেটে প্রজ্ঞাপন দ্বারা, যে কোনো ব্যবস্থা গ্রহণ করিতে পারিবে।

১৩। ইংরেজিতে অনূদিত পাঠ প্রকাশ।—(১) এই আইন কার্যকর হইবার পর, সরকার, সরকারি গেজেটে প্রজ্ঞাপন দ্বারা, এই আইনের মূল বাংলা পাঠের ইংরেজিতে অনূদিত একটি নির্ভরযোগ্য পাঠ (Authentic English Text) প্রকাশ করিবে।

(২) বাংলা ও ইংরেজি পাঠের মধ্যে বিরোধের ক্ষেত্রে বাংলা পাঠ প্রাধান্য পাইবে।

তপশিল-ক

[ধারা ২ এর উপ-ধারা (৪) ও ধারা ৪(১) দ্রষ্টব্য]

কেন্দ্রীয় ওয়ান স্টপ সার্ভিস কর্তৃপক্ষের তালিকা :

- ১। বাংলাদেশ বিনিয়োগ উন্নয়ন কর্তৃপক্ষ;
- ২। বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ;
- ৩। বাংলাদেশ রপ্তানী প্রক্রিয়াকরণ অঞ্চল কর্তৃপক্ষ;
- ৪। বাংলাদেশ হাই-টেক পার্ক কর্তৃপক্ষ।

১৭৮৬

বাংলাদেশ গেজেট, অতিরিক্ত, ফেব্রুয়ারি ১২, ২০১৮

তপশিল-খ

[ধারা ২ এর উপ-ধারা (৪) ও (৭) দ্রষ্টব্য]

সেবা, সুবিধা ও প্রণোদনা, লাইসেন্স, অনুমতি, ছাড়পত্র বা পারমিট প্রদানকারী সংস্থা বা কর্তৃপক্ষ এবং সেবাসমূহের তালিকা :

ক্রমিক নং	সেবার নাম	সেবা, সুবিধা ও প্রণোদনা, অনুমতি, ছাড়পত্র বা পারমিট প্রদানকারী সংস্থা বা কর্তৃপক্ষ
১	২	৩
১।	ছাড়পত্র, কোম্পানি নিবন্ধন, আর্টিক্যালস অব এ্যাসোসিয়েশন ও মেমোরেন্ডাম অব এ্যাসোসিয়েশন এবং শেয়ার ট্রান্সফার	যৌথ মূলধন কোম্পানি ও ফার্মসমূহের নিবন্ধকের কার্যালয়
২।	নিবাসী ও অনিবাসী ভিসা	সুরক্ষা সেবা বিভাগ, স্বরাষ্ট্র মন্ত্রণালয়, পররাষ্ট্র মন্ত্রণালয় ও ইমিগ্রেশন ও পাসপোর্ট অধিদপ্তর
৩।	অর্থনৈতিক অঞ্চল, পার্ক ইত্যাদি ঘোষণা	বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ, বাংলাদেশ হাইটেক পার্ক কর্তৃপক্ষ, লেজিসলেটিভ ও সংসদ বিষয়ক বিভাগ এবং প্রশাসনিক মন্ত্রণালয়/বিভাগ
৪।	অর্থনৈতিক এলাকার (রপ্তানি প্রক্রিয়াকরণ এলাকা, অর্থনৈতিক অঞ্চল, পার্ক ইত্যাদি) অভ্যন্তরে ভূমি বরাদ্দ, ব্যাংক ঋণ এর অনাপত্তিপত্র, নমুনা প্রেরণের অনুমতি, সাবকন্সট্রাক্ট প্রদানের অনুমতি, বিনিয়োগ প্রস্তাব/প্রকল্প ছাড়পত্র ও অফসোর ব্যাকিং লাইসেন্স এর অনাপত্তিপত্র	বাংলাদেশ রপ্তানি প্রক্রিয়াকরণ এলাকা কর্তৃপক্ষ, বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ ও বাংলাদেশ হাইটেক পার্ক কর্তৃপক্ষ
৫।	ওয়ার্ক পারমিট প্রদান	বাংলাদেশ রপ্তানি প্রক্রিয়াকরণ এলাকা কর্তৃপক্ষ, বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ, বাংলাদেশ হাইটেক পার্ক কর্তৃপক্ষ, বাংলাদেশ বিনিয়োগ উন্নয়ন কর্তৃপক্ষ ও সুরক্ষা সেবা বিভাগ, স্বরাষ্ট্র মন্ত্রণালয়
৬।	ট্রেড লাইসেন্স	স্থানীয় সরকার প্রতিষ্ঠান, যেমন- সিটি কর্পোরেশন, জেলা পরিষদ, পৌরসভা ও ইউনিয়ন পরিষদ
৭।	উদ্যোক্তাগণের আবেদনের প্রেক্ষিতে ভূমি অধিগ্রহণ	ভূমি মন্ত্রণালয়, সংশ্লিষ্ট অঞ্চলের জেলা প্রশাসন ও প্রত্যাশী সংস্থা

