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System Analysis

Rajshahi Sericulture Development Board

Systems Analysis is the application of the systems approach to the study and solutions of the problems using computer-based systems. Systems thinking is internal to systems work. Organizations are complex systems that consists of interrelated interlocking subsystems. We analyzed the existing system of Bangladesh Sericulture Development Board, Rajshahi. During our observations we have learnt so many things that helped us to analyze the overall system and its working process which gave us knowledge about how we would work with the candidate system. This analysis has made us learn about how to deal with a system and analysis of the system gave us knowledge about how to think about the internal process of a company and how to build up a better system than the existing system in an efficient and effective way.

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Chapter 1

Recognition of Need

1.1. Introduction:

In this paper we are going to make an analysis on the prevailing system of Bangladesh Sericulture Research and Training Institute.

Bangladesh Sericulture Research and Training Institute (BSRTI) is an autonomous national research institute that carries out research on sericulture (silk farming) and supports the sericulture industry in Bangladesh. The organization is located in the city of Rajshahi.

The institute traces its origins to the Silk Institute that was established in Rajshahi in 1898, during the colonial British Raj period. During the post-colonial East Pakistan period (1955–1971) there were two institutes, the Silk Research Institute and Silk Technology Institute. Following national independence, the institutes were merged to form Silk Research and Training Institute in 1974. Now renamed the Sericulture Research and Training Institute, it is under the Bangladesh Sericulture Board. The institute is the only one in Bangladesh specializing in silk research. It has developed a number of high yielding Mulberry plant cultivars and silkworms.

1.2. Objectives of BSRTI:

1. Consistently identifying current and long-term science and technology needs of the country and formulating research and development activities to innovate technologies useful to the country.
2. Undertake research activities to develop low-cost environmentally friendly functional technologies along with emphasis on increasing productivity and quality.
3. To create skilled manpower for the silk sector through training.
4. To strengthen and enhance the effectiveness of technology transfer and adoption at the field level.

1.3. Mission and Vision:

Vision:

To transform the organization into a dynamic organization with the objective of providing research and development assistance to organizations related to silk industry in the development of silk industry in the country.

Mission:

1. Increasing the production of raw silk through the development of suitable technology.
2. Productivity improvement through the use of low-cost innovative technologies.
3. To provide technical assistance to systematically streamline the raw silk production process in the country by creating and expanding skilled technical manpower.

1.4. Problem Identification:

Recognition of need is the preliminary survey of finding what the problem or opportunity is. The statement of scope and objectives can be determined by an initial investigation which can judge a problem before it can be solved. One must know the reason of changing any existing system before designing a new candidate system. The basis for a candidate system is recognition of a need for evaluating and improving an information system or a procedure. After this initial investigation, an organization decides whether an alternative system can solve the problem, whether parts of the existing system can solve the problem or there is a need to introduce a fully new candidate system for computerization. If the problem is serious enough the organization assigns an analyst to look into it, verifies if the problem is solve worthy or not. For designing new and efficient candidate system or improving the existing system the problem finding is must.

1.4.1 Lack of manpower

It was observed that the organization has limitation of its manpower. The organization has to perform a number of operations like: mulberry leaf production, cocoon production, cocoon sales, reeling & spinning & production of raw silk, sale of raw silk, throwing, twisting and dyeing and production of silk yarn, degumming, bleaching, dyeing silk fabrics production and some other works. But it was quite clear that the organization has a shortage of manpower. It depends on government organizations like: ministry of textiles and jute, police department and some other government organizations like software firms to perform their tasks. Moreover, people need to have service of this organization in case of gathering information or students come here to know about process operations of their organizations' different aspects like mulberry leaf production, reeling and spinning of raw silk, production of silk yarn and many more. But it was understood that the people coming here to receive services are not satisfied with the pace of the work here. It was found after some brief observation that the main reason behind this problem was the lack of enough manpower in the organization.

1.4.2 Lack of digitalization of documents:

One of the most important issue for the sericulture board is that, various files and documents are not digitalized. Hence there is often difficulties to check a record and finding a document. Though

the currently files are being kept in the E-nothi website for transferring files but there is huge amount of data of many years which need to be recorded. Also, there is need of more expert computer operators as well as hardware tools to record them.

1.4.3 Not having own database

To gather information of the system by online requires technical support. But the sericulture board don't have its own database to store the information of the stuffs and official files. Hence for digitalized system it heavily depends on government organization or third party organization. If it creates a database for its own, this can reduce the reliability on other and stores the data and retrieves the data very easily.

1.4.4 Lack of information in website:

As Bangladesh Sericulture Research & Training Institute(BSRTI) is a government institute, they do not have any website of their own. They use a domain of website which is controlled by government. They update and modify different field of the website called www.bsb.gov.bd but main control is owned by government. But the website is not well organized. When a person first visits their website he or she might get confused where to search first. It is also seen that are the information are not available in some pages. A person can find a number of pages available without any information. They only created those page but not modified or updated yet. It is also seen that the information is not well modified and updated on other pages. As a result, people can not find up to date information of current days. But it is desirable to get enough information by visiting a website.

1.4.5 Not having any system analyst:

Systems analysts act as an important connection between the business' needs with the system end-user. They communicate with multiple stakeholders to learn about business requirements and to create technical solutions for these issues. Some requirements are very complex and required technical skill to deal with them.

There is no system analyst in BSRTI. The Personal Assistant to Director General handles the technical issues if required. He is the only person who is well introduced with computer and deals with this sector. As it is not the only job of him it is often becomes difficult to investigate and monitor whether the system is technically sound or not. Another job of system analyst is to check whether any modification is needed in the existing system and if needed what will be the candidate system look like. As there is no specific person for system analysis, this checking often remains unnoticed by the PA to DG. Again as he is not well knowledgable about system analysis, the use of new technology to enhance the existing information system often remains in the darkness.

1.4.6 Offline payment system and low allowance:

The payment system for the employees is not online. Not only the payment system is offline but also, it's a lengthy process to get the payment. As most of the workers are lifetime workers in the research program their payment is also fixed, they can't get more payment in a matter of time.

As per the transaction of the pension payment of silk farmers is done through DBBL. And another concern is that, the employees on the silk industry also paid manually and the payment is very low which is why the workers there are all part-time workers not permanent (don't come to work sometimes).

1.4.7 Lack of New Instruments:

The instrument used in the research is pretty old fashioned. Most of the instrument is out of order. So, the few machines which are still working has a lot of pressure dealing with the process. The remaining machineries doesn't meet proper maintenance. Some machinery parts are also got stolen during the time when the production process of silk was off during 2002-2018.

1.4.8 Limitations in publicity:

BSRTI is a government business organization and also a module for those entrepreneur who want to start business with sericulture and want to produce silk products. One of the main objective of this organization is to hold the tradition of producing and using silk clothes. For achieving this objective and inspiring people to work more with silk product publicity is a must. BSRTI has an e-commerce website named Rajshahi Silk factory Bangladesh to sell and publication of silk product. But the activity of this website is limited. Most of the people not even heard of this website. The range of contact is also limited because of lack of advertisement. There is also in need of an android application which is more suitable to reach people.

1.5 Conclusion:

Bangladesh Sericulture Research & Training Institute (BSRTI) is a government business organization and also a module for those entrepreneur who has interest in producing silk product. As we are analyzing on the existing system of this organization we have found some problems and the problems were identified by conducting initial investigation. As the first and foremost process of improving an existing system and finding out whether the system is defect free and can satisfy the customer according their need is identifying the problem before it can be solved, we wanted to gather the problems. Still we are not sure about whether the problems are worth solving or not and

how the problems can be solved, which alternatives are feasible for the organization to sort out the problems. There are many considerations before proposing a candidate system. The next step is to prepare an initial feasibility analysis on these problems. In the next chapter we will focus on finding different alternatives to solve these problem in easy and efficient ways.

Chapter 2

Initial feasibility study

Initial Feasibility Study means a particular proposal for a management agreement or candidate system, a study carried out by an approved person to determine whether it is reasonable to proceed with a full feasibility study or not. It analyzes the viability of a project to determine whether the project is likely to succeed. The initial feasibility study is the discovering of different alternatives of how differently a problem can be solved. It includes efficient solution of a certain problem according to economical, legal, technical, operational checking of achieving goal. The solution should not cause over budget, have to be handled according to cyber law, the client's expectation should be properly fulfilled, will support the existing computer system, it will not cause a long time to implement. In one word the solutions should be feasible and profitable enough to solve for improving the system.

2.1.1 Lack of manpower

The sericulture board has to process a lot of tasks to produce raw silk in Rajshahi region. But to perform these operations they don't have enough manpower which causes unwanted delay. The government can recruit more employee to solve the problem.

The people who come to sericulture institution to have services want a faster service. They also want a reliable, transparent, quality service from them. It is not expected to come for several times to the sericulture board to perform an operation of gathering information or to know about the process of mulberry cultivation. Due to lack of enough manpower very often these processes take lengthy time period.

These processes may be performed online. It's not necessary to perform all operations on internet but certain processes like gathering information or process of cultivation can be performed online. This may reduce the scarcity of manpower in the organization. Moreover, the board should recruit some more employee to increase the service quality. Having enough employees in technical portion of the organization, having more analysts in the organization, increasing security, having branches in different places, having own administrative power when needed, increasing sections regarding their area of work. If these recommendations can be done by the sericulture board, the organization can play a better role to provide service to the information seeker who comes here to have services. Moreover, increasing manpower it can also be helpful to ensure the better quality of service.

2.1.2 Lack of digitalization of documents

All the modern organizations are getting digitalized. Like other organization Rajshahi sericulture board is also willing to computerize all the records. But as there is huge amount of data it is really difficult to digitalize them. The board can hire a reliable third party like IT organizations to help them with this issue.

Rajshahi sericulture board is one of the oldest institution of Bangladesh. This is the era of digitalization. Hence the sericulture board is also willing to computerize its records. But the difficulty is huge no. of data as well as lack of manpower. They have only one website named “E-Nothi” for transferring data from one branch to another branch which is created by government. But it is not their own digitalized tool. The sericulture board requires an IT specialists to create and maintain the database properly. It also requires more storage to records the data of the previous years which were not recorded. The previous dataset is huge as there are records of many years. Actually, it is very difficult to computerize all the data. Hence the sericulture board can choose a threshold year and start the process of previous data digitalization. The lack of manpower and technical engineers can be solved by hiring reliable third party like IT organization who deals with bigdata. This will require a good amount of funding and budget. But the effectiveness of digitalization is also so great. To cope up with the modern era this is a must requirement for any organization.

The sericulture board should choose a threshold year as soon as possible to start computerization of data from that year. It should appoint and increase the no of computer specialists. The database should be created. It should take necessary steps to hire third party to computerize the previous records.

2.1.3 Not having own database

To store a file on online, the sericulture board depend heavily on government or third party for not having own database and technical people. Storing information is one of the most important work of the sericulture board. It should try to lessen dependency on this matter on the third party by getting own database and technical stuff.

The storing information of the sericulture institution is very important and sensitive. If the database falls for any reason, people blame the sericulture board rather than third party. Hence in this case the sericulture board should take a step to store information by their own. It should create a technical section for storing information and buy the necessary tools by itself.

The sericulture board should take necessary steps to have its own database system if it has sufficient budget. If it seems costly it can take longer plan about them.

2.1.4 Lack of information in website:

A website of any institute should be such like a person can gather enough information through visiting the website. It should also be well organized and decorated so that visitors can get a easiest path to gather information and all the information should be up to date to make the website an enrich source of collecting information about the system.

To make the website well modified and up to date, an enough number of people should be appointed to take care of this sector. The institute can recruit some skillful employee who has a sound knowledge about website. They should be appointed to make the website well organized and always up to date.

