Bangladesh Business Portal

Discussion on Investor Journey

13th August 2025

Agenda for today's discussion

1. Plan for Bangladesh Business Portal

2. Proposed Investor Journey

3. Key Modules for Stakeholder Inputs

Plan for Bangladesh Business Portal

Vision for the BBP designed to integrate a fragmented starting position

Starting position

- **Five separate OSS platforms** with different entry points and levels of digitalization

- **Adoption of OSS low for non-IPA services**; services of CLPIAs mostly availed through manual / in-person processes

- **Each OSS platform with individual API connections** with other gov't agencies, resulting in duplication

- **Limited data sharing** across gov agencies, resulting in investors providing the same information / document multiple times

Vision for Bangladesh Business Portal defined basis benchmarks & stakeholder inputs

Bangladesh Business Portal (One ID, One Journey, Once only)

⟩ BBP Landing Page

Unique Business ID & Know-Your- Approvals service

IPA internal services

BIDA services	BEZA services	BEPZA services	BHTPA services	BSCIC services	PPPA services

Integration of additional services from CLPIAs/ IPA
(enabled through National Data Exchange)

Approvals from other permitting agencies

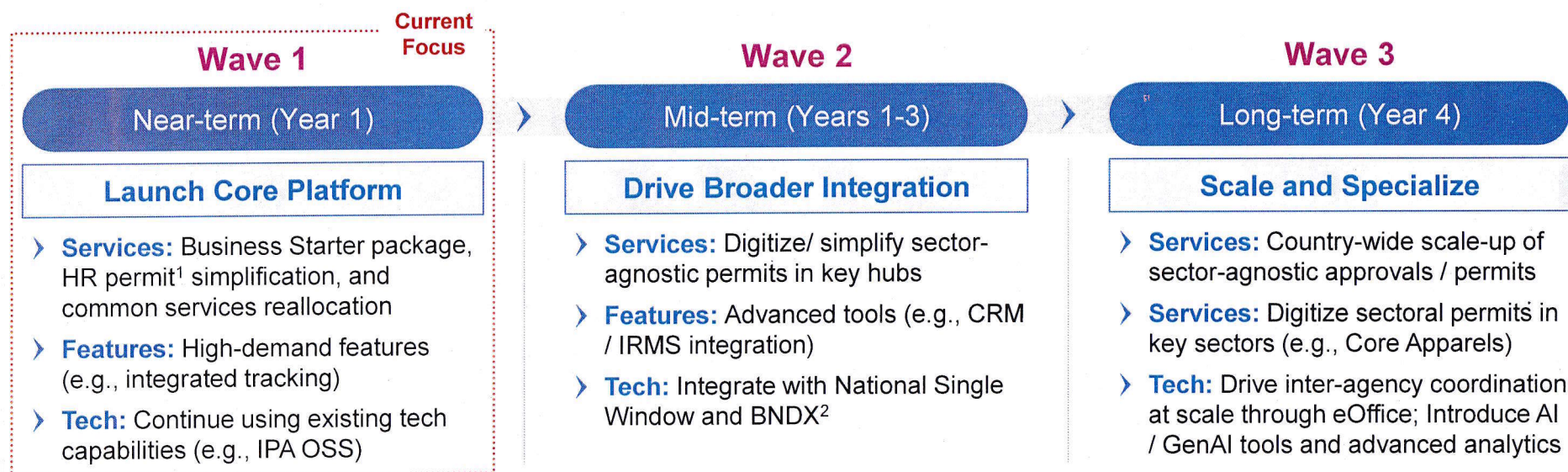| Company registration (RJSC)	Factory license (DIFE)	Environmental clearance (DoE)	...