বাংলাদেশ গেজেট, অতিরিক্ত, ফেব্রুয়ারি ১২, ২০১৮

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১	২	৩
৮।	ভূমির ক্রয় ও লিজ দলিল রেজিস্ট্রেশন	নিবন্ধন পরিদপ্তর ও সংশ্লিষ্ট সকল সাব-রেজিস্ট্রি অফিস
৯।	নামজারি	সংশ্লিষ্ট উপজেলা ভূমি অফিস
১০।	পরিবেশগত ছাড়পত্র	পরিবেশ অধিদপ্তর
১১।	নির্মাণ পারমিট	বাংলাদেশ রপ্তানী প্রক্রিয়াকরণ এলাকা কর্তৃপক্ষ, বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ ও পূর্ত কাজের অনুমোদন প্রদানকারী প্রতিষ্ঠানসমূহ
১২।	বৈদ্যুতিক সাবস্টেশন, ওয়ারিং সংক্রান্ত ছাড়পত্র ও জেনারেটর স্থাপনের অনুমতি	বাংলাদেশ রপ্তানী প্রক্রিয়াকরণ এলাকা কর্তৃপক্ষ, বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ, বিদ্যুৎ সংযোগ প্রদানকারী প্রতিষ্ঠান ও পূর্ত কাজের অনুমোদন প্রদানকারী প্রতিষ্ঠানসমূহ
১৩।	কলকারখানার মেশিন লে আউট প্ল্যান অনুমোদন এবং কারখানা বা প্রতিষ্ঠানের রেজিস্ট্রেশন ও লাইসেন্স প্রদান, নবায়ন ও সংশোধন	কলকারখানা ও প্রতিষ্ঠান পরিদর্শন অধিদপ্তর
১৪।	বিদ্যুৎ সংযোগ	বিদ্যুৎ বিভাগ ও এর আওতাধীন বিদ্যুৎ বিতরণ সংস্থাসমূহ, যেমন- বাংলাদেশ বিদ্যুৎ উন্নয়ন বোর্ড, বাংলাদেশ পল্লী বিদ্যুতায়ন বোর্ড, ঢাকা ইলেকট্রিক সাপ্লাই কোম্পানি লিমিটেড, ঢাকা পাওয়ার ডিস্ট্রিবিউশন কোম্পানি লিমিটেড, ওয়েস্ট জোন পাওয়ার ডিস্ট্রিবিউশন কোম্পানি লিমিটেড, নর্থ ওয়েস্ট জোন পাওয়ার ডিস্ট্রিবিউশন কোঃ লিঃ ও অন্যান্য বিদ্যুৎ বিতরণ সংস্থা
১৫।	গ্যাস সংযোগ	জ্বালানী ও খনিজ সম্পদ বিভাগ এর আওতাধীন গ্যাস বিতরণ সংস্থাসমূহ, যেমন- তিতাস গ্যাস ট্র্যাঙ্গমিশন এন্ড ডিস্ট্রিবিউশন কোম্পানি লিঃ, বাখরাবাদ গ্যাস ডিস্ট্রিবিউশন কোম্পানি লিঃ, জালালাবাদ গ্যাস ট্র্যাঙ্গমিশন এন্ড ডিস্ট্রিবিউশন কোম্পানী লিঃ, পশ্চিমাঞ্চল গ্যাস কোম্পানি লিঃ, কর্ণফুলী গ্যাস ডিস্ট্রিবিউশন কোম্পানি লিঃ, সুন্দরবন গ্যাস কোম্পানি লিঃ ও অন্যান্য গ্যাস সরবরাহকারী প্রতিষ্ঠান