Another solution of this problem can be training up of some existing employee about modification and upgradation of website who has knowledge about computer. This training can be done by a skillful team with technical knowledge.

2.1.5 Not having any system analyst:

To ensure a technically sound and gradual developing system, the organization can recruit a skillful person who has all the interpersonal and technical skills of a system analyst. A person who can manage the database, motivate employees about continuous and regular modification and updating website and can take care of existing system and predict the nature of candidate system if required.

The organization can open an IT sector where all kind of technical issues will be taken care of. When people need access to computer systems or require troubleshooting assistance, they typically get referred to the technical support team. Tech support professionals are especially handy at fixing problems related to hardware and software issues. As IT professionals are technically sound and have programming knowledge they can fix any kind of problem in existing system and can propose required candidate system.

2.1.6 Offline payment system and low allowance

Payment system can be made online easily coordinating with a bank. BSRTI is trying to convert the payment system online. But it is in testing phase. If it can be done online the workers will get their allowance timely and will be more interested in this field and will proceed to do work with more enthusiasm. The low allowance problem can be solved too. The organization has to motivate government to cooperate in this regard. Actually, the payment of the workers is normally fixed as the investment comes from government. So, government should invest more in this sector for betterment of the workers more allowance.

2.1.7 Lack of New Instruments

As most of the instruments are old, they need to buy more scientific and modern instrument sets for increasing production. And they also need to do proper maintenance on the old instruments and make proper security to the machineries so that the parts may not be stolen again. As for reducing the pressure on the old instruments and their lacking behavior new instrument should be used.

2.1.8 Limitations in publicity:

To increase the publicity of silk products and motivate people in this business, the organization can advertise their product and objectives in online portals, social communication platform like facebook, instagram which are a smart and efficient medium to reach people.

Another way to increase publicity is to increase activity of their E-commerce website. They can organize and decorate their website more attractively so that they can reach people easily.

Android apps are more efficient to reach people than website because of its usability and acceptability. It is more flexible to use. They can lounge their own android application to promote their product and organization.

2.2 Conclusion:

In this chapter we have discuss about some problems of the existing system and different alternatives of those problems. We have done the initial feasibility study by which we can understand whether we can proceed with the problems or not. Some problems are serious enough to solve immediately and some are complex enough of causing over budget, time, manpower and technical support. Some problems are seems worth solving. Though still we can't be very much sure that the problems can be solved properly. We have to analyze more deeply to understand the situation and then finally we can assure that the identified problems can be solved.

Chapter 3

Information Gathering

3.1 Introduction

Information gathering is a key part of Feasibility Analysis which refers to collect required information about the present system. It is considered as an art and science. To ensure whether the current system is feasible or not, the Analyst must know what information to gather. This approach and manner of information gathering require persons with sensitivity, common sense and a knowledge of what and when to gather and what channels to use in securing information.

An Analyst is expected to have experience and training in the methodology and tools for information gathering from different types of organization. To gather information from the organization different kinds of tools are used. It is a duty of an analyst to decide which tool is required to use to collect sufficient information accurately and methodically, under the right conditions and with minimum interruption to user personnel. Therefore, it is necessary to be familiar with various information gathering tools. Each tool has a special function, depending on the information needed.

As for the required report on System Analysis of Bangladesh Sericulture Development Board, Rajshahi, we are going to collect necessary information. The tools of Information Gathering process and their methodology are discussed in this section.

3.2 Information Gathering using different tools

In this section, the information collected from the respective organization have been presented.

3.2.1 Forms, documents and statistical chart of Bangladesh Sericulture Development Board

Most of the system problems are similar. Very few of them are unique. The increasing number of software packages suggests that the problem solutions are becoming standardized. Therefore, as a first step, a search of literature through professional references and procedures manuals, textbooks, company studies, government publications or consultant studies may prove invaluable.

We have collected several forms, manuals and important news from the newspaper related to Bangladesh Sericulture Development Board. In section 3.2.1.1, the citizen's charter of Bangladesh Sericulture Development Board is included. It describes the advantages citizens can gain from their service. In section 3.2.1.2, the Job Application Form the organization is included. In section 3.2.1.3 and 3.2.1.4, includes the Leave Application Form and Car Requisition Form respectively.

3.2.1.1 Citizen's charter

Citizen's Charter is mainly a kind of manual that states all the services provided by the organization. In this case, we get a proper closure of different kinds of services like Citizen Services, Institutional Services, Internal Services etc. provided by the Bangladesh Sericulture Development Board, Rajshahi. It is easier for user or analyst to get information about the services of an organization through this chart descriptively.

Above discussions are elaborately contained in figure 3.2.1.1(a), 3.2.1.1(b), 3.2.1.1(c) and 3.2.1.1(d) respectively.



গণপ্রজাতন্ত্রী বাংলাদেশ সরকার
বাংলাদেশ রেশম উন্নয়ন বোর্ড
রাজশাহী
www.bsb.gov.bd
সেবা প্রদান প্রতিশ্রুতি (Citizen's Charter)



সেবা প্রদান প্রতিশ্রুতি (Citizens' Charter):

১. কৃপাকল্প ও অভিলাষ

ভিশন (Vision): দেশে রেশম চাষ ও শিল্পের সম্প্রসারণ ও উন্নয়নের মাধ্যমে গ্রামীণ জনগোষ্ঠীর দারিদ্র বিমোচন।

মিশন (Mission): লাগসই প্রযুক্তি, দক্ষ জনবল ও উন্নত গবেষণার মাধ্যমে রেশম খাতের সম্ভাবনাকে পূর্ণ কাজে লাগিয়ে রেশম চাষ ও শিল্পের উন্নয়নের মাধ্যমে গ্রামীণ জনগোষ্ঠীর দারিদ্র বিমোচন।

২. প্রতিশ্রুত সেবাসমূহ

২.১ নাগরিক সেবা

ক্র. নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাগজপত্র এবং প্রাতিশ্রুতি	সেবার মূল্য এবং পরিণতি পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
১	২	৩	৪	৫	৬	৭
১।	রেশম চাষীদেরকে উন্নতজাতের ত্রুত কাটিংস, ত্রুতচার্য সরবরাহ	লিখিত আবেদন	নির্ধারিত ছক, রেশম সম্প্রসারণ কেন্দ্র/রেশম বীজাণুর	বিনা মূল্যে	সেপ্টেম্বর-নভেম্বর	নামঃ মোঃ আতিকুর রহমান পদবীঃ উপপরিচালক (বীজ) ফোনঃ +৮৮০১৭২২০৩০৮০৯ ই-মেইলঃ atikur.bsd@gmail.com গবেষণা ও প্রশিক্ষণ ইনিসিয়েটিভ এর জন্য- নামঃ ফারুক আহমেদ পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ.বাঃ) ফোনঃ +৮৮০১৭৩৩৩৫৭৯১৩ ই-মেইলঃ moistfaruk@gmail.com
২।	রেশম চাষীদেরকে রোগদূত রেশম ডিম সরবরাহ	লিখিত আবেদন	রেশম সম্প্রসারণ কেন্দ্র/রেশম বীজাণুর	বিনা মূল্যে	বছরে ৪ বার (চৈত্র, জ্যৈষ্ঠ, ভাদ্র, অগ্রহায়ণী বৎস)	নামঃ মোঃ সিরাজুর রহমান পদবীঃ উপপ্রধান সম্প্রসারণ কর্মকর্তা (বীজাণুর) ফোনঃ +৮৮০১৭২২৪৬০০৪০ ই-মেইলঃ serajeh8@yahoo.com

ক্র. নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাগজপত্র এবং প্রাতিশ্রুতি	সেবার মূল্য এবং পরিণতি পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
১	২	৩	৪	৫	৬	৭
৩।	রেশম চাষীদের প্রশিক্ষণ প্রদান	লিখিত আবেদন	নির্ধারিত ছক, রেশম সম্প্রসারণ কেন্দ্র মিনিফিলোসোল কেন্দ্র, চাকী সেটার, রেশম গবেষণা ও প্রশিক্ষণ ইনিসিয়েটিভ	বিনা মূল্যে	কাটাগারি ভিত্তিক ২৫-৩০ দিন	নামঃ মোঃ মাহবুবুর রহমান পদবীঃ প্রধান সম্প্রসারণ কর্মকর্তা ফোনঃ +৮৮০১৭২২৫২৩৮৮৮ ই-মেইলঃ mahbub.bsd@gmail.com গবেষণা ও প্রশিক্ষণ ইনিসিয়েটিভ এর জন্য- নামঃ মোঃ আলিম আলিম পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ.বাঃ) ফোনঃ +৮৮০১৭২৮৫৭৭০১১ ই-মেইলঃ alimbisrt@gmail.com
৪।	রেশম চাষীদের ত্রুতচার্য, পলুপালন সংক্রান্ত কারিগরি পরামর্শ প্রদান	ফোনেঃ তাৎক্ষণিক লিখিতঃ নির্ধারিত ছকে আবেদন- পরিচালক/সম্প্রসারণ) মহোদয়ের অনুমোদন- সংশ্লিষ্ট ডিভি/এডি/ম্যানেজারগণের নিকট হতে সরবরাহ গ্রহণ	নির্ধারিত ছক, রেশম সম্প্রসারণ কেন্দ্র গবেষণা ও প্রশিক্ষণ ইনিসিয়েটিভ	বিনা মূল্যে	সারা বছর	নামঃ মোঃ আতিকুর রহমান পদবীঃ উপপরিচালক (বীজ) ফোনঃ +৮৮০১৭২২০৩০৮০৯ ই-মেইলঃ atikur.bsd@gmail.com গবেষণা ও প্রশিক্ষণ ইনিসিয়েটিভ এর জন্য- নামঃ ফারুক আহমেদ পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ.বাঃ) ফোনঃ +৮৮০১৭৩৩৩৫৭৯১৩ ই-মেইলঃ moistfaruk@gmail.com

Figure 3.2.1.1(a) Citizen's charter

৫।	বিজ্ঞানসম্মতভাবে রেশম গুটি শূকানো, পরিবহন, সংরক্ষণ, রিভিং, স্পিনিং এবং রেশম সূতার মান সম্পর্কিত পরামর্শ প্রদান।	ফোনঃ আংক্ষবিক লিখিতঃ নির্ধারিত ছকে আবেদন- পরিচালক মহোদয়ের অনুমোদন- সংশ্লিষ্ট কর্মকর্তার নিকট হতে পরামর্শ সংগ্রহ-সরবরাহ।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	বিনামূল্যে	১-৫ দিন	নামঃ মোঃ আব্দুল আলিম পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ alimbsrti@gmail.com
৬।	ঐতিহ্যগত রোগ-বালাই ও কীটপতঙ্গ মনন সম্পর্কিত পরামর্শ প্রদান।	ফোনঃ আংক্ষবিক লিখিতঃ নির্ধারিত ছকে আবেদন-পরিচালক মহোদয়ের অনুমোদন-সংশ্লিষ্ট কর্মকর্তার নিকট হতে পরামর্শ সংগ্রহ-সরবরাহ।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	বিনামূল্যে	১-৫ দিন	নামঃ ফারুক আহমেদ পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ moistfaruk@gmail.com
৭।	রেশমকীটের রোগ-বালাই ও কীটপতঙ্গ মনন সম্পর্কিত পরামর্শ প্রদান।	ফোনঃ আংক্ষবিক লিখিতঃ নির্ধারিত ছকে আবেদন-পরিচালক মহোদয়ের অনুমোদন-সংশ্লিষ্ট কর্মকর্তার নিকট হতে পরামর্শ সংগ্রহ-সরবরাহ।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	বিনামূল্যে	১-৫ দিন	নামঃ মোঃ অফতাব উদ্দীন পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ afabbbsrti@gmail.com
৮।	রেশম চাষীদের ঐতিহ্য, গণপূজালন সংক্রান্ত উপকরণাদি সরবরাহ	চাহিদা ও সরবরাহ থাকা সাপেক্ষে লিখিত আবেদন মহাপরিচালক/পরিচালক/ প্রকল্প পরিচালক মহোদয়ের অনুমোদন-সংশ্লিষ্ট কাফিলে প্রশিক্ষণ প্রদান।	রেশম সম্প্রসারণ কেন্দ্র	বিনা মূল্যে	সারা বছর	নামঃ মোঃ সিরাজুর রহমান পদবীঃ উপপ্রধান সম্প্রসারণ কর্মকর্তা (বিজ্ঞানঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ serajgeb8@yahoo.com