1. Benchmark nations include Chile, Singapore, Cambodia, Vietnam, and many more
NSW: National Single Window, IRMS: Investor Relationship Management System

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Phased implementation of BBP in 3 waves across 4 years

Current Focus

Wave 1
Near-term (Year 1)

Launch Core Platform

› **Services:** Business Starter package, HR permit[1] simplification, and common services reallocation

› **Features:** High-demand features (e.g., integrated tracking)

› **Tech:** Continue using existing tech capabilities (e.g., IPA OSS)

Wave 2
Mid-term (Years 1-3)

Drive Broader Integration

› **Services:** Digitize/ simplify sector-agnostic permits in key hubs

› **Features:** Advanced tools (e.g., CRM / IRMS integration)

› **Tech:** Integrate with National Single Window and BNDX[2]

Wave 3
Long-term (Year 4)

Scale and Specialize

› **Services:** Country-wide scale-up of sector-agnostic approvals / permits

› **Services:** Digitize sectoral permits in key sectors (e.g., Core Apparels)

› **Tech:** Drive inter-agency coordination at scale through eOffice; Introduce AI / GenAI tools and advanced analytics

Wave 1 development underway, structured in two tranches:

- **Release 1** to focus on fast-tracking the landing page with select features for early development *(in progress)*
- **Release 2** will expand the Bangladesh Business Portal with additional services and features
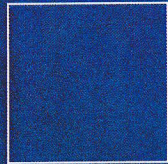
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1. HR permits include Visa, Work Permit, and other permits necessary to hire talent. 2. Bangladesh National Data Exchange

Wave 1 features identified for development

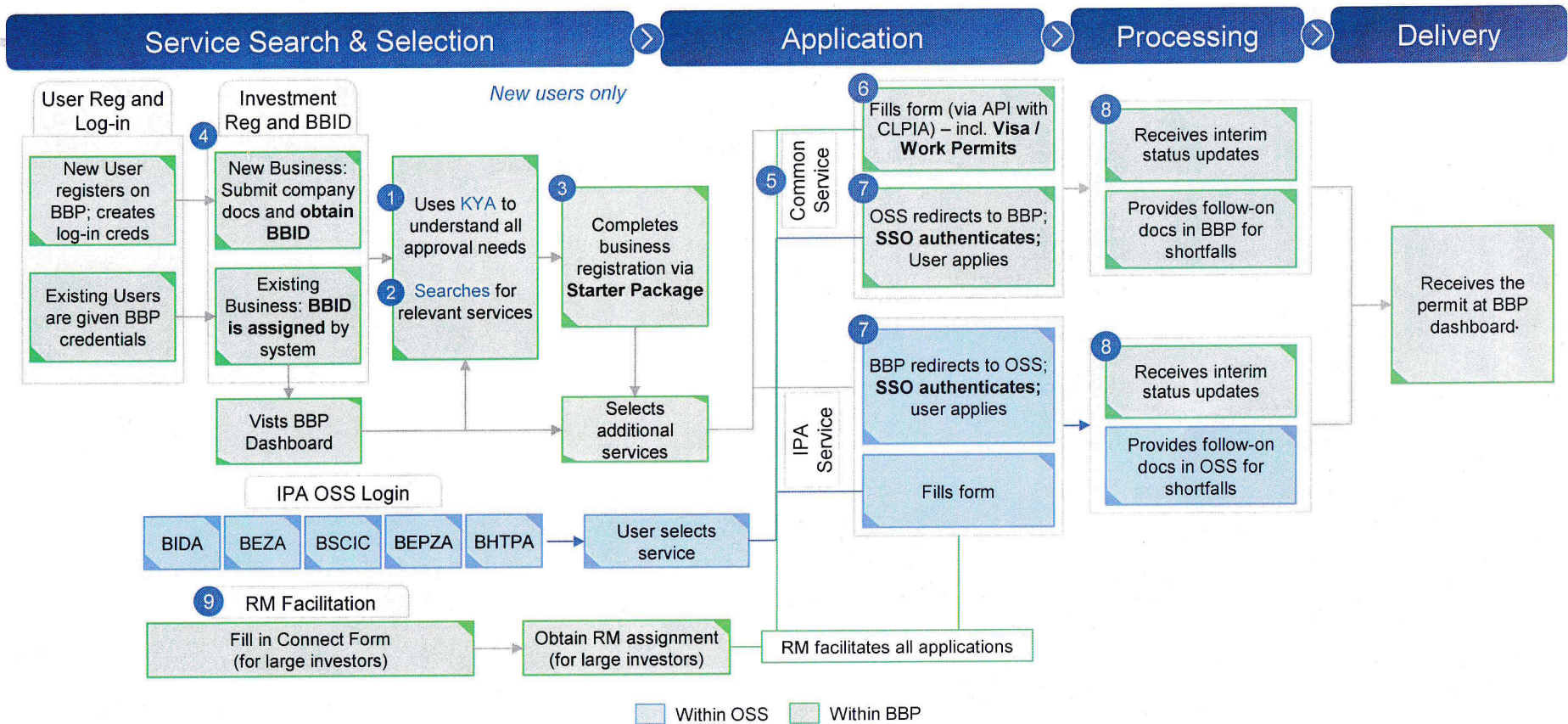## 10 key features proposed for Wave 1 (targeted by Feb 2026)