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বাংলাদেশ গেজেট, অতিরিক্ত, ফেব্রুয়ারি ১২, ২০১৮

১	২	৩
১৬।	পানি সংযোগ ও পরগনিষ্কাশন	সংশ্লিষ্ট অঞ্চলের ওয়াসা, সিটি কর্পোরেশন ও পৌরসভা
১৭।	টেলিফোন ও ইন্টারনেট সংযোগ	বাংলাদেশ টেলিকমিউনিকেশনস কোম্পানি লিমিটেড
১৮।	অগ্নি নিরোধ সংক্রান্ত সেবা ও ছাড়পত্র	ফায়ার সার্ভিস ও সিভিল ডিফেন্স অধিদপ্তর
১৯।	বিস্ফোরক লাইসেন্স	বিস্ফোরক অধিদপ্তর
২০।	বয়লার সার্টিফিকেট, বয়লার নিবন্ধন ও সনদপত্র নবায়ন	প্রধান বয়লার পরিদর্শকের কার্যালয়
২১।	ডিভিডেন্ট, রেমিটেন্স ও ক্যাপিটাল এর প্রত্যাবাসন	বাংলাদেশ ব্যাংক
২২।	বিভিন্ন প্রকার প্রণোদনা, আমদানি ও রপ্তানি, বন্ড লাইসেন্স ও কাস্টমস সংক্রান্ত ছাড়পত্র	জাতীয় রাজস্ব বোর্ড, বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ, বাংলাদেশ রপ্তানী প্রক্রিয়াকরণ এলাকা কর্তৃপক্ষ, বাংলাদেশ হাইটেক পার্ক কর্তৃপক্ষ
২৩।	টি আই এন ও ভ্যাট রেজিস্ট্রেশন	জাতীয় রাজস্ব বোর্ড
২৪।	স্থানীয় ক্রয় ও বিক্রয়ের ছাড়পত্র	জাতীয় রাজস্ব বোর্ড, বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ, বাংলাদেশ রপ্তানী প্রক্রিয়াকরণ এলাকা কর্তৃপক্ষ, বাংলাদেশ হাইটেক পার্ক কর্তৃপক্ষ
২৫।	আমদানি ও রপ্তানি পারমিট জারিকরণ, বাণিজ্যিক আমদানি নিবন্ধন সনদপত্র, রপ্তানি নিবন্ধন সনদপত্র এবং ইনডেন্টিং নিবন্ধন সনদপত্র	আমদানি ও রপ্তানি প্রধান নিয়ন্ত্রকের দপ্তর
২৬।	সার্টিফিকেট অব অরিজিন	বাংলাদেশ রপ্তানি উন্নয়ন ব্যুরো
২৭।	পানি ও বর্জ্য শোধনাগার স্থাপনের অনুমতি	বাংলাদেশ রপ্তানি প্রক্রিয়াকরণ এলাকা কর্তৃপক্ষ, বাংলাদেশ অর্থনৈতিক অঞ্চল কর্তৃপক্ষ, বাংলাদেশ হাইটেক পার্ক কর্তৃপক্ষ ও পরিবেশ অধিদপ্তর।

ড. মোঃ আবদুর রব হাওলাদার
সিনিয়র সচিব।

মোঃ আব্দুল মালেক, উপপরিচালক, বাংলাদেশ সরকারী মুদ্রাশালয়, তেজগাঁও, ঢাকা কর্তৃক মুদ্রিত।
মোঃ আলমগীর হোসেন, উপপরিচালক, বাংলাদেশ ফরম ও প্রকাশনা অফিস,
তেজগাঁও, ঢাকা কর্তৃক প্রকাশিত। website: www.bgpress.gov.bd

ANNEX 3: OSS Act 2018 (English)

Government of the People's Republic of Bangladesh
Ministry of Law, Justice and Parliamentary Affairs
Legislative and Parliamentary Affairs Division

Notification

Dated: 09.04.2019.

