



Bangladesh Telecommunication Regulatory Commission

IEB Bhaban (5th, 6th, 7th, 8th & 14th Floor), Ramna, Dhaka-1000.

APPLICATION FOR REGISTRATION FOR OPERATION OF BPO/CALL CENTER

New Renewal

A. APPLICANT PROFILE

1. Name of Applicant		
Registered Office Address		
Telephone & Mobile		
Fax		
E-mail		Website:
2. Name of Authorized Signatory and Contact Person		
Full Address for Communication		
Telephone & Mobile		
Fax		
E-mail		Website:
3. Present Business Activities of the Applicant/Company/Group Company		

B. PRESENT PROPOSAL (Please submit separate sheet for each centre)

Type of Center:

BPO Call Center Domestic International

1. Address of the Location of Proposed Call Centre/Hosted Call Center/ HCCSP	
2. No. of Seats	
3. Proposed no. of Employees (Local and Expatriate)	

C. EXISTING CALL CENTERS (IF APPLICABLE):

1. Addresses of all the existing Centers, if any, under other license(s)	
Address of the Center	

Nature of Center <input type="checkbox"/> Domestic <input type="checkbox"/> International	<input type="checkbox"/> Call Center <input type="checkbox"/> Host Call Center <input type="checkbox"/> HCCSP
Name of the 'Hosted Call Center Service Provider', if Applicable	
License No & date of License	
Starting Date of Service	
No. of Agents/ Seats as on Date	
Bandwidth	
Name of the Clients	
Type of Activity	

(If there are more Centers, please attach extra sheets)

2. Existing International Bandwidth connectivity detail, if any:			
Call Center / HCCSP Center address in Bangladesh	Address of the foreign end PoP	Existing Bandwidth (Kbps/Mbps)	Bandwidth Provider
		IPLC	
		Backup	

3. Total Number of Persons Employed by the Company in their Call Centers: (Local and Foreign Personnel are to be shown separately)	
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4. Combined Turnover of Call Centers of the Company during last 2 Financial Years, as Applicable	Year	Turnover (In Taka)

D. DOCUMENTS TO BE ENCLOSED:

Following documents are to be duly certified and to be attached with the application form:

Serial	Items	Attached	Not Attached	Remarks
1.	Application in Letter Head Pad (To the Chairman, BTRC, IEB Bhaban Ramna, Dhaka-1000)			
2.	Business Proposal on BPO/Call Centre Service with cost analysis report.			
3.	Trade License (Update)			
4.	TIN Certificate			
5.	Up to date Income Tax Clearance Certificate (if applicable)			
6.	House Rent Agreement			
7.	Undertaking on non-judicial stamp of Tk. 300/- sworn before the notary public of Bangladesh. (Undertaking/Declaration) I/We [Proprietor/ (Company Name)] [on behalf of all share holder of (Company Name)] hereby undertake/declare that, according to the clause No. 29, 36(2) and 36(3) of			

	<p>Bangladesh Telecommunication Regulation Act, 2001 I am/we are eligible to get Call Center Registration Certificate. I/we also declare that,</p> <p>a) [Company Name] will provide Call Center Service successfully in Bangladesh observing all rules and regulations as per telecommunication law of Bangladesh.</p> <p>b) There is no case or complain against [Company Name] in respect of illegal Call Center operational activities.</p> <p>c) There is no case or complain against proprietor/any shareholder of [Company Name].</p> <p>d) [Company Name] never carried out any operational activities related with VoIP. There is no case against [Company Name] or never confiscated any equipment for operating VoIP and also it is hereby confirmed that there is no chance of operation of VoIP in future.</p> <p>e) [Company Name] is financially solvent to operate Call Center business and I/we, [proprietor of (Company Name)] not a Bank Defaulter.</p> <p>f) [Company Name] will not take any activity over VoIP/WiMAX as well as I/we will not use the VSAT.</p> <p>g) [Company Name/proprietor/any shareholder] will comply Bangladesh Telecommunication Regulation Act, 2001 and all rules, regulations, directives and notice of BTRC.</p> <p>If any violation/deviation found in this regard I/we shall be liable. This undertaking/declaration is made in sound mind before the Notary public, and I/we also declare that all the information and date describes in this affidavit are true and correct as per my knowledge and believe.</p>			
8.	Bank Statement (main Copy) last 06 months			
9.	Bank Solvency Certificate (main Copy)			
10.	Board Resolution (If Applicable)			
11.	Memorandum & Articles of Association and Certificate of Incorporation duly Notarized if Applicable			
12.	Network Diagram in Letter Head Pad with duly signed. Diagram is required just to clarify the network connectivity as given in the application and in no case it shall be treated as an approval for setting up the network.			
13.	Copy of Existing Call Center Registration Certificate (if applicable)			
14.	List of Present Directors of the Company with Name, Address and Signatures of the Directors			
15.	Present share-holding position of the Company			
16.	Copy of any other operator licenses issued by the Commission (if applicable)			
17.	Authorization to the Authorized Signatory (Resolution of The Board of Directors/Power of Attorney duly notarized)			
18.	Copy of Agreement with Foreign Partners/Investors duly Notarized (if Applicable)			
19.	NID of Applicant			
20.	CV of Technical Expert			
21.	Passport Size Photo (2 copy) of Applicant			
22.	VAT (if applicable)			

In case any of the above documents is not enclosed, please give reasons.

E. DECLARATION

1. Has any Application for License/Registration of BPO/Call Center been rejected before? Yes No
(if yes, please give date of application and reasons for rejection)
2. Has any License/Registration issued previously to the Applicant/any Share Holder/Partner been cancelled?
 Yes No (if yes, please give details)
3. Do the Applicant/any Share Holder/Partner hold any other Operator Licenses from the Commission?
 Yes No (if yes, please give details)
4. I/We hereby certify that I/We have carefully read the instructions/terms and conditions, for the registration and I/We undertake to comply with the terms and conditions therein. (Instructions for issuance of registration certificate for the operation of BPO/Call Center are available at www.btrc.gov.bd.)
5. I/We understand that this application if found incomplete in any respect and /or if found with conditional compliance shall be summarily rejected.
6. I/We understand that if at any time any information furnished for obtaining the registration certificate is found incorrect then the registration certificate if granted on the basis of such application shall deemed to be cancelled and shall be liable for action as per Bangladesh Telecommunication Regulation Act, 2001.

Date:
Place:

Signature and name of the
Applicant/Authorized
Signatory with seal