What is BEZA One Stop Service Centre (OSSC)?

BEZA OSSC Centre is a “Single Window” that provides EZ Unit Investors a comprehensive business information and licensing services and thus, it reduces cost of doing business and lead time.

It facilitates obtaining all required regulatory permissions, licenses, approvals and no objection certificates (NOC) under “One Roof” within stipulated time. BEZA OSSC Centre also offers free advisory supports to all the investors facing any issues relating to doing business in Bangladesh.

Legal History of BEZA OSSC Centre

The process of enacting a law for One Stop Service was initiated by BEZA in the 2nd Governing Board (GB) meeting held in 2015. Subsequently, through intensive inter-ministerial reviews, Gil meetings and diligent scrutiny at the Cabinet Division and National Parliament, The One Stop Service (OSS) Act, 2018 was enacted on February 12, 2018. BEZA promulgated the Formulation of The One Stop Service (BEZA) Rules, 2018 on October 16, 2018. Upon enacting the Act and formulating the Rules, BEZA now provides various services, benefits and incentives, and issues authorizations and permissions to all the investors.

In 2019, BEZA OSSC Centre has successfully commenced its operation, with the enormous support from the relevant Ministries and Departments.

Benefits of BEZA OSSC Centre:

- It provides licenses and approvals under ‘One Roof’
- It saves time for registrations, licenses, and approvals process
- It helps update the applicants on the progress of their applications
- It secures transparency, predictability, accountability and non-discrimination between the local and foreign investors
- It partners with the relevant Ministries and Departments for activities such as joint site inspection and desk review

Online Information Services for Investors

BEZA OSSC Centre also provides services through an integrated Online Information System to realize smooth, transparent and simplified licenses/approvals process. The number of online services of BEZA will gradually increase in the future.

With the integrated Online Information System, BEZA aims to manage the investment related data and information more effectively through its database, online tracking and communication system, etc.

Application Process at BEZA OSSC Centre:

Upon filing consultation and necessary clarifications on Investment related issues, the application process takes following steps:

- Submit the application at the Front Desk of BEZA OSSC Centre or Online
- Asses the application to ensure administrative and technical compliance
- Arrange site inspection and/or implement inspection as and when required
- Facilitate the approval process and issuance of licenses/approvals
- Provide licenses/approvals at Front Desk of OSSC Centre or Online

Outlines of BEZA OSSC Centre

Partners of BEZA OSSC Centre

BEZA OSSC Centre extends its sincere appreciation to all the Ministries and Departments who have supported to make its journey possible, especially:

- Registrar of Joint Stock Companies and Firms (RJSC) of the Ministry of Commerce
- Customs Wing, VAT wing, Income Tax Wing and Customs Bond Commissionerate (CBC) of National Board of Revenue (NBR) of the Ministry of Finance
- Fire Service and Civil Defense (FSCD) of the Ministry of Home Affairs
- Office of the Chief Electric Inspector (OEI) of the Ministry of Power, Energy and Mineral Resources
- Department of Environment (DoE) of the Ministry of Environment, Forest and Climate Change
- Department of Immigration and Passport (DIP) of the Ministry of Home Affairs
- Office of Chief Inspector of Boreholes (OICB) of the Ministry of Industries
- Bangladesh Energy Regulatory Commission (BERC) of the Ministry of Power, Energy, and Mineral Resources
- Department of Inspection for Factories and Establishments (DIFE) of the Ministry of Labour and Employment
- Department of Explosives (DoE) of the Ministry of Power, Energy, and Mineral Resources
- Export Promotion Bureau (EPB) of the Ministry of Commerce

Services Provided by BEZA OSSC Centre

BEZA OSSC Centre provides 107 services in total, with enormous support from the relevant Ministries and Departments.

Services offered by BEZA:

- Investment Clearance
- Trade License
- Work Permit
- Building Construction
- Import/Export Permit
- Commercial Operation, etc.

Services of the Relevant Ministries and Departments facilitated by BEZA OSSC Centre:

- Company Registration
- Tax Related Registration
- Visa
- Environmental Clearance
- Fire Safety
- Electricity Connection
- Boiler Installation
- Generator Installation
- Factory License
- License for Explosives
- Customs Clearance
- Certificate of Origin, etc.
Legal Regime of Investment in Bangladesh EZs

On 1st April 1980, in order to promote and protect the foreign private investments in Bangladesh, the Foreign Private Investment (Promotion and Protection) Act, 1980 was enacted. It clearly states the fair and equitable treatment to foreign private investors so that they enjoy full protection and security in Bangladesh.

