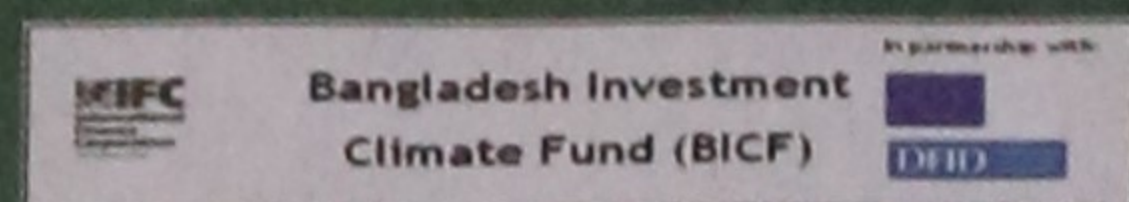




# Launching of Dhaka Custom House Automation Project a Public-Private-Partnership Initiative

May 24, 2009

Strategic Partner:



Organized by

Dhaka Chamber of Commerce & Industry

Dhaka Chamber of Commerce & Industry (DCCI)

- a Short Introduction and Programmes

Dhaka Chamber of Commerce & Industry, the largest and the premier trade organization of the country, was constituted in 1958. At present, about five thousand members of DCCI, engaged in large, medium and small enterprises comprising of 38 categories of business are contributing towards economic development of the country. A number of Standing Committees and Special Committees run different programmes of DCCI and reflect view points of business community and private sector of the country on various business and economy related issues.

**Dhaka Custom House Automation Project:**

Understanding the limitations of government agencies to develop and implement business-friendly processes and procedures, and having a commitment to reduce cost of doing business in Bangladesh, DCCI has signed a MOU with Custom House, Dhaka in November 2008 to implement the Dhaka Custom House Automation Project as a Public-Private-Partnership Initiative. The Project, when implemented, will reduce stages and time in processing documents for clearing and shipment of goods at Custom House, Dhaka. Besides making the system expeditious and hassle-free, it will also make the system more transparent and accountable. DCCI has engaged a software development company DataSoft Management Services for software development and management of Custom Information Management Services at Custom House, Dhaka on Build-Own-Operate-Transfer (BOOT) basis. IFC, a member of the World Bank group, which has established the Bangladesh Investment Climate Fund as a technical assistance facility to support the GOB's efforts to improve the investment climate in the country, has come up with financial support for the project by executing a Co-operation Agreement with DCCI in February 2009. Launching of this system will remain as a flagship project of Public-Private-Partnership Initiative in Bangladesh.

**Some important projects and programmes of DCCI:**

**1. DCCI Business Institute (DBI)**

To meet the growing demand of business community for development of entrepreneurship and managerial capability, Dhaka Chamber has established DCCI Business Institute (DBI) at its own premise in 1991. The objective of DBI is to up-grade the skill of business community by conducting various courses related to business and management.

**2. DCCI Knowledge Centre**

DCCI, in cooperation with SEDF, has established a Knowledge Centre for providing knowledge-based services to the SMEs. The objective of the center is to increase quantity and quality of services being provided by DCCI by using high speed internet and other ICT facilities.

**3. DCCI-SEQUA-Project**

In 2007, Dhaka Chamber of Commerce & Industry (DCCI), Chittagong Chamber of Commerce & Industry (CCCI), the German-Belgian-Luxemburgian Debulax Chamber of Foreign Trade, and SEQUA gGmbH-partner of German Business have jointly undertaken the project namely: "Strengthening of Bangladeshi Business Organization and Entrepreneurs Group for Doing Business with EU". The aim of the project is to strengthen the capacities of intermediary business with the EU. The selected sectors of the project are: (a) Agricultural products; (b) Leather products; (c) Jute products; (d) Gift items & Handicrafts; and (e) Frozen Food. The project will be closed in May 2009 on its successful implementation. DCCI in partnership with SEQUA gGmbH, Germany, UNIDO, b/z, BFLFEA has started another project titled: "Reduction of Environmental threats and increase of exportability of Bangladesh leather products" under SWITCH-ASIA programme of EU.

**4. Business Information Library**

Chamber has a well-equipped library having a good collection of reference books commercial directories, government reports, parliamentary publications, commercial journals, financial bulletins, international tenders, magazines and newspapers of different countries with reading room and internet facilities.

**5. Business Development Centre (BDC)**

The Business Development Centre (BDC) of DCCI has been providing support services to Small and Medium Enterprises (SMEs) at a relatively low cost.

