

20th Annual General Meeting

Year: 2022-23

Date: November 17, 2024



ICT BUSINESS PROMOTION COUNCIL

**MINISTRY OF COMMERCE
BFIDC Building (8th Floor), 73-Motijheel C/A
Dhaka-1000, Bangladesh**

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**Government of the People's Republic of Bangladesh
Ministry of Commerce
ICT Business Promotion Council**

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No. IBPC/Notice/AGM/24/12

Date: 01-11-2024

NOTICE

The 20th Annual General Meeting of the ICT Business Promotion Council will be held on November 17, 2024 at 03:30 PM on Zoom platform (Meeting ID: 684 257 3202, Password: 2024). **Md. Selim Uddin**, Secretary, Ministry of Commerce & Chairman, ICT Business Promotion Council will preside over the meeting.

Link : <https://us02web.zoom.us/j/6842573202?pwd=Byw5VOaxB050G115TcozX4SQRqbZ1E.1&omn=89577632476>
ID : 684 257 3202
Password: 2024

2.0 The agenda of the meeting are:

- 2.1 To adopt the minutes of the 19th Annual General Meeting held on November 07, 2023.
- 2.2 To receive and adopt the Activity Report of IBPC for the year 2022-2023.
- 2.3 To receive and endorse the audited accounts of IBPC for the year 2022-2023.
- 2.4 To appoint Auditor for 2023-2024.
- 2.5 Any other business with the permission of the Chair.

3.0 Please make it convenient to attend the meeting.

(S.M. Anower Hossain)
Deputy Director (Acting)
ICT Business Promotion Council
Tel: 9514434, 9514435

Distribution: (Not in order of seniority)

1. Vice Chairman, Export Promotion Bureau, Dhaka, Fax: 9119531, Tel: 819140
2. Additional Secretary (Export), MOC, Tel: +88 02 55100320 Fax: +88-02-9540213
3. Joint Secretary, MOST, Tel: 9514514, 9138878
4. Joint Chief, MOPT, Tel: 9514415
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6. DG (Economic Affairs), Ministry of Foreign Affairs, Segunbagicha, Dhaka 1000, Tel: +8802223352259
7. Director General, EPB. Tel: 9144894, Fax: 9119531
8. President, ISPAB. Tel:01711527523, Fax: 8831595, 9569524
9. President, BCS. Fax: 8610845, 9670955 Ext-108,
10. President, BASIS. Tel: 8151196-97, Fax: 8151197
11. President, BACCO. Tel: +8809614334455
12. President, E-Cab, Cell: 01844696010, 01844696022
13. Sr. Vice President, ISPAB. Fax: 8610845,Ext-108,
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16. Secretary General, BCS, Tel: 880-2-9660951, 8616449
17. Secretary General, ISPAB. Fax: 8831593,
18. Secretary General, BASIS, Tel: 8151196-97, Fax: 8151197
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21. Secretary General, e-CAB, Cell: 01844696010, 01844696022
22. GM (IT related), Bangladesh Bank, Tel: 7120377,7124243
23. DGM (IT), Agrani Bank, Tel: 9552093,
24. Exe. Vice President (IT), Prime Bank Ltd, Tel: 9567231,
25. Head of IT, Janata Bank, Head office ,
26. DGM (IT related), Sonali Bank, Tel: 9550859,
27. Head of IT, Eastern Bank Ltd, Tel:9551024,
28. Representative from A. Matin & Co.Tel: +880-2-48318191, Cell: +880-1713453596

C.C for kind information & necessary action:

1. P.S. to Secretary, Ministry of Commerce, Dhaka.
2. In charge, Admin Department – BPC.

Notice_20thAGM_ IBPC

বাণিজ্য মন্ত্রণালয়

আইসিটি বিজনেস প্রমোশন কাউন্সিল

বিএফআইডিসি ভবন (৯বম তলা), ৭৩, মতিঝিল বা/এ, ঢাকা-১০০০

বিষয়: আইসিটি বিজনেস প্রমোশন কাউন্সিলের ১৯তম বার্ষিক সাধারণ সভার কার্যবিবরণী

সভার তারিখ: ০৭ নভেম্বর, ২০২৩

সময় : সকাল ১১:০০ টা

স্থান : জুম প্রাটফরম (অনলাইন)

সভাপতি : জনাব এ.এইচ.এম. আহসান, ভাইস-চেয়ারম্যান, রপ্তানি উন্নয়ন ব্যুরো, ১ম ভাইস চেয়ারম্যান, আইবিপিসি

উপস্থিতি : সংযুক্তি 'ক'

উপস্থিত সকলকে স্বাগত জানিয়ে সভার কাজ শুরু করা হয়। পরিচিতি পর্ব শেষে সভাপতি সভায় আইসিটি বিজনেস প্রমোশন কাউন্সিল (আইবিপিসি) এর ১৯তম বার্ষিক সাধারণ সভার আলোচ্যসূচী উপস্থাপনের জন্য কো-অর্ডিনেটর, বিজনেস প্রমোশন কাউন্সিল মহোদয়কে আহ্বান জানান।

আলোচ্যবিষয় ০১: আইবিপিসির ১৮তম বার্ষিক সাধারণ সভার কার্যবিবরণী নিশ্চিতকরণ

১১ অক্টোবর, ২০২২ খ্রিষ্টাব্দে অনুষ্ঠিত আইসিটি বিজনেস প্রমোশন কাউন্সিলের ১৮তম বার্ষিক সাধারণ সভার কার্যবিবরণী যথাসময়ে সভার সকল সদস্যদের নিকট প্রেরণ করা হয়েছে। উক্ত কার্যবিবরণীতে কোন আপত্তি বা পরিবর্তনের প্রস্তাব পাওয়া যায়নি। সভায় উপস্থিত সদস্যগণ উক্ত কার্যবিবরণীটি নিশ্চিতকরণে সন্মতি প্রদান করেন।

সিদ্ধান্ত: আইসিটি বিজনেস প্রমোশন কাউন্সিলের ১৮তম বার্ষিক সাধারণ সভার কার্যবিবরণীটি সকল সদস্যের সন্মতিক্রমে নিশ্চিত করা হয়।

আলোচ্যবিষয় ০২: আইবিপিসির ২০২১-২২ অর্থবছরের বার্ষিক প্রতিবেদন উপস্থাপন ও অনুমোদন

সভায় কো-অর্ডিনেটর, বিপিসি, আইবিপিসির ২০২১-২০২২ অর্থবছরের বার্ষিক প্রতিবেদন উপস্থাপন করেন। উপস্থাপনায় বার্ষিক প্রতিবেদনে উল্লেখিত প্রাসঙ্গিক বিষয়সমূহ, বিশেষকরে ২০২১-২২ অর্থবছরে বাস্তবায়িত কার্যক্রম ও আর্থিক বিষয়াদি বিস্তারিতভাবে উপস্থাপন করা হয়। আইবিপিসির আওতাধীন ৫টি সদস্য এসোসিয়েশনসমূহ ২০২১-২২ অর্থবছরে সর্বমোট ৩৭টি পৃথক কার্যক্রম (প্রশিক্ষণ/মেলা/সেমিনার/উদ্ভাবন/সচেতনতাবৃদ্ধি/প্রকাশনা ও গবেষণামূলক কার্যক্রম) বাস্তবায়ন করেছে। কো-অর্ডিনেটর, বিপিসি, বার্ষিক প্রতিবেদন উপস্থাপন শেষে মতামত প্রদানের বিষয়ে সভাকে আহ্বান করেন। বার্ষিক প্রতিবেদনের বিভিন্ন দিক নিয়ে সভায় বিস্তারিত আলোচনা করা হয়। আইবিপিসি ২০২১-২২ অর্থবছরের নির্ধারিত কার্যক্রমসমূহ সফলভাবে বাস্তবায়ন করায় উপস্থিত সদস্যদের প্রশংসা ও ধন্যবাদ জ্ঞাপন করা হয়। আলোচনে শেষে জনাব ওয়াহিদুর রহমান শরীফ, প্রেসিডেন্ট, বাংলাদেশ এসোসিয়েশন অফ কন্টাকসেন্টার এন্ড আউটসোর্সিং (বাককো) আইবিপিসির ২০২১-২২ অর্থবছরের বার্ষিক প্রতিবেদন গ্রহণ করার প্রস্তাব করেন এবং জনাব এমদাদুল হক মোল্লা, প্রেসিডেন্ট, আইএসপিএবি উক্ত প্রস্তাবে সমর্থন করেন।

সিদ্ধান্ত: সভায় উপস্থাপিত আইবিপিসির ২০২১-২২ অর্থবছরের বার্ষিক প্রতিবেদনটি সর্বসন্মতিক্রমে অনুমোদন করা হয়।



আলোচ্যবিষয় ০৩: আইবিপিসির ২০২১-২২ অর্থবছরের হিসাব নিরীক্ষা প্রতিবেদন উপস্থাপন ও অনুমোদন

সভায় জোহা জামান কবির রশিদ এন্ড কো: দ্বারা সম্পাদিত আইবিপিসির ২০২১-২০২২ অর্থবছরের প্রাপ্তি ও ব্যয় এর হিসাব নিরীক্ষা প্রতিবেদন উপস্থাপন করা হয়। উপস্থাপিত নিরীক্ষা প্রতিবেদন অনুযায়ী আইবিপিসির ২০২১-২২ অর্থবছরে সরকারি বরাদ্দ ছিল ২,৪৩,২৮,০০০/- টাকা। উক্ত বরাদ্দকৃত অর্থ হতে কাউন্সিলের প্রশাসনিক খাতে ব্যয় হয় ৭,৩৯,২৫৯,১৬/- টাকা এবং কাউন্সিলের আওতাধীন ৫টি সদস্য এসোসিয়েশনের বিভিন্ন কর্মসূচীসমূহ বাস্তবায়নে ব্যয় হয় ২,২৪,৭৭,০৩০/- টাকা। সম্পাদিত সকল কার্যক্রম অনুযায়ী উক্ত অর্থবছরে সর্বমোট খরচ ২,৩২,১৬,২৮৯.১৬/- টাকা। ২০২১-২২ অর্থবছরের জন্য আইবিপিসির সরকারী বরাদ্দের বিপরীতে অব্যয়িত ১১,১১,৭১০.৮৪/- টাকা বিপিসির মূল একাউন্টে ফেরত প্রদান করা হয়েছে। সভায় আইবিপিসির ২০২১-২২ অর্থবছরের প্রাপ্তি ও ব্যয়ের হিসাব নিয়ে আলোচনা ও পর্যালোচনা করা হয়। বাংলাদেশ কম্পিউটার সমিতির সভাপতি জনাব সুব্রত সরকার আইবিপিসির ২০২১-২২ অর্থবছরের নিরীক্ষা প্রতিবেদনটি অনুমোদনের প্রস্তাব করেন এবং আব্দুল ওয়াহেদ তমাল, সাধারন সম্পাদক, ই-ক্যাব উপস্থাপিত প্রস্তাবটি সমর্থন করেন।

সিদ্ধান্ত: সভায় আইবিপিসির ২০২১-২২ অর্থবছরের নিরীক্ষা প্রতিবেদনটি সর্বসম্মতিক্রমে অনুমোদন করা হয়।

আলোচ্যবিষয় ০৪: আইবিপিসির ২০২২-২৩ অর্থবছরের জন্য হিসাব নিরীক্ষক নিয়োগ ও ফি নির্ধারণ

