BB introduces monthly service compliance review

BSS, *Dhaka*

PHOTO: STAR

Bangladesh Bank (BB) has introduced a monthly performance review system to strengthen the implementation of the Bangladesh Bank Service Standard, aiming to improve efficiency, accountability, and service delivery across all operational units.

The decision was taken at the inaugural performance review meeting held yesterday, with Bangladesh Bank Governor Md Mostaqur Rahman in the chair.

Deputy governors and executive directors attended the meeting.

The service standard framework sets mandatory timelines for processing and resolving cases across all departments and branch offices, serving as a key benchmark for operational efficiency and service quality.

During the review, 90 departments and branch offices were assessed based on compliance with service standard timelines. The findings showed that 41 units (45.56 percent) achieved 100 percent compliance, while 32 units (35.56 percent) maintained around 90 percent compliance.

In addition, 11 units recorded compliance between 80 and 89 percent, and 6 units fell within the 67 to 79 percent range.

Overall, more than 81 percent of the evaluated units were found to be performing at a high compliance level, although around one-fifth of the offices demonstrated notable efficiency gaps requiring targeted intervention.

The governor directed that performance reviews be conducted on a monthly basis under his direct supervision to ensure continuous monitoring and timely corrective measures.

He instructed all departments and branch offices to strictly adhere to service standard guidelines and ensure that all cases are processed within the prescribed timeframe, emphasising that 100 percent compliance should be the institutional benchmark.

At the same time, he assured full institutional support to units facing difficulties, particularly in addressing procedural and operational bottlenecks affecting service delivery.

BB said the combined approach of strict accountability and supportive intervention is expected to enhance overall institutional performance and improve public service delivery standards.

Over 200 tariff lines set for rationalisation

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Trade Organization (WTO) cover 955 tariff lines, including 763 agricultural and 192 non-agricultural products. Tariffs on 60 of these lines were higher than the bound rates set when Bangladesh joined the WTO in 1995.

The National Board of Revenue (NBR) began tariff rationalisation in phases in FY23, following recommendations from a committee formed in 2021 to prepare for LDC graduation challenges.

In the past two years, tariffs on 60 items have been brought within bound rates based on those recommendations.

A related study also called for a review of supplementary and regulatory duties, noting that Bangladesh would need to compete without relying on import protection after graduation.

The study found regulatory duties on 3,565 tariff lines, about 47 percent of the total, ranging from 3 to 35 percent. Nearly 95 percent of revenue from regulatory duties comes from just 250 tariff lines.

Based on the recommendations, the NBR scrapped regulatory duties on 282 items between FY23 and FY25 and removed minimum import prices on 50 items.

Speaking on the implications of the country's scheduled LDC graduation this year, trade policy expert Mostafa Abid Khan said that oversight was limited while Bangladesh remained an LDC, but that would change.

"But once we graduate, we will come under surveillance."

He said the transition would not automatically force Bangladesh to change its policies, but verification from trading partners would increase.

He pointed out two immediate risks. These are exceeding agreed tariff limits on a small number of products and maintaining minimum import prices.

"In some cases, not many, only for a limited number of products, our bound tariff rates have already been exceeded," said Khan.

He said, "Another issue is the minimum import value or minimum import price system. That cannot be maintained. It will not be allowed."

He said Bangladesh must gradually lower protection and prepare industries for competition under future trade agreements.

M Masrur Reaz, chairman and CEO of Policy Exchange Bangladesh, said Bangladesh's post-LDC challenge will centre on a sharp loss of trade competitiveness with the ending of preferential market access.

He said the impact of higher tariffs will largely depend on productivity and efficiency in the economy.

"Competitiveness comes from productivity, lower costs of doing business, and logistics efficiency, including speed to market," he noted, adding that Bangladesh is currently weak in both productivity and competitiveness.

He also warned that the pharmaceutical sector will come under pressure after the loss of TRIPS-related flexibilities, particularly due to limited API production, weak backward linkages and patent constraints, which could push up medicine costs.

Reaz stressed that long-term reforms are essential, especially investment in skills, technology adoption, logistics and trade facilitation.

"Ideally, these reforms should have started five years ago, but they did not. We are still ignoring them. But this is a golden opportunity, and I would say almost the last opportunity."

He said reforms should begin gradually from the next budget cycle, rather than being delayed or introduced abruptly after graduation.

Abdur Razzaque, chairman of Research and Policy Integration for Development (RAPID), said that the timing of graduation, whether soon or later, does not change the need for preparation.

"Whether LDC graduation happens in November or three years later, the government should identify the programmes needed and allocate resources accordingly," he said.