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ক্রঃ নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাপক্ষণ এবং প্রাতিষ্ঠান	সেবার মূল্য এবং পরিণোদন পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
১	২	৩	৪	৫	৬	৭
৯।	ঐতিহ্যগত মান গুণগত মান পরীক্ষণ ও পরামর্শ প্রদান।	নির্ধারিত ছকে আবেদন ও নমুনা সরবরাহ- পরিচালক মহোদয়ের অনুমোদন- সংশ্লিষ্ট কর্মকর্তার নিকট হতে পরীক্ষণ ফলাফল ও পরামর্শ সংগ্রহ-সরবরাহ।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	কাজের আকার অনুযায়ী বিনামূল্যে/ নির্ধারিত মূল্যে।	১০-৩০ দিন	নামঃ মোঃ সাখাওয়াত হোসেন পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ mithu400sh@gmail.com
১০।	রেশম গুটি ন্যায্য মূল্যে ক্রয়/বিক্রয়ে পরামর্শ প্রদান।	পরামর্শ নির্ধারিত ছকে আবেদন- পরিচালক/উপপদন ও বিপণন) মহোদয়ের অনুমোদন- সংশ্লিষ্ট ডিডি/ এডি/ ম্যানেজারগণের নিকট হতে সরবরাহ গ্রহণ।	নির্ধারিত ছকে গুটি মিনিফিলেটার কেন্দ্র এবং রেশম শিল্পের সাথে জড়িত প্রাইভেট প্রতিষ্ঠান	বিনা মূল্যে	বছরে ৪ বয়ে চৈত্র, জ্যৈষ্ঠ, আশ্বিনী, অগ্রহায়ণী মোঃ, মে, আগষ্ট,	মোঃ নাসির উদ্দীন উপপ্রধান, উপপদন ও বিপণন (অঃপাঃ) মোবা-০১৭১২-০৫৪০৫৮ ই-মেইলঃ unashir1988@gmail.com
১১।	রেশম চাষের মাটির গুণগতমান পরীক্ষণ ও রেশম চাষ অনুপযোগী মাটি সংশোধন সম্পর্কিত পরামর্শ প্রদান।	নির্ধারিত ছকে আবেদন ও নমুনা সরবরাহ- পরিচালক মহোদয়ের অনুমোদন- সংশ্লিষ্ট কর্মকর্তার নিকট হতে পরীক্ষণ ফলাফল ও পরামর্শ সংগ্রহ-সরবরাহ।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	কাজের আকার অনুযায়ী বিনামূল্যে/ নির্ধারিত মূল্যে।	১০-৩০ দিন	নামঃ মোঃ সাখাওয়াত হোসেন পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ mithu400sh@gmail.com
১২।	চাষীদের রেশম চাষে উৎসাহকরণে প্রয়োজনীয় পরামর্শ প্রদান।	চাষি সমাবেশ/প্রশিক্ষণ	জোনাল ও আঞ্চলিক রেশম সম্প্রসারণ কাফিলে	বিনা মূল্যে	সিডিউল অনুযায়ী সারা বছর	মোঃ নাসির উদ্দীন সহকারী পরিচালক (মনিটরিং) মোবা-০১৭১২-০৫৪০৫৮ ই-মেইলঃ unashir1988@gmail.com
১৩।	রেশম প্রদর্শনী ইউনিট পরিচালনা	লিখিত আবেদন মহাপরিচালক/পরিচালক/ মহোদয়ের অনুমোদন- সংশ্লিষ্ট কাফিলে প্রধান কর্তৃক প্রদর্শনী পরিচালনা	রেশম সম্প্রসারণ কেন্দ্র/ মিনিফিলেটার কেন্দ্র/ কারখানা/ গবেষণা ও প্রশিক্ষণ ইনস্টিটিউট	বিনা মূল্যে	সারা বছর	নামঃ মোঃ আব্দুল আলিম পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ alimbsrti@gmail.com
১৪।	পোস্ট গ্রাজুয়েট ডিপ্লোমা ইন সেরিকালচার (পিডিডিস) ডিগ্রী প্রদান (রাজশাহী বিশ্ববিদ্যালয় অধিভুক্ত)।	বিজ্ঞান সাপেক্ষে আবেদন-আবেদন যাচাই বাছাই ও ভাইজা গ্রন্থ-যোগ্যপ্রার্থীদের তালিকা প্রকাশ- ভর্তি ও কোর্স সম্পন্ন- উত্তীর্ণদের ডিগ্রী প্রদান।	বিজ্ঞান মোতাবেক, পত্রিকা ও প্রতিষ্ঠানের ওয়েবসাইট	রাজশাহী বিশ্ববিদ্যালয় কর্তৃক নির্ধারিত ফি।	১ বছর	নামঃ মোঃ আব্দুল আলিম পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ alimbsrti@gmail.com
১৫।	ডিপ্লোমা ইন সিঙ্ক টেকনোলজি (ডিএসটি) কোর্সে প্রশিক্ষণ প্রদান।	বিজ্ঞান সাপেক্ষে আবেদন-আবেদন যাচাই বাছাই ও ভাইজা গ্রন্থ-যোগ্যপ্রার্থীদের তালিকা প্রকাশ- ভর্তি ও কোর্স সম্পন্ন- উত্তীর্ণদের ডিগ্রী প্রদান।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	নির্ধারিত ফি প্রদান সাপেক্ষে।	১ বছর	নামঃ মোঃ আব্দুল আলিম পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ alimbsrti@gmail.com
১৬।	রেশমচাষ বিষয়ক স্ক্রমমোবাইল টিওটি প্রশিক্ষণকোর্স ও রেশম সম্প্রসারণ কর্মী প্রশিক্ষণকোর্সে প্রশিক্ষণ প্রদান।	নির্ধারিত ছকে আবেদন-পরিচালক মহোদয়ের অনুমোদন-প্রশিক্ষণ প্রদান। রেশম সংশ্লিষ্ট সংস্থার নিকট হতে প্রশিক্ষণার্থী মনোনয়ন গ্রহণ- পরিচালক মহোদয়ের অনুমোদন- প্রশিক্ষণ প্রদান।	বিজ্ঞান মোতাবেক	বারোপাই এর নিজস্ব ব্যবস্থাপনায়-কিনামুলো কোন প্রতিষ্ঠানের চাহিদার প্রেক্ষিতে- নির্ধারিত কোর্স ফি প্রদান সাপেক্ষে।	১০-৩০ দিন	নামঃ মোঃ আব্দুল আলিম পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ alimbsrti@gmail.com

ক্রঃ নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাপক্ষণ এবং প্রাতিষ্ঠান	সেবার মূল্য এবং পরিণোদন পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
১	২	৩	৪	৫	৬	৭
১৭।	স্ক্রমমোবাইল রেশম চাষী, রিসার, উইভার, ও প্রিটার প্রশিক্ষণ কোর্সে প্রশিক্ষণ প্রদান।	নির্ধারিত ছকে আবেদন-পরিচালক মহোদয়ের অনুমোদন-প্রশিক্ষণ প্রদান। রেশম সংশ্লিষ্ট সংস্থার নিকট হতে প্রশিক্ষণার্থী মনোনয়ন গ্রহণ- পরিচালক মহোদয়ের অনুমোদন- প্রশিক্ষণ প্রদান।	আবেদনের প্রেক্ষিতে	বারোপাই এর নিজস্ব ব্যবস্থাপনায়-বিনামূল্যে কোন প্রতিষ্ঠানের চাহিদার প্রেক্ষিতে- নির্ধারিত কোর্স ফি প্রদান সাপেক্ষে।	১০-৩০ দিন	নামঃ মোঃ আব্দুল আলিম পদবীঃ উর্জতন গবেষণা কর্মকর্তা (চ:পাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ alimbsrti@gmail.com
১৮।	বাংলাদেশ জাতীয় অব সেরিকালচার সরবরাহ।	নির্ধারিত ছকে আবেদন-পরিচালক মহোদয়ের অনুমোদন-মূল্য পরিশোধ-সরবরাহ।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	সেবার অভ্যন্তরেঃ ব্যক্তিগত-১০০.০০ প্রাতিষ্ঠানিক-২০০.০০ আন্তর্জাতিকঃ \$৪০	৫-৩০ দিন	নামঃ মোঃ মাসুদ ইকবাল পদবীঃ সিনিয়র লাইব্রেরিয়ান (অঃপাঃ) ফোনঃ +৮৮০১৭১৮৫৭৭৫১১ ই-মেইলঃ rcn_library@bsrti.gov.bd

Figure 3.2.1.1(b) Citizen's charter

২.২) আওতাধীন পেশাঃ

ক্র: নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাগজপত্র এবং প্রাপ্তিস্থান	সেবার মূল্য এবং পরিণোদন পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
(১)	(২)	(৩)	(৪)	(৫)	(৬)	(৭)
১।	বেসরকারী প্রতিষ্ঠান/এনজিও এর নিকট কুঁচ কাটিংস, কুঁচচারা সরবরাহ/বিক্রয়।	লিখিত আবেদন- মহাপরিচালক মহোদয়ের অনুমোদন-সংশ্লিষ্ট প্রতিষ্ঠান/এনজিওকে সরবরাহ প্রদান	নির্ধারিত ছক, সম্প্রসারণ বিভাগ, বোর্ড প্রধান কার্যালয়/ রেশম সম্প্রসারণ কেন্দ্র/ রেশম বীজাগার	প্রতিটি চারা ০.৫০ টাকা এবং কাটিংস প্রতি মণ ৫০/- (পঞ্চাশ) টাকা এবং চেকের মাধ্যমে মূল্য পরিশোধ	সেপ্টেম্বর-নভেম্বর	নামঃ মোঃ আতিকুর রহমান পদবীঃ উপপরিচালক (বীজ) ফোনঃ +৮৮০১৭২২০৩০৮০৯ ই-মেইলঃ atikur.bsdh@gmail.com
২।	বেসরকারী প্রতিষ্ঠান/এনজিও এর নিকট রোগমুক্ত রেশম ডিম বিক্রয়।	লিখিত আবেদন- মহাপরিচালক মহোদয়ের অনুমোদন পরিচালক(সম্প্রসারণ) মহোদয়ের অনুমোদন সংশ্লিষ্ট ডিডি/এডি/ম্যানোজারগণের নিকট হতে সরবরাহ গ্রহণ	নির্ধারিত ছক রেশম সম্প্রসারণ কেন্দ্র/ রেশম বীজাগার	প্রতিশত ডিম ২০৫/-(দুইশত পাঁচ) টাকা এবং চেকের মাধ্যমে মূল্য পরিশোধ	বছরে ৪ বয়ে চৈত্র, জ্যৈষ্ঠ, ভাদ্র, অগ্রায়হী (মার্চ, মে, আগস্ট, অক্টোবর)	নামঃ মোঃ সিরাজুর রহমান পদবীঃ উপপ্রধান সম্প্রসারণ কর্মকর্তা (বীজাগার) ফোনঃ +৮৮০১৭১৯৬০০৪০ ই-মেইলঃ seraigeb8@yahoo.com
৩।	বেসরকারী প্রতিষ্ঠান/এনজিও এর নিকট রেশম সূতা বিক্রয়	স্টোর বিজ্ঞপ্তি আহবান প্রাপ্ত পরপত্র ঘাটাই-বাঘাই অঙ্গে সর্বোচ্চ দরদাতা মহাপরিচালক মহোদয়ের অনুমোদন	লিখিত আবেদনের মাধ্যমে স্টোরে অংশগ্রহণ	সর্বোচ্চ দর এবং দরদাতা হিসাবে চেকের মাধ্যমে মূল্য পরিশোধ	সারা বছর	নামঃ মোঃ নাসির উদ্দীন পদবীঃ উপপ্রধান, উৎপাদন ও বিপণন (অঃঃঃঃ) মোবা-০১৭১২-০৫৪০৫৮ ই-মেইল- unashir1988@gmail.com