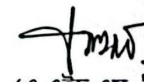
সভায় আইবিপিসির ২০২২-২৩ অর্থবছরের জন্য হিসাব নিরীক্ষক নিয়োগ ও ফি নির্ধারণের বিষয়টি আলোচনা করা হয়। আইবিপিসির ২০২২-২৩ অর্থবছরের জন্য হিসাব নিরীক্ষক হিসেবে নিয়োগের জন্য জোহা জামান কবির রশিদ এন্ড কো: এবং এম.এ মতিন এন্ড কোঃ তাদের আগ্রহপত্র পেশ করেন এবং হিসাব নিরীক্ষা ফি বাড়ানোর আবেদন করেন। আইবিপিসির ২০২২-২৩ অর্থবছরের হিসাব নিরীক্ষকের জন্য আগ্রহ প্রকাশকারী অন্যান্য প্রতিষ্ঠান হতে গৃহীত আগ্রহপত্র তুলনা করে নিরীক্ষণ ফি তুলনামূলক কম হওয়ায়, জনাব এমদাদুল হক মোল্লা, প্রেসিডেন্ট, আইএসপিএবি, এম.এ মতিন এন্ড কোঃ কে আইবিপিসির ২০২২-২৩ অর্থবছরের হিসাব নিরীক্ষক হিসেবে নিয়োগ দেয়ার এবং হিসাব নিরীক্ষা ফি ১৮,০০০/- (আঠারো হাজার মাত্র) টাকা নির্ধারণে প্রস্তাব উপস্থাপন করেন এবং বাংলাদেশ কম্পিউটার সমিতির সভাপতি জনাব সুব্রত সরকার প্রস্তাবটি সমর্থন করেন।

সিদ্ধান্ত: সভায় উপস্থিত সকল সদস্যের সর্বসম্মতিক্রমে এম.এ মতিন এন্ড কোঃ কে আইবিপিসির ২০২২-২৩ অর্থবছরের হিসাব নিরীক্ষকের জন্য নিয়োগ প্রদান করা হয় এবং হিসাব নিরীক্ষা ফি ১৮,০০০/- (আঠারো হাজার মাত্র) টাকা নির্ধারণ করা হয়।

আলোচ্যবিষয় ০৫: বিবিধ

সভায় উপস্থিত সদস্যগণ আইবিপিসির ২০২১-২২ অর্থবছরের সম্পাদিত কার্যক্রমে সন্তোষ প্রকাশ করেন। সক্রিয়ভাবে আলোচনায় অংশগ্রহণ করার জন্য সংশ্লিষ্ট এসোসিয়েশনসমূহকে ধন্যবাদ জ্ঞাপন করা হয়। এছাড়া সভায় কাউন্সিল ও আওতাধীন এসোসিয়েশনসমূহকে সঠিকমানে নির্দিষ্ট সময়ের মধ্যে তাদের নির্ধারিত কার্যক্রমসমূহ সম্পন্ন করা নতুন পণ্যের উদ্ভাবন এবং সেস্টরকে আরো দক্ষ, প্রতিযোগিতামূলক ও অধিকতর রপ্তানি সক্ষমতা অর্জনে আন্তরিকভাবে কাজ করার জন্য আহ্বান জানানো হয়।

সভায় আর কোন আলোচ্যসূচি না থাকায় উপস্থিত সকল সদস্যকে ধন্যবাদ জানিয়ে সভাপতি সভার সমাপ্তি ঘোষণা করেন।


(এ.এইচ.এম. আইসান)

ভাইস-চেয়ারম্যান,
রপ্তানি উন্নয়ন ব্যুরো ও
১ম ভাইস চেয়ারম্যান, আইবিপিসি



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Hon'ble Chairperson, and the respected general members of the Council,

Assalamu Walaikum,

I take this opportunity to welcome you all here today. Indeed it's my pleasure to present here the report on the activities of the Council for 20th Annual General Meeting (AGM). It is an excellent opportunity for me on behalf of the Executive Committee (EC) of ICT Business Promotion Council (IBPC) to share its 20th annual report for the year 2022-23.

An Introduction to Information and Communication Technology (ICT) Services Locally & Globally

Information and Communication Technology (ICT) service sector has strong growth potential in Bangladesh because of availability of a large number of educated youths with bright aptitude and ability in software development. With a population over 160 million and literacy rate over 70 percent; it is widely argued that Bangladesh could leapfrog into developed nation status through development of the ICT service sector. The government of Bangladesh has thus given high priority to the development of this sector, and therefore, the "Digital Bangladesh" initiative has made a significant progress since 2009 towards access to ICT services, which appears to be instrumental to reaching out to the larger population through technology and creating domestic demand for IT services.

Today, the world is going through the fourth industrial revolution which is known as digital revolution (World Economic Forum 2017)¹. In the era of the Digital or Knowledge Based Economy, Information technology is the leading driving force for the economic growth and good quality life (Atkinson, Castro, 2008). ICT reduces the cost of transaction and increases the possibility of economic growth by escalating the economies of scale. In 2008, the current Government of Bangladesh came up with A Charter of Change by declaring its Vision 2021 aiming at developing the country into a resourceful and modern economy through efficient use of information and communication technology (GED, 2012). Copious actions have been taken by the government to implement the vision since 2009. Bangladesh has made important strides in utilizing technology to bring the tangible transformation in developing human resources, connecting citizen's doorsteps and making the market effective and competitive through digital technology (Seventh Five Year Plan, November, 2015).

International trade in ICT services grew much faster than that of ICT goods, increasing fourfold in current price dollar terms to almost USD 400 billion between 2001 and 2013 (OECD, 2013). In particular, the share of Computer and Information services almost doubled from 3.4% to 5.8% of world exports of services, while that of Telecommunication services increased marginally. For the OECD, the combined share of Computer and



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Information and Communication services rose from 5.8% to 8.3% of total service exports. However, the change in classification in 2007 renders interpretation of detailed trends and changes in trade difficult for that year. As with trade in ICT goods, a few economies account for a significant share in global exports of ICT services, with some major shifts in recent years. Ireland is the leading exporter of computer and information services, followed by India, which started from a very modest level. China is also becoming a major exporter of ICT services along with Germany, the United Kingdom and the United States. Together, these countries account for more than 60% of total exports of ICT services. In the current digital era, development and usage of information technology (IT) account for economic growth of a nation. The vast majority of econometric estimates find that ICT has a positive effect on growth. On average, the studies consulted show that a 10% increase in ICT investment results in a growth in output of 0.5–0.6%. In the last few years, this growth effect has actually been higher. Kretschmer (2008) estimated the contribution of ICT to productivity through Cobb-Douglas production function where output was measured as the gross value added. Many studies show that the labor productivity is likely to be high in the knowledge based economy like North America and Europe. Growth accounting can be used to breakdown the productivity growth into its input elements. Jorgenson & Oliner (2001) and Sichel (2000) provided early discussions of the role of information technology in the productivity acceleration. According to the white paper of Digital Europe (2007), Integration of digital technology into our personal and professional lives helps create growth, increase productivity and improve quality of life. Hardly any study so far has been conducted on the ICT sector of Bangladesh. Therefore, no analysis and benefits of trade have been done that account for ICT industry, in order to identify the strengths and weaknesses of the competitors and take effective strategies accordingly. Thus, the actual potential of the sector is yet to be addressed properly. Researchers from different countries have attempted to develop models to trace the factors contributing to this sector. The models/frameworks so far have attempted to club the factors under broad categories to frame a generalized structure, capable of explaining the dynamics emerging from the interaction of the factors that ultimately resulted in competitive advantage for countries in software and allied sectors (Bhattacharjee & Chakrabarti, 2015). Developing countries like Bangladesh may face a trade-off between specializing according to existing comparative advantage (in-low technology goods), entering sectors which they currently lack a comparative advantage, but may acquire such an advantage in the future as a result of the potential productivity growth in-high technology good (Redding, 1999)⁵. In some studies, competitive advantage analysis is considered as pertinent in order to stay ahead of the world competition.

Industry Insights: Software and IT Industry at a Glance:

- No. of registered ICT Companies: 4,500+
- Demand for software in the local market: US\$ 1.18 Billion
- No. of IT/ITES Professionals: 3,50,000 (apprx.)
- Market value of IT/ITES: US \$400+ (Ministry of Finance)



Current status & trend of Software and ITES industry in Bangladesh

Bangladesh, despite being ranked among least developed countries, has been a pioneer in reaching out to the larger population through technology leading the country towards setting up a true information economy. The last five years have been a watershed in Bangladesh IT/ ITES/ IT BPO industry. During this time, the internet connectivity has been enhanced vastly over the country. The government has made IT as a thrust area, and extended favorable policies for the growth of the sector. Subsidized software technology imports & tax breaks were provided to the industry. With global outsourcing scenario, the industry has been witnessing an upward trend, and sourcing enterprises looking at lower costs for improving service delivery, the Bangladesh IT industry has been able to take advantage of its vast resource pool & government support to make its presence felt in global outsourcing market. Having gained experience & credibility in the international market for services, Bangladeshi companies are now graduating from low value added tasks to the higher end engineering & product development as well as KPO assignments.

The ICT industry in Bangladesh, especially software and ITES industries have started growing rapidly in recent years. Though the current size of Bangladesh IT industry and software/ITES industry in particular is still a bit undersized compared to the overall economy and the number of population (over 150 million), over the last few years the industry has grown considerably (yearly growth rate average of these industries has been over 40 per cent for the last five-six years) and this is expected to continue.

As of now, about 1000 software and ITES companies registered in the country. These companies employ over 150,000 local ICT professionals. Out of these companies, around 60% are mainly domestic market focused while 40% are export oriented (significant number of companies work for both local and export clients). Total estimated size of the IT Industry in the country is currently US\$ 250 Million (including exports). In terms of employment, the software sector currently employs around 95,000 to 100,000 people. The turnover rate of the industry (both software and ITES) is very high (over 20%). For software, the turnover is mainly due to migration to developed countries as well as the wide range of salary and other benefits that exists within the country. In recent years, a very strong trend of freelancing has emerged where many young professionals are serving overseas clients. These people do not own registered enterprises, they mainly work from home. Software and IT service exports, though started from a very low base, have been growing rapidly during the recent years.

Local companies focusing on exporting software stress on process/quality improvements in line with international requirements (such as CMM certification). These initiatives are expected to yield positive results in the next few years. In a research, it was found that outsourcing firms are the dominant genre in the entire software industry. The major roadblocks that have been found are disruption of internet connection and power shortage, inadequacy of skilled manpower, lack of effective communication skill, and migration of employees to other developed countries, problems relating to access to finance, common infrastructural problems and lack of adequate initiatives by the government. Despite all these shortcomings a larger number of entrepreneurs have



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been found to be planning to expand their respective firms. This gives a very positive impression of the potential of the software and ITES business in the coming days.

