Bangladesh Investment Development Authority (BIDA)
One Stop Service (OSS)

Process Maps for Company Basic form Approval			No Section Required	23-Oct-18
Desk	**Status**	**Action**	**Further action**	**Notification**
Applicant	**Submitted Resubmit**	Receive by Help Desk & all Desk officer. If any application will send from Shortfall then the status resubmit to be open	Help desk will forwarded to Desk officer & desk officer will found the application by searching.	SMS & Email to be Sent
Help Desk	**Forwarded**	Help desk will forward the application to concern desk officer	1. If required they will have edit the company name. 2. Select the concern department. 3. They will available the search option to find common name earlier that's has been submitted.	
Asst. Director	**Approved**	1. Search option to be available	1. If required they will have edit the company name. 2. Select the concern department. 3. They will available the search option to find common name earlier that's has been submitted.	SMS & Email to be Sent
	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent
Deputy Director		If anyone found the application by searching he will found above option.		
Director		If anyone found the application by searching he will found above option.		
Member		If anyone found the application by searching he will found above option.		
System Admin		If anyone found the application by searching he will found above option.		

Bangladesh Investment Development Authority (BIDA)
One Stop Service (OSS)

Process Maps for Visa Recommendation | Industrial, Commercial & Communication section | 23-Oct-18

Desk	Status	Action	Further action	Notification
Applicant	Submitted			SMS & Email to be Sent
	Resubmit			
Ass. Director	Verified	AD can verify the application & forward to Director		SMS & Email to be Sent
	Observation	AD will put remarks then forward to Director		SMS & Email to be Sent
Director	Approved	The recommendation letter to be signed electronically	Applicant receives the letter through E-mail & OSS. Also applicant notify through SMS.	SMS & Email to be Sent
	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent

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Process Maps for Visa Recommendation Amendment

Industrial & Communication section

23-Oct-18

Desk	Status	Action	Further action	Notification
Applicant	Submitted			
	Resubmit			
Ass. Director	Verified	AD can verify the application & forward to Director		SMS & Email to be Sent
	Observation	AD will put remarks then forward to Director		
	Approved	The Amendment of recommendation letter to be signed electronically	Applicant can submit again	SMS & Email to be Sent
			Applicant receives the letter through E-mail & OSS. Also applicant notify through SMS.	SMS & Email to be Sent
Director	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant.		SMS & Email to be Sent
		2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent

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Process Maps for Visa Recommendation Amendment

			Commercial section	23-Oct-18
Desk	**Status**	**Action**	**Further action**	**Notification**
Applicant	Submitted			SMS & Email to be Sent
	Resubmit			
Ass. Director	Verified	AD can verity the application & forward to Director		
	Observation	AD will put remarks then forward to Director		SMS & Email to be Sent
Director	Approved	After click to approved the applicant receive the payment noritfication.		SMS & Email to be Sent
Director	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent
Applicant	Payment Submit	After approved from Director then ayment option to be available in applicant end, they will submit accordingly.	Payment submit through online payment gateway	
Director	Issued Amendment	After payment submission then director issued the amendment letter.		

Bangladesh Investment Development Authority (BIDA)
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Desk	Status	Action	Further action	Notification
Applicant	Submitted			SMS & Email to be Sent
Applicant	Resubmit			SMS & Email to be Sent
Ass. Director	Verified	AD can verify the application & forward to Director		SMS & Email to be Sent
	Observation	AD will put remarks then forward to Director		SMS & Email to be Sent
	Approved	After approved the payment notification will sent to applicant	Will go to applicant for fees submission	
Director	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent
Applicant	Payment Submit	After approved from Director then apyment option to be availabe in applicant end	Payment submit through online payment gateway	
Ass. Director	Issued Work Permit	After payment submission from applicant then the AD will issue the work permit.	Electronically sign the work permit and send to Applicant & Stakeholder	SMS & Email to be Sent

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One Stop Service (OSS)