ক্র: নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাগজপত্র এবং প্রাপ্তিস্থান	সেবার মূল্য এবং পরিণোদন পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
(১)	(২)	(৩)	(৪)	(৫)	(৬)	(৭)
৪।	বেসরকারী প্রতিষ্ঠান/এনজিওকে রেশম উৎপাদন সংক্রান্ত কারিগরী পরামর্শ প্রদান	লিখিত আবেদন- মহাপরিচালক মহোদয়ের অনুমোদন-সংশ্লিষ্ট বিভাগ/ডিডি/এডির নিকট হতে সরবরাহ প্রদান	লিখিত আবেদন	বিনা মূল্যে	সারা বছর	নামঃ মোঃ আতিকুর রহমান পদবীঃ উপপরিচালক (বীজ) ফোনঃ +৮৮০১৭২২০৩০৮০৯ ই-মেইলঃ atikur.bsdh@gmail.com
৫।	বেসরকারী প্রতিষ্ঠান/এনজিওকে রেশম সূতা ও বস্ত্র পরিবহণে ভুট পারমিট প্রদান	লিখিত আবেদন	নির্ধারিত ছকে আবেদন রেশম সম্প্রসারণ কেন্দ্র, শিবগঞ্জ/ভোলাঘাট ও রেশম বীজাগার চাঁপাইনবাবগঞ্জ	প্রতিটি পাশ বহির মূল্য ১০০/- টাকা (নগদ)	সারা বছর	নামঃ মোঃ নাসির উদ্দীন পদবীঃ উপপ্রধান, উৎপাদন ও বিপণন (অঃঃঃঃ) মোবা-০১৭১২-০৫৪০৫৮ ই-মেইল- unashir1988@gmail.com
৬।	বিভিন্ন প্রতিষ্ঠানে হতে আগত দর্শনাত্মিকের প্রতিষ্ঠানের কার্যক্রম পরিদর্শন	মৌখিক/লিখিত আবেদন মহাপরিচালক/পরিচালক/মহোদয়ের অনুমোদন-সংশ্লিষ্ট কার্যালয় প্রধান কর্তৃক প্রদর্শনী পরিচালনা	বোর্ড প্রধান কার্যালয়, জোনাল/অঞ্চলিক/রেশম সম্প্রসারণ কেন্দ্র/বীজাগার	বিনা মূল্যে	সারা বছর	নামঃ সৈয়দ মোজাক হাসান পদবীঃ পরিচালক (প্রশাসন) ফোনঃ +৮৮০১৭১০৪১১১২ ই-মেইলঃ smhasan1968@gmail.com
৭।	বেসরকারী প্রতিষ্ঠান/এনজিও এর নিকট রেশম পলু পাউডার বিক্রয়	নির্ধারিত ছকে আবেদন- পরিচালক মহোদয়ের অনুমোদন-মূল্য পরিশোধ- সরবরাহ।	নির্ধারিত ছক, ওয়ানস্টপ সার্ভিস ডেস্ক	প্রতি কেজি/প্যাকেট ৫০/- (পঞ্চাশ) টাকা যা পরিবর্তনযোগ্য।	৫-৭ দিন	নামঃ মোঃ আফতাব উদ্দীন পদবীঃ উর্ধ্বতন ব্যবসায়ী কর্মকর্তা (চ:বাঃ) ফোনঃ +৮৮০১৭২২০৩০৮০৯ ই-মেইলঃ aftabbst@gmail.com

ক্র: নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাগজপত্র এবং প্রাপ্তিস্থান	সেবার মূল্য এবং পরিণোদন পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
(১)	(২)	(৩)	(৪)	(৫)	(৬)	(৭)
১।	ছুটি (ক) অর্জিত ছুটি (সেপের অভ্যন্তরে)	নির্ধারিত ফরমে আবেদন- ছুটি বিধিমালা ১৯৫৯ অনুযায়ী পরিচালক/মহাপরিচালক মহোদয়ের অনুমোদন এবং আদেশ জারি	নির্ধারিত ফরমে আবেদন, প্রশাসন বিভাগ	প্রযোজ্য নয়	আবেদন প্রাপ্তির ৭ (সাত) কর্মদিবসের মধ্যে	নামঃ এ.কে.এম নজরুল ইসলাম পদবীঃ সহকারী পরিচালক (প্রশাসন) ফোনঃ ০১৭১২-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
	(খ) নৈমিত্তিক ছুটি	সাপা কাগজে আবেদন- ছুটি বিধিমালা ১৯৫৯ অনুযায়ী পরিচালক/মহাপরিচালক মহোদয়ের অনুমোদন এবং কর্মস্থল ত্যাগের ক্ষেত্রে পরিচালক/মহাপরিচালক মহোদয়ের অনুমোদন	সাপা কাগজে আবেদন	প্রযোজ্য নয়	আবেদন প্রাপ্তির ১-২ দিনের মধ্যে	নামঃ এ.কে.এম নজরুল ইসলাম পদবীঃ সহকারী পরিচালক (প্রশাসন) ফোনঃ ০১৭১২-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
	(গ) বহিঃ বাৎসরিক ছুটি	আবেদনের প্রেক্ষিতে- ছুটি বিধিমালা ১৯৫৯ অনুযায়ী সচিব/মহাপরিচালক মহোদয়ের অনুমোদন এবং আদেশ জারি	(১) ছুটির আবেদন (২) নির্ধারিত ফরম পূরণ এবং প্রশাসন বিভাগ।	প্রযোজ্য নয়	আবেদন প্রাপ্তির ১০ (দশ) কর্মদিবসের মধ্যে	নামঃ এ.কে.এম নজরুল ইসলাম পদবীঃ সহকারী পরিচালক (প্রশাসন) ফোনঃ ০১৭১২-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
	(ঘ) মাতৃস্বকালীন ছুটি	আবেদনের প্রেক্ষিতে- ছুটি বিধিমালা ১৯৫৯ অনুযায়ী পরিচালক/মহাপরিচালক মহোদয়ের অনুমোদন	(১) ছুটির আবেদন (২) ভাঙ্গারী সমন্বয় এবং প্রশাসন বিভাগ।	প্রযোজ্য নয়	আবেদন প্রাপ্তির ৭ (সাত) কর্মদিবসের মধ্যে	নামঃ এ.কে.এম নজরুল ইসলাম পদবীঃ সহকারী পরিচালক (প্রশাসন) ফোনঃ ০১৭১২-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
	(ঙ) অবসর-উত্তর ছুটি (ছুটি নগণ্যনসহ)	নির্ধারিত ফরমে আবেদন- অবসর-উত্তর ছুটি (Public servants retirement) ACT, 1974 অনুযায়ী পরিচালক/মহাপরিচালক মহোদয়ের অনুমোদন এবং আদেশ জারি	(১) ছুটির আবেদন (২) এস, এস, সি সমন্বয় (৩) সার্ভিস বহি (৩য় ও ৪র্থ শ্রেণীর কর্মচারীদের জন্য) (৪) ছুটির প্রস্তাবনপত্র (১ম/২য় শ্রেণীর কর্মচারীদের জন্য এবং প্রশাসন বিভাগ।	প্রযোজ্য নয়	আবেদন প্রাপ্তির ২০(দশ) কর্মদিবসের মধ্যে	নামঃ এ.কে.এম নজরুল ইসলাম পদবীঃ সহকারী পরিচালক (প্রশাসন) ফোনঃ ০১৭১২-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
২।	সিপিএক থেকে অগ্রিম	নির্ধারিত ফরমে আবেদন- সংশ্লিষ্ট কমিটির সুপারিশ-পরিচালক (অর্থ ও পরিকল্পনা)/মহোদয়ের অনুমোদন	(১) সমস্ত (অর্থ ও পরিকল্পনা) বরাবর আবেদন (২) নির্ধারিত ফরম পূরণ (৩) সিপিএক ফিল এবং প্রশাসন বিভাগ।	প্রযোজ্য নয়	০৭ কর্মদিবসের মধ্যে	নামঃ এ.কে.এম নজরুল ইসলাম পদবীঃ সহকারী পরিচালক (প্রশাসন) ফোনঃ ০১৭১২-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com

Figure 3.2.1.1(c) Citizen's charter

ক্রঃ নং	সেবার নাম	সেবা প্রদান পদ্ধতি	প্রয়োজনীয় কাগজপত্র এবং প্রাপ্তিস্থান	সেবার সূত্র এবং পরিশোধ পদ্ধতি	সেবা প্রদানের সময়সীমা	দায়িত্বপ্রাপ্ত কর্মকর্তা (নাম, পদবি, ফোন নম্বর ও ই-মেইল)
(১)	(২)	(৩)	(৪)	(৫)	(৬)	(৭)
৩।	অনুষ্ঠানিক	লিখিত আবেদন- পরিচালক (প্রশাসন)/মহাপরিচালক মহাশয়ের অনুমোদন	লিখিত আবেদন, প্রশাসন বিভাগ	প্রযোজ্য নয়	১০(দশ) কর্মদিবসের মধ্যে	নামঃ এ. কে. এম নজরুল ইসলাম পদবীঃ সহকারি পরিচালক (প্রশাসন) ফোনঃ ০১৭১৯-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
৪।	কর্মকর্তা ও কর্মচারীগণের সেবার অভ্যন্তরে প্রশিক্ষণ প্রদান।	মন্ত্রণালয়/সংস্থা/দপ্তর/চারিখার প্রেক্ষিতে পরিচালক (প্রশাসন) মহাশয়ের মনোনয়ন প্রদান-আদেশ জারি-প্রশিক্ষণ গ্রহণ।	আদেশ	বিনামূল্যে	নির্ধারিত সময়ের মধ্যে	নামঃ এ. কে. এম নজরুল ইসলাম পদবীঃ সহকারি পরিচালক (প্রশাসন) ফোনঃ ০১৭১৯-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
৫।	অগ্রিম ঋণ গ্রহণ (ক) মোটর সাইকেল	লিখিত আবেদন- পরিচালক (অর্থ ও পরিকল্পনা)/ মহাপরিচালক মহাশয়ের অনুমোদন	(১) নির্ধারিত ফরমে আবেদন (২) জমিন নামা (৩) বায়নাপত্র (৪) অধিকার পত্র	প্রযোজ্য নয়	০৭(সাত) কর্মদিবসের মধ্যে	নামঃ এ. কে. এম নজরুল ইসলাম পদবীঃ সহকারি পরিচালক (প্রশাসন) ফোনঃ ০১৭১৯-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
৬।	সিলেকশন প্রোডাক্টাইমকেস মজুরি	লিখিত আবেদন- পরিচালক (প্রশাসন)/ মহাপরিচালক মহাশয়ের অনুমোদন	ক) আবেদনপত্র খ) হালনাগাদ ACR	প্রযোজ্য নয়	১০(দশ) কর্মদিবসের মধ্যে	নামঃ এ. কে. এম নজরুল ইসলাম পদবীঃ সহকারি পরিচালক (প্রশাসন) ফোনঃ ০১৭১৯-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com
৭।	চাকুরী স্থায়ীকরণ	লিখিত আবেদন- পরিচালক (প্রশাসন)/ মহাপরিচালক মহাশয়ের অনুমোদন	ক) আবেদনপত্র খ) হালনাগাদ ACR	প্রযোজ্য নয়	১০(দশ) কর্মদিবসের মধ্যে	নামঃ এ. কে. এম নজরুল ইসলাম পদবীঃ সহকারি পরিচালক (প্রশাসন) ফোনঃ ০১৭১৯-১৩২৩৭২ ই-মেইলঃ akm3806@gmail.com

