

## **One Stop Service Act, 2018**

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## One Stop Service Act, 2018

(Act No. X of 2018)

[12<sup>th</sup> February, 2018]

**An Act to provide for the purpose of ensuring necessary services, facilities, incentives, licenses, permissions, clearance certificates or permits for any proposed project or initiative of the investors within a prescribed time in order to implement the investment plan of domestic and foreign investment for the interest of quick development of living standard of the people of Bangladesh**

WHREAS it is expedient and necessary to make provisions to provide for the purpose of ensuring necessary services, facilities, incentives, licenses, permissions, clearance certificates or permits for any proposed project or initiative of the investors within a prescribed time in order to implement the investment plan of domestic and foreign investment in the interest of quick development of living standard of the people of Bangladesh;

It is hereby enacted as follows:-

**1. Short title and commencement.-** (1) This Act may be called the One Stop Service Act, 2018.

(2) It shall come into force at once.

**2. Definitions.-** Unless there is anything repugnant in the subject or context, in this Act-

- (1) “Regional One Stop Service Centre” means the Regional One Stop Service Centre mentioned in sub-section (1) of section 5;
- (2) “One Stop Service” means any procedure of providing service mentioned in Schedule-B by the Central One Stop Service Authority or the Regional Centre;
- (3) “Central One Stop Service Authority” means the Central One Stop Service Authority mentioned in sub-section (1) of section 4;
- (4) “Schedule” means any of the following Schedules of this Act, namely:-
  - (a) list of Central One Stop Service Authority Schedule-A; and
  - (b) list of services, facilities, incentives, licenses, permissions, clearance certificates or permits provider agency or authority and the list of services Schedule-B;
- (5) “prescribed” means prescribed by the rules;

- (6) “Focal Point” means any person specified under sub-section (5) of section 4 by the services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority;
- (7) “services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority” means services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority mentioned in Schedule-B.

**3. An Act to override any other law.-** Notwithstanding anything contained in any other law for the time being in force, the provisions of One Stop Service relating to implementation of domestic or foreign investment, project or initiative under this Act shall remain effective in the following circumstances, namely:-

- (a) providing service under any other law;
- (b) providing facility or incentives;
- (c) license, permission, clearance certificate or permit, by whatever name it may be called, provided by any authority or agency;
- (d) any other cases not mentioned in the clause (a) to (c) which are prescribed by the Government.

(2) If any other law or any provision of law for the time being in force is inconsistent with the provisions of providing the services, facilities, incentives, licenses, permissions, clearance certificates or permits, by whatever name it may be called, under this Act, that law or the provisions to the extent of such inconsistency shall be void.

**4. Central One Stop Service Authority, etc.-** (1) Any agency mentioned in the Schedule-A established under what law or legal instrument, it shall be deemed to be a Central One Stop Service Authority for providing necessary service, facility, incentives, license, permission, clearance certificate or permit, by whatever name it may be called, under its jurisdiction to the entrepreneur or investor to implement any project or initiative within the prescribed time.

(2) The Central One Stop Service Authority shall consist, in the prescribed manner, with the Focal Points of the services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority.

(3) The Chief Executive of the agency mentioned in Schedule-A shall also be the Chief Executive of the Central One Stop Service Authority.

(4) The Central One Stop Service Authority shall, by following prescribed manner and time, subject to the collection of fees as may be fixed by the services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority, and as per time limit, ensure to provide service, facility, incentives, license, permission, clearance certificate or permit, by whatever name it may be called.

(5) The services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority shall, on the requisition of the Central One Stop Service Authority, nominate a suitable employee of its own as a Focal Point in the prescribed manner, who shall, for the purpose of this Act, be deemed to be a member of the Central One Stop Service Authority and he shall have the right to exercise power or to perform the concerned functions on behalf of his agency or authority:

Provided that when such authorized Focal Point is not able to perform any function due to any special reason, he shall inform immediately his concerned agency or authority, and such agency or authority shall provide required service, facility, incentives, license, permission, clearance certificate or permit, whatever it may be called, within at the earliest convenience time.