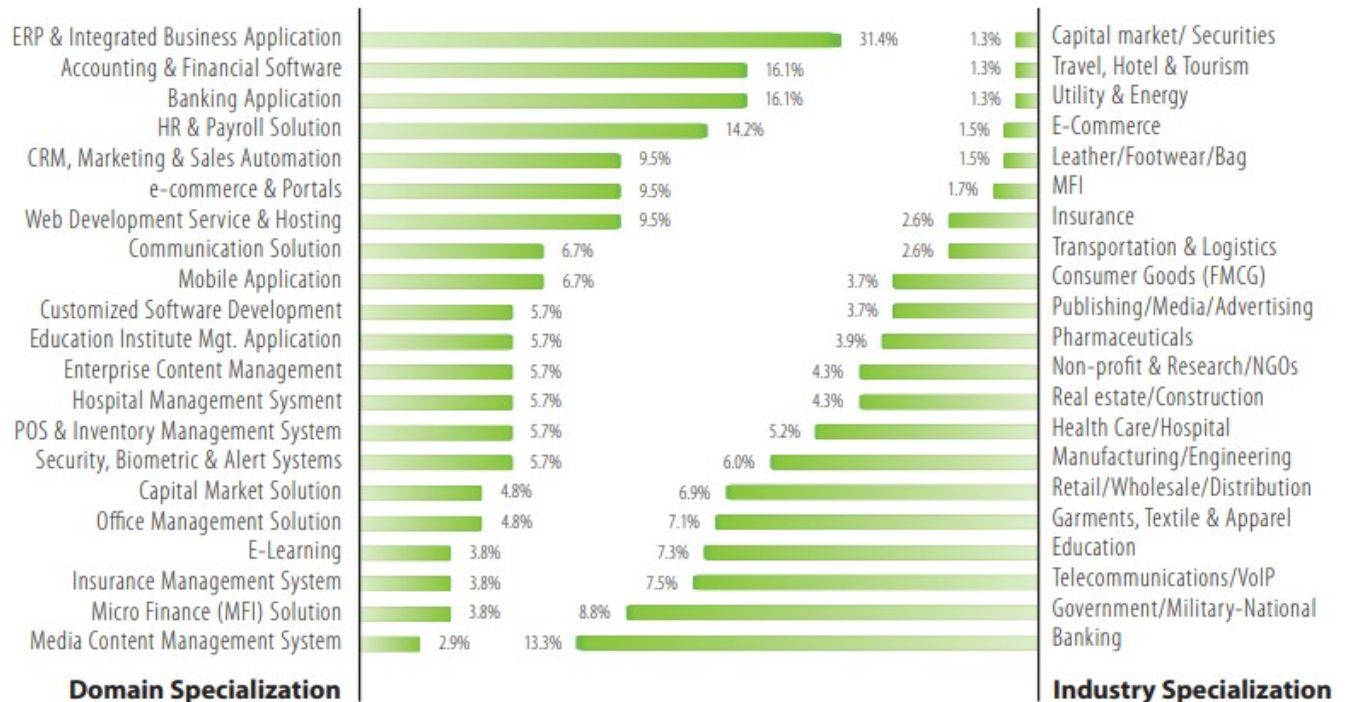
Dhaka is emerging as a freelance IT and IT-enabled services outsourcing (ITES) center and the ICT sector in Bangladesh is poised for continued expansion. According to the International Telecommunication Union (ITU), the number of internet users has nearly tripled from 6.5 percent of the population in 2013 to 18.2 percent in 2017 and continues to grow. While only 1.9 percent of the population has a fixed-broad band connection, 30 percent of the population has a mobile-broad band subscription. Nonetheless, Bangladesh still ranks 147 out of 176 on the ITU's ICT Development Index 2017, an annual report that captures the level of ICT development. According to the Bangladesh Association of Software and Information Services (BASIS), around 1500+ software and IT-related companies have registered in Bangladesh. The size of the ICT market, excluding telecommunications, is estimated to be worth \$600 million and approximately 250,000 professionals are now employed in the sector. According to BASIS, over 400 IT companies currently export to over 60 countries, with North America being the main destination. The growth in the ICT sector is expected to create services, including training, and equipment export opportunities for U.S. businesses.

Domestic Market:

Private Sector Demand Still Propelling Growth Local market still constitutes the major part of business of the software and IT service industry (63% of BASIS member companies are focused only in local market). There has been a consistent growth (around 20-30%) in this market over last few years. The trend also shows that the market is maturing in terms of both client requirement and solution response from IT companies. Although there is high level of interest for IT jobs in public sector, market share is still dominated by private sector. From a survey carried out on 110 IT solution companies who are focused mainly in domestic market, it is found that a large part of them provide business application solutions including ERP, Accounting software, HR software, Sales Automation, Inventory Management system etc. to private sector business enterprises. Banking and other financial sectors (including capital market, Insurance, Leasing, MFIs) still continue to be the major focus for a large portion of IT companies. In the banking sector, the core banking software market is dominated by foreign software (though in a number of cases local solution companies are working for implementation and maintenance for those software's). However, interestingly a good number of local IT solution providers are working with banks for providing range of ancillary services related to banking. Because of the increased activities in Bangladesh capital market during recent years, a number of companies have developed solutions for merchant banks, brokerage house and issue managers. As regulation in the micro credit/micro finance institutions (MFI) are getting more stringent and more pressure is on for operational efficiency, a number of MFI solution development companies are targeting this otherwise untapped market. Manufacturing sectors including RMG, textile, pharmaceuticals and other consumer goods industries have created sustainable demand for IT solutions like ERP, HR information system, production and financial management solution. On the other hand, service industries like telecom (second highest after financial sector within service sector), retail & wholesale, healthcare

(hospitals, diagnostic centers etc.), education (University, schools and colleges), publishing/media and real estate have created sizable market space for IT solution companies.

Chart 4 Domain (Functional) and Industry Specialization of Software Companies (Amounts refer to percentage of surveyed companies specialized in respective categories).



Source: BASIS survey

Market Structure of ICT Services

Types of Firm

As Figure shows, most of the ICT firms are small in size (80 per cent), followed by medium (12 per cent) and large firms (8 percent). About 6 percent companies have been established through joint-venture with overseas companies or as an offshore development centre (ODC) by 100 percent foreign capital (Shinkai and Hossain, 2015). Most of these companies started their operations within last 10 years, indicating that the Bangladeshi software and ITES have been started to be focused by overseas clients in recent times.

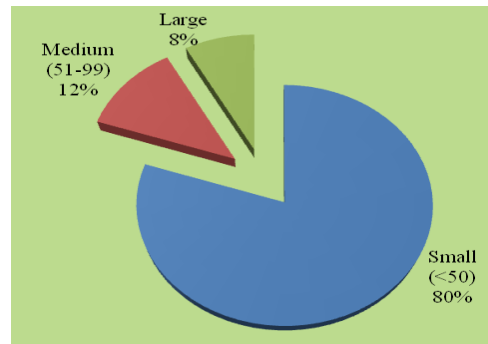


Figure: Enterprise Type in ICT Sector

Source: Shinkai and Hossain

ICT Service Products

The IT firms and many freelance software engineers have been producing various software products. The main products of the industry are in the categories of e-commerce, e-governance, BPO, graphics, data entry and processing and GIS contents. The sophisticated ICT services like KPO, consultancy, software system development are yet to be developed in Bangladesh.

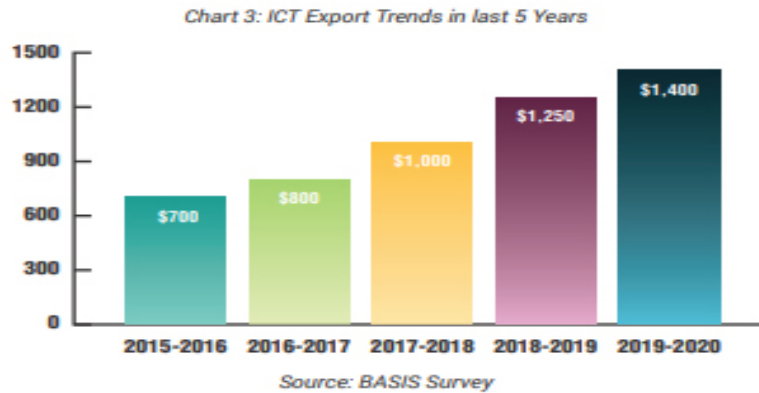
According to a survey by BASIS, in terms of specialization of ICT firms, most of the ICT firms specialize in customized application development and maintenance followed by ITES, e-commerce, mobile application, etc. There are domestic demand for mainly ERP, financial and banking sector software, CRM and web-hosting services. About 30 per cent order comes for ERP and 30 per cent for banking and financial sector software.

ICT Export Market:

Out of 4500 Software and ITES companies (employing 350,000 professionals) in Bangladesh, more than half of the companies export their products to over 40 countries. ITES exports from Bangladesh have been rapidly increasing. The major export market is North America, but recently many IT companies started exporting to EU countries and Middle East & East Asian countries, especially to Japan. At least 30 companies are established through joint venture with overseas companies or as Offshore Development Centre’s (ODC) by 100 percent foreign capital investment. Most of these companies started their operations within the last two or three years, indicating that the Bangladesh software and ITES industries have started to attract attention from the overseas venture capitalists.

While the performance of the software and IT services industry was not satisfactory in the export front during the late 2000s, there had been a turnaround in 2010 – 2011 and after, as would be evident from the following Table. There had been a number of achievements that account for such success. It can be said that Bangladesh is on the right track to achieve the target of raising its ICT export to \$5 billion by 2025.

Figure: Export Trends of Software & ITES from Bangladesh



Source: BASIS Survey

In last financial year, Software/ IT Services Growth Rate (11.97%) is good considering all sectors. Software/ IT Services export is currently one of the top 15 export items in the country. If net value addition is considered it is among the top 10. Bangladesh IT sector celebrated its \$100 million milestone crossing for the 4th time this year. The growth of software and ITES exports after 2010 was very fast, registering at a rate of more than 45%. Among software and ITES companies, more than 30 percent companies are exporting their products and services to over 30 countries. USA remains the top destination of software exports, followed by UK, Canada, Australia, Denmark, etc.

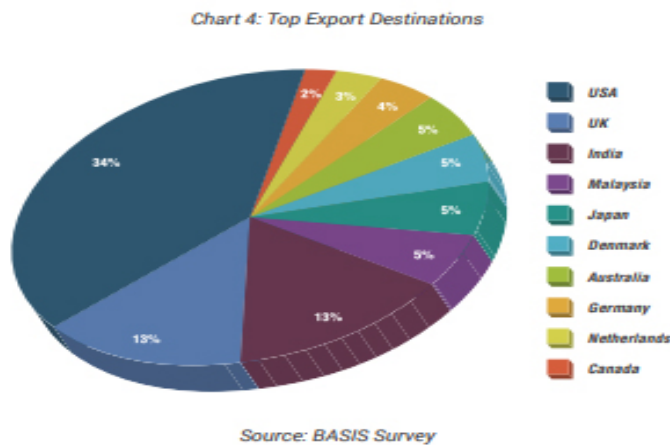


Figure: Top Export Destinations (IT & ITES)

Source: BASIS

For exporting firms, services in ERP are at the higher end of the value chain (Enterprise Resource Planning), followed by GIS and digital content, Graphics, e-commerce, website development and BPO services. In the



context of vertical chain, demand for software mainly comes from the financial sector, followed by medical and health sector, data entry and processing, pharmaceuticals, GIS, telecommunication, etc. Manufacturing remains in the lowest segment of the vertical chain in Bangladesh. Local value chain is led by e-governance software services followed by graphics, e-commerce, ERP, BPO, GIS and website (Hossain et al., 2012).

Already there have been signs that global companies have started to seriously consider Bangladesh as their outsourcing or back-office location. SAMSUNG, the global leader in consumer electronics industry, has set up its 18th R&D center in Bangladesh, which is 5th in terms of size in ASIA with over two hundred engineers. Apart from Samsung, there are few other renowned global IT companies who are currently in the process of setting up their back-office R&D or support centers in Bangladesh. Currently there are at least 10 small to mid-sized offshore development or back office service centers operating from Bangladesh. A good number of International Technology giants like: Playdom, Microsoft, Google, Dell, Cisco, Rebate Network, Money in Motion are having their direct Presence in Bangladesh.