৩. আওতাধীন অধিদপ্তর/সংস্থা কর্তৃক প্রদত্ত সেবা প্রদান প্রতিশ্রুতি: (লিংকসমূহ)

- ৩.১ [বাংলাদেশ রেশম উন্নয়ন বোর্ড\(BSDB\)](#)
 ৩.২ [বাংলাদেশ টেক্সটাইল মিলস কর্পোরেশন \(BTMC\)](#)
 ৩.৩ [বাংলাদেশ জুট কর্পোরেশন \(BIC\) \(বিল্ড\)](#)
 ৩.৪ [বাংলাদেশ স্তীত বোর্ড \(যাতীয়ে\)](#)
 ৩.৫ [পাট অধিদপ্তর](#)
 ৩.৬ [বস্ত্র অধিদপ্তর \(DoT\)](#)
 ৩.৭ [বাংলাদেশ জুট মিলস কর্পোরেশন \(BIMC\)](#)
 ৩.৮ [জুট ডাইভারসিফিকেশন প্রমোশন সেন্টার \(JDPC\)](#)

৪. আশ্রয় (সেবা প্রদান) কাছে আশ্রয়ের (সেবা প্রদানকারী) প্রদান

ক্রমিক নং	প্রতিশ্রুতি/কাজিত সেবা প্রাপ্তির জন্য করণীয়
১.	নির্ধারিত ফরমে সম্পূর্ণভাবে পূরণকৃত আবেদনপত্র জমা প্রদান
২.	সঠিক মাধ্যমে প্রয়োজনীয় সেবামূল্য পরিশোধ করা
৩.	সেবা গ্রহণের জন্য অনাবশ্যক ফোন/ভবিষ্যৎ না করা
৪.	সাক্ষাতের জন্য নির্ধারিত সময়ের পূর্বেই নির্দেশিত স্থানে উপস্থিত থাকা;
৫.	সেবা সম্পর্কে মতামত প্রদান।

৫) আওতাধীন অধিদপ্তর/দপ্তর/সংস্থা কর্তৃক প্রদত্ত সেবা

অভিযোগ ব্যবস্থাপনা পদ্ধতি (GRS):-

ক্রঃ নং	কন্ডম যোগাযোগ করবেন	কর সন্তোষ প্রকাশ	যোগাযোগের ঠিকানা	নিষ্পত্তির সময়সীমা
১.	দায়িত্বপ্রাপ্ত কর্মকর্তা সমাধান দিতে ব্যর্থ হলে	অভিযোগ নিষ্পত্তি কর্মকর্তা (অনিক)	নাম ও পদবী: জনাব সৈয়দ মোস্তাক হাসান, পরিচালক (প্রশাসন) ফোন: ০৭১১-৭৭৬৬৪৭; মোবাইল: ০১৭৩১-০৪১৯১২ ই-মেইল: sec.raj15@gmail.com	৩০ কার্যদিবস
২.	অভিযোগ নিষ্পত্তি কর্মকর্তা নির্দিষ্ট সময়ে সমাধান দিতে ব্যর্থ হলে	আপিল কর্মকর্তা	জনাব সুব্রত শিকদার মুন্ডেসচিব (বাণিজ্য অধিশাখা) ফোন : ৯৫১২২১৯; মোবাইল : ০১৭১১১৫৬২৩৬ ইমেইল : subrata.sikder@gmail.com বস্ত্র ও পাট মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা।	২০ কার্যদিবস
৩.	আপিল কর্মকর্তা নির্দিষ্ট সময়ে সমাধান দিতে না পারলে	সচিব, বস্ত্র ও পাট মন্ত্রণালয়	বাংলাদেশ সচিবালয়, ঢাকা ওয়েব: www.moti.gov.bd	৩০ কার্যদিবস

Figure 3.2.1.1(d) Citizen's charter

3.2.1.2 Job Application Form

Bangladesh Sericulture Development Board provides online based Job Application Form. A job application is a form where employers ask job applicants to fill out some information to learn about their work history.

আবেদন ফর্ম																
<div style="float: right; width: 20%; padding-right: 10px;"> <p style="margin: 0;">৫x৫ সে.মি ছবি</p> <p style="margin: 0;">১ম শ্রেণীর গেজেটেড কর্মকর্তা কর্তৃক সত্যায়িত (তারিখ) কপি ছবি।</p> </div> <div style="clear: both;"></div>																
বরাবর																
১.	পদের নাম:															
২.	বিজ্ঞপ্তির নম্বর:										তারিখ					
৩.	প্রার্থীর নাম:		বাংলায়:													
			ইংরেজিতে (যদি অধ্যয়ে):													
৪.	জাতীয় পরিচয় নম্বর:															
	জন্ম নিবন্ধন নম্বর:													(যে কোন একটি)		
৫.	জন্ম তারিখ:										৬. জন্মস্থান (জেলা):					
৭.	বিজ্ঞপ্তিতে উল্লিখিত তারিখে প্রার্থীর বয়স:							বছর			মাস			দিন		
৮.	মাতার নাম:															
৯.	পিতার নাম:															
১০.	ঠিকানা:				বর্তমান					স্থায়ী						
	বাসো ও বাড়ির নাম(নাম):															
	গ্রাম/পাড়/মহল্লা															
	ইউনিয়ন/ওয়ার্ড:															
	ডাকঘর:															
	পোস্টকোড নম্বর															
	উপজেলা:															
জেলা:																
১১.	যোগাযোগ:				মোবাইল/টেলিফোন নম্বর					ই-মেইল (যদি থাকে)						
১২.	জাতীয়তা								১৩.	জৈষ্ঠ্য:						
১৪.	ধর্ম:								১৫.	পেশা:						
১৬.	শিক্ষাগত যোগ্যতা:															
	পরীক্ষার নাম		বিষয়		শিক্ষা প্রতিষ্ঠান		পাসের সন		বোর্ড/বিশ্ববিদ্যালয়		গ্রেড/শ্রেণী/বিভাগ					
১৭.	কোটা (টিক দিন):		মুক্তিযোগ্য/শ্রদ্ধ মুক্তিযোগ্য পুত্র-কন্যা/পুত্র-কন্যার পুত্র কন্যা							এতিম/শারীরিক প্রতিবন্ধী						
			কুন্ন ন-গোষ্ঠী		অন্যসার ও গ্রাম প্রতিরক্ষা সদস্য					অন্যান্য (উল্লেখ করুন)						
১৮.	ব্যাক ড্রাফট নম্বর:								তারিখ:							
	ব্যাক ও শাখার নাম:															
আমি এ মর্মে অঙ্গীকার করছি যে, উপরে বর্ণিত তথ্যাবলি সম্পূর্ণ সত্য। মৌখিক পরীক্ষার সময় উল্লিখিত তথ্য প্রমাণের জন্য সকল মূল সার্টিফিকেট ও রেকর্ডপত্র উপস্থাপন করব। কোন তথ্য অসত্য প্রমাণিত হলে আইনানুগ শাস্তি ভোগ করতে বাধ্য থাকব।																
<div style="float: left; width: 30%;">তারিখ</div> <div style="float: right; width: 20%;">প্রার্থীর স্বাক্ষর</div> <div style="clear: both;"></div>																

Figure 3.2.1.2 Job Application Form

3.2.1.3 Leave Application Form

Leave application refers to the application that employees need to fill out to get a leave of absence on work. Bangladesh Sericulture Development Board has provided the Leave Application Form

on their website in JPG format. Employees can collect the form online which is easily accessible. Though they are required to print the application and submit it offline.

বাংলাদেশ রেশম বোর্ড
রাজশাহী
অর্জিত/চিকিৎসা/বিশেষ/বিবেচনায় ছুটির আবেদন পত্র।

১। আবেদনকারীর নাম : _____

২। পদবী : _____

৩। দপ্তর / বিভাগ : _____

৪। চাকুরীতে প্রথম যোগদানের তারিখ : _____

৫। ছুটির প্রকৃতি : অর্জিত / চিকিৎসা/বিশেষ বিবেচনায় : _____

৬। আবেদনকৃত ছুটির পরিমাণ : _____ দিন _____ তারিখ হইতে _____ তারিখ পর্যন্ত।

৭। ছুটির ভোগের উদ্দেশ্য : _____

৮। ছুটিতে থাকাকালীন পুরা ঠিকানা : _____

আবেদনকারীর স্বাক্ষর

তারিখ :- _____

পাওনা ছুটির বিবরণ :

ক) অর্জিত ছুটি : _____

খ) চিকিৎসা ছুটি : _____

মন্তব্য : _____

সুপারিশ/মন্তব্য _____

তারিখ হইতে _____

তারিখ পর্যন্ত _____ () দিন

অর্জিত / চিকিৎসা/ বিশেষ বিবেচনায় ছুটির মঞ্জুর করা হইল।

ছুটি মঞ্জুরকারী কর্মকর্তার স্বাক্ষর

উপরোক্ত ছুটি চাকুরী বহিঃ/ ছুটি সংরক্ষণ খাতায় লিপিবদ্ধ করা হইল।

কার্য - সহকারী

Figure 3.2.1.3 Leave Application Form

3.2.1.4 Car Requisition From

Due to convenience and to ensure flexibility, the organization employs workers for a short period of time i.e., 3 years, 5 years etc. These posts are available for a period of time and the employees

get their payment till the contract ends. Applicants can apply by printing the below form that is available online in the organization's website.

Car Requisition Form is mainly the form to apply for the driver post for the organization including the applicants experience and personal information.

বাংলাদেশ রেশম উন্নয়ন বোর্ড,
রাজশাহী।
“গাড়ীর ফরমাস”

কি রকম গাড়ীর প্রয়োজন	কখন এবং কোথায় রিপোর্ট করিতে হইবে			ভ্রমের কারণ		গাড়ী ছাড়ার সময়	মন্তব্য
	তারিখ	সময়	স্থান	সরকারী	ব্যক্তিগত		
১	২	৩	৪	৫	৬	৭	৮

বিঃ দ্রঃ কি কারণে গাড়ীটি ব্যবহার করা হইবে তাহা সংক্ষেপে উল্লেখ করিতে হইবে।

আবেদনকারীর স্বাক্ষর :

তারিখ :

নাম ও পদবী :

অনুমোদিত নিয়ন্ত্রণকারীর স্বাক্ষর :

Figure 3.2.1.4 Car Requisition Form

3.2.2 On-Site Observation on working process of Sericulture Board

Most effective way to get the idea of how the real system of the board works, On-site observation is very much helpful. It is a very efficient tool to gather important information observing the system. The major objective of on-site observation is to get as close as possible to the real system. Keeping in mind the following questions, the on-site observation of the system should be observed.

1. What kind of system we are observing.
2. The people running the system and who are important people of the system.
3. The history of the system and the evolution of the system to current stage.
4. How the system responses to internal and external crisis.

The alternative observation methods are also used. They are described below:

1. Observation can be natural or contrived. A natural observation occurs in employee's place and contrived observation is set up by the observer in a place like laboratory.
2. It can be obtrusive or unobtrusive. In an obtrusive observation the respondent knows he/she is being observed but in an unobtrusive observation the respondent doesn't know.
3. It can be direct or indirect. A direct observation takes place when the observer actually observes the subject. But in case of indirect observation mechanical devices are used to capture information.
4. It can be structured or unstructured. In structured observation the observer looks for and records specific action. But in case of unstructured method, the observer is in a situation to observe whatever might be pertinent at the time.