**6. Publications of Dhaka Chamber**

Dhaka Chamber brings out a number of regular publications. Of these (1) Trade Information Bulletin; (2) Monthly Review; (3) Tax Guide; (4) SME Guide; (5) Introducing DCCI; (6) Training Calendar of DBI; (7) Different Economic Policy Papers; (8) Business Directory; (9) Workshops/ Seminar Reports; (10) Fact Sheets; (11) Project and Training Brochures; (12) Annual Reports etc. are worth-mentioning.

**7. Commercial History of Dhaka**

DCCI in collaboration with Asiatic Society of Bangladesh, published a research based publication named "Commercial History of Dhaka" which was launched on 1 November-2008. The 664 page book in english projects glorious history and culture of Dhaka as well as of Bangladesh to outside world.

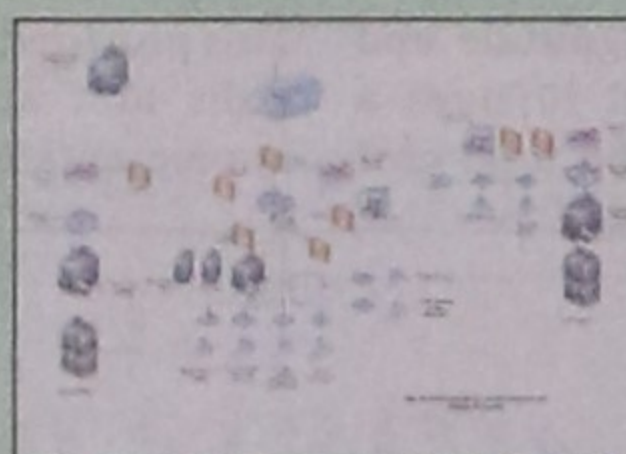
## Dhaka Custom House Automation Project

an Initiative for Digital Bangladesh

Dhaka Custom House Automation Project is a bold initiative taken by Dhaka Chamber of Commerce & Industry (DCCI) and Custom House, Dhaka to automate custom clearance processes. DataSoft Management Services has been engaged by DCCI to develop and run the software on Build-Own-Operate-Transfer basis. Every year government collects around BDT 3.5+ billion as revenue from custom house operations. Everyday more than 1200 bills of entry pass through the system. On successful automation, all the stakeholders will come under one automatic solution. Stakeholders including SITA, Airline Agent Feeder, Airline Operator, Airline Express, C&F Agents, Airport Custom (Import/Export Section, AIR Section, Speed Treasury, Air Port), Custom Intelligence, Bond Commission, Bangladesh Biman, Dhaka ICD, PSI, DEPZ, NBR, Sonali Bank, Freight Forwarders and all other related stakeholders will come under the system of Dhaka Custom House Automation Project. It is anticipated that the implementation of the project may ensure doubling the revenue in two years, reducing cost of doing business by at least 70%, saving customs processing time by 80%, precise monitoring of international and domestic price, ensuring transparency and level playing field for businesses and better risk management. It will also ensure accountability, audit ability and compliant to WCO definition by introducing world class IT infrastructure.

**Systems at a glance**

- Online Stake Holder Profiling System
- Online Dhaka ICD IGM Transfer from CCHA
- Online Air Scheduler
- Online Auto email for IGM / EGM from SITA
- Online View IGM/EGM
- Online Amendment IGM/EGM
- Access Online IGM/EGM, Custom Release Order, B/E No and Tax Payment info



- Online B/E Submission, View Assessment Report, View B/E Declaration Status, Payment Status
- Online Financial Transaction to Sonali Bank
- Indemnity, Writ, EDS Data base System
- Pouch Center for Custom Document Processing
- Round the clock Customer Care Center

**Project Features include:**

- A Public-Private-Partnership (PPP) without GOB Finance
- Build-Own-Operate and Transfer (BOOT) Basis
- Centralized Planning and Decentralized Execution
- Involved Restructuring of People, Process and Physical Infrastructure
- Planned, Designed and Developed by Local IT Experts
- Active Participation of Stakeholders



**PRESIDENT**  
PEOPLE'S REPUBLIC OF BANGLADESH  
10 Jashoka 1416  
24 May 2009

Message

I am happy to know that Dhaka Custom House Automation Project is going to be launched under the joint auspices of the Dhaka Chamber of Commerce & Industry and Dhaka Custom house. I congratulate all concerned to this automation process.

Information-technology plays a vital role in expanding trade and industry. I think this automation process would ease our import-export process. I believe all concerned including exporters and importers would be benefitted through this public-private partnership initiative. I urge upon all concerned to introduce technology-based activities for the sake of fostering country's trade and commerce.

I wish the Dhaka Custom House Automation Project a success.

Khoda Hafez, May Bangladesh Live Forever.

*Md. Zillur Rahman*  
Md. Zillur Rahman



**Minister**  
Ministry of Finance  
Government of the People's  
Republic of Bangladesh

Message

I felicitate Dhaka Chamber of Commerce and Industry and Dhaka Custom House on the occasion of launching of Dhaka Custom House Automation Project.