Networking sub-sector:

Under this category lies all networking related service providers such as Satellite communication providers, ISPs, WAN and LAN providers etc. The number of internet users has increased substantially over the years. By now the country has been connected through the submarine cable connections & thinking for another alternative submarine cable options, which has also triggered an increase in nationwide connectivity while bringing down internet related costs.

An offshoot under this sector would be the dotcom industry. Current regulations in Bangladesh are conducive for a sound growth in E-commerce which plays a significant role in the global economy. However recent developments have suggested that Government needs to revise & update the law provisions to promote cyber use.

Call center services sub-sector:

Call centre & Outsourcing is an emerging service industry showing tremendous potential of success now a days. This industry is striving to avail the foreign currency from more than \$500 billion global BPO market. As per international consultants this industry has potentials to surpass any other industry in Bangladesh in terms of remittance earning. At this moment this industry earns approx. \$50 million from both domestic & international market & employs over 30,000 young educated people. Recently European Union has ranked Bangladesh as one of the top 20 outsourcing destinations in the world. As per current trend, Call Centers are being successfully outsourced by large multi-national companies (MNCs) to other regions of the world. With the attraction of such customers untold benefits are being reaped such as, country's traditional images are changing to high-tech hubs; information technology (IT) and services market are booming and standard of living is improving.



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A number of recent researchers have identified that Bangladesh can exploit the full benefit of offshore market with the help of a vast cost-effective workforce of educated, English-speaking personnel, low-cost technology, and proper government support.

Freelance Outsourcing: A rising micro-export sub-sector

Bangladeshi IT freelancing has taken off in a big way in Bangladesh, with around 200 percent annual growth. About 10,000 freelance programmers are now working from their homes in Bangladesh for different global companies¹ and roughly earn a sum of around US\$15 million per year (IER, 2012). According to a new report by oDesk Corp, a United States-based leading marketplace for companies and online workers, Dhaka (Bangladesh) is now ranked third among global cities where online jobs are outsourced from the West. A combination of cheap labour and good English skill has made Dhaka a “surprise winner” in freelance outsourcing jobs such as graphic design, pre-press works, data entry and check-up, translation and web development. They have estimated the number to be around 100,000 and most of them are students with hourly income ranging between US\$ 10 to \$100. Freelance outsourcing is a rising micro-export sector of the economy with huge potential & a good amount of unreported foreign currency inflows at individual level. The growth of freelancer community with in Bangladesh is really spectacular. With no marketing or corporate backing, over 10,000 freelancers from Bangladesh has billed over USD 9 million last year. This trend has led to Bangladesh being mentioned in top few destinations among freelance worker nations, and Dhaka – the capital city, to among the top 5 cities for freelance outsourcing work [oDesk reports].

Bangladesh has one of the largest economically active populations in Asia with 160 million people, of whom around 65 per cent are under 25. This means that a new wave of young, tech-savvy country people is transforming the country’s nascent outsourcing sector. Our low cost labor pool is a key competitive advantage here. The average wage of an outsourced IT sector employee is around \$8 per hour in Bangladesh compared to \$20 per hour in India and \$10 to \$15 an hour in the Philippines. With cost rising rapidly in traditional outsourcing countries (India, China, Philippines etc.), Bangladesh , powered by its huge source of talented youth, emerges as one of the best Next Alternative destinations for clients who are looking for mitigating risk by diversifying outsourcing location. Freelance services and earnings largely remain unnoticed due to official hassle of money transfer, and therefore are not accounted in exports.



Demand and Supply Situation of IT industry:

Demand Side Analysis

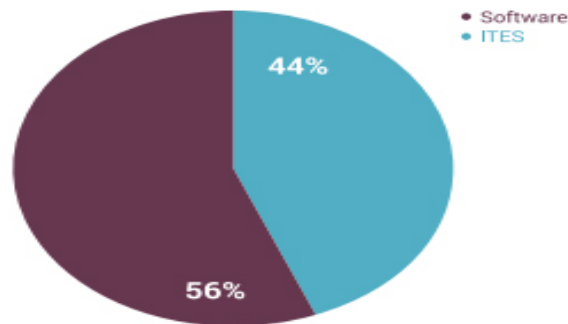
The size of the market for ICT services in Bangladesh, excluding telecom, is estimated to be around US\$250 million (BASIS, 2011).

Among the 1100 registered software firms and 180 Internet Service Providers (ISPs), about 70 percent are domestic-market oriented and the rest are export-oriented. The domestic demand for ICT services are growing very fast with government initiatives of creating “Digital Bangladesh”. Recently, large-scale automation projects have been implemented in telecom, banking, finance, pharmaceutical, and garment/textile sectors and domestic demand for software and ITES are, increasing rapidly. On the other hand, more than 30 percent of ICT firms in Bangladesh are exporting their products (software related) and services to over 30 countries (Hossain, 2011). The major export market includes North America, followed by EU countries and East Asian countries, especially Japan. Bangladeshi firms mainly export IT enabled services (ITES) including Business Process Outsourcing (BPO), Web-solutions, Graphics and GIS contents. Despite huge potentials, Bangladesh has not yet been able to make any significant development in this sector.

International demand for Bangladeshi IT services continues to be led by the USA and Canada, which together account for 39 per cent of industry demand, followed by Europe (28 per cent), Asia (18 per cent), Australia (8 per cent) and Middle East (7 per cent). At the firm level, large firms receive the largest proportion of ITES, particularly in the upper segments of the value chain. At an industry level, the financial and medical and health sector use the most outsourcing services respectively, followed by data entry, GIS, and telecom sector. Local demand is driven mainly by the banking and financial service sector followed by media and entertainment, telecommunication, pharmaceuticals, etc. An analysis of industry revenue sharing suggests that software accounts for 44 per cent, while ITES accounts for the rest 56per cent in gross terms.

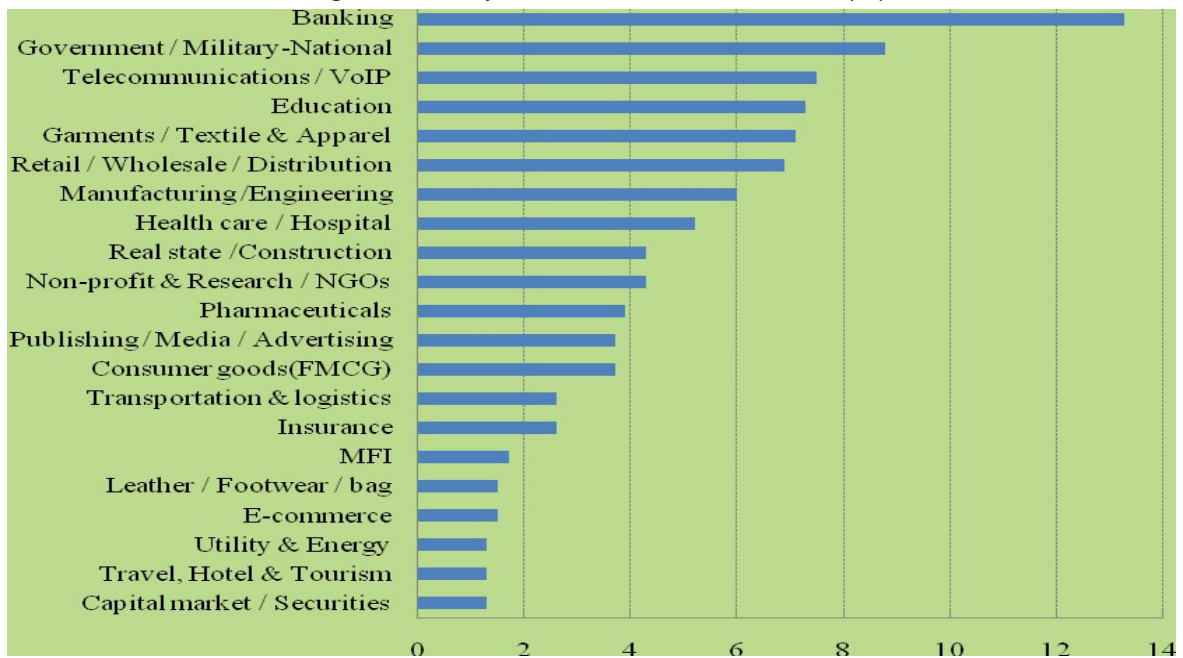
Figure: Industry Revenue Sharing

Chart 1: Bangladesh Software and ITES Industry



Source: BASIS Survey

Figure: Industry-wise demand for IT services (%)



Source: BASIS .

With such favorable scenario of the software and IT services industry here, it's no wonder that many global software and IT services companies are setting up their captive operations here and at the same time many local players are going global with their offerings.

Supply-side situations & constraint issues

More IT clusters/parks, skilled workforce, infrastructure, training institutes are required for the overall development of the ICT service sector in Bangladesh. Moreover, industry-academia linkages and FDI are necessary to reap the benefits of this industry. It is important for the sector to attract more foreign investments in order to technological know-how and market niche.

- ***Skilled workforce***

The strength of ICT firms lies in its labor skills. Most of the firms argue that the lack of qualified and skilled human resources, as well as the mobility of skilled workers, poses a threat to their firm's position in the market niche. Graduates from academic institutions do not have skills appropriate to the ICT industry. As a result, every firm has to provide them with on-the-job training. However, after completion of the training most trained employees tend to switch to other firms with better salaries and remuneration packages.

- ***IPR***

Another threat for the firms is the lack of enforcement of IPR. Although the Bangladesh Government enacted Trademark Act 2009, lack of implementation and enforcement has become a big threat for ICT companies.

- ***Foreign exchange regulation***

IT/Software exporting firms can remit abroad up to US\$20,000 in a calendar year for international alliance/software registration fee, domain registration/hosting fee, server maintenance fee, account verification/remittance test fee, etc. Previously, it was up to US\$10,000. However, industry people have been pursuing to make the ceiling up to US\$50,000. Online payment system has not yet developed in the country which is also an obstacle for remitting appropriate amount in a quick and affordable manner. Bangladesh Bank has been negotiating with PayPal to start its activities in the country, but the effort has not yet been succeeded in a significant sense.

- ***Internet cost and VAT/Tax***

During interview of the stakeholders, they argued that 15 percent VAT on internet use has been an important obstacle for providing greater access of mass people to internet. While IT exporters are entitled to tax rebate, ISPs are not enjoying such facility which is also contributing to high internet cost. While in Bangladesh cost of fixed-broad-band internet is relatively cheaper, mobile-broad band internet price is relatively costlier compared to other neighbouring South Asian countries. Speedy internet access entails high cost, which refrains many from using high-speed internet. The speed problem also takes a toll on internet use at the rural level, particularly at the government-initiated Union Information Service Centres (UISC).

- ***IT Park***

Establishing IT parks could be a platform to solve the infrastructure bottlenecks for the IT industry. It is widely argued that establishing IT Park is necessary for the development of the IT industry in Bangladesh following the experiences of India and other successful IT countries. The industry stakeholders suggest that the Park should have the facilities like training institute, uninterrupted electricity & internet services, foreign company contact points, etc.

Being established in 2010, Bangladesh Hi-Tech Park Authority (BHTPA) is responsible for the establishment and expansion along with management, operation and development of Hi-Tech Parks within the country. Kaliakoir Hi-Tech Park, Jessore Software Technology (IT) Park, Sylhet Hi-Tech Park, Mohakhali IT Village, Janata Tower Software Technology Parks are important and priority projects which would be the milestone for development of IT sector as well as industrialization of Bangladesh. The construction of the national data centre will be completed by 2017, Chinese telecom giant ZTE Corporation is implementing a \$154-million project in this regard.