#	Feature	Description
1	**Know Your Approvals (KYA)**	Info on number and sequence of approvals needed for a business
2	**Service search functionality**	Advanced search tool to enhance service discoverability
3	**Business starter package**	Simplified process for business registration through a single form and removal of redundant steps/ services
4	**Unique ID/ BanglaBiz ID (BBID)**	A unique ID for all businesses operating in Bangladesh; to initiate as platform ID
5	**Common service relocation**	Digital services from CLPIAs on OSS today to be offered directly through BBP instead of through each IPA OSS
6	**Visa/ Work permit simplification**	Digitization and simplification of the visa, work permit and security clearance procedure
7	**Single Sign-on (SSO)**	Unified log-in/reg to all OSS with one set of credentials
8	**Integrated application tracking**	Investor facing real-time monitoring dashboard
9	**Relationship Manager connect form**	One-click RM connect facilitation
10	**Enhanced Mgmt. dashboard**	Ad hoc reporting, data pipeline

Proposed Investor Journey

Target state (Year 1) | Simplified investor journey enabled by BBP

| Service Search & Selection | Application | Processing | Delivery |

Service Search & Selection

New users only

User Reg and Log-in

Investment Reg and BBID

4

New User registers on BBP; creates log-in creds

Existing Users are given BBP credentials

New Business: Submit company docs and **obtain BBID**

Existing Business: **BBID is assigned** by system

1 Uses KYA to understand all approval needs

2 Searches for relevant services

3 Completes business registration via **Starter Package**

Vists BBP Dashboard

Selects additional services

IPA OSS Login

| BIDA | BEZA | BSCIC | BEPZA | BHTPA |

User selects service

9 **RM Facilitation**

Fill in Connect Form (for large investors)

Obtain RM assignment (for large investors)

RM facilitates all applications

Common Service

6 Fills form (via API with CLPIA) – incl. **Visa / Work Permits**

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7 OSS redirects to BBP; **SSO authenticates;** User applies

IPA Service

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Fills form

8 Receives interim status updates

Provides follow-on docs in BBP for shortfalls

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Provides follow-on docs in OSS for shortfalls