**5. Regional One Stop Service Centre.-** (1) The Government may, considering the proposal of any agency mentioned in the Schedule-A, constitute Regional One Stop Service Centre with the necessary number of Focal Points from the services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency for the specified region as determined by the notification.

(2) The Regional Centre shall perform duties to provide service, facility, incentives, license, permission, clearance certificate or permit, by whatever name it may be called, in the manner provided for One Stop Service.

**6. Receiving One Stop Service.-** (1) If any entrepreneur or project executor wants to receive One Stop Service shall have to apply, in the prescribed manner, to the Central One Stop Service Authority.

(2) The Central One Stop Service Authority shall, after receiving an application under sub-section (1), present the application before its meeting and shall dispose it according to the prescribed manner by providing required service, facility or incentives (as is applicable), license, permission, clearance certificate or permit, by whatever name it may be called.

(3) The applicant may discuss in detail and exchange information, formally or informally, relating to service, facility, incentives, license, permission, clearance certificate or permit, by whatever name it may be called, necessary for implementation of his initiative or project with the employee of the Central One Stop Service Authority or the Regional Centre.

(4) The applicant need not to apply separately to the services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority except to the Central One Stop Service Authority or the Regional Centre:

Provided that the Central One Stop Service Authority shall send documents by following the manner as may be prescribed to the required services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority, which the concerned agency may use for its official record.

**7. One Stop Service Assurance Committee.** (1) The Government may, by notification in the official Gazette, constitute a committee to be called the One Stop Service Assurance Committee constituting of a Minister as its chief with the necessary number of members mentioned in the notification to oversee the activities of the One Stop Service under this Act.

(2) The functions of the One Stop Service Assurance Committee shall be determined by the said notification.

**8. Responsibility of providing One Stop Service.-** (1) The Regional Centre shall submit a statement of activities quarterly basis to the Central One Stop Service Authority and the Central One Stop Service Authority shall submit a statement of activities of it's own and of the Regional Centre half yearly basis to the Government.

(2) If the Government is confirmed after considering the statement that there is an element of negligence, reluctance or irregularity of the Central One Stop Service Authority, Regional Centre and services, facilities, incentives, licenses, permissions, clearance certificates or permits proviingr agency or authority or Focal Point, may give direction to take action under section 9.

(3) The concerned agency or authority shall take prompt action to implement the direction of the Government and shall inform the Government what action it had taken.

**9. Accountability.-** (1) Notwithstanding anything contained in any other law for the time being in force, if a Focal Point does not perform his assigned duties or activities within the specified time under this Act, it shall be deemed as his inefficiency and misconduct.

(2) If it is noticed an inefficiency and misconduct of a Focal Point under sub-section (1), the Central One Stop Service Authority or, as the case may be, the Regional Centre shall inform thereof to the controlling authority of such Focal Point.

(3) Being informed under sub-section (2) the controlling authority or agency of the Focal Point may take action against him for negligence in duty as per existing rules.

**10. Power to amend the Schedule.-** The Government may, by notification in the official Gazette, amend any Schedule.

**11. Power to make rules.-** (1) For the purpose of this Act, the Government may, by notification in the official Gazette, make rules.

(2) Until rules is made under sub-section (1), the Government may, to eccelarate and ensure the activities of One Stop Service, subject to consistence with the purpose of this Act, by notification in the official Gazette, make any general or special order.

**12. Removal of difficulty.-** If there is any difficulty arises as to providing One Stop Service under this Act, the Government may, in consultation with the services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agency or authority, by notification in the official Gazette, take any action to remove such difficulty.

**13. Publication of authentic English text.-** (1) The Government shall, after commencement of this Act, by notification in the official Gazette, publish an Authentic English Text of the original Bangla version of this Act.

(2) In the case of conflict between Bangla and English text the Bangla text shall prevail.

**Schedule-A**

*[see clause (4) of section 2 and section 4(1)]*

**List of Central One Stop Service Authorities**

1. Bangladesh Investment Development Authority;
2. Bangladesh Economic Zones Authority;
3. Bangladesh Export Processing Zones Authority;
4. Bangladesh High-tech Park Authority.