- **Access to Finance**

Only a very few IT firms have access to formal financial institutions including the Equity Entrepreneurship Fund (EEF), a venture capital fund provided by the Bangladesh Bank. Most of the IT firms claimed that high interest rates and unavailability of tangible collateral assets is the most important obstacle for their access to finance. Usual interest rate ranges between 14 and 21 percent.

- **Challenges to Exports**

In addition to overall challenges related to the industry, two other important challenges that might affect exports of software services are briefly discussed below:

Online payment system: Since online payment is not allowed or restricted, realisation of export proceeds has become difficult for software exporters. Most of the export earnings are not channelled officially, which underestimates the actual export earnings from this service sector.

Marketing and Promotion:

Another important aspect of the software industry is to have better marketing strategies in place. Exploring new markets, developing network and alliances with TNCs (Transnational companies), and obtaining certificates of standards and membership of IT leaders (such as CMMi, Microsoft and IBM) could facilitate their entry into the global value chain, and thus the performance of software firms.

Government Policies frameworks & Supports for ICT sector:

The Government of Bangladesh has declared ICT sector as the thrust sector and the highest priority sector for its immense potential, and declared a high priority agenda for Bangladesh by 2025. It has taken initiatives to build an ICT-driven nation comprising a knowledge-based society. In view of this, a countrywide ICT infrastructure is being developed to ensure access to information by every citizen to facilitate empowerment of people, and enhance democratic values and norms for sustainable economic development.



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Government and private sectors are increasingly going for mass automation with an aim to embrace e-Digital Government with its huge base of skilled resources. Cyber Law and Intellectual Property Rights Law are well-defined, up-to-date and have been formulated in the parliament to cover the agreement required in most outsourcing projects. Moreover, in terms of financing, the government offers EEF, a unique venture capital projects to finance the ICT and ITES venture with interest free equity partnership. Banks also provide soft-loans for export projects.

Government has already opened VOIP, Wi-Max and 3G/4G for voice & data communication. Growth of telecom sector has been extremely high and penetration of Internet has increased 5 times during the last one year. Government put its emphasis on Tech-investment inside the country & extended all feasible supports to facilitate IT industry: namely: No Corporate tax for Software & IT Services, Long term Equity Funds (EEF) by Bangladesh Bank convertible to zero cost liability, Zero Import duty for computer/Hardware equipment, Setting-up especial High-tech Park (230 Acres), STPs, IT Villages & SEZ's etc.

Along with these, Government has set up the National ICT policy with the following objectives:

- Promote and facilitate use of ICT in all sectors of the economy for transparency, good governance and efficiency improvement.
- Develop a large pool of world-class ICT professionals to meet the needs of local and global markets.
- Promote use of ICT by providing special allocations for ICT project implementation in the public sector. Train the decision makers in ICT use and promote an ICT culture.
- Provide effective incentives for development of ICT sector to both local and foreign entrepreneurs.
- Develop an efficient ICT infrastructure that provides open access to international and national networks.
- Establish legislative and regulatory framework for ICT issues like IPR, data security and protection, digital signature, e-Commerce, ICT education etc. as well as to ensure quality ICT education provided by different private organizations.
- Set up national databases that are reliable and easily accessible to all the people of the country.
- Set up an ICT organization at the highest level to continuously promote and foster ICT Industry.
- Enact Laws and Regulations for uninterrupted growth of ICT, in conformity with World Trade Organization (WTO) stipulations



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Government Support to IT Sector:

- Government has formulated a roadmap for development in ICT in 2016. The activities are clustered in six categories: industry, infrastructure, e-governance, human resources development, laboratories and services.
- The roadmap for the industry has set targets to generate 1,000 innovations, raising software export earnings to USD 5 billion by 2021, developing a eco-system for the gaming industry etc. Moreover, innovation and entrepreneurship academies will be set up.
- The government has identified 100 aspects of the judiciary where ICT can be harnessed and assist in the resolution of 3 million cases currently in backlog.
- The construction of 554 Business Process Outsourcing centers underway and that 2,100 Sheikh Rasel Digital Lab and Language centers out of 2,972 have already been built.
- 7 year tax holiday for registered IT companies
- The BPO has set a goal to connect over 3 corers unbanked people with the banking system this year by the digitized 'Daak Taka' which only requires Tk. 2 to open an account.
- ICT exporter's get 10% cash incentive opportunities from July 2018.

Over the last few years, many nations have taken advantage of the opportunities afforded by ICT with a policy framework, laid down guidelines and preceded with the formulation of a national ICT strategy as a part of the overall national development plan. Bangladesh intends to use ICT as the key-driving element for socio-economic development.

Recent Development in ICT Infrastructure:

- To support the development of the ICT industry, Bangladesh Hi-Tech Park Act was passed in 2010. Subsequently, Bangladesh Hi-Tech Park Authority (BHTPA) was established in 2010 for creation, management, operation and development of hi-tech parks across the country.
- Most important and top priority projects are:
 - Kaliakoir Hi-Tech Park
 - Jessore Software Technology (IT) Park
 - Sylhet Hi-Tech Park
 - Mohakhali IT Village
 - Janata Tower Software Technology Park
 - Barendra Silicon Valley, Rajshahi.
- Bangladesh's first university based incubator is being established at the campus of Chittagong University of Engineering and Technology (CUET).
- Government has initiated plan to establish "Sheikh Kamal IT Trainings and Incubation Centre" at the divisional level



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- ICT incubator of BDBL Bhaban at Kawran Bazar in Dhaka the first software technology park of the country and the under-construction park in Janata Tower, which is also at Karwan Bazar, will be the second.
- The IT service industry, which employs more than 20,000 people, holds great potential. The sector serves both domestic and international clients from Europe, North America and East Asia.
- Sheikh Hasina Software Park, opened in Jessore on Sunday, December 10, 2017

Economic Growth Opportunities from ICT Sector:

- Bangladesh is now considered to be among the next high prospect destinations in the segment, with accolades from AT Kearney, Gartner, Goldman Sachs and a host of others.
- In budget for FY 2015-16, the tax waiver on income from software and ITES has proposed to be extended to 2024 from June 30, 2019 now -- in line with the government's Digital Bangladesh vision.
- Total earnings of the industry in FY 2015-16 were USD 650 million, out of which exports amounted to USD 151.83 million (source: EPB).
- Export earnings from the ICT sector stood at about \$190.94 million in 2017-18 FY. (source: EPB)
- Over 400 IT companies currently exports to over 60 countries, with North America being the main destination.
- The size of Bangladesh's e-commerce market is estimated to be \$110-115 million (around Tk 900 crore) this year, growing from \$65-70 million in 2016, said the report referring to RedSeer Consulting. And currently, the potential market for online shopping is about Taka 2,000 corers.
- The prospects of the sector have compelled the government of Bangladesh to set a target of USD 1 billion export earnings by 2018. With current trend of export, capacities and available resources, the target notches up USD \$5 billion by 2021.
- In 2016, world's leading management consultancy firm AT Kearney reported that, due to notable growth in IT outsourcing, business processing outsourcing (BPO) and software development, Bangladesh has secured 22nd place in Global Service Location Index (GSLI).
- In 2017, world's leading management consultancy firm AT Kearney reported that, due to notable growth in IT outsourcing, business processing outsourcing (BPO) and software development, Bangladesh has secured 21nd place in Global Service Location Index (GSLI).

Digital Bangladesh: A Vision of the Government

“Digital Bangladesh” is an integral part of the government’s Vision-2021 which promises a prosperous and equitable middle-income Bangladesh by its golden jubilee of independence. Honorable Prime Minister Sheikh Hasina has outlined the Digital Bangladesh having four key priorities: i) developing human resources ready for



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the digital age; ii) connecting citizens in the ways most meaningful to them; iii) taking services to citizens' doorsteps; and, iv) making the private sector and market more productive and competitive through the use of digital technology. ICT is the backbone of any digital initiative and it covers the vast area of information technology, communication technology and the telecommunication technology. The country is successfully leveraging this rising penetration and has earned \$800 million in 2017 by exporting ICT products and services. On top of these, the total number of Internet Subscribers has reached 80.483 million at the end of December, 2017, can be seen as a consequential blessing of the recent progressive steps taken by the present government and the growing ICT sector.

Bangladesh Perspective Plan (2010-2021):

The Government has formulated a Perspective Plan for 2010-2021 to implement the pledges as stipulated in its election manifesto. Strengthening the information technology sector for a 'Digital Bangladesh' has been identified as an objective in this Perspective Plan. As emphasis has been given on developing an innovative workforce for realizing the dream of 'Digital Bangladesh', it has become clear that ICT development will be the driving force for the economy during the coming decade. Several objectives have also been set to implement this plan.

The 7th Five-Years Plan (2016-2022):

The 7th Five-Years Plan has been finalized determining necessary actions during the 5 years in the medium term for implementing the Perspective Plan. This Five-Years Plan will be the fundamental guiding instrument for the Government for implementing all the development activities. This Plan has put particular emphasis on the development of ICT and set strategic objectives to implement the Government's commitments in the medium term.

National Information and Communication Technology (ICT) Policy 2009

The first ICT Policy was formulated in 2002, which was later revised in 2008. The Government finally has adopted the revised policy, 2008 as the National ICT Policy 2009 to materialize Digital Bangladesh according to its election pledge. This Policy is considered as the Roadmap for Digital Bangladesh. National ICT Policy, 2009 has identified one vision, 10 objectives, 56 strategic issues and 306 actions items. As many as 102 action items will be implemented on a priority basis. Among them, 39 action items, readily implementable and important for laying the foundation of Digital Bangladesh, have been put on a priority list. To implement the roadmap of Digital Bangladesh by 2021, the timeframe in the Policy has been divided into three different phases:

- Short term (18 months or less),
- Medium term (5 years or less), and
- Long term (10 years or less).

The action items identified in the Policy have been distributed among various ministries/divisions/departments in order to implement the acts, rules, policies formulated during various terms.



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The main objectives of the Policy are to:

- expand and diversify the use of ICTs to establish a transparent, responsive and accountable government
- develop skilled human resources
- enhance social equity
- ensure cost-effective delivery of citizen-services through public-private partnerships
- Support the national goal of becoming a middle-income country within ten years and join the ranks of the developed countries of the world within thirty years.

The ICT Policy 2009 identified the objectives of ICT in development through:

- Social equity
- Productivity
- Integrity
- Education and research
- Employment
- Strengthening exports
- Healthcare
- Universal access
- Environment, climate and disaster management
- Support to ICTs.

The highlights of the ICT Policy 2009 towards the development of the ICT sector are as follows:

- Ensure reliable and cost-effective power
- Create supportive legal framework for IPR protection, online document sharing, transactions and payments
- Establish a Government Interoperability Framework to be adhered to by all government ICT projects
- Promote the use of cost-effective, open source and open architecture solutions
- Build ICT infrastructure facilities in educational institutions
- Decentralize ICT growth outside the capital
- Improve education quality in IT, Mathematics and English
- Improve Internet availability and reliability

Other Acts, Rules and Policies

- Information and Communication Technology Act, 2009
- Bangladesh Hi-tech Park Authority Act, 2010
- International Long Distance Telecommunication Services Policy, 2010
- Bangladesh Telecommunications Act, 2010
- Bangladesh Telegraph and Telephone Board Act, 2009
- Broadband Policy, 2009
- Pornography Act, 2011
- Information Technology (Certifying Authority) Rules, 2010 for implementation of digital signature.
- Rural Connectivity Policy 2010 to ensure high-speed internet connections at rural level
- New format of the Public Private Partnership Policy (PPP Policy, Strategy and Guideline)

Overall, infrastructure development and tax exemption are more preferred policies by the IT firms, followed by export promotion and training of engineers. For further development of the IT industry, it would be



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recommendable to target factors like: National IT Infrastructure Development, Financial Transaction and Incentives instruments development, Human Capital Development and Productivity improvement.