S.R.O. No. 94-Law/2019.- In exercise of the powers conferred by or under section 13 of the One-stop Service Act, 2018, the Government is pleased to publish the following Authentic English Text of the Act, and it shall be deemed to have taken effect from the date on which the Act comes into force pursuant to sub-section (2) of section 1 of this Act:

Act No. X of 2018

An Act to make provisions to ensure, within prescribed time, services, facilities, incentives, licences, approvals, clearances or permits necessary for the projects proposed or ventures taken by the investors, for quick implementation of the national-international investment plan, and to make a rapid increase in the living-standard of the people of Bangladesh

WHEREAS it is expedient and necessary to ensure, within prescribed time, services, facilities, incentives, licences, approvals, clearances or permits necessary for the projects proposed or ventures taken by any investor, for quick implementation of the national-international investment plan, and to make a rapid increase in the living-standard of the people of Bangladesh;

THEREFORE, it is hereby enacted as follows:-

1. Short title and commencement.- (1) This Act may be called the One-stop Service Act, 2018.

(2) It shall come into force at once.

2. Definitions.- In this Act, unless there is anything repugnant in the subject or context-

- (1) **“Regional One-stop Center”** means the Regional One-stop Service Center referred to in sub-section (1) of section 5;
- (2) **“one-stop services”** means (the process of providing) any of the services, mentioned in the Schedule-B, ensured by the Central One-stop Service Authority or Regional One-stop Center under this Act;

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২৬/০২/১৯
শহীদী আহমেদ
সিনিয়র সহকারী সচিব (সে.অ.)
সেক্রেটারিয়েট ও সনদ বিতরণ বিভাগ
আইন, বিচার ও সংসদ বিষয়ক মন্ত্রণালয়

- (3) “Central One-stop Service Authority” means any of the Central One-stop Service Authorities as referred to in sub-section (1) of section 4;
- (4) “Schedule” means any of the following Schedules of this Act, namely: -
- (a) list of Central One-stop Service Authorities, Schedule-A; and
 - (b) list of organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances, and of services mentioned in Schedule-B;
- (5) “prescribed” means prescribed by rules;
- (6) “Focal Point” means any person designated as such under sub-section (5) of section 4 by any of the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, clearances or permits; and
- (7) “organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances” means any of the organisations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances mentioned in Schedule-B.

3. Act to override other laws.- (1) Notwithstanding anything contained contrary in any other law for the time being in force, to implement and administer any project, or venture (undertaking) for national-international investment, the provisions relating to one-stop services under this Act shall have effect in the following cases, namely:-

- (a) in the case of providing services under any other law;
- (b) in the case of providing facilities and incentives;
- (c) in the case of issuing licences, approvals, permits, clearances, by whatever name called, by any organizations or authorities;
- (d) in other cases not mentioned in clauses (a) to (c), as determined by the Government.

(2) To ensure services, facilities, incentives, licences, approvals, permits, clearances, by whatever name called, pursuant to this Act, if any other law or any provision thereof for the time being in force is inconsistent with this Act, such law or the provision thereof shall be deemed to be ineffective to the extent it is inconsistent.

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শর্মিলী আহমেদ
দেব সহকারী সচিব (সে.অ.)
স্বাস্থ্য ও পরিবার কল্যাণ বিভাগ
ন. বিচার ও সংসদ বিষয়ক মন্ত্রণালয়

4. Central One-stop Service Authority, etc.- (1) For the implementation of any project or venture under any of the Authorities mentioned in Schedule-A and within the scope of the law or legal instrument under which it is established, such authority shall be deemed to be Central One-stop Service Authority to ensure, within prescribed time, necessary services, facilities, incentives, licences, approvals, permits, clearances, by whatever name called, to an investor or a venture.

