

1. Introduction

1.1 Case Study

One Step Service Point will help the foreign and local investor to start their business or project as soon as possible by helping them to solve their paper verifying and permission issue. Currently in our investment environment it takes more than 1 year to just submitting all paper and get permission for all ministry. Due to low cost of worker, land and tax-free export many investors are interested to invest or start project in Bangladesh. But for our unfriendly investment environment often they can't execute their plan in high time.

1.2 Finding the Gap

First of all, we have some problem with coordination with Ministry to ministry even department to department of each ministry. All our paper is assigned and granted in real paper so storing and checking data is not time effective. When a foreign investor make plan to start or execute his plan in Bangladesh, he couldn't find a lot of information about our paper verification process. We don't have many professional agencies who can do the paperwork for our foreign investors. If all the paper is applied than it may happen the granting time is huge. Here is the basic gap of our system.

1.3 Objective

Our system will solve some problem and also fasten some process. It'll reduce documentation granting time from ministry to one year to 1 month. It can reduce extra hassle of an investor from ministry to ministry or department to department. As result they can give their time and concentration to many other important work and meeting. If Bangladesh want to take participation 4th industry and tech revolution then we have to make an investment friendly environment for foreign investor because if our permission procedure takes so much time as 1 year as or more than the business goal may fail after 1 year for rapid tech revolution.

1.4 Goal

Goal of One Stop Service Point will be

- Reducing paper granting time from ministry.
- Making the full verification process paperless.
- Making a reliable system which can hold confidential data of foreign investor.
- Dealing with many investors at a time and dealing with all ministry according to the project need.

- It will reduce fake costs of vendor or middle point agency.

1.5 Stakeholders

INVESTOR: Investor is our main client in our system who'll use our system for taking permission from our ministry and start a business or project. They can enter into the system then they can select their business category from our system's pre-defined business categories. Then the investor can see how many ministry permissions he need to get approval for his project and they system will inform him what to do and how.

EMPLOYEE: We'll have at least one specific employee for each ministry. They are expert in handling or processing paper for the specific ministry. They'll check all the paper from client and check the limitations or problem from his previous experience and send the feedback to the investor.

GOVERNMENT MINISTRY: We'll have id for each ministry in our system like one for electric ministry and another from rajuk. The government ministry will verify and check all paper and match with standard. If they find any issue with the paper, they can send the paper with the feedback or cancelation reason and feedback. If ministry find all the information is correct than the Ministry will send feedback that the project is approved and it'll be written in feedback what amount he need to pay because payable amount may vary on project size, time and budget.