

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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- (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.

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.

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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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.

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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

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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

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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

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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.

By order of the President,

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2/8/2022
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