

Department of Import and Export Control - Citizen - Client Charter

	Service to be supplied	Documents to be submitted	Work Procedure		Responsible Officer	Time allocated
01	Issuance of licenses for applications received through the department's online system	<ul style="list-style-type: none"> • Proforma Invoice • Recommendation letters obtained from relevant institutions 	01	Basic investigation of data	M.S. Officer.	10 Minutes
			02	Submit correct applications received through the online system to the Staff Officer for approval	M.S. Officer	
			03	Submit incompletd documents to Staff Officer for necessary action to rectify the applications from the client's side.	M.S. Officer.	45 Minutes
			04	Check and grant approval	Staff Officer	10Minutes
			05	Send for Query	Staff Officer	
			06	Maintain necessary database of duly filled applications, file the documents and submit them for approval	M.S. Officer.	10Minutes
			07	Check against the departmental computer system	Staff Officer	10Minutes
			08	Check the files submitted for approval	Staff Officer	10Minutes
			09	Grant Approval	Staff Officer	5 Minutes
			10	Issuance of Payment Voucher	M.S. Officer	2 Minutes
			11	Charging Payment of license fee (shroff)	M.S. Officer	5 Minutes
			12	Delivery of Receipt (shroff)	M.S. Officer	20Minutes
			13	Printing of licenses	M.S. Officer	03Minutes
			14	Documenting and sealing	M.S. Officer	05Minutes
			15	Reference to signature	M.S. Officer	02Minutes
			16	Signing of licenses	Staff Officer	02Minutes
			17	Referral to License and Related Documents to the Inquiry Counter	Unit Head	03Minutes
			18	Issuance of licenses from the Inquiry Counter	M.S. Officer	05Minutes

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2 License Debiting	<ul style="list-style-type: none"> • Applications • Customs clearance documents • Commercial invoice • Packing List • Bill of lading or Airway bill • Delivery order • Analysis Report (Only for licenses issued under Unit 01) • Recommendation letters obtained from relevant institutions 	1	Acceptance of applications from the document counter and forwarding to units	M.S. Officer. (Documents Counter)	10Minutes
		2	Document registration and Basic checking	Unit Head	10Minutes
		3	Check the accuracy of documents, computerizing and filing	M.S. Officer.	45Minutes
		4	Check relevant documents data against with Asycuda system	M.S. Officer.	05Minutes
		5	Check the accuracy of computerized data and submit it for approval	M.S. Officer.	05Minutes
		6	Check the documents on file	Staff Officer	10Minutes
		7	Check data in the departmental computer system	Staff Officer	10Minutes
		8	Verify data & documents against the Asycuda system	Staff Officer	10Minutes
		9	Obtaining approval through the departmental computer system	Staff Officer	05Minutes
		10	Obtaining approval through Asycuda system	Staff Officer	05Minutes
		11	Approving the relevant file	Staff Officer	05Minutes
		12	Issuance of payment voucher, if payment is to be made	M.S. Officer.	02Minutes
		13	Payment of applicable fees	Shroff	05Minutes
		14	Delivery of Receipt	Shroff	20Minutes
		15	Printing, Stamping, Documenting and Forwarding of Credit Notes	M.S. Officer.	10Minutes
		16	Sign the Debit Note and issuance of relevant documents	M.S. Officer.	03Minutes

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3 Online registration	<ul style="list-style-type: none"> • Original copy of Business Registration Certificate. (Original Color Scan) • Information of Board of Directors (Form 20/01) • Original Color Scan of the National Identity Cards of Board of Directors. • Details of authorized agency or persons in letter head with address and phone number (Original Color Scan) • Copies of VAT registration certificate • Article of Association <p>For Individual Organizations</p> <ul style="list-style-type: none"> • Original copy of Business Registration Certificate • Original Color Scan of the National Identity Card 	1	Check the accuracy of documents related to registration	M.S. Officer.	05 Minutes
		2	Query	M.S. Officer.	05 Minutes
		3	Submission for approval	M.S. Officer.	05 Minutes
		4	Check Registration	Staff Officer	10 Minutes
		5	Send for Query	Staff Officer	
		6	Re-examination of the queried documents	M.S. Officer.	05 Minutes
		7	Submit the queried documents for approval	M.S. Officer.	05 Minutes
		8	Check the documents queried	Staff Officer	05 Minutes
		9	Granting approval	Staff Officer	05 Minutes