

Interoperable One Stop Service (OSS) system for BIDA

Journey towards transformation of an investment promotion agency in Bangladesh

The Bangladesh Investment Development Authority (BIDA), formerly known as BOI (Board of Investment), established under BIDA Act, 2016, is the principal private investment promotion and facilitation agency of Bangladesh. The act, created on September 1, 2016, mandated BIDA to provide diversified promotional and facilitating services with a view to accelerating the industrial development of the country.

The screenshot displays the BIDA Quick Service Portal. The header includes the BIDA logo and the text 'Bangladesh Investment Development Authority' and 'Prime Minister's Office, Government of the People's Republic of Bangladesh'. Below the header, a red banner reads 'Welcome to Quick Service Portal for One Stop Service'. The main content area is divided into several sections:

- Statistics:** A circular infographic showing '2,110 Applicant Copmany', '9,334 Service Delivered', '05 Government Agency (BIDA, RJSC, NBR, CDA, MIHA)', '3,377 Feedbacks', and '4.3 out of 5 Average Ratings'. It also includes 'BIDA OSS status January - July 2020'.
- Navigation:** Buttons for 'Ease of Doing Business', 'Start New Business', and 'Business Sector'.
- Notice:** A list of notices with dates and titles, such as '01-Jan-2021 3012001: Notice for Scheduled Maintenance'.
- Online Payment:** A section for online payments, listing 'Debit / Credit Card', 'Mobile Banking', 'RTGS / BEFTN', and 'Sonali Bank'.
- SDG Tracker:** A section for the 'SDG Tracker' with the text 'Bangladesh's Development Mirror'.
- Footer:** A green footer with links for 'About', 'Resources', and 'Others'. The 'About' section includes 'About BIDA', 'About Quick Service Portal', 'About One Stop Service', 'About OSSPID', and 'Contact Us'. The 'Resources' section includes 'Available Online Services', 'Document and Downloads', 'Business Sector/ National Industrial Classification', 'Investment Promotion Agency (IPA) in Bangladesh', 'Certificate/ License/ Permit Issuing Agency (CLPIA) in Bangladesh', and 'List of Utility Service Provider'. The 'Others' section includes 'Privacy Statement' and 'Terms of Services'.

At the bottom of the page, it states: 'Managed by Business Automation Ltd. On behalf of Bangladesh Investment Development Authority (BIDA)'.

In addition, the government also entrusted BIDA with some more functions in its service list. Combining all, BIDA's present functions can be categorized as follows:

Investment Promotion

- o Country promotion.
- o Sector/industry promotions.
- o Publications on business processes.

Investment Facilitation

- o Pre-investment information and counseling service.
- o Investor welcome service (faster immigration).
- o Registration/approval of foreign, joint-venture and local projects.
- o Registration/approval of branch/liaison/representative offices.
- o Approving work permit for foreign nationals.
- o Facilitating utility connections (electricity, gas, water & sewerage, telecom etc.).
- o Assistance in obtaining industrial plots.
- o Approving remittance of royalty, technical know-how and technical assistance fees.
- o Facilitating import of capital machinery & raw materials.
- o Approving foreign loan suppliers' credit, PAYE scheme etc.

Policy Advocacy

- o Advocating policy suggestions to the government.
- o Assisting the government in framing new policies for

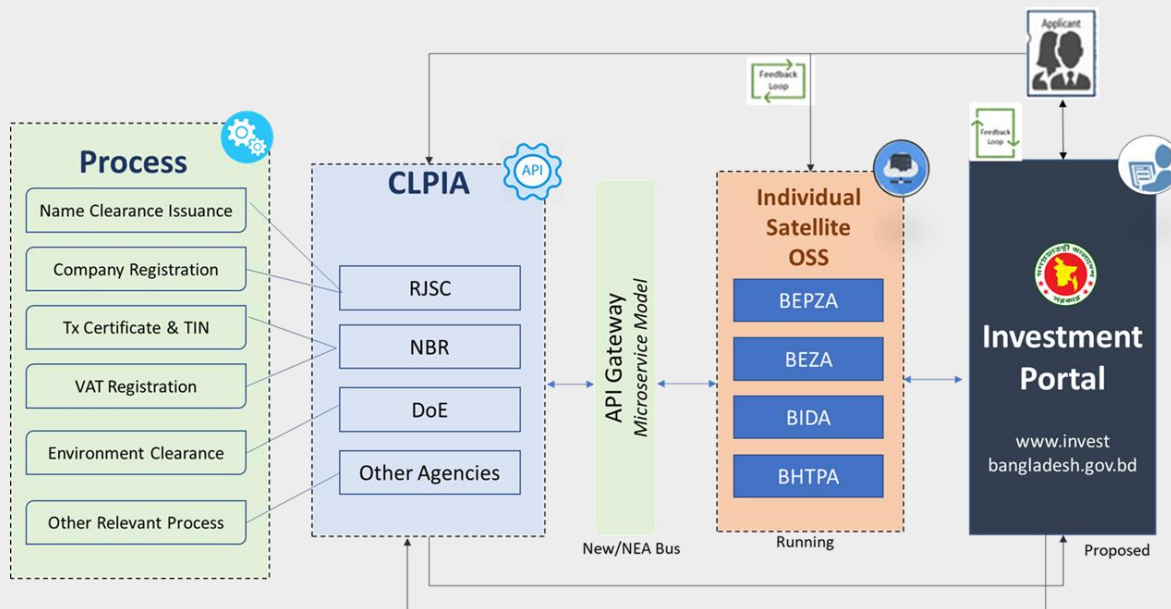
private sector development.