<b>Schedule-B</b>		
[See clause (4) and (7 ) of section 2]		
<b>List of services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agencies or authorities and the list of services</b>		
<b>Serial No.</b>	<b>Name of services</b>	<b>services, facilities, incentives, licenses, permissions, clearance certificates or permits providing agencies or authorities</b>
<b>1</b>	<b>2</b>	<b>3</b>
1.	clearance certificate, company registration, Article of Association and Memorandum of Association and share transfer	Office of the Registrar of Joint Stock Companies
2.	Resident and non-resident visa	Security Services Division, Ministry of Home Affairs, Ministry of Foreign Affairs and Department of Immigration and Passport
3.	Economic zone, park, etc. declaration	Bangladesh Economic Zones Authority, Bangladesh High-tech Park Authority, Legislative and Parliamentary Affairs Division and administrative ministry/division
4.	Allocation of land, no-objection certificate for bank loan, permission for sending sample, permission for sub-contract, investment proposal/project clearance certificate and no-objection certificate for off-shore banking license inside the economic area (export processing zones, economic zones, park, etc.),	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority and Bangladesh High-tech Park Authority
5.	Providing work permit	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority and Bangladesh High-tech Park Authority, Bangladesh Investment Development Authority and Security Services Division, Ministry of Home Affairs
6.	Trade license	Local government institutes, like-city

		corporation, zila parishad, municipality and union council
7.	Land acquisition on the application of entrepreneurs	Ministry of Land, concerned district administrations and the requisition agency
8.	Land purchase and lease deed registration	Department of Registration and concerned all Sub-Registry offices
9.	Mutation	Concerned upazila land office
10.	Environmental clearance certificate	Department of Environment
11.	Construction permit	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority and civil works permission providing institutes
12.	Electric sub-station, clearance certificate for wearing and permission for generator establishment	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority, power distributor institutes and civil works permission provider institutes
13.	Machine lay-out plan approval of factory and registration of factory or establishment and license, renewal and amendment	Department of Inspection for Factory and Establishment
14.	Electricity connection	Power Division and power distribution agencies under it, like- Bangladesh Power Development Board, Bangladesh Rural Electrification Board, Dhaka Electric Supply Company Limited, Dhaka Power Distribution Company Limited, West Zone Power Distribution Company Limited, North-West Zone Power Distribution Co. Ltd. and other power distribution agencies
15.	Gas connection	Gas distribution agencies under the Energy and Mineral Resources Division, like- Titas Gas Transmission and Distribution Company Ltd., Bakhrabad Gas Distribution Company Ltd., Jalalabad Gas Transmission and Distribution Company Ltd., Western Gas Company Ltd., Karnofuli Gas Distribution Company Ltd., Sundarban Gas Company Ltd., and



		other gas supplying agencies
16.	Water connection and sewerage	WASA city corporation and municipality in the concerned area
17.	Telephone and internet connection	Bangladesh Telecommunications Company Limited
18.	Services and clearance certificate related to fire prevention	Department of Fire Service and Civil Defense
19.	Explosive license	Department of Explosive
20.	Boiler certificate, boiler registration and renewal of certificate	Office of Chief Boiler Inspector
21.	Return of dividend, remittance and capital	Bangladesh Bank
22.	Different kinds of incentives, import and export, bond license and clearance certificate for customs	National Board of Revenue, Bangladesh Economic Zones Authority, Bangladesh Export Processing Zones Authority, Bangladesh High-tech Park Authority
23.	TIN and VAT registration	National Board of Revenue
24.	Clearance certificate for local buy and sale	National Board of Revenue, Bangladesh Economic Zones Authority, Bangladesh Export Processing Zones Authority, Bangladesh High-tech Park Authority
25.	Issuance of import and export permit, commercial import registration certificate, export registration certificate and indenting registration certificate	Office of the Chief Controller of Import and Export
26.	Certificate of Origin	Bangladesh Export Development Bureau
27.	Permission for establishment of water and sewerage treatment plant	Bangladesh Export Processing Zones Authority, Bangladesh Economic Zones Authority, Bangladesh High-tech Park Authority and Department of Environment