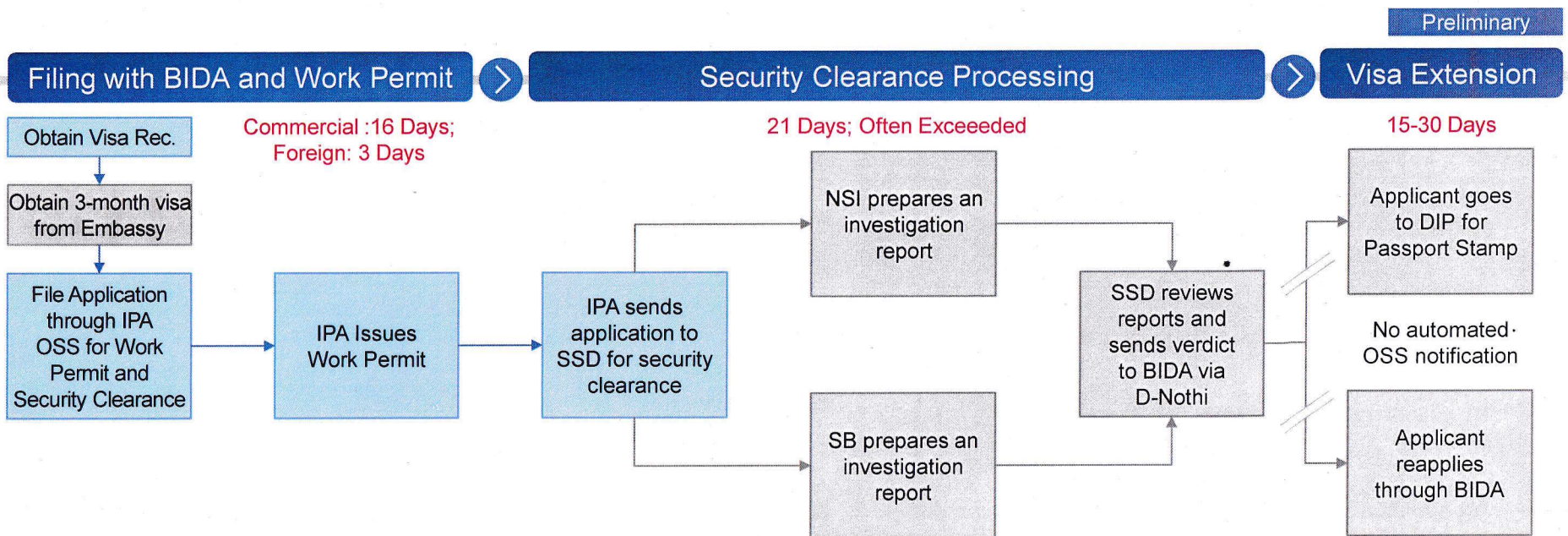Receives the permit at BBP dashboard·

| Within OSS | Within BBP |

It is assumed that Common Services are relocated, IPA OSS platforms remain operational as investor front-ends but CLPIA portals no longer operate as front ends

Key Modules for Stakeholder Inputs

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Current Journey | Large portion of the Visa Extension process conducted offline

Preliminary

Filing with BIDA and Work Permit > **Security Clearance Processing** > **Visa Extension**

Commercial :16 Days; Foreign: 3 Days

21 Days; Often Exceeeded

15-30 Days

Obtain Visa Rec.

Obtain 3-month visa from Embassy

File Application through IPA OSS for Work Permit and Security Clearance

IPA Issues Work Permit

IPA sends application to SSD for security clearance

NSI prepares an investigation report

SB prepares an investigation report

SSD reviews reports and sends verdict to BIDA via D-Nothi

Applicant goes to DIP for Passport Stamp

No automated OSS notification

Applicant reapplies through BIDA

Key Challenges (from investor interviews)

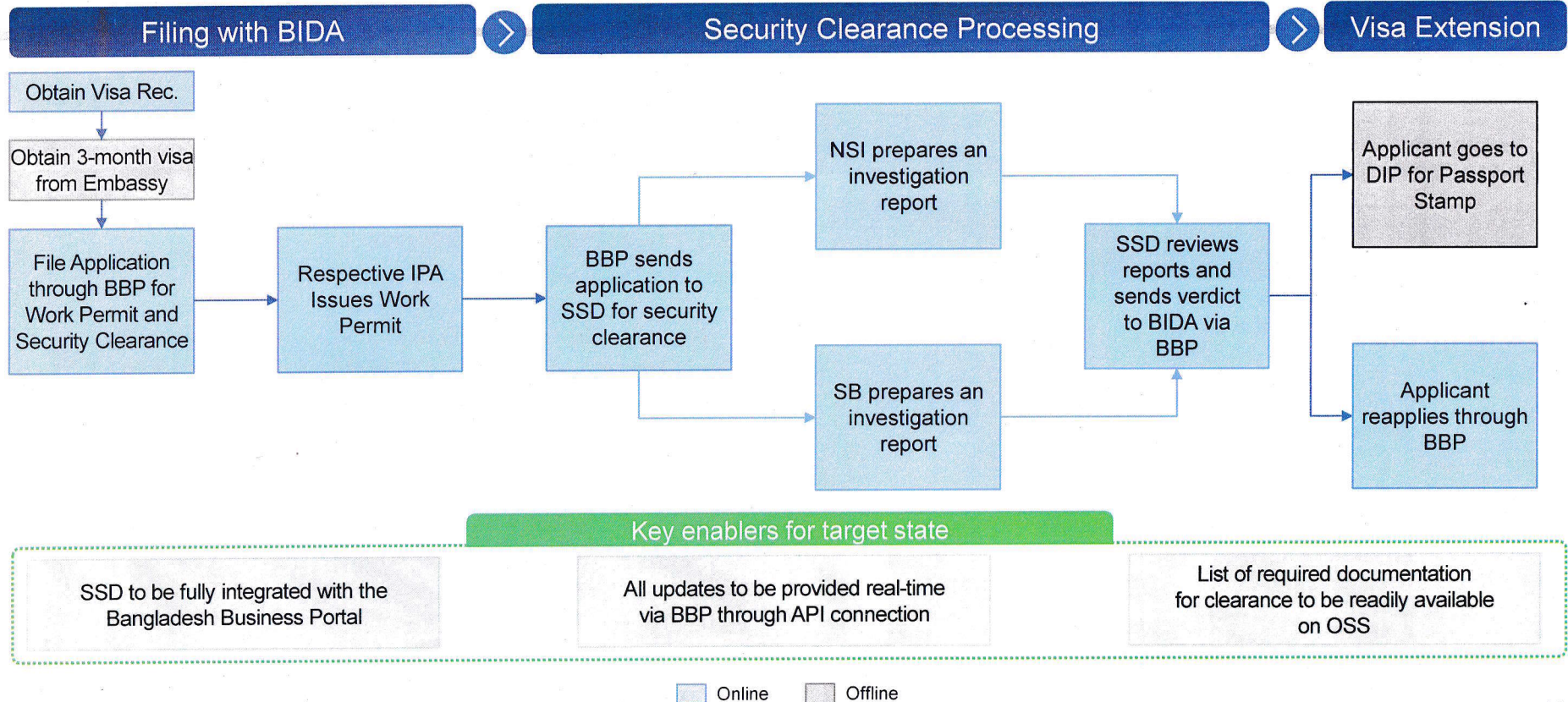| Unclear list of documentation requirement | Resubmission of same documents to BIDA, SB, and NSI | Duplicate checks by SB and NSI; frequently takes over 21 days | Need for in-person visits to SB and NSI | No online notification of application resolution; DIP not included in system |