This automation project is designed to facilitate trade, to cut short the time now taken in processing export and clearing imports and on the whole to benefit the economy. This project has the added attraction for preventing many corrupt practices.

I am sure when fully operative this project will present a business-friendly image of Bangladesh. This will contribute to attracting foreign investment and expansion of investment and trade.

I wish Dhaka Customs House Automation Project continued success.

*Abul Maal A. Muhith*  
Abul Maal A. Muhith



**Secretary in-charge**  
Internal Resources Division  
&  
Chairman  
National Board of Revenue, Dhaka

Message

On the occasion of launching of Dhaka Custom House Automation Project jointly implemented by Custom House, Dhaka and Dhaka Chamber of Commerce and Industry, I congratulate all associated with this initiative.

National Board of Revenue is committed to infuse dynamism in the country's economy through formulation and implementation of business friendly revenue policy.

I express my deep satisfaction at the introduction of international standard information technology in custom clearance by discarding the age-old system. This will ensure the system speedy, transparent, accountable, expeditious and less expensive. But success of the initiative will largely depend on the support, sincerity and co-operation of all stakeholders involved in this process. I felicitate Dhaka Custom House and Dhaka Chamber of Commerce and Industry for implementing this important project.

I wish this project a success.

*(Dr. Nasiruddin Ahmed)*  
(Dr. Nasiruddin Ahmed)



**President**  
ICC Bangladesh

Message

I am pleased that Dhaka Custom House Automation Project is being launched today. This Project will make the process of custom clearance expeditious and transparent, which will boost our trade and commerce. Successful implementation of this project will also lower the cost of doing business, specially of exporters and importers in Bangladesh.

I congratulate Dhaka Chamber of Commerce and Industry and Custom House, Dhaka for jointly implementing the project which will remain as an important example of Public-Private-Partnership Initiative. Software development company DataSoft Management Services has rendered very useful service towards implementation of this project. I thank them all for their invaluable contributions.

In this age of information technology, we should undertake updated system like automation in order to expand our trade and commerce. I believe our businessmen will be benefitted by this project, which will remain as an example of use of IT in our administration and economy.

*Mahbubur Rahman*  
Mahbubur Rahman



**Head of BICF**  
Bangladesh Investment Climate Fund (BICF)  
In Partnership with DFID and the European Union

BICF, managed by IFC, in partnership with DFID (UK) and the European Union, is a technical assistance program targeting a better operating environment for businesses. It is a pleasure for BICF to support the Dhaka Customs House Automation project.

Customs clearance has remained a constraint to the development of the private sector in Bangladesh. The World Bank Group's Doing Business index has consistently ranked Bangladesh's performance in the bottom half of the countries on the Trading Across Borders indicator, currently ranking at 105 out of 181 economies. In South Asia, the time and cost implications of exports and imports in Bangladesh exceed all countries in the region except for Nepal and Bhutan, although Bangladesh has the lowest documentary requirement for trade in the region. Such high time and cost requirements associated with trade flows mean that businesses face difficulty in conducting their operations.

The willingness of the private sector to step up and work hand-in-hand with the government and the development partners to bring necessary reforms in government procedures and policies that are conducive for private sector growth is critical for the development of Bangladesh.

BICF is very pleased to work together with the Dhaka Chamber of Commerce and Industry, the National Board of Revenue and DataSoft for the automation and reform of the Dhaka Customs House. This is a very timely initiative under the current global economic circumstances. Following on from the successful experience of the Chittagong Customs House Automation, I firmly believe that the Dhaka Customs House Automation will be a highly successful initiative at removing the impediments for trade and commerce in Bangladesh.

*James Crittle*  
James Crittle



**PRIME MINISTER**  
GOVERNMENT OF THE PEOPLE'S REPUBLIC OF  
BANGLADESH  
10 Jashoka 1416  
24 May 2009

Message

I am happy to learn that Dhaka Custom House Automation Project, jointly implemented by Custom House, Dhaka and Dhaka Chamber of Commerce and Industry, is going to be launched today.

It will be another milestone in implementation of the public-private partnership initiative and a step-forward towards materialisation of Digital Bangladesh.

With the inauguration of this project, processing of documents for custom clearance and shipment at Custom House, Dhaka will be quicker and hassle-free. This will surely bring about transparency in the system, reduce cost of doing business in Bangladesh and boost up our export and import trade.

I wish Dhaka Custom House Automation Project all success.