Like Reaz, Razzaque highlighted the need for infrastructure and logistics reforms.

"Important infrastructure will be needed, and we must clearly define what is required. Implementation of the logistics policy will be essential, with clear responsibilities and timelines," he added.

Calling for a structured approach, he said the transition should be guided by clear milestones.

"There should be a roadmap for what we want to achieve in the next one year, and in the next two years. A priority list has been prepared, and if implemented effectively, it could be a positive step," he added.

Govts pledged renewables

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"The national budget must treat renewable energy not as a sub-line within the Power Division, but as a strategic national investment priority deserving its own fiscal instrument," said Mahmud.

The government should restore and progressively scale up ADP allocations for renewables from FY27 onward, pegged to annual MW deployment targets, he added.

Also speaking at the event, Rashed Al Mahmud Titumir, finance and planning adviser to the prime minister, said the energy sector is caught in a vicious cycle that is difficult to escape.

He also pointed out that the wide gap between installed generation capacity and actual utilisation has led to significant waste through capacity charges.

"This mismatch is leading to a significant waste of public resources, most notably through capacity charges. While capacity is built to meet expected future demand, much of it remains underutilised in practice, an issue clearly reflected in Bangladesh's experience," he said.

"Many of the contracts in this sector were not concluded in full compliance with established rules and procedures, yet they have been given legal protection. This raises serious concerns from the perspective of transparency and fairness," he added.

The PM's adviser went on to point out that instead of transitioning toward a sustainable system, the country has largely continued to rely on a fossil fuel-dependent structure.

"Together, these three issues form the core structural challenges of the sector."

Without addressing these deep-rooted problems, it will not be possible to break free from the current cycle, he said, adding that resolving the crisis will require collective and coordinated action.

Rehan Asad, the PM's adviser on telecom and ICT, said land scarcity is a major constraint on large-scale renewable deployment, citing risks to crop production from ground-mounted solar.

Hence, he said the government is prioritising rooftop solar solutions. "The government is taking a broader approach, planning renewable energy development in line with the overall energy ecosystem."

Iftekhar Mahmud, editor-in-chief at Dhaka Stream, raised concerns about the sector's integrity, saying large-scale renewable projects are increasingly being dominated by groups linked to the fossil fuel industry, including individuals accused of land grabbing and money laundering.

Local innovators and specialist institutions are being sidelined, while genuine entrepreneurs must navigate approvals from as many as 32 government departments, he added.

He said this difficult process discourages real investors and creates opportunities for influential groups more interested in land acquisition and bank loans than energy production.

Apart from NCT

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On November 27 last year, Berth Operators, Ship Handling Operators and Terminal Operators' Owners' Association (BOSTOA), a platform of 12 berth operators currently running the GCB, submitted an unsolicited proposal to finance, reconstruct, equip, operate and transfer the GCB under a PPP model.

It proposed an investment of $627 million, to be raised through a consortium of local and foreign partners, according to BOSTOA President Fazley Ekram Chowdhury.

"Since we have been operating the GCB terminal efficiently for over two decades, we have ground-level experience and have proposed a plan to reconstruct the jetties and expand yards, sheds and warehouses," he said.

ESSENTIAL DRUGS COMPANY LIMITED

395-397, Tejgaon Industrial Area
Dhaka- 1208, Bangladesh.

EDCL

Date: 17th May' 2026

Request for Expression of Interest (REOI)