Online   Offline

OSS: One Stop Service, SSD: Security Services Division, NSI: National Security Intelligence, SB: Special Branch of Police
IPA: Includes BIDA, BEZA, BEPZA, BHTPA

10

Target Journey | Significant part of the journey to be brought online via the BBP

Preliminary

| Filing with BIDA | > | Security Clearance Processing | > | Visa Extension |

Obtain Visa Rec.

Obtain 3-month visa from Embassy

File Application through BBP for Work Permit and Security Clearance

Respective IPA Issues Work Permit

BBP sends application to SSD for security clearance

NSI prepares an investigation report

SB prepares an investigation report

SSD reviews reports and sends verdict to BIDA via BBP

Applicant goes to DIP for Passport Stamp

Applicant reapplies through BBP

Key enablers for target state

| SSD to be fully integrated with the Bangladesh Business Portal | All updates to be provided real-time via BBP through API connection | List of required documentation for clearance to be readily available on OSS |

☐ Online　☐ Offline

OSS: One Stop Service, SSD: Security Services Division, NSI: National Security Intelligence, SB: Special Branch of Police

Business Starter Package | Introduction and Scope

Business starter package: A bundle of key services essential for setting up a business entity in Bangladesh, offered through a single form and process

5 key services included in the bundle

Sl. No.	Name of Service	Stakeholder
1	Name Clearance	RJSC
2	Temporary Bank Account Opening	Any Scheduled Bank
3	Business Registration	RJSC
4	E-TIN	NBR
5	Trade License	Relevant Local Administration

Initial focus on 5 business entity types

Sole Proprietorship	Partnership	Private Limited Company
Public Limited Company	One Person Company	Foreign Office (Branch / Liaison Office)
Society	Trade Organization	Company under Sec. 28	Company under Sec. 29
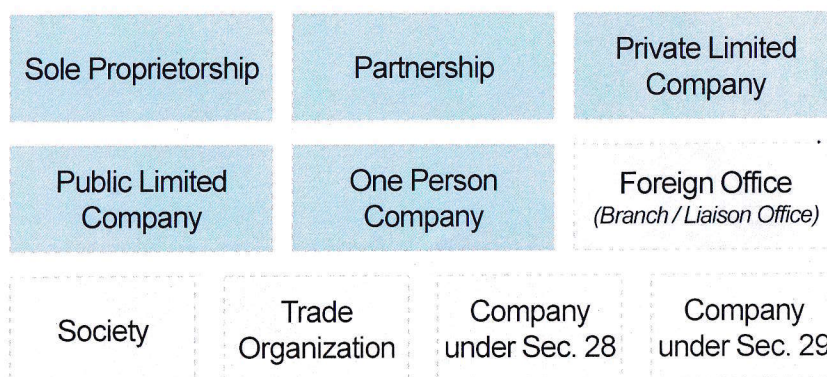
Primary target entities for Business Starter Package account for >95% of business entities