Creation of ICT Council

IBPC was formed in 2004 under the goal of the government, pronounced under Export Policy, 2003-06, to promote sectoral development of the exportable goods with a view to diversify exports. The Council is operated through the partnership between the private sector and the government under the Companies Act.

Vision of the Council: Promoting the local market capacity of ICT sector which will lead to generate an export market in Global premises.

Council Objectives:

IBPC's aim is to build capacity activities in respect of improving human resources, acquiring appropriate technology, information about markets, attaining quality and standards, complying with international norms or codes of conducts, etc. Thus the prime objective of forming the Council is to promote the sector to achieve competency in the local and global context as well as to help the industry building capacities in the fields of human resources and acquiring technologies.

Authority of the Council

According to clause 3.0 of the AOA, the Council has the power to affiliate, admit membership, takeover, assist and to receive assistance from any other society, council, association, company, corporation, firm, government, Chamber of Commerce & Industry, international organization, partnership of persons promoting or intending to promote any of the objectives of the Council.

Membership to the Council

According to clause 4.0 of the AOA (**Aannexure- i, Page: 37-38**), any individual, firm, society, Company registered or incorporated in Bangladesh and conducting business in software, information services and/or associated services shall be eligible to apply for Associate membership, provided:

- (i) its activity includes the development of software and/or associated services
- (ii) it performs its activity for commercial purposes.

Council has three types of membership: (a) general; (b) Associate; and (c) honorary members.



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Annual Contribution and Membership Fees:

According to clause 6.0 of the AOA,

6.01 Bangladesh Association of Software & Information Services (BASIS), Bangladesh Computer Samity (BCS) and Internet Service Provider Association of Bangladesh (ISPAB) will each make a contribution of Tk 1.5 lakh for the 1st year and Tk 2.00 lakh (from FY 2011-12 amount has revised to 2.25 lakh) for the subsequent years. Bangladesh Call Center & Outsourcing Association (BACCO) and e-Commerce Association of Bangladesh (e-CAB) is the new general members also have to subscribe a sum of Tk 2.25 lac yearly as per EC decision.

6.02 Export Promotion Bureau will contribute Tk 2.00 lakh (from FY 2011-12 amount has revised to 3.00 lakh) annually on behalf of the Government.

Association Members of the Council

The following three industry associations are general (permanent) members of the Council:

- (a) Bangladesh Association of Software & Information Services (BASIS);
- (b) Bangladesh Computer Samity (BCS);
- (c) Internet Service Provider Association of Bangladesh (ISPAB);
- (d) Bangladesh Call Center & Outsourcing Association (BACCO);
- (e) e-Commerce Association of Bangladesh (e-CAB);

Provision to Call AGM

Clauses 15, 16, & 17 of the AOA deal with the procedures to be observed for convening and record keeping of annual general meeting (AGM) and extra-ordinary general meeting (EGM). According to clause 15.2 of the AOA, the Annual General Meeting should be held not being more than fifteen months after holding of the last preceding General Meeting.

Council Administration

The Secretary, Ministry of Commerce is the ex-officio Chairman of the Council. He presides over all EC meetings and BPC coordination committee meetings. He also presides over the Annual General Meeting and act as the Chairman of the Executive Committee of the Council. BPC coordination committee is represented by the 1st and 2nd vice-chairmen of all Councils, and it deals with matters of general administration of BPC such as income expenditure, office maintenance, and coordination among all Councils etc.



Executive Committee of the Council

The Executive Committee of the Council has 25 members (**Annexure-II, Page- 39**). It is headed by the Commerce Secretary, who happens to be the ex-officio chairman of the Council. Vice-Chairman, EPB is the ex-officio first Vice-chairman of the Council while 2nd Vice-chairman is the presidents from three associations (By rotation for one year) of Bangladesh Association of software & Information services (BASIS), Bangladesh Computer Samity (BCS), Internet service Provider Association of Bangladesh (ISPAB), Bangladesh Call Center & Outsourcing Association (BACCO) and e-Commerce Association of Bangladesh (e-CAB) respectively (**Annexure-II, Page- 39**).

Council's Staffs Position

ICT Business Promotion Council (IBPC) has three positions in their council's organogram: one Executive Officer (EO), one Assistant Executive Officer (AEO) and one Computer Operator.

In the year 2022-23, IBPC has taken several effective initiatives for the overall development of local IT and ITES sector with regards to promote the international market expansion. Detailed activities of the Council for the year 2022-23 are shown in **Annexure-III**.

01. “Participation in BASIS SOFTEXPO-2023”

Organizing Association	:	Bangladesh Association of Software & Information Services(BASIS)
Program Name	:	Participation in BASIS SOFTEXPO-2023
Venue	:	Bangabandhu Bangladesh-China Friendship Exhibition Center, Purbachal
Date	:	February 23 to 26, 2023
Participants	:	More than 200 exhibitors displayed their own products and around 50,000 local and international visitors visited this nation largest ITES expo.
Objectives :		
<ul style="list-style-type: none"> • Domestic market development by creating awareness • International market development through networking and business linkage • Capacity building of the member companies • Member service development and delivery in different operational and business support areas • Advocacy for business friendly and enabling government policies for the development of software and IT enabled service industry • Social contribution, as responsible citizen group, towards the long term national vision. 		
Remarks:		
<p>Every year BASIS organizes BASIS Soft-Expo, the biggest software and ITES exposition in the country. During the recent years, Soft-Expo has become the yearly mega market place where software & IT service companies in the country project their products and services to potential IT users, both at corporate/organizational and individual level. For development of market in government sector BASIS has been working closely with different concerned Ministries and agencies of government. With regard to export market development, BASIS regularly takes initiatives for creating exposure for member companies to international markets with the help of different government and development agencies working in the export development area.</p>		

02. “Freelancer to Entrepreneur: Achieve You Goals (7 Batches)” in Dhaka

Organizing Association	:	Bangladesh Association of Call Center & Outsourcing (BACCO)
Program Name	:	Freelancer to Entrepreneur: Achieve You Goals (7 Batches)
Venue/Platform	:	Banani and Banglamotor, Dhaka
Date	:	March-June, 2023
Participants	:	More than 105 trainees have completed their training from 7 batches (15x7=105)
Objectives :		
<ul style="list-style-type: none"> - Speed up the development of BPO industry - Skilled Human Resource Creation - Industry Expansion - Employment Generation - Increasing the capacity of the trainees will increase the scope of their work and will play an important role in the economy of the country by earning foreign exchange. - Establish Social Exposer for the freelancers. 		
Remarks:		



The capacity building training program was inaugurated by Mr. Abdur Rahim Khan, Additional Secretary, MoC & CEO, Business Promotion Council (BPC) as chief guest where Mr. Wahid Sharif chaired that training program. Mr. Tanvir Ibrahim, Vice President, BACCO, Mr. Md. Aminul Islam, Finance Secretary of BACCO and Towhid Hossain, Managing Director & CEO, FIFO Tech gave their important speech as special guest.

03.”Regional BPO Summit 2023 in seven divisions”

Organizing Association	:	Bangladesh Association of Call Center & Outsourcing (BACCO)
Program Name	:	“Regional BPO Summit 2023 in seven divisions”
Venue/Platform	:	Seven divisions (Barishal, Chattogram, Khulna, Rajshahi, Rangpur, Mymensingh, Sylhet)
Date	:	May-June, 2023
Objectives :		
<ul style="list-style-type: none"> - Showcasing the progress of Bangladesh in BPO from 2011-2022 - Enhance and promoting the local BPO industry - Sensitizing the government and financial sector to outsource their task to BPO so that additional 35000 jobs could be created on the way to 100000 jobs within 2025 - Celebrating and showcasing the success stories of the BPO industry of Bangladesh - Showcasing the potential of the youth of Bangladesh for global outsourcing - Organize different skill development seminars 		
Remarks:		
This program was inaugurated by BACCO executive Committee members, local renowned academicians and local important and administrative figures. The regional summits are to begin with an inauguration ceremony filled with local stakeholders, BPO service providers, media, and journalists from each of the divisions would grace the ceremonies with their valuable presence. The program designed with campus activation program, career counselling, job fairs, career expo, policy dialog section and end with a cultural concert. The expert panelist delivers their valuable speech regarding BPO sector’s demands, opportunities and policies in this sector. The event highlights the demand of knowledge about government visions of becoming a developed nation.		

04. Study report on “Training Need Analysis on BPO Industry”

Organizing Association	:	Bangladesh Association of Call Center & Outsourcing (BACCO)
Program Name	:	Study report on “Training Need Analysis on BPO Industry”
Date	:	May, 2023
Objectives :		
<ul style="list-style-type: none"> - Identify knowledge gap - Put training resources to god use - Avoid wasting time on irrelevant programs - Reviewing current & past training programs - Helps to prioritize training needs 		
Remarks:		
Employees working in the BACCO member companies will be directly benefited through this study report in their professional life. Through the process of carrying out a TNA, both the trainer and client have an opportunity to communicate about what is required from the training, and what is achievable. This eliminates the risk of any misunderstanding about the purpose and goals of training. Understanding what the trainees need, and having the chance to set objectives for training program, course design, and to prepare the style of training to achieve desired results. BACCO member companies participated on the assessment with their response in that training needs assessment questionnaire.		

05. “Workshop Seminar on challenges of accepting international payments; How to build a sustainable payment system for global growth”

Organizing Association	:	Bangladesh Association of Call Center & Outsourcing (BACCO)
Program Name	:	“Workshop Seminar on challenges of accepting international payments; How to build a sustainable payment system for global growth”
Venue/Platform	:	Galesia Hotel & Resort
Date	:	18th February, 2023
Participants	:	More than 50 IT professionals from different sectors attended that day long workshop program.
Objectives :		
<ul style="list-style-type: none"> - A payment gateway is a tool which business use to confirm their customer’s credit and debit card details, making them vital for offline or online companies that authorize credit/debit card payments. - The purpose of the workshop is to initiate a process of rapid improvement, by means of achieving a shared understanding of payment system for Global growth - This workshop highlights the demand of knowledge about the challenges of accepting international payments and how to build a sustainable payment system for global health. This workshop will help to make participants understand that what an international payment gateway is. - The workshop allow the Call Center professionals to greater understand the impact their role has on the organization to deal with this new field. 		
Remarks:		
<p>The training program was inaugurated by Mr. Wahid Sharif, President, Bangladesh Association of Call Center & Outsourcing as chief guest where Mr. Tanvir Ibrahim, Vice President, BACCO, Mr. Md. Aminul Islam, Finance Secretary of BACCO and Towhid Hossain, Managing Director & CEO, FIFO Tech gave their important speech as special guest. This workshop gives clear guideline about international payment gateway costs, transactions process, security issues, transparency, financial accounts and tools and rightly apply process in their business.</p>		

06. “Workshop Seminar on Government Procurement System for Services”

Organizing Association	:	Bangladesh Association of Call Center & Outsourcing (BACCO)
Program Name	:	“Workshop Seminar on Government Procurement System for Services”
Venue/Platform	:	Amazon Lily Lake view residence, Banani, Dhaka.
Date	:	21st December, 2022
Participants	:	More than 50 IT professionals from different sectors attended that day long workshop program.
Objectives :		
<ul style="list-style-type: none"> - To facilitate the BPO Industry with the inception of a process of rapid improvement, by means of achieving a complete knowledge of Government Procurement system for Services. - To highlights the demand of knowledge about Government Procurement system for Services - To allow call center professionals to greater understand the impact their role has on the organization. A company will find continual development and progress within themselves after participating the workshop. 		
Remarks:		
<p>The training program was inaugurated by Mr. Wahid Sharif, President, BACCO as chief guest. The workshop was chaired by Mr. Tanvir Ibrahim, Vice President, BACCO. Mr. Md. Aminul Islam, Finance Secretary of BACCO and Mr. Touhid Hossen, General Secretary, BACCO also attended in that practical workshop as special guest. Engr. Mohammad Atiqul Islam, AKM Ahmedul Islam Babu, Kazi Ziauddin conducted that practical workshop as main trainer. The session began with a welcome and the trainer &</p>		



participants were introduced. The closing & certificate distribution sessions also held after the workshop program.