Process Maps for Work Permit Cancel/Ammendment | Industrial section | 23-Oct-18

Desk	Status	Action	Further action	Notification
Applicant	Submitted			SMS & Email to be Sent
	Resubmit			
Ass. Director	Verified	AD can verity the application & forward to Director		SMS & Email to be Sent
	Observation	AD will put remarks then forward to Director		SMS & Email to be Sent
	Approved	After click to approve option the application goes to AD for letter issuing.		SMS & Email to be Sent
Director	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent
Asst. Director	Issued Cancellation	Assistant Director issuing the letter Electronically.		SMS & Email to be Sent
	Issued Amendment			

Bangladesh Investment Development Authority (BIDA)
One Stop Service (OSS)

Process Maps for Work Permit New/Extension | Commercial section | 23-Oct-18

Desk	Status	Action	Further action	Notification
Applicant	Submitted			SMS & Email to be Sent
Asst. Director	Verified	AD can verify the application & forward to Director		SMS & Email to be Sent
	Obsevation	AD will put remarks then forward to Director	Applicant can submit again	SMS & Email to be Sent
Director	Proceed to Meeting	Select the Meeting Number with Date	Automatically generate the meeting Agenda	SMS & Email to be Sent
	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Approved	After click to approve option then applicant will found the payment option.		
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks option to be seen by applicant.		SMS & Email to be Sent
Meeting Chairperson	Deffered	After click to Deffered option the application will come to Asst. Director Desk. The Asst. Director will prepared a deffered letter electronically & send to concern stakeholders electronically.	1. Automatically generated the meeting Minutes as per 4 status with remarks.	SMS & Email to be Sent
	Obsevation	After click to observation then remarks option to be mandatory. The remarks to be seen by applicant & the application will submit again. But the application will not come to directly in the meeting, its will sent to AD Desk.		
Applicant	Payment Submitted	After approve from meeting the applicant will submit the payment accordingly.		
Asst. Director	Issued Work Permit	After payment submitted the Asst. Director will issued the workpermit electronically.		SMS & Email to be Sent

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Process Maps for Work Permit Cancellation/Amendment   Commercial section   23-Oct-18

Desk	Status	Action	Further action	Notification
Applicant	Submitted			SMS & Email to be Sent
	Resubmit			SMS & Email to be Sent
Asst. Director	Verified	AD can verity the application & forward to Director		SMS & Email to be Sent
	Obsevation	AD will put remarks then forward to Director	Applicant can submit again	SMS & Email to be Sent
	Approved	1. After click to approve option then applicant will go to Asst. Director for letter issuing for cancellation. 2. If Amendment then application goes to applicant for payment.		SMS & Email to be Sent
Director	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent
	Proceed to Meeting	Select the Meeting Number with Date	Automatically generate the meeting Agenda	SMS & Email to be Sent
Applicant	Payment Submit	Applicant submit the payment for amendment then AD will		SMS & Email to be Sent
Asst. Director	Issued Cancellation Issued Amendment	After approval from Directo then AD will issued the letter		
	Approved	1. After approve from meeting if it is cancellation it will go to AD for letter issuing. 2. After approve from meeting if it is amendment it will go to applicant for payment.		SMS & Email to be Sent
	Rejected	If the user will not permitted to the services then need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	1. Automatically generated the meeting Minutes as per 4 status with remarks.	SMS & Email to be Sent

Desk	Status	Action	Further action	Notification
Meeting Chairperson	Deffered	After click to Deffered option the application will come to Asst. Director Desk. The Asst. Director will prepared a deffered letter electronically & send to concern stakeholders electronically.		SMS & Email to be Sent
	Obsevation	After click to observation then remarks option to be mandatory. The remarks to be seen by applicant & the application will submit again. But the application will not come to directly in the meeting, its will sent to AD Desk.		
Applicant	Payment Submitted	After approve from meeting the applicant will submit the payment accordingly.	Applicant	
Asst. Director	Issued Cancellation	After payment submitted the Asst. Director will issued the letter electronically.		SMS & Email to be Sent
	Issued Amendment			