(2) Every Central One-stop Service Authority shall, in the prescribed manner, be comprised of the Focal Points designated as such by the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances.

(3) The Chief Executive of the Authorities mentioned in Schedule-A shall also be deemed to be the Chief Executive of the Central One-stop Services Authority.

(4) Every Central One-stop Service Authority shall, in the prescribed time and manner, ensure the services, facilities, incentives, licences, approvals, permits or clearances, by whatever name called, to the investors on realisation of the fees fixed by the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances.

(5) As required by the Central One-stop Service Authority, every organization or authority providing services, facilities, incentives, or issuing licences, approvals, permits or clearances shall, for the purposes of this Act, designate, in the prescribed manner, a competent employee thereof as Focal Point who shall be deemed to be a member of the Central One-stop Service Authority, and be authorized and entitled to exercise such powers and perform such functions as may be exercised or performed by his own organization or authority:

Provided that, if such Focal Point is unable to discharge any of his duties for any practical reason, he shall immediately inform it to his organization or authority and, in that case, his organization or authority shall, at the earliest possible time, provide necessary services, facilities, incentives, or issue necessary licences, approvals, permits, clearances, by whatever name called.

5. Regional Center.- (1) For any region specified by a notification, the Government may, after taking the proposals, made by any of the Authorities mentioned in Schedule-A, into consideration constitute Regional One-stop Service Center comprising such number of Focal Points as may be necessary, from among the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances.

(2) The Regional One-stop Center shall discharge its duty to ensure, through one-stop service process, the services, facilities, incentives, licences, approvals, permits or clearances, by whatever name called.

23/02/22
शुभिली आहमदन
महिला सहायता मंडल (मह.स.)
महिला सहायता मंडल (मह.स.)
महिला सहायता मंडल (मह.स.)

6. To take advantage of one-stop service.- (1) Every venturer or project promoter desiring to take advantage of one-stop service shall have to submit application, in the prescribed manner, to the Central One-stop Service Authority.

(2) Upon receipt of the application under sub-section (1), the Central One-stop Service Authority shall, within the prescribed time, place the application before its meeting, and dispose of it in the prescribed manner, to ensure the applicant with necessary services, facilities or incentives, (wherever applicable), licences, approvals, permits, clearances, by whatever name called.

(3) Before filing application, the applicant may, formally or informally, consult and share information in details, with the employee authorized in this behalf by the Central One-stop Service Authority, or as the case may be, by the Regional One-stop Center, in respect of any matter relating to the services, facilities, incentives, licences, approvals, permits or clearances which are necessary to implement the proposed venture(undertaking) or project.

(4) Save and except to the Central One-stop Service Authority or the Regional One-stop Center, the applicant need not to submit any separate application to any of the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances:

Provided that, the Central One-stop Service Authority shall, in the prescribed manner, dispatch the documents to the organizations or authorities providing the services, facilities, incentives, or issuing licences, approvals, permits or clearances applied for, and such organizations or authorities shall take such documents into consideration as official record.

7. **One-stop Service Assurance Committee.-** (1) To monitor the activities of one-stop service under this Act, the Government may, by notification in the official Gazette, form a committee to be called the One-stop Service Assurance Committee, headed by a Minister, comprising such members as may be specified in the notification.

(2) The notification shall specify the terms of reference of such One-stop Service Assurance Committee.

8. **Obligations to ensure one-stop services.-** (1) The Regional One-stop Center shall, quarterly, submit a report on the conduct of its affairs to the One-stop Service Authority, and the One-stop Service Authority shall, bi-annually, submit a report on the conduct of its affairs, and the affairs of the Regional One-stop Center to the Government.

(2) Upon review of the report, if the Government is satisfied that there is element of negligence, indifference or irregularity in the performance of any duty, of the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances, or the Focal Point thereof, it may direct to take action under section 9.