01.	Ministry /Division	Ministry of Health & Family Welfare
02.	Agency	Essential Drugs Company Limited
03.	Procurement Entity Name	Managing Director, Essential Drugs Company Limited (EDCL). 395 -397, Tejgaon Industrial Area, Dhaka-1208, Bangladesh.
04.	Procurement Entity Code	N/A
05.	Procurement Entity District	Dhaka
06.	Expressions of Interest for Selection of	Design, Development, Implementation of an Enterprise Resource Planning (ERP) for Essential Drugs Company Limited
07.	EOI Ref. No.	EDCL/Dhaka/EOI/Tender/2026/168
08.	Date	17.05.2026
Key Information		
09.	Procurement Method	Quality and Cost Based Selection (QCBS)
Funding Information		
10.	Budget & Source of Fund	Own fund
11.	Development Partners (if applicable)	N/A
Particular Information		
12.	Project /Programme Code (if applicable)	N/A
13.	Project/ Programme Name (if applicable)	N/A
14.	EOI Closing Date & Time	10.06.2026 12:00PM
15.	Place of EOI Closing/ Submission	Request for Expression of interest shall be submitted in sealed envelope (1 Original, 1 Copy & Soft Copy) delivered to the General Manager (CC), Procurement of Essential Drugs Company Limited and be clearly marked 'Request for Expression of Interest (REOI)' for "Design, Development, Implementation of an Enterprise Resource Planning ERP) for Essential Drugs Company Limited".
Information for Applicant		
16.	Brief Discussion of Assignment	Objective of the Assignment: The primary objective of this initiative by Essential Drugs Company Limited is to develop and implement a comprehensive Enterprise Resource Planning (ERP) Systems with modern technologies to enhance operational efficiency, transparency, and data-driven decision-making across all departments of the organization. This integrated solution will be custom-designed to align with EDCL's strategic goals and regulatory framework. Essential Drugs Company Limited is going to introduce delivery of following modules but not limited to: 1. Finance and Accounting Management System 2. Human Resource & Payroll Management System 3. Procurement Management System 4. Planning Management System 5. Inventory and Warehouse Management System 6. Sales and Distribution Management System 7. Quality Control and Manufacturing Management System 8. Project Management System 9. Asset Management System 10. Medical Health Management System 11. Engineering Maintenance Management System 12. Reporting and Analytics This system implementation aims to digitally transform EDCL's end-to-end operations, ensure regulatory compliance, minimize manual interventions, and support EDCL's role in ensuring the supply of essential and life-saving medicines with utmost efficiency and accountability. Others as per the TOR. Further information can be obtained from EDCL Office, during the office hours or by downloading the TOR from the EDCL website: www.edcl.gov.bd
17.	Experience, Resource & Delivery Capacity Required	The firm must provide comprehensive proof that they have solid technical background and operational strength to undertake the type of assignments mentioned in the description of the assignment and take this work forward without any hindrance. Applicant must also have adequate technical ability, resources and processes. As such, following are defined as minimum eligibility criteria: (Documents must be submitted in the following order) 1. The firm must be a registered company/entity with a minimum of 10 (Ten) years of experience of Software Design, Development, Implementation and Post Implementation Support Services. (Please provide work completion certificate/proper document in favor of your claim). 2. The firm must have experience in implementing at least one (1) large-scale ERP solution for a Government Organization, Semi-Government Organization, or Autonomous Body in Bangladesh, with a minimum contract value of BDT 2 (Two) Crore. (Please provide work completion certificate/proper document in favor of your claim). 3. The firm must have experience of large-scale Pharmaceutical ERP Software Development in Bangladesh within the last 05 (five) years (Please provide work completion certificate/proper document in favor of your claim). 4. Must have experience at least 1 (One) large scale solution in the Government Organization, Semi-Government Organization, or Autonomous Body in support and maintenance in the last 5 years (Please provide work completion certificate/proper document in favor of your claim). 5. Must have updated Trade License, Tax Identification Number, Business Identification Number, Tax Clearance Certificate and Register of Joint Stock & Companies (RJSC) Registration. 6. Must have BASIS membership for the last 10 years (Please submit initial & updated membership certificate). 7. Firm must have ISO 9001:2015 & 27001:2022/14001:2015 Certified. 8. Minimum average annual turnover must be BDT 5 (Five) Crore in the last 3 (Three) years prior to deadline date for EOI submission (please submit the necessary document in this regard. For example, audited financial documents include DVC code). 9. Must demonstrate access to or availability of financial resources, in the form of liquid assets and/or lines of credit, in favor of EDCL, to meet the cash-flow requirement of BDT 2 Crore. 10. Must submit the sign CVs which have enough resources to deal with technical, managerial, administrative and financial issues. 11. Documents demonstrating the management and operational capacity of the firm (Brochures, Company Profile and other documents describing company expertise, strength and experience, core functions, products and services, similar assignments or project experience, availability of relevant Professional staff and experience among applicant's staff/resources to carry out this assignment.
18.	Other Details of Application	N/A
19.	JV or Associations	N/A
20.	Phasing of Services	N/A
Procuring Entity Details:		
21.	Name of the Official Inviting EOI	Md. Monirul Islam
22.	Designation of the Official Inviting EOI	General Manager (CC), Procurement Department Essential Drugs Company Limited
23.	Address of the Official Inviting EOI	Essential Drugs Company Limited, 395-397, Tejgaon Industrial Area, Dhaka- 1208, Bangladesh.
24.	Contact Details of the Official Inviting EOI	Phone: Phone: +88-02-48116111 (Intercom-155) E-mail: gm.procurement@edcl.gov.bd
25.	The Procuring Entity Reserves the Right to accept or reject of All EOIs.	

Md. Monirul Islam
General Manager (cc)
Procurement Department
For Managing Director

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