Primary Target   Secondary Target

Business starter package is designed to ensure the issuance of five key licenses within 72 hours

Investor fills out a common form, uploads document and applies for 5 starter services	Name Clearance gets generated by the system	Temp. account is created automatically, and the investor receives the account information through BBP	Investor sends fund to the account through Wire Transfer	Investor applies for Encashment Certificate through BBP	Encashment Certificate is generated automatically and sent to BBP	RJSC reviews the documents and issues incorporation	E-TIN gets generated by the system *Instant* Trade license is issued by the system or after manual review[1]
N/A	*Instant*	*Instant*	*N/A*	*N/A*	*Instant*	*1 working day*	*1 working day*

Key Proposed Interventions

Ease of Input	Digitization	TAT Levers	Enhancement
• Single form • Templates for MoA, AoA, Partnership deed • Single payment	• Digitized encashment certificate • Expanded coverage of digital trade license application	• API-based validation of NID, TIN and passport • Autofill of dependent inputs • Parallel processing	• Digital signature • Operationalized 5-year trade license

1. Based on the sector of the business

▢ Within BBP   ▢ Outside BBP

Key questions

❯ What is your view on the adoption potential of the proposed interventions under the Business Starter Package?

❯ What other major challenges or pain points did you encounter while setting up your business in Bangladesh?

For Discussion

14

Migrating external services to BBP will broaden service access for investors

55 external services currently on the 5 OSS platforms to be made available in BBP ...

IPA	Digital Ext. Services on OSS	New Ext. Services in Wave 1[1]	New Ext. Services in Wave 2	Example of New Services
BIDA	37	6	12	• ECC renewals • Security clearance for work permit
BEZA	7	17	16	• VAT registration • Share transfer
BEPZA	0	21	18	• ECC • Fire License NOC
BHTPA	13	11	16	• Temporary account opening (11 banks) • VAT registration
BSCIC	1	25	15	• Fire License NOC • ECC renewal

Release 2 will prioritize services with high usage volume and strong digital maturity

... Leading to various **benefits for all stakeholders**

Investors: Single access point for all CLPIA services and real-time application tracking

IPAs: Access to additional external services which are currently not available on their OSS platforms

CLPIAs: Optimized maintenance through single API connection with BBP (rather than 5 today)

Sources: IPA service list (BIDA, BEZA, BEPZA, BHTPA, BSCIC)
1. Services applicable to respective IPA are only considered

15

Prioritized services for migration to BBP in Wave 1 (1/2)

Sl. No.	Service	Stakeholder		Sl. No.	Service	Stakeholder
1	Name clearance	RJSC		11	Fire license renewal	BFSCD
2	Company registration	RJSC		12	Fire Safety Floor Plan	BFSCD
3	Temporary account opening	Multiple banks		13	Fire Safety Certificate	BFSCD
4	New trade license	Multiple local administrations		14	Import Registration Certificate	CCI&E
5	Trade license renew	Multiple local administrations		15	Export Registration Certificate	CCI&E
6	Trade license amendment	Multiple local administrations		16	ECC	DoE
7	TIN registration	NBR		17	ECC renewal	DoE
8	VAT registration	NBR		18	TOR approval for EIA	DoE
9	Individual E-TIN for foreigner	NBR		19	EIA approval	DoE
10	Fire license	BFSCD		20	Site clearance	DoE

Prioritized services for migration to BBP in Wave 1 (2/2)

Sl. No.	Service	Stakeholder
21	Zero discharge approval	DoE
22	Factory layout approval	DIFE
23	Factor license	DIFE
24	Factory license renewal	DIFE
25	Land use clearance	RAJUK / CDA
26	Construction permit	RAJUK / CDA
27	Occupancy certificate	RAJUK / CDA
28	Large & Special Project Permit	RAJUK / CDA
29	eKhatiyan	Ministry of Land
30	eMutation	Ministry of Land