(3) In compliance with the directions given by the Government, the relevant organizations or authorities shall, immediately, take actions, and inform the Government about the measures taken.

9. Accountability.- (1) Notwithstanding anything contained in any other law for the time being in force, if any Focal Point makes any negligence to discharge any duty or perform any function within the time prescribed under this Act, it shall be deemed to be his inefficiency or misconduct.

(2) If any inefficiency or misconduct is found against any Focal Point under sub-section (1), the Central One-stop Service Authority, or as the case may be, the Regional One-stop Center shall inform it to his controlling authority or organization.

(3) If informed under sub-section (2), his controlling authority or organization shall take action against him in accordance with the existing rules and regulations applicable to take action for such negligence.

10. Power to amend Schedule.- The Government may, by notification in the official Gazette, amend any Schedule.

11. Power to make rules.- (1) The Government may, by notification in the official Gazette, make rules for carrying out the purposes of this Act.

(2) Until rules are made under sub-section (1), the Government, with a view to expediting and ensuring one stop services, may, by notification in the official Gazette, make any general or special order, subject to being consistent with this Act.

12. Removal of difficulties.- If any difficulty arises in providing one-stop services pursuant to this Act, the Government may, in consultation with the organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances, by notification in the official Gazette, remove such difficulty taking such measures as may be necessary.

13. Publication of Authentic English text.- (1) After the commencement of this Act, the Government shall, by notification in the official Gazette, publish an Authentic English text of this Act.

(2) In the event of conflict between the Bangla and the English text, the Bangla text shall prevail.

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২৬/০২/১৭
শাহিনী আহমেদ
সিনিয়র সফটওয়্যার ইঞ্জিনিয়ার (সে.জ.)
জেনারেল ম্যানেজার
আইন, বিচার ও ন্যায়ালয় বিভাগ

Schedule-A

[See sub-section (4) of section 2 and section 4(1)]

List of Central One-stop Service Authority:

1. Bangladesh Investment Development Authority;
2. Bangladesh Economic Zones Authority;
3. Bangladesh Export Processing Zones Authority;
4. Bangladesh High-Tech Park Authority.

কমিটি
২৩/০২/১৭
শ্রীমতি আফরোজ
মিনিস্টার সেক্রেটারী সচিব (কেন্দ্র)
জেনারেল ডিরেক্টর ও সচিব (কেন্দ্র)
আইসি, বিজিলা ও সচিব (কেন্দ্র) সচিব

Schedule-B

[See sub-sections (4) and (7) of section 2]

List of organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances, and of the services:

Sl No.	Name of Services	Organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances
1	2	3
1.	Clearance, Company Registration, Articles of Association and Memorandum of Association and Share Transfer	Office of the Registrar of Joint Stock Companies and Firms
2.	Resident and non-Resident Visa	Security Services Division, Ministry of Home Affairs, Ministry of Foreign Affairs and Department of Immigration and Passports
3.	Declaration of Economic Zones, Parks etc.	Bangladesh Economic Zones Authority, Bangladesh High-Tech Park Authority, Legislative and Parliamentary Affairs Division and Administrative Ministry/Division
4.	Allotment of land in Economic Areas (Export Processing Zones, Economic Zones, Parks etc.), No Objection Certificate for Bank Loan, Permit for Sending Samples, Permit for Providing Sub-contract, Investment Proposal/Project and No Objection Certificate for Offshore Banking Licence	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority and Bangladesh High-Tech Park Authority
5.	Issuance of Work Permit	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority, Bangladesh High-Tech Park Authority, Bangladesh Investment Development Authority and Security Services Division, Ministry of Home Affairs

অনুমোদিত
২২/০২/২০
শ্রীমতী আহমেদ
জিএসআর সিস্টেমস প্রাইভেট লিমিটেড
১৫, বঙ্গবন্ধু সড়ক, ঢাকা-১১০০