We have observed the working process of Sericulture board several times. Our observations were natural, direct, obtrusive and unstructured. Our observations are given below:

1. During our observation we have found the employees very much busy maintain silk products and obtaining silk thread from the silkworms. They have two different sectors for maintaining overall system. Rajshahi Sericulture Research Institute where the research sector is focused. Here all these procedures are maintained and the threading and other things are researched. Another sector is the Rajshahi Sericulture Development Board where all the overall tasks and maintaining procedures are handled. Board is the main point that take all the decisions and the Rajshahi Sericulture Development Board controls the inner and outer communication and operations.
2. We also observed some technical resources are available on the board. But the number of the computer resources were not enough. The number of technical employees also were not enough to handle the system properly. Also, they don't have any IT sectors to maintain their huge amount of data. Most of the work done is performed manually.
3. The process of making silk product and their maintenance along with the record keeping, everything is observed. That allowed us to understand the working level of the system.
4. Some other sections like, who manages public affairs. The front desk synchronizes the meetings as first we need to take permission. The people who are coming to get the services needed to go through a long waiting process. It is only because of the overlapping of these sections with the other important ones. That's why these small processes require more times than expected.

5. During our observation the employees were very helpful and they were giving us information willingly when we told about the reason of observation. Most of the people were active enough but pace of their working might be little better. The chairman of the board was so much proud about their achievements in the Rajshahi of the previous year and was willing to keep that constant in the next year.

3.2.3 Face to Face Question Answer Session

The interview is the oldest and most often used device for gathering information in systems work. It is a face-to-face interpersonal role situation in which a person called the interviewer asks a person being interviewed questions designed to gather information about a problem area. It has qualities that behavioral and on-site observations do not possess. The interview can be used for two main purposes:

1. It serves as an exploratory device to identify relations or verify information
2. It is used to capture information.

To analyze the system of Rajshahi Sericulture Board, interview of several employees was taken. Among them, there was the Assistant Director of the board, PA to DG of the board and Public Relations Officer of the board.

To the Assistant Director

We met with the Assistant Director, Monitoring Deputy Chief Production and Marketing Officer of this board and had a great conversation with him. He is a very busy person that's why we asked a few questions to him which are given below:

1. Interviewer: How do you think this organization play role to provide quality service?

Interviewee: The board is determined to provide quality service to everyone. We are trying to maintain better standard. We are also trying to provide a transparent quality service.

2. Interviewer: Do you think you have enough manpower?

Interviewee: No. Till now we are facing some problems in tasks like digitalization of our data need more skilled manpower. It is mainly our biggest drawbacks.

3. Interviewer: Are you satisfied with the system of this board?

Interviewee: Yes. We are improving every year. In recent years we have become the board with highest production service in Rajshahi.

4. Interviewer: Do you have enough resource like budget, technical support?

Interviewee: No. But we are trying our best to utilize our limited resource.

5. Interviewer: Do you think your organization is corruption free?

Interviewee: Yes. We are determined to provide a corruption free service to the nation.

6. Interviewer: The board has a silk selling buying website. How do you maintain that?

Interviewee: Yes, we have an ecommerce website for our buying and selling our authentic silk product. Our personal assistant to Director General maintains all the databases. Customers are interested in our products. We hope it will grow in the near future.

To the PA to DG

We met the Personal Assistant to Director General of Rajshahi Sericulture Development Board. He cordially answered our queries which are presented below:

7. Interviewer: Do you have own server?

Interviewee: No.

8. Interviewer: Then how do you maintain websites or online platforms?

Interviewee: We actually don't have any server but we have a domain under the government's server. That's how we maintain our websites.

9. Interviewer: Is this organization completely digitalized?

Interviewee: No. But we are approaching to do so.

10. Interviewer: Are employees satisfied with the gratuity provided to them from board?

Interviewee: I think so.

11. Interviewer: Does bureaucratic delay stands as problem for this organization?

Interviewee: Sometimes. You know as a government organization we have to maintain some protocols. We have to cooperate with other government organizations for various reasons. This may cause this sometimes but we try our best to reduce this.

12. Interviewer: How do you maintain internal communication between the staffs?

Interviewee: We have E-Nothi for all the official intercommunication. All the staffs and employees connect through this and all the official works are managed and maintained via this.

To the Public Relations Officer

Public Relations Officer deals with all the public affairs of the organization. We talked with the Personal Assistant to Director General of Rajshahi Sericulture Development Board too. We asked him a lot of questions and those are given below:

13. Interviewer: Who takes important decisions?

Interviewee: The board has respective committee to take decisions on different matters like budget, examination etc. But if any emergency situation arises, the Chairman has a special privilege to take decisions alone.

14. Interviewer: Do people receive service timely?

Interviewee: We try our best. But we have lack in manpower as well as there are some certain procedures to be maintained to provide which may lead to some unwanted delay. But in recent times we successfully lessened this delay to a very low level.

15. Interviewer: How do you inform the silk farmers and the other staffs about the training or workshop programs?

Interviewee: We have the database of the farmers. We inform them via SMS. Also we have the E-nothi system for the internal communication between the staffs.

16. Interviewer: Is there any online payment process maintained here?

Interviewee: Yes. We maintain online transactions for the payments of the silk farmers. Also, we provide online based pension service for our senior retired officers.

17. Interviewer: Are you satisfied with the overall working process of the board?

Interviewee: Yes. Although we have a lot of limitations and less man power, we are trying to improve our service to reach every people.

3.2.4 Information collected by opinion poll

This is also known as questionnaire. Questionnaire is an effective alternative of interview. If answer of the same questions is required from many people questionnaire is better than interview. It has several advantages over interview. In many cases it is economical and it requires less skills to get information. Also, many respondents feel better to answer the question in questionnaires rather than interview. We have also collected some information from the education board by using this technique. The form of the questionnaires is given below.

Questionnaire for information gathering on Rajshahi Sericulture Development Board, Rajshahi

1. Are you satisfied enough with the current system of Rajshahi Sericulture Development Board?
☐ Yes
☐ No
2. Does the board provide all the online based facilities?
☐ Yes
☐ No
3. Do you think, you have all the control over IT digitalized sector of the Board?
☐ Yes
☐ No
4. Do you think your system is enough digitalized?
☐ Yes
☐ No
5. If you think no, within how many years all the documentations can be digitalized?
 (Optional)
☐ 5 Years
☐ 10 Years
☐ 15 Years
☐ More than 15 Years

Figure 3.2.4(a) Questionnaire Form

6. What do you think as the main obstacle to provide proper service from Sericulture Board?
☐ Lack of man power
☐ Technical Difficulties
☐ Lack of enough time
☐ Lack of proper facilities
7. How will you rate the skills of the employee?
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
8. How will you rate the transparency of the organization?
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Figure 3.2.4(b) Questionnaire Form

The questionnaire forms were distributed among 10 employees of the education board. The collected results are given below:

Table 3.1 Result of yes/no questions.

Ques no.	YES	NO
1	10	0
2	2	8
3	4	6
4	1	9

Question no. 05: 5 years (25%), 10 years (75%).

Question no. 06: Lack of manpower (25%), increasing number of students (25%), technical difficulties (40%) and lack of time (10%).

Question no. 7: 3 (60%), 4 (40%).

Question no. 8: 3 (50%), 4 (50%).

3.3 Overview of the existing system of Rajshahi Sericulture Development Board

Overview of an existing system can be represented by the Data Flow Diagram (DFD). The Data flow diagram was mainly developed as a way of expressing system requirements in a graphical form. It was first introduced by Larry Constantine.

Clarifying system requirements and identifying significant changes that will become programs in system design are its two main goals. Therefore, the required specifications are functionally broken down to the lowest degree of detail at the beginning of the design phase. A DFD is also known as a “Bubble chart”. It consists of a series of bubbles joined by lines. The bubble represents data transformations and the line represents data flows in the system.

The DFD of Rajshahi Sericulture Development Board is shown in figure 3.3.

Overview of existing Sericulture Board Control System

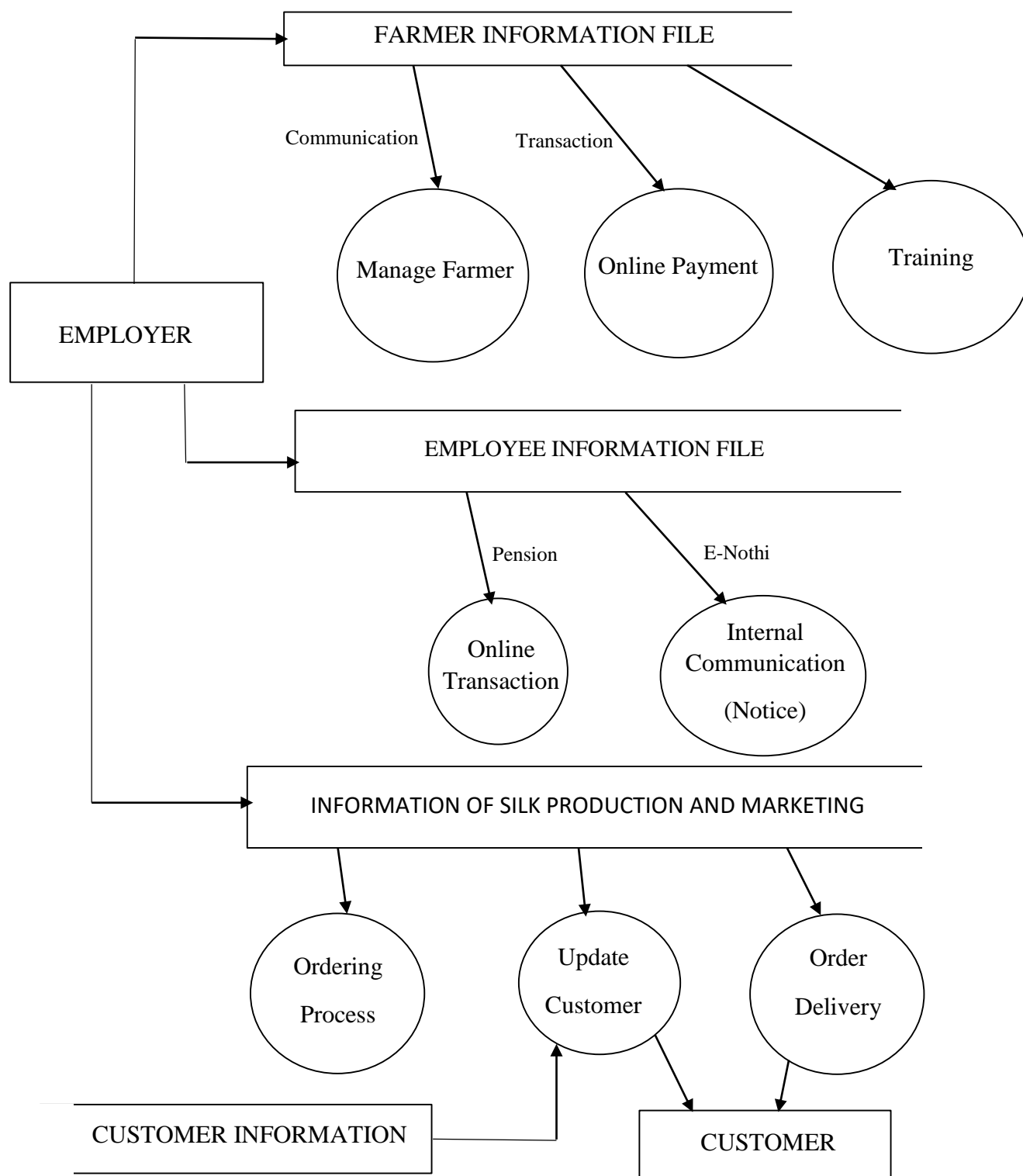


Figure 3.3 Data flow diagram of Rajshahi Sericulture Development Board, Rajshahi.