- o Assisting the National Taskforce on investment climate facilitation.

BIDA has been focusing on coordinating reform initiatives to improve Bangladesh's ranking on the World Bank's Ease of Doing Business index. However, bottleneck in easing the business services is identified as follows:

- Verification: Each application has to go through person, documents and payment verification
- Process: Process for disposal of applications is very long and time consuming
- Mindset: Quick disposal is considered as suspicious; several persuasions justify the need of approvals
- Monitoring: Lack of institutional arrangement for monitoring the service delivery

Under the One Stop Service Act 2018, BIDA has the mandate to provide the investors through *One Stop Service* internal and external *154 services from 35 Government agencies*. As the main investment promotion agency in Bangladesh, BIDA needed to convert their existing manual One Stop Service center into a digital platform. The proposed plan is illustrated below:



One Stop Service Model : Plan from BIDA

One Stop Service Platform

Comprehensive and tailor made solution considering the practices in Bangladeshi Certificate, License or permit issuing authority (CLPIA) provided by Business Automation Ltd. The system is regularly updated with the feedback from clients and other stakeholders.

- The One Stop Service Platform (OSSP) is an Integrated digital one stop service delivery platform that maintains enhanced security, privacy as well as audit logs.
- A configurable, unified framework for service delivery and grievance redressal.
- Low code platform, with powerful in-built tools/interfaces for designing, configuring and executing the delivery of service
- Manage and maintain all enclosures/documents in the online repository and use them across all services

Challenges in implementation of OSS and it's resolution:

Issue: Large number of technology team members are required to drive OSS platform

Resolution: Business Automation has offered the entire service on managed service model. Under this arrangement, Business Automation has taken care of deployment of technical resources with different domain specialization as and when required. BIDA can now focus on their core operation i.e. investment promotion as Business Automation has partnered to handle the entire technological issue

Issue: Data exchange required from stakeholders for connecting in OSS platform using API

Resolution: For faster delivery of services from external agencies, the major issue was to exchange data on real time basis to eliminate data verification in any application. Using micro-service technology, Business Automation has set the API gateway for smooth data exchange between OSS platform and agency database.

Issue: Real time fee collection - Ensuring multi-party fee collection in single request with reconciliation

Resolution: Business Automation has introduced integration with Sonali Bank's payment gateway that has options for cards / mobile financials or counter payment. While investors can use the payment options globally, Sonali Bank collects the fees based on the service charges for BIDA & respective agency's service including AIT & VAT. It segregates the collection and update the respective accounts in real-time basis for moving the application. Plus, it offers financial reconciliation as required by Bangladesh Government offices.

Issue: Document verification - OSS platform to provide unique solution to verify the approvals to anyone

Resolution: QR Codes in approval documents have been ensured keeping the data in special document server. The approval documents can be verified by using a simple app on any smart phone, even if the person is not in the OSS platform as user.

Issue: Multi-channel helpdesk required to service OSS platform users on 24X7

Resolution: Business Automation has offered multi-channel helpdesk for OSS platform users. The OSS portal has been catered with different information, frequently asked questions and related documents so that users can be guided. If the users need clarifications, dedicated hotline / social media or email service can be obtained. Even, on-premises helpdesk services are also extended for comfort of the users.

Issue: Visualization of data and investors' feedback in dynamic dashboard

Resolution: For ensuring the better service quality to the investors, the top management has been given access of dashboard. The dynamic dashboard contains data on interaction with investors either on service application or feedback on the delivery of services. The visualization concept of service ratings on investor feedback has impacted on better service quality. The dashboard has been enabled in desktop / mobile and TV for comfort of management in monitoring

Statistics on usage of OSS:

Since its launch in 2019, the OSS system has not only reshaped the landscape of software development but has also brought about positive changes in investment facilitation across various domains. The latest statistics is highlighted bellow:

1. Number of OSS Application- **129,546**
2. Number of OSS Registered Organization- **12,801**
3. Number of OSS Users- **14,051**
4. Number of Male User- **13,015**
5. Number of Female User- **693**
6. Number of Country User- **33**
7. Number of Industrial Registration of OSS- **8512**
8. Number of Work Permit Approved form OSS- **82,565**
9. Number of VISA Recommendation Approved form OSS- **31,146**
10. Number of Government Stakeholders are Connected with OSS- **33**
11. Number of Stakeholders Services are Connected with OSS- **106**
12. Number of Total Organization will be Connected with OSS- **50**
13. Average Service Rating **4.5** out of **5**
14. Average Disposal in SLA **95%**

Service link: <https://bidaquickserv.org/>