SI No.	Name of Services	Organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances
1	2	3
6.	Trade Licence	Local Government Institution, such as- City Corporation, District Council, Municipality and Union Council
7.	Land acquisition as per application by entrepreneurs	Ministry of Land, District Administration of relevant area and Expectant organization
8.	Registration of the Deeds for Land Purchase and Lease	Directorate of Registration and all relevant Sub-Registry Offices
9.	Mutation	Relevant Upazila Land Office
10.	Environmental Clearance	Department of Environment
11.	Construction Permit	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority and Approving organizations for construction works
12.	Permit for installation of Power Sub-station, Generator and Clearance in respect of Wiring	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority, Electricity Connectivity Organization and Approving organizations for construction works
13.	Approval of Machine Layout Plan of factories and Issuance, Renewal and Amendment of the Registration and Licences of factories and establishments	Department of Inspection for Factories and Establishments
14.	Electricity connection	Power distribution organizations under the Power Division, such as – Bangladesh Power Development Board, Bangladesh Rural Electrification Board, Dhaka Electric Supply Company Limited, Dhaka Power Distribution Company Limited, West Zone Power Distribution Company Limited, North West Zone Power

স্বাক্ষর
২/১২/১৯
সিনিয়র অফিসার (সি.এ.এ.)
কেন্দ্রীয় পরিদপ্তর
আইপিএজি

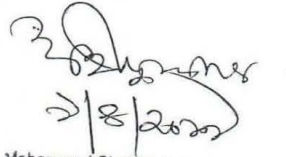
Sl No.	Name of Services	Organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances
1	2	3
		Distribution Company Limited, and other Power Distribution Organizations
15.	Gas connection	Gas Distribution Organizations under the Energy and Mineral Resources Division, such as– Titas Gas Transmission and Distribution Company Ltd, Bakhrabad Gas Distribution Company Ltd, Jalalabad Gas Transmission and Distribution Company Ltd, Pashchimanchal Gas Company Ltd, Karnaphuli Gas Distribution Company Ltd, Sundarban Gas Company Ltd, and other Gas Supply Organizations
16.	Water and Sewerage connection	WASA, City Corporation and Municipality of related area
17.	Telephone and Internet connection	Bangladesh Telecommunications Company Limited
18.	Services and Clearances for Fire Control	Department of Fire Service and Civil Defense
19.	Explosives Licence	Department of Explosives
20.	Boiler Certificate, Boiler Registration and Certificate Renewal	Office of the Chief Inspector of Boilers
21.	Repatriation of Dividend, Remittance and Capital	Bangladesh Bank
22.	Permit for various types of Incentives, Import and Export, Bond Licence and Customs	National Board of Revenue, Bangladesh Economic Zones Authority, Bangladesh Export Processing Zones Authority, Bangladesh High-Tech Park Authority
23.	TIN and VAT Registration	National Board of Revenue
24.	Permit for Local Purchase and Sales	National Board of Revenue, Bangladesh Economic Zones Authority, Bangladesh Export Processing Zones Authority

স্বাক্ষর
২৫/০২/১৩
শ্রীমতী আব্বাস
সিনিয়র সেক্রেটারী সচিব (কো.অ.)
বেঙ্গলগেজিট ও সফল বিজ্ঞপ্তি বিভাগ
আইন, বিচার ও সংসদ বিষয়ক মহাপক্ষ

Sl No.	Name of Services	Organizations or authorities providing services, facilities, incentives, or issuing licences, approvals, permits or clearances
1	2	3
		Bangladesh High-Tech Park Authority
25.	Issuance of Import and Export Permit, Commercial Import Registration Certificate, Export Registration Certificate and Indenting Registration Certificate	Office of the Chief Controller of Imports and Exports
26.	Certificate of Origin	Bangladesh Export Promotion Bureau
27.	Permit for installation of Water and Sewerage	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority, Bangladesh High-Tech Park Authority and Department of Environment.

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24/02/22
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By order of the President,


24/02/22
Mohammad Shahidul Haque
Senior Secretary
Legislative & Parliamentary Affairs Division
Ministry of Law, Justice & P.A.