3.3.1 A brief description of existing Sericulture Board control system

The process how the system of Rajshahi Sericulture Development Board works is represented in the data flow diagram. Most of the work done here is performed manually. Although they are updating their systems and turning towards online based working process.

In the Rajshahi Sericulture Development Board, silk farmers are a big part of the process. The information of the farmer is stored in the database named Farmer Information File. Their information is managed and updated through online system. The payments of the farmers are paid through online transactions. These information are very important and confidential. Sericulture board stores these information in their database with care. They also check and double check the stored information. If any information is missing then corresponding school or college is informed to resend the information about the particular farmer. Also, the information and notice of training program and workshops are shared via SMS which is online and database based.

The information of employees is also stored at database system. The online transactions of pension for the senior retired officers are also maintained. For their internal communication, they have the system called E-Nothi. It is a digital platform where all the documents are transferred via online. Signatures are also taken digitally which is a remarkable process that made working procedure very easier. All the official notices, documents are transferred and checked from the digital media and with this communication is made very easier.

Employer handles all the information and sectors of the Sericulture Board. They don't have any IT sector and very limited employer handles the digital platform. Also, the board maintains an ecommerce website for buying and selling their authentic silk products. For this purpose, they handle website and maintains databases. Customers Information are stored digitally in the database system. Here, online transactions are maintained and ordering process and delivering process are digitalized too.

The DFD shows the process how the system works. Through the description we get the concept of working process of Rajshahi Sericulture Development Board.

3.4 Conclusion

Information Gathering is both an art and a science. The collection of information regarding the current system is an important aspect of the analysis. Due to this, we used four tools to acquire information. This signifies that four separate criteria were used to gather the necessary data. These technologies are quite helpful since they make it very easy to gather information. System can be observed closely and at the same time this is an opportunity to build up an amicable relationship with the staffs of the respective organization. By employing the four tools we've outlined to acquire

information, we were able to determine what the organization actually needed. It will be useful when we analyze the current system.

Finally, we drew a data flow diagram, which is a graphical depiction of the Rajshahi Sericulture Development Board's current system. A data flow diagram makes it simple to grasp the current system used by the sericulture board. Consequently, all of the tools used to gather information previously mentioned are of great importance.

Chapter 4

Feasibility Study

4.1 Introduction

A feasibility study is used to determine the viability of an idea, such as ensuring a project is legally and technically feasible as well as economically justifiable. It tells us whether a project is worth the investment-in some cases, a project may not be doable. There can be many reasons for this, including requiring too many resources, which not only prevents those resources from performing other tasks but also may cost more than an organization would earn back by taking on a project that isn't profitable or simply the required budget for the project exceeds the available budget of the organization.

In our analysis on Bangladesh Sericulture Research and Training Institution (BSRTI), Rajshahi, previously we have identified some problems we found and, also we have done our initial feasibility study on those problems. Now we are going to analyze that whether those problems are really feasible to solve or not.

4.2 Feasibility analysis

In this section the solutions which are feasible to solve are identified. We have considered some criteria based on the problem and given them weighting factor from 1 to 5. Then we have given rating from 1 to 5 on different criteria of the existing system and proposed system. 5, 4, 3, 2, 1 are for excellent, very good, fair, poor and very poor respectively.

4.2.1 Lack of manpower

Previously it was observed that there is a lack of man power in the organization. Since the Bangladesh Sericulture Board is a very important institution so lack of man power makes the working process slower.

In initial feasibility analysis, we gave solution like increasing online system, increasing number of analysts, increasing sections and increasing man power. Well, among the solutions increasing man power is more feasible. If the online systems are increased then the present employees need to be trained and it will increase the cost. Because the expert trained employees deserve more salary than a fresher. If the present employees are expertized by training the efficiency may increase but not as the fresher who already know about the computerized system. If we think about the alternatives then obviously increasing man power is better. If there is not enough employee and some employee fails to do a job then the system will face crisis. But if the man power is increased then if some employee fail to do a job there will be many alternative employees. Then the speed of processing any job will enhanced if the man power is increased. Regarding cost, if the number

of employee is not increased rather they are trained then the cost for both training and salary will be increased.

We have made a weighted candidate evaluation matrix to show the effects if the number of employee is increased versus if the present employees are trained.

In this matrix, we have considered efficiency, alternatives and speed of processing in performance section and in the cost section we have considered salary and training. We have given 5, 3, 4, 4 and 3 to efficiency, alternatives, speed of processing, salary and training as weighting factor respectively. We also rated the criteria and then we multiplied the rating and weighting factor to give them scores. In total we can see that the score of increased man power is more than training present man power. So, it is better to increase man power of sericulture board.

Table 4.1 Weighted candidate evaluation matrix for training present manpower versus increase man power

Evaluation criteria	Weighting factor	Present manpower Rating	Score	Increased manpower Rating	Score
Performance					
Efficiency	5	4	20	5	25
Alternatives	3	2	6	3	9
Speed of processing	4	3	12	4	16
Cost					
Salary	4	3	12	4	16
Training	3	3	9	4	12
Total score			59		78

4.2.2 Lack of digitalization of documents

We found that various records and documents of sericulture board are not digitalized. Hence there is often difficulties to check a record and to find a document.

In our initial feasibility analysis, we suggested to solve this problem by increasing man power, hiring IT specialist and buying modern machineries.

Already we have suggested that man power can be increased and that's the best idea. Now about the other solutions like hiring IT specialist from outside, buying modern machineries which will increase the cost. As we have proposed to increase the man power so that will serve for this purpose also. So, hiring IT specialist from outside, buying modern machineries etc. will increase the cost only. We can say that, this solutions are not economically feasible. Since we can solve this issue by increasing man power than obviously other solutions are not needed.

4.2.3 Not having own database system

We know that to gather information from online requires technical support. But the sericulture board doesn't have its own database. Hence to know all information from register book. To create

own database, a system analyst should be appointed rather than fully dependent on third party organization.

So, we have made a weighted candidate evaluation matrix where we have shown comparison on different criteria between having own system analyst and dependency on third party organization. We have considered performance and cost for this two. Weighting factor is included also. We have considered security, independency and reliability in the performance criteria and 3 for security, 5 for independency and 4 for reliability are given as weighting factor. In cost criteria, we have considered short term effect, long term effect and salary and 3, 4 and 2 0 are given as weighting factor respectively.

Then in performance section, for security we gave 4 to third party organization and 5 to own system analyst. Because the personal information of each staff will be more secure when board will have their own system analyst. In independency, we gave board 5 and third party 2. Because having own analyst will make them independent. In case of reliability, we gave more point to board. In cost section, in short effect the cost for own system analyst will be more but in long term effect the cost for own system analyst will be less and it will be more beneficial than depending on third party. To appoint a system analyst, the salary or maintenance cost will be needed. After multiplying the rating with the weighting factor we found that the score of having own system analyst is more than depending on third party. So it is feasible to have own system analyst of their own and it is better than applying a system analyst from third party.

Evaluation criteria	Weighting factor	Third party organization Rating	Score	Own system analyst Rating	Score
Performance					
Security	3	4	12	5	15
Independency	5	2	10	5	25
Reliability	4	3	12	4	16
Cost					
Short term effect	3	4	12	2	6
Long term effect	4	2	8	4	16
Salary	2	4	8	5	10
Total score			62		83

4.2.4 Lack of information in website

The most feasible solution of this problem is to train up existing employee about website. As BSRTI is a government institute, recruitment of employee is dependent on government. If there any need of employee for any vacant sector, at first the institute have to inform the government. If government thinks it is worth to recruit employee for the sector they start to perform the whole process of selecting employee. But the system often gets lengthy and time consuming and sometimes it is found harder to get approval of recruiting people because government often remains apathetic to pay attention to the request done by different institutions. It is also not economically feasible of a company to pay salary only for updating or modifying website if there

exist enough number of employee with the knowledge of computer who can do the work through proper training and workshop.

4.2.5 Not having any system analyst

The more feasible solution of not having any system analyst is to open an IT sector. As we have mentioned earlier that we want to train the existing employee for continuous updating and modifying website, there is a need of skillful IT professionals. When someone needs help with a technological issue or has just joined the company and needs help navigating new equipment IT professionals can train them up. There is no need of any third party to train them. As well as the IT professionals can maintain computer infrastructures of the company, assist new users with computers and software issues, can perform software updates, can handle database and digitalization of important documents. They can act as a web developer, programmer and possibly other that ultimately help companies achieve their goals.

4.2.6 Offline payment system and low allowance

We found that the payment system of the employees is offline and the allowance for it is low. For this reason, the workers often loss interest to work in the silk industry. In our initial feasibility analysis, we suggested to solve this problem by increasing the allowance and making payment system online. But again, the costs are taken from only government. They also said they only use what is given from the government. But the online system can be introduced later. But for not having that much technical support in the current situation, the institution can't introduce the online payment system currently. The budget and manpower also are big limitations to solve this problem. They need to build an ICT department so that it will solve this problem

4.2.7 Lack of New Instruments

We found the necessity of new instruments when we saw the process of production and time to deliver or prepare a product is slow. So new instruments are a must. But as the funding from the government is limited it is not feasible. So, if the old instruments which are running should need proper maintenance. The old instruments which are not in use should be make up for running again.

4.2.8 Limitations in publicity

The most effective way to promote their organization is to advertise their activity through online portals or communication platform like facebook. Now a days people are more used to with facebook rather than website. It is easier to reach people through facebook as they spend a long time in it. Facebook is also a great media for business and motivation. It is also less costly and less skill is required.

It is needed to have google authentication to lounge an android app. After completing the google authentication an adroid app it will be more efficient in business marketing because users find it easier in communicating and ordering purpose. People find it more flexible to use android app than website. It is also easier to handle an app than website. As modern people is more used to android app it will help in spreading business marketing.