07. “Establishing New Networking Lab (Phase-2)”

Organizing Association	:	ISP Association of Bangladesh
Program Name	:	Establishing New Networking Lab (Phase-2)
Venue/Platform	:	Khawja Tower, 11th floor, Mohakhali, Dhaka
Date	:	February-May, 2023
Objectives :		
<ul style="list-style-type: none"> - IP Core and Aggregation Networking and operation - Access and Transport network - Wi- Fi and SP Wi-Fi Technologies - Content & Service Delivery (Multicast, Voice, Video,) - DNS/ DNSSEC, Mail, WWW etc. - FTTH - NIX operation basic - IXP and Peering - IP Telephony and Voice - International MPLS, IPSEC, IPVPN. - ISP Backbone Operational 		
Remarks:		
<p>ISP Association of Bangladesh has successfully organized the inauguration ceremony of setting up the Establishing New Networking Lab (Phase-2) at the Hotel Intercontinental, Dhaka on 13th May, 2023. The Lab inauguration ceremony was inaugurated by Mr Tapan Kanti Ghosh, Senior Secretary, Ministry of Commerce as chief guest where Mr. Md. Abdur Rahim Khan, Additional Secretary, MoC and Coordinator, Business Promotion Council also attended that ceremony as special guest. Mr. Emdadul Hoque Mollah, President, ISPAB chaired that inauguration ceremony. Local and international dignitaries also attended that ceremony and special presentation regarding Lab also showed there.</p>		

08. “Conference on Internet Operational Technology”

Organizing Association	:	ISP Association of Bangladesh
Program Name	:	“Conference on Internet Operational Technology”
Venue/Platform	:	Paragon Catering Shooting Club, Gulshan-1, Dhaka
Date	:	12th December, 2022
Participants	:	About 130 IT professionals from different organizations attended that day long workshop program.
Objectives :		
<ul style="list-style-type: none"> - IP Core Networking and operation - Access and Transport network - Wi- Fi and SP Wi-Fi Technologies - Content & Service Delivery (Multicast, Voice, Video,) - DNS/ DNSSEC, Mail, WWW etc - IXP and Peering - IP Telephony and Voice - Internet Operational - ISP Backbone Operational 		
Remarks:		
<p>The conference program was inaugurated by Mr. Md. Abdur Rahim Khan, Additional Secretary, MoC and Coordinator, Business Promotion Council as chief guest where Mr. Emdadul Hoque Mollah, President, ISPAB chaired that program. Local and international renowned networking experts conducted that conference as guest of speaker’s. The closing training program was held at 6:30 P.M and the participants were highly glad to have such kind of training in Bangladesh.</p>		

09. “Seminar on Implementation of IPv6 Deployment”

Organizing Association	:	ISP Association of Bangladesh
Program Name	:	“Seminar on Implementation of IPv6 Deployment”
Venue/Platform	:	Golden Tulip Hotel, Banani, Dhaka
Date	:	15-17 October, 2022
Participants	:	About 50 IT professionals from different organizations attended that day long workshop program.
Objectives :		
<ul style="list-style-type: none"> - IPv6 deployment plan - Creating IPv6 deployment strategy - Getting control of DNS - Considering using NAT & BGP - Developing IP addressing plan - Coordination with IPv4 - Verify IPv6 supports - Create long term IPv6 Network - workable business model to enable CPE - IPv6 capable hardware and software 		
Remarks:		
<p>The training program was inaugurated by Mr. Mustafa Jabbar, Hon’ble minister, post and telecommunication division as chief guest. Mr. Md. Abdur Rahim Khan, Additional Secretary, MoC and Coordinator, Business Promotion Council also attended there as special guest where Mr. Emdadul Hoque Mollah, President, ISPAB chaired that program. Local and international renowned networking experts conducted that conference as guest of speaker’s.</p>		

10. “Seminar Workshop on Advance Routing Security & Switching”

Organizing Association	:	ISP Association of Bangladesh
Program Name	:	“Seminar Workshop on Advance Routing Security & Switching”
Venue/Platform	:	Hotel Sarina, Banani, Dhaka
Date	:	09-11 December, 2022
Participants	:	About 50 IT professionals from different organizations attended that day long workshop program.
Objectives :		
<ul style="list-style-type: none"> - Introduction of IP Advance Routing - IPv6 Protocol & Address Structure - Operation of OSPF Routing Protocol - Router and OSPF Dynamic Routing Configuration (Lab Exercise) - Basic BGP operation - BGP traffic engineering tools i.e. Local Pref. MED, AS path prepend, communities etc. (Lab Exercise) - BGP Scaling Techniques i.e. route reflector, peer group etc. - Describe the various OSPF link-state advertisement (LSA) types - Explain the flooding of LSAs in an OSPF network - Describe the shortest-path-first (SPF) algorithm - List key differences between OSPFv2 and OSPFv3 - Describe OSPF area types and operations - Configure various OSPF area types 		
Remarks:		
<p>The training program was inaugurated by Mr. Shyam Sunder Sikder, Chairman, BTRC as chief guest. He thanked ISPAB and IBPC for taking such an effective initiative to organize the training program. Mr. Abdur Rahim Khan, Additional Secretary of Ministry of Commerce and Coordinator, Business Promotion Council attend there as special guest. Mr. Emdadul Hoque Mollah, President, ISPAB chaired that</p>		

program. Local and international renowned networking experts conducted that conference as guest of speaker's.

11. "Seminar Workshop on Network Management & Monitoring"

Organizing Association	:	ISP Association of Bangladesh
Program Name	:	"Seminar Workshop on Network Management & Monitoring"
Venue/platform	:	Hotel Sarina, Banani, Dhaka
Date	:	09-11 December, 2022
Participants	:	More than 60 participants were attended in that physical Boot Camp
Objectives :		
<ul style="list-style-type: none"> - IP Core Network Routing, Switching Operations - Access and Transport network including 3g/ITF, Wimax, - FTT/ GPON, STM, PMLS - Network Security issue - Access and Transport network - Internet Policy - Firewall and Network Security BCP - Wi- Fi and SP Wi-Fi Technologies - Content & Service Delivery (Multicast, Voice, Video) - DNS/ DNSSEC, Mail, WWW etc. 		
Remarks:		
<p>The training program was inaugurated by Mr. Shyam Sunder Sikder, Chairman, BTRC as chief guest. He thanked ISPAB and IBPC for taking such an effective initiative to organize the training program. Mr. Abdur Rahim Khan, Additional Secretary of Ministry of Commerce and Coordinator, Business Promotion Council attend there as special guest. Mr. Emdadul Hoque Mollah, President, ISPAB chaired that program. Local and international renowned networking experts conducted that conference as guest of speaker's.</p>		

12. "Awareness Program in Cyber Security"

Organizing Association	:	ISP Association of Bangladesh
Program Name	:	"Awareness Program in Cyber Security"
Venue/platform	:	AIUB campus auditorium, Kuril, Dhaka
Date	:	20-21 June 2022
Participants	:	More than 650 participants were attended in that awareness program
Objectives :		
<ul style="list-style-type: none"> - Getting to know about the global aspects of Internet Security - Current trends of Internet Security - Incident Reporting and Handling - Monitoring and Security Alerts - Safety Awareness on Internet usage and applications for kids & teenagers - Agriculture Information - Speech about the global aspects of Internet Security - Incident Reporting and Handling - Monitoring and Security Alerts - Safe Awareness on Internet usage and applications for kids & teenagers 		
Remarks:		
<p>The conference program was virtually inaugurated by Mr Mohammad Moshir Rahman, Deputy Secretary, MoC and Director, Business Promotion Council as chief guest where Mohammard A. Kayum Rashed, Joint Secretary General, ISPAB chaired the program. Mr. Hafijur Rahaman, Technology Analyst, A2i, Dr. Debajyoti Karmakar, Associate professor, AIUB, Mr. Avejit Roy, Md. Nazmul Islam, ADC, CID were present their as guest of speakers.</p>		

13. “Workshop on Online Practical VAT return Submission and Waiver /Refund process”

Organizing Association	:	Bangladesh Computer Samity (BCS)
Program Name	:	“Workshop on Online Practical VAT return Submission and Waiver /Refund process”
Venue/platform	:	BCS Innovation Center, Dhanmondi, Dhaka
Date	:	06 March 2023
Participants	:	More than 50 participants were attended in that online training
Objectives:		
<ul style="list-style-type: none"> - Online VAT Registration Process - How to maintain Mushak Challan & all VAT Registers - Online VAT Return Submission 		
Remarks:		
<p>The training program was inaugurated by Engineer Subrata Sarker, President, Bangladesh Computer Samity as chief guest. Ms. Kashawar Sherin, Deputy Commissioner, Customs Excise and VAT, Dhanmoindi Division, Dhaka, Mr. MD. Asaduzzaman, NBR Certified Consultant, Member Bangladesh VAT Professions Forum, Mr. Md. Habibur Rahman, Chairman, Training & Development Standing Committee, Member Bangladesh VAT Professions Forum conducted training sessions as trainer.</p>		

14. “Workshop on ‘Public Procurement and e-GP Tender Procedure”

Organizing Association	:	Bangladesh Computer Samity (BCS)
Program Name	:	“Workshop on ‘Public Procurement and e-GP Tender Procedure”
Venue/platform	:	BCS Innovation Center, Dhanmondi, Dhaka
Date	:	25th February, 2023
Participants	:	More than 50 participants were attended in that online training
Objectives:		
<p>The objective of the course is to provide a comprehensive understanding of the public procurement Processing and Approval Procedure in line with Public Procurement Rules 2008 and Public procurement Act 2006 for the people who have responsibility for public procurement.</p>		
Remarks:		
<p>The training program was inaugurated by Engineer Subrata Sarker, President, Bangladesh Computer Samity as chief guest. Engr. Mohammad Atiqul Islam, Deputy Director (Planning), Bangladesh Hi-Tech Park Authority, Dhaka, Mr. Ariful Hasan, CEO, e-Soft, Mentor (Innovation) Ministry of ICT, Mr. Md. Habibur Rahman, Chairman, Training & Development Standing Committee, Member Bangladesh VAT Professions Forum conducted training sessions as trainer.</p>		

15. “Workshop on E- Marketing Strategy in computer sector for Local & Foreign Trade”

Organizing Association	:	Bangladesh Computer Samity (BCS)
Program Name	:	“Workshop on E- Marketing Strategy in computer sector for Local & Foreign Trade”
Venue/platform	:	BCS Innovation Center, Dhanmondi, Dhaka
Date	:	31st May, 2023
Participants	:	More than 50 participants were attended in that online training
Objectives :		
<p>The workshop aims to make more effective in developing and executing digital marketing strategies. Attendee will learn how to adapt to the new world of marketing. Perceive how the internet has transformed the way brands engage with consumers, and appreciate the new rules and perspectives.</p>		
Remarks:		
<p>The training program was inaugurated by Engineer Subrata Sarker, President, Bangladesh Computer Samity as chief guest. Engr. Dr. Abdul Khayer, Associate professor, Department of International</p>		

Business, University of Dhaka, Mr. Aasif Raihan, Chief Executive, White Mark, Mr. Md. Habibur Rahman, Chairman, Training & Development Standing Committee, Member Bangladesh VAT Professions Forum conducted training sessions as trainer.