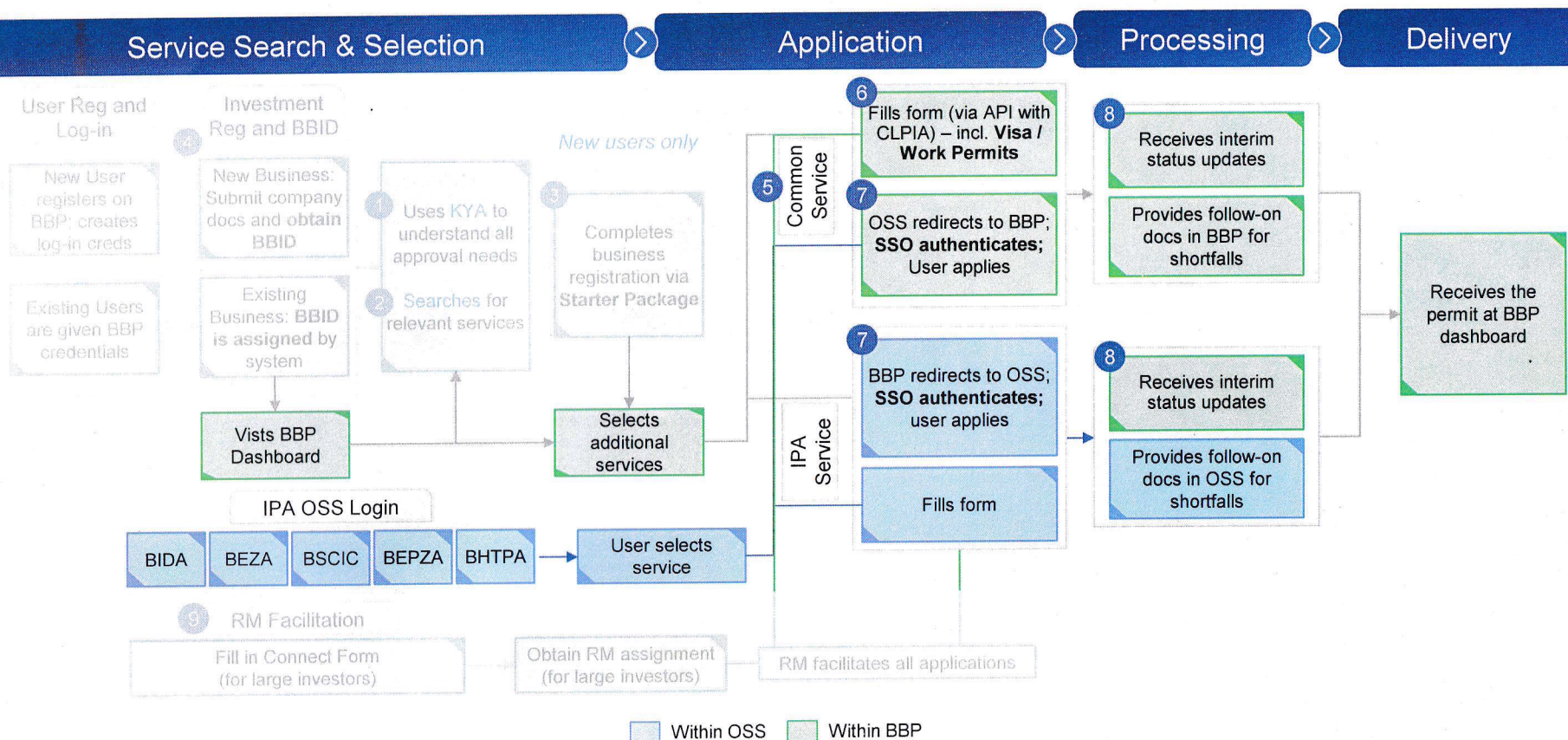| Sl. No.	Service	Stakeholder
31	Exporter registration	EPB
32	Boiler registration	OCIB
33	Boiler registration renewal	OCIB
34	Deed registration	Directorate of Registration
35	Security clearance for visa	SSD, Ministry of Home Affairs

Key questions

- Would you **shift to Bangladesh Business Portal for CLPIA services** if it's a unified platform for all digital G2B services?

- Should **any other services be prioritized** for Wave 1?

- What level of **interim statuses** do you want to track for such services?

For Discussion

Target state (Year 1) | Simplified investor journey enabled by BBP

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