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23-Oct-18

Process Maps for Branch/Liaison/Representative office New/Extension — Commercial section

Desk	Status	Action	Further action	Notification
Applicant	Submitted			SMS & Email to be Sent
	Resubmit			
Asst. Director	Verified	AD can verity the application & forward to Director		SMS & Email to be Sent
	Observation	AD will put remarks then forward to Director	Applicant can submit again	SMS & Email to be Sent
	Proceed to Meeting	Select the Meeting Number with Date	Automatically generate the meeting Agenda	SMS & Email to be Sent
Director	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Approved	After click to approve option then applicant will found the payment option.		
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.		
Meeting Chairperson	Deffered	After click to Deffered option the application will come to Asst. Director Desk. The Asst. Director will prepared a deffered letter electronically & send to concern stakeholders electronically.	1. Automatically generated the meeting Minutes as per 4 status with remarks.	SMS & Email to be Sent
	Obsevation	After click to observation then remarks option to be mandatory. The remarks to be seen by applicant & the application will submit again. But the application will not come to directly in the meeting, its will sent to AD Desk.		SMS & Email to be Sent
Applicant	Payment Submitted	After approve from meeting the applicant will submit the payment accordingly.		
Asst. Director	Issued Permission	After payment submitted the Asst. Director will issued the work permit electronically.		SMS & Email to be Sent

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Bangladesh Investment Development Authority (BIDA)
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23-Oct-18

Process Maps for Office Permission Cancellation/Amendment

Commercial section

Desk	Status	Action	Further action	Notification
Applicant	Submitted			SMS & Email to be Sent
	Resubmit			
Asst. Director	Verified	AD can verity the application & forward to Director		SMS & Email to be Sent
	Obsevation	AD will put remarks then forward to Director	Applicant can submit again	SMS & Email to be Sent
Director	Approved	1. After click to approve option then applicant will go to Asst. Director for letter issuing for cancellation. 2. If Amendment then application goes to applicant for payment.		SMS & Email to be Sent
	Shortfall	1. If any information will missing then click to Shortfall. After click to Shortfall the remarks option to be available & the remarks to be seen by applicant. 2. Who (designation) will give the shortfall, after submission from applicant the application directly come to same officer (designation).	Applicant can submit again	SMS & Email to be Sent
	Rejected	If the user will not permitted to the services they need to be rejected. After click to reject option the remarks option to be available & the remarks to be seen by applicant.	Cannot submit again	SMS & Email to be Sent
Applicant	Proceed to Meeting	Select the Meeting Number with Date	Automatically generate the meeting Agenda	SMS & Email to be Sent
	Payment Submit	Applicant submit the payment for amendment then AD will issue the letter.		SMS & Email to be Sent
Asst. Director	Issued Cancellation / Issued Amendment	After approval from Directo then AD will issued the letter		SMS & Email to be Sent
	Approved	1. After approve from meeting if it is cancellation it will go to AD for letter issuing. 2. After approve from meeting if it is amendment it will go to applicant for payment.	1. Automatically generated the meeting Minutes as per 4 status with remarks.	SMS & Email to be Sent
Meeting Chairperson	Rejected	If the user will not permitted to the services then need to be rejected. After click to reject option the remarks option to be availabe & the remarks to be seen by applicant.		SMS & Email to be Sent
	Deffered	After click to Deffered option the application will come to Asst. Director Desk. The Asst. Director will prepared a deffered letter electronically & send to concern stakeholders electronically.		SMS & Email to be Sent
	Obsevation	After click to observation then remarks option to be mandatory. The remarks to be seen by applicant & the application will submit again. But the application will not come to directly in the meeting, its will sent to AD Desk.		
Applicant	Payment Submitted	After approve from meeting the applicant will submit the payment accordingly.		
Asst. Director	Issued Cancellation / Issued Amendment	After payment submitted the Asst. Director will issued the letter electronically.		SMS & Email to be Sent