4.3 DFD of the proposed system

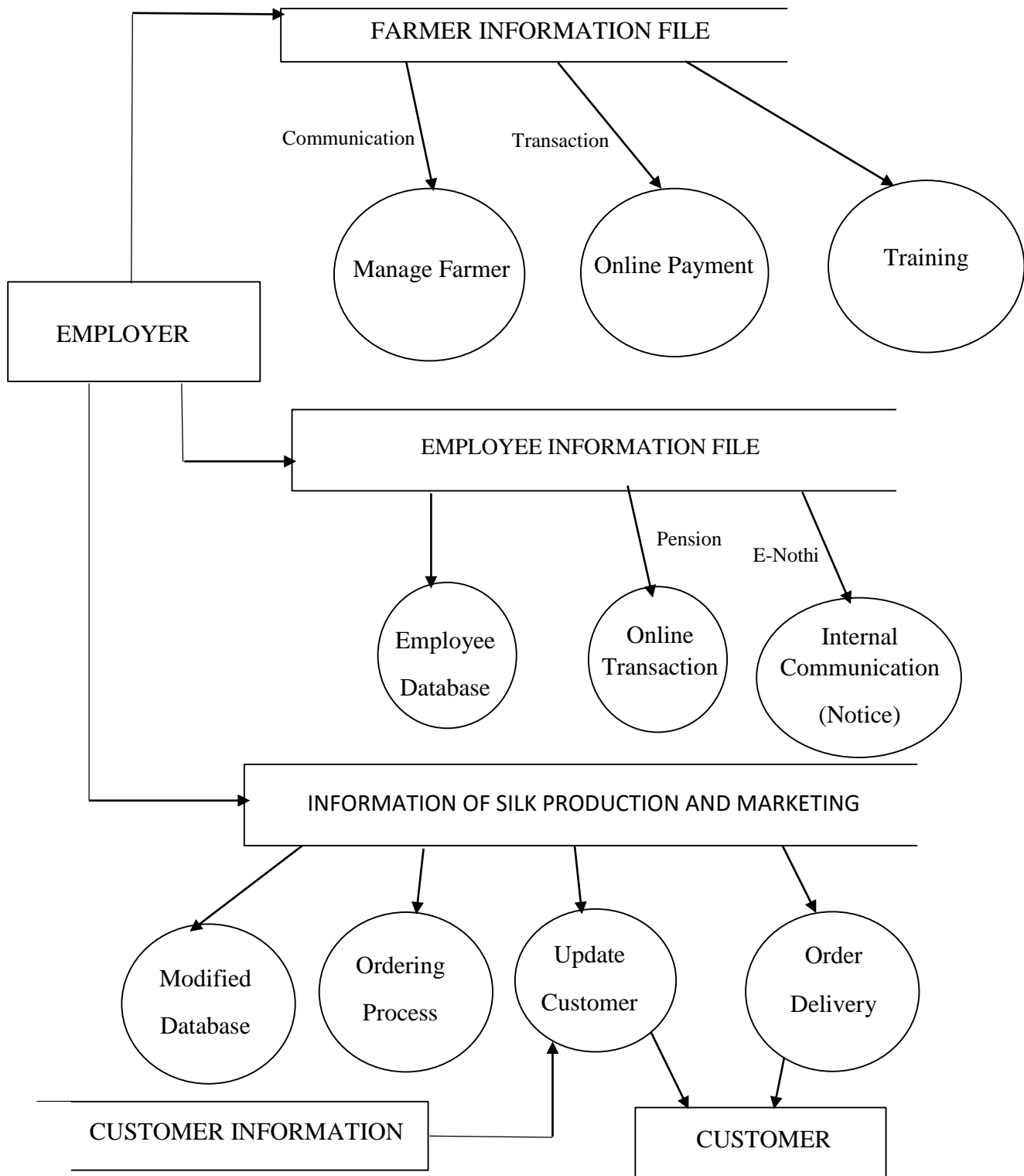


Figure 4.3 Proposed Data flow diagram of Rajshahi Sericulture Development Board, Rajshahi.

4.4 Conclusion

The problems we have identified before we have given final solutions in this chapter. We have considered many criteria to solve those issues. We have done the feasibility study by which we can understand whether we can make a change in the system or not. We have found that some problems are feasible to solve like lack of man power, not having any system analyst and not having own database. We gave the solution by increasing man power, appointing IT specialist and having own database. Other problems are not feasible to solve.

Chapter 5

Input and Output Forms Design

5.1. Introduction

A form is a document with spaces (also named fields or placeholders) in which to write or select, for a series of documents with similar contents. In a system there are many types of forms. Among all the types we can divide them in two main parts. They are input and output forms.

An input form defines the user interface for a report. The user interface for a report allows the user to select options and data to include in the report.

An output form refers to whatever is produced by the system or parts of it. The user can't select options and data to include in the report.

5.2. Form design for BSRTI

In the process of system analysis in Bangladesh Sericulture Research & Training Institute, Rajshahi, several types of forms were required. As the main focus of the analysis was to work on the service receive system, forms relating the service receive and its result preparation were emphasized. This process is a quite complex and lengthy process.

From the experience gained from the analysis, several forms seemed to give attention for better performance of the system processed by BSRTI. There is service receive form, advance payment form, monthly attendance form, quality form, petty/combination form etc.

5.2.1. Service Receive Form:

Services forms usually include request forms and order forms. We can create these forms for both basic and special needs. Here, this form helps us to get the facilities of the products that BSRTI has to give to us. We can use this form to visit the institution, for information gathering, for materials etc. The director gives the permission for this type of activities. A fact is that, we can also select how we want to receive the permission (by which medium?)

Bangladesh Sericulture Research & Training Institute

Service Receive Form

Name	
Father's Name	
Present Address	
Permanent Address	
Description of service	
Objective of service	
Service Type	
Medium to give service	
Application Date	
Signature of applicant	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Figure 5.2.1: Service Receive Form

General information:

- a) **Name:** Every user has name. Through this name new meter and supply is given. The name is stored in the central database.
- b) **Father's name:** Every user must have father's name and this data is stored in the central database.
- c) **Present Address:** User's present address should be put here
- d) **Permanent Address:** User's permanent address goes here.
- e) **Description of service:** The services description will go in this box
- f) **Goal of service:** for which goal the service is provided or the granted access from authority is confirmed through it.
- g) **Type of taken service:** It provides information about which type of service a user desires.
- h) **Medium to give service:** How the service will be provided goes here. Either written, Email, Courier or direct.
- i) **Application Date:** The date when the application is put for service request.
- j) **Signature of Applicant:** The signature of the applicant will go here.
- k) **Submit:** When all data is properly recorded, this option will be used. Once this option is used, all inputs along with information of user would be stored in the database and the layout of the form will be refreshed for new entry.
- l) **Reset:** When all data is not properly recorded, this option will be used to fill the form again. Once this option is used, all inputs will be removed.

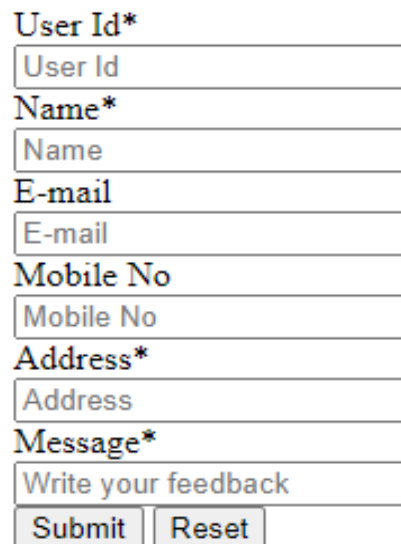
5.2.2. User Feedback Form:

The form is designed for collecting user feedback or suggestion. The fields description is given below:

- a) **User id:** It contains user id which is given by the institution.
- b) **Name:** It contains user name which indicates who complains.
- c) **E-mail:** It contains user e-mail.
- d) **Mobile no:** It contains user mobile no through which authority can contact with him or her.
- e) **Message:** It contains the feedback or suggestion which is given by the user.
- f) **Submit:** When all data is properly recorded, this option will be used. Once this option is used, all inputs would be stored in the database
- g) **Reset:** When all data is not properly recorded, this option will be used to fill the form again. Once this option is used, all inputs will be removed.

Bangladesh Sericulture Research & Training Institute

User Feedback Form



The form consists of the following fields and buttons:

- User Id*** (text input)
- Name*** (text input)
- E-mail** (text input)
- Mobile No** (text input)
- Address*** (text input)
- Message*** (text input with placeholder "Write your feedback")
- Submit** button
- Reset** button

Figure 5.2.2: User feedback form

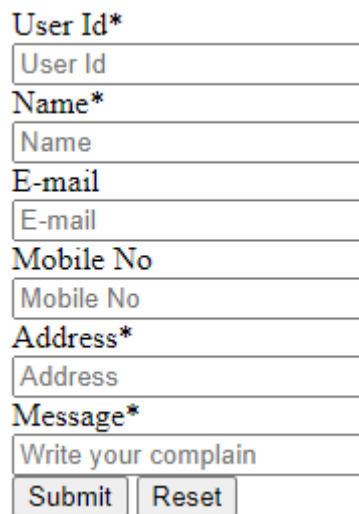
5.2.3. User Complain Form

The form is designed for collecting user complain. The fields description is given below:

- a) **User id:** It contains user id which is given by the institution.
- b) **Name:** It contains user name which indicates who complains.
- c) **E-mail:** It contains user e-mail.
- d) **Mobile no:** It contains user mobile no through which authority can contact with him or her.
- e) **Message:** It contains the complains which is given by the user.
- f) **Submit:** When all data is properly recorded, this option will be used. Once this option is used, all inputs would be stored in the database
- g) **Reset:** When all data is not properly recorded, this option will be used to fill the form again. Once this option is used, all inputs will be removed.

Bangladesh Sericulture Research & Training Institute

User Complain Form



The image shows a web form titled 'User Complain Form' for the Bangladesh Sericulture Research & Training Institute. The form contains several input fields and two buttons. The fields are labeled as follows: 'User Id*' (with a red asterisk), 'Name*' (with a red asterisk), 'E-mail', 'Mobile No', 'Address*', (with a red asterisk), and 'Message*' (with a red asterisk). Each label is followed by a text input box. The 'Message*' box contains the placeholder text 'Write your complain'. At the bottom of the form, there are two buttons: 'Submit' and 'Reset'.

Figure 5.2.3: User complain form

5.3 Conclusion

The forms are essential medium for establishing an effective database system. An effective database system can ensure better performance for a system. As BSRTI has to maintain a huge amount of data, the forms and database system must be effective and redundancy free. Every year the number of consumers is increasing and handling that amount of data is becoming quite complex process. Keeping those conditions under considerations, those proposed forms were designed.

But these forms need a robust and secured digital system with proper fail-safe measurement. As the amount of data is increasing every year, these forms may be changed after a certain period of time. But as the forms are interacting with the central database, the modifications need to handle properly.

The forms are designed to process digitally. So, a digital system must be designed to implement those forms in use. The implementation can be done using a website or a software. The form will be interacting with the central database. But this process needs regular maintenance and qualified expert team. A technical support team can be appointed for this purpose.

Chapter 6

Summary of System Analysis and Design

6.1 Conclusion

In this report, we performed analysis over the existing system of the Rajshahi Sericulture Development Board.

Bangladesh Sericulture Research & Training Institute is a trustworthy organization of government. They have a very clear mission and vision and they are very much keen to reach their goal. As we are analyzing on the existing system of this organization, we have found some problems and the problems were identified by conducting preliminary survey.

Lack of manpower, lack of digitalization of documents, not having own database system, lack of information in website, not having any system analyst, offline payment system and low allowance, lack of new instruments, limitations in publicity are such some problems we have found as recognition of need. We have studied about these problems and found out various alternatives to solve those problems in the initial feasibility analysis. Such as the problem of lack of man power can be solved either by recruiting more people or trained up them so that we can use less man power in a versatile way. Their documents are not well enough digitalized, their website has minimal of information as referred to need, online payment is not introduced to in this institute, lack of instruments and limitations in publicity are some problems that we have found in problem finding. We have proposed some alternatives in initial feasibility analysis and the most feasible alternatives are proposed in feasibility study.

Gathering information was a significant part of the analysis. We gathered information using various information gathering tools. We analyzed their citizen charter, forms and other written documents. Also, on-site observation was done by observing the present working procedure of the system. Then we have arranged some interview session with the Assistant Director, PA to DG and the Public resource officer. The behavior and the cordiality of the staff members and employees were quite friendly and helpful during the entire investigation and design phase. They have been completely cooperative with us. We have also collected information by opinion poll. These information made our work easy and we came to know about the inner details of the board more clearly.

We have created a data flow diagram for the Sericulture Board's current control system so that anyone can simply understand how everything is handled. After considering the feasibility of resolving the challenges at present, we created another data flow diagram and made some modifications. Actually, this suggested data flow diagram serves our aim to the fullest extent. By

quickly viewing the suggested data flow diagram for the modification and update of the control system, anyone may understand what we intended to modify.

The forms for input and output have been created. The forms are made to be processed digitally. Therefore, a digital system must be created to accommodate those current forms. The implementation can be done by using a website or any software programs. However, this method requires a well-trained expert staff and constant maintenance. For this reason, a technical support team may be appointed.

In our system analysis, we discovered that most of their existing systems are not modified or updated properly. Still, they took initiatives to proceed towards online based systems. We sought to modify those systems so that the board would gain more advantages than the current system while maintaining the same cost structure. We recommended some modifications they could make to their system. We hope that this Rajshahi Sericulture Development Board will implement further modifications and digitize the entire system in the future to keep a pace with the modern world.