In 2010, the Government of Bangladesh, with a view to encouraging rapid economic development through expansion and diversification of industry, employment, production and export, enacted “The Bangladesh Economic Zones Act, 2010.” For the purpose of this Act, Bangladesh Economic Zones Authority (BEZA) was established under Prime Minister’s Office on November 9, 2010.

The Act provides legal basis for establishing Economic Zones (EZs), its rules and functions, power of the Authority (BEZA) to make rules and regulations including provisions of exemption, incentives and benefits to the investors. The Act has provisions for the establishment of Economic Zones in potential areas including backward and underdeveloped regions of the country. Major activities that BEZA performs are as follows:

- Identification and selection of sites for EZ development
- Acquisition of land for EZs
- Development of off-site infrastructure for EZs
- Establishment of EZs under Public-Private Partnership (PPP), Government to Government (G2G), Private Sector Initiative, etc.
- Provision of One Stop Service for the investors, etc.

Since inception, BEZA formulated different policies, rules and regulations time to time as required to facilitate investments by the local and foreign Unit Investors and the EZ Developers as well.

Incentive Package for the Investors in the EZs

For EZ Developers:

1. Income Tax Exemption on all income**
2. Import Duty on Import materials & capital goods
3. Registration Fee on registrations of local transfer and registration of shares issued for EZ Development
4. Label Development Fee
5. Service Duty on registration of Unit Documents with Subsidiary Financial institutions
6. Service Duty on local letter of Credit issued by Subsidiary Financial institutions
7. Label Registration Fee
8. Development of Technical Training Center
9. Registration Fee on registration of Patents
10. Technical know-how facilitates for installing machine

For EZ Unit Investors:

1. Income Tax Exemption**
2. Import Duty on Capital Machinery and Construction Materials
3. Service Tax relief for 2 years
4. Transfer of 100% Equity Rights to Subsidiaries
5. Incentive for new unit having with technical know-how
6. Incentive for new unit having with technical know-how

**In the above year is the date of commencement of commercial operations

BEZA One Stop Service (OSS) for Investors

BEZA OSS Centre offers the Unit Investors and EZ Developers a comprehensive business information and licensing services as a "Single Window" and thus, it reduces cost of doing business and lead time.

OSS Centre facilitates obtaining all required regulatory permissions, licenses, approvals and no objection certificates (NOC) under “One Roof” within stipulated time.

BEZA OSS Centre also offers free advisory services to all the investors facing any issues relating to doing business in Bangladesh.

The process of enacting a law for One Stop Service was initiated by BEZA in the 2nd Governing Board (GB) meeting held in 2015. Subsequently, through intensive inter-ministerial reviews, GB meetings and diligent scrutiny at the Cabinet Division and National Parliament, The One Stop Service (OSS) Act, 2018 was enacted on February 12, 2018. BEZA proposed the formulation of The One Stop Service (BEZA) Rules, 2018 on October 16, 2018. Upon enacting the Act and formulating the Rules, BEZA now provides various services, benefits and incentives, and issue authorizations and permissions to all the Unit Investors and EZ Developers.

In 2019, BEZA OSS Centre has successfully commenced its operation, with the enormous support from the relevant Ministries and Departments.

Standard Operating Procedures (SOPs) for OSS

The Standard Operating Procedures (SOPs) for OSS are written instructions of how to perform a certain activity i.e. process of issuing specific regulatory permission, license, approvals, NOC, etc. and these contain the list of requested documents to be submitted by the Unit Investors for receiving the services from OSS Centre. It serves as vital tools to operationalize and communicate policies, rules and regulations related to the operation in the Economic Zones for both EZ Developers and the EZ Unit Investors.

Online Information Services for the Investors

BEZA also provides services through an integrated Online Information System to realize smooth, transparent and simplified licenses/approval process. The number of online services of BEZA will gradually increase in the future.

With the integrated Online Information System, BEZA aims to manage the investment related data and information more effectively through its database, on-line tracking and communication system, etc.