Joi Bangla, Joi Bangabandhu  
May Bangladesh Live Forever

*Sheikh Hasina*  
Sheikh Hasina



**মন্ত্রী**  
বাণিজ্য মন্ত্রণালয়  
গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ঢাকা

বাণী

ঢাকা চেম্বার অব কমার্স এন্ড ইন্ডাস্ট্রি এবং ঢাকা কাস্টম হাউস এর যৌথ উদ্যোগে ঢাকা কাস্টম হাউস অটোমেশন পদ্ধতি চালুর প্রাক্কালে সংশ্লিষ্ট সকলকে জানাই আমার আন্তরিক অভিনন্দন। জাতির জনক বঙ্গবন্ধুর "যশের সোনার বাংলাদেশ" গড়ার লক্ষ্যে জননেত্রী প্রাধানমন্ত্রী শেখ হাসিনা "ডিজিটাল বাংলাদেশ" গড়ার প্রত্যয় ব্যক্ত করেছেন। এ মহান কর্মসূচী বাস্তবায়নে ঢাকা চেম্বার অব কমার্স এন্ড ইন্ডাস্ট্রি এবং ঢাকা কাস্টম হাউস পারস্পরিক-প্রাইভেট পার্টনারশিপের ভিত্তিতে গৃহীত এ পদক্ষেপ সত্যিই প্রশংসনীয়।

একবিংশ শতাব্দীর চ্যালেঞ্জ মোকাবিলায় মুক্তবাজার অর্থনীতির বিশ্বায়নের ধারায় বর্তমান প্রতিযোগিতামূলক অর্থনীতির সকল কর্মকাণ্ডে তথ্য প্রযুক্তির ব্যবহার দ্রুত বেড়ে চলেছে। বিশ্বের বিভিন্ন দেশে আজ ই কমার্সের প্রচলন শুরু হয়েছে। পণ্য শুদ্ধায়নের ক্ষেত্রেও সনাতনী প্রথা বিলুপ্ত করে আধুনিকতম প্রযুক্তি প্রয়োগের প্রচেষ্টা পরিলক্ষিত হচ্ছে। উন্নত বিশ্বের অনেক দেশই মানুষাল ডকুমেন্টেশনের পরিবর্তে অটোমেটেড ডকুমেন্টেশন পদ্ধতি ব্যবহার করতে শুরু করেছে। এক্ষেত্রে আমাদেরও পিছিয়ে থাকার সুযোগ নেই।

আমি আশা করব ঢাকা কাস্টম হাউস অটোমেশন প্রকল্পের সফলতা নিশ্চিত করতে বাবসা বিশেষ করে আমদানি এবং রপ্তানির সাথে জড়িত সকল স্টেকহোল্ডারদের অব্যাহতভাবে সহায়তা প্রদান করবেন। ভবিষ্যতেও বর্তমান সরকারের গৃহীত কর্মসূচী বাস্তবায়নে চেম্বারের ব্যবসায়ী নেতৃবৃন্দ অগ্রণী ভূমিকা পালন করবেন বলে আমার বিশ্বাস।

এ ধরনের ইতিবাচক পদক্ষেপের জন্য উদ্যোক্তাদের আন্তরিক ধন্যবাদ জানাই। আমি এ প্রকল্পের সার্বিক সাফল্য কামনা করি।

জয় বাংলা  
জয় বঙ্গবন্ধু

(মুহাম্মদ ফারুক খান)



**President**  
FBCCI

Message

I congratulate all on the occasion of launching of Dhaka Custom House Automation Project jointly implemented by Dhaka Chamber of Commerce and Industry and Dhaka Custom House.

With the launching of this project, a long-cherished dream of business community of this country has come true. This project will make our export and import business more smooth and expeditious. This will remain as an important example of public-private-partnership initiative. The project will render valuable contribution in making our custom administration up to date with a view to face challenges of future.

I wish this project all success.

*Annisul Huq*  
Annisul Huq



**President**  
DCCI

Message

I am indeed very happy to felicitate all concerned on the occasion of launching of Dhaka Custom House Automation Project jointly implemented by Dhaka Chamber of Commerce & Industry and Custom House, Dhaka. In order to remain competitive in this age of scientific and technological development, our system and infrastructures related with international trade should be of global standard and efficiency. Dhaka Custom House Automation Project will be considered as an important milestone in this regard.

With the inauguration of this project, custom clearance of shipments in Dhaka Custom House will be less-time consuming, less expensive, transparent and hassle-free. I congratulate all associated with this project. I hope this will be considered as a flagship project of Public-Private-Partnership Initiative and enjoy support and assistance of all stakeholders.

Dhaka Chamber of Commerce & Industry, as the oldest and largest trade organization of the country, always work for upholding interest of business community. This project will remain another testimony of Dhaka Chamber's endeavour to work for betterment of our business enterprises.

I wish Dhaka Custom House Automation Project all success.

*Zafar Osman*  
Zafar Osman