16. “Digital Device & Innovation Expo (Showcasing of ICT, Innovative projects & Seminar, business Matchmaking) in Khulna”

Organizing Association	:	Bangladesh Computer Samity (BCS)
Program Name	:	“Digital Device & Innovation Expo (Showcasing of ICT, Innovative projects & Seminar, business Matchmaking) in Khulna”
Venue/platform	:	Khulna Press Club Auditorium
Date	:	23 to 25 May 2023
Participants	:	More than 100 local IT hardware companies and 5000 visitors visit that Innovation Expo.
Objectives :		
<ul style="list-style-type: none"> - Bringing all stakeholders under one roof - Showcasing Bangladeshi Manufacturers success story - Showcasing Bangladesh success story in ICT industry - Attracting domestic and foreign investors and clients - Attracting the job seekers - Showcase global innovation and best practices - Instill awareness among private and public sector policy makers - Generating mass awareness 		
Remarks:		
<p>The training program was inaugurated by Engineer Subrata Sarker, President, Bangladesh Computer Samity as chief guest where Mr. Md. Rashed Ali Bhuiyan, Vice president, BCS, Mr. Md. Nazrul Islam, President, Khulna Press Club were attend there as special guests. This is a great opportunity to reveal innovative ICT products, applications, solutions & services. It’s an enormous chance to reach the new generation and exchange ideas with users, manufacturers and investors.</p>		

17. “Digital Device & Innovation Expo (Showcasing of ICT, Innovative projects & Seminar, business Matchmaking) in Rangpur”

Organizing Association	:	Bangladesh Computer Samity (BCS)
Program Name	:	“Digital Device & Innovation Expo (Showcasing of ICT, Innovative projects & Seminar, business Matchmaking) in Rangpur”
Venue/platform	:	Rangpur Zilla Parishod Auditorium
Date	:	07 to 09 June 2023
Participants	:	More than 100 local IT hardware companies and 5000 visitors visit that Innovation Expo.
Objectives :		
<ul style="list-style-type: none"> - Bringing all stakeholders under one roof - Showcasing Bangladeshi Manufacturers success story - Showcasing Bangladesh success story in ICT industry - Attracting domestic and foreign investors and clients - Attracting the job seekers - Showcase global innovation and best practices - Instill awareness among private and public sector policy makers - Generating mass awareness 		

Remarks:
 The training program was inaugurated by Engineer Subrata Sarker, President, Bangladesh Computer Samity as chief guest where Mr. Muhammad Zahirul Islam, Director, BCS, Mr. Md. Nazrul Islam, President, Khulna Press Club were attend there as special guests. This is a great opportunity to reveal innovative ICT products, applications, solutions & services. It's an enormous chance to reach the new generation and exchange ideas with users, manufacturers and investors.

18. “Digital Device & Innovation Expo (Showcasing of ICT, Innovative projects & Seminar, business Matchmaking) in Chattogram”

Organizing Association	:	Bangladesh Computer Samity (BCS)
Program Name	:	“Digital Device & Innovation Expo (Showcasing of ICT, Innovative projects & Seminar, business Matchmaking) in Chattogram”
Venue/platform	:	GEC Convention Center, Chattogram
Date	:	14 to 17 June 2023
Participants	:	More than 100 local IT hardware companies and 10000 visitors visit that Innovation Expo.

- Objectives :**
- **Bringing all stakeholders under one roof**
 - **Showcasing Bangladeshi Manufacturers success story**
 - **Showcasing Bangladesh success story in ICT industry**
 - **Attracting domestic and foreign investors and clients**
 - **Attracting the job seekers**
 - **Showcase global innovation and best practices**
 - **Instill awareness among private and public sector policy makers**
 - **Generating mass awareness**

Remarks:
 The training program was inaugurated by local member of parliament as chief guest where Engineer Subrata Sarker, President, Bangladesh Computer Samity chaired that program. Prof. Dr. Md. Rofiqul Alam, Vice Chancellor, CUET also attended that inauguration program as special guest. This is a great opportunity to reveal innovative ICT products, applications, solutions & services. It's an enormous chance to reach the new generation and exchange ideas with users, manufacturers and investors.

19. “Digital Commerce Village, Shariatpur District”

Organizing Association	:	E-Commerce Association of Bangladesh (e-CAB)
Program Name	:	“Digital Commerce Village, Shariatpur District”
Venue/platform	:	Damuddya Upazila, Shariatpur
Date	:	December, 2022 to April, 2023
Participants	:	More than 200 entrepreneurs and 10000 visitors visit in that program

- Objectives :**
- **To identify the infrastructural and awareness gap in the piloting villages**
 - **To arrange/develop the necessary structure to digitalize the business Environment**
 - **To enable the manufacturers/traders of the model villages to market their Products nationwide/globally through e-commerce**
 - **To facilitate the habitants of the piloting villages to purchase products/services Online as a customer or a reseller**
 - **To create massive awareness about the benefits of embracing e-commerce**
 - **To train the enthusiastic villagers on e-commerce**
 - **To ensure safe delivery channel in these villages**
 - **To popularize e-commerce transactions among the villagers**
 - **To create new employment**

<ul style="list-style-type: none"> - To promote women entrepreneurship and provide necessary assistance - To promote career-oriented vocational/technical education - To support in making rural e-commerce friendly policies - To develop a perfect model for the “Digital Commerce Village” concept, that can be replicated to establish more digital commerce villages.
<p>Remarks: The second digital village of the country in Damudya Upazila of Shariatpur district will be developed under a joint initiatives of ICT Business Promotion Council (IBPC) and E-Commerce Association of Bangladesh (E-CAB). Member of Parliament Nahim Razzak of Shariatpur-3 inaugurated the Digital Commerce Village. At that time Deputy Commissioner Parvez Hasan and Damudya Upazila Executive Officer Hashiba Khan were present. Incidentally, multiple model villages will be created under the Digital Commerce Village or Digital Palli initiative. Besides training 200 entrepreneurs under the project, delivery service, marketplace users registration, digital payment service opportunities have been introduced.</p>

20. “Digital Commerce Village, Feni District”

Organizing Association	:	E-Commerce Association of Bangladesh (e-CAB)
Program Name	:	“Digital Commerce Village, Feni District”
Venue/platform	:	Sonagazi Upazila, Feni
Date	:	February-June, 2023
Participants	:	More than 200 entrepreneurs and 3000 visitors visit in that program
<p>Objectives :</p> <ul style="list-style-type: none"> - To identify the infrastructural and awareness gap in the piloting villages - To arrange/develop the necessary structure to digitalize the business Environment - To enable the manufacturers/traders of the model villages to market their Products nationwide/globally through e-commerce - To facilitate the habitants of the piloting villages to purchase products/services Online as a customer or a reseller - To create massive awareness about the benefits of embracing e-commerce - To train the enthusiastic villagers on e-commerce - To ensure safe delivery channel in these villages - To popularize e-commerce transactions among the villagers - To create new employment - To promote women entrepreneurship and provide necessary assistance - To promote career-oriented vocational/technical education - To support in making rural e-commerce friendly policies - To develop a perfect model for the “Digital Commerce Village” concept, that can be replicated to establish more digital commerce villages. 		
<p>Remarks: The digital village of the country in Sonagazi Upazila of Feni district will be developed under a joint initiatives of ICT Business Promotion Council (IBPC) and E-Commerce Association of Bangladesh (E-CAB). E-CAB president and secretary general inaugurated the Digital Commerce Village virtually. At that time Deputy Commissioner of Feni district was also present. Incidentally, multiple model villages will be created under the Digital Commerce Village or Digital Palli initiative. Besides training 200 entrepreneurs under the project, delivery service, marketplace users registration, digital payment service opportunities have been introduced.</p>		



Bank Account of the Council

The Council has consented to maintain its bank account with Janata Bank Ltd, Janata Bhaban Corporate branch, Motijheel, Dhaka. According to the decision of the EC of IBPC, the bank account would jointly operate by the CEO, Business Promotion Council, 2nd Vice Chairman (Nominated from the Industry) & Director of Business Promotion Council.

Income, Expenditure & Audit Report 2022-23:

Council's income sources include (a) grant from the Government (b) yearly subscription from General/Associate members of the council and EPB (c) seed money received from EPB (d) financial assistance form banks and other financial institutes. Total income received at the Council for FY 2022-2023 was Tk.**2,65,58,398/-**. In this income, Tk.**2,43,25,000/-** was received from the government as grant in 2022-2023. After meeting the total expenditure of Tk.**2,39,03,300/-** from GOB fund, where council had a balance of Tk.**8,08,398/-** in Janata Bank Ltd, Corporate Branch, Motijheel, Dhaka (**Annexure-IV, Page: 40**). Council had expenses Tk.**4,21,699/-**-Tk. returned to BPC central fund from government allocated fund.

The Council prepared a budget (**Annexure-V, Page- 41**) of Tk.**2,65,58,398/-** for the year 2022-2023. After meeting the expenditure of FY 2022-2023, Council had a financial year opening balance of Tk. **8,08,398/-** at the STD bank account.

To audit the books of accounts of IBPC for the period of July 2022 - June 2023, A. Matin & Co. was employed. The audit firm has conducted the job & submitted its report on time.

To tap the potentials of the sector, I would like to draw more of your attention, more proactive & participatory role of the stakeholders to accomplish the objectives of the council. I thank you all for your kind attention.

Sincerely yours,

-SD-

(Ms. Nahid Afroz)
CEO, BPC

	... shall have been duly entered in the Register of Members and who have not ceased to be members by virtue of any of the provisions of these Articles of Association.
Month	Gregorian Calendar Month
Office	The office of the Executive officer of the Council.
Official Year	The year commencing from the first day of January and ending with the thirty first day of December.
Register	The Register of Members maintained in terms of the Articles of Council.
Secretary	The office secretary of the council.
Software	Software is defined as a segment, part, section or totality of programs, procedures, flow charts, codes, rules and documentations which might be used for development & authoring kits and tools, compilers and assemblers, used in conjunction with computers or any other information processing devices which might have a Central Processing Unit or a Micro Processor or a similar system. It includes program defined as the complete or partial plan for the IT solution of a problem.
Sub-Committee	Any sub-committee formed by the Executive committee of the Council.
The Bye Laws	The Bye Laws as existing from time to time and framed in accordance with these Articles and / or as framed by the Executive committee under the power contained in these Articles
Vice-Chairman	The Vice-Chairman of the Council.
Year	Gregorian Calendar Year

Words bearing the singular number only shall also include the plural number. Words denoting persons shall include individuals, firms and corporations. Words in male gender shall also include female gender.

100. POWERS OF THE COUNCIL

The Council shall have powers to affiliate, admit to membership, takeover, assist and provide assistance from any other Society, Council, Association, Company, Corporation, Firm, Govt., Chamber of Commerce & Industry, International Organization, Partnership of persons promoting or intending to promote any of the objective of the Council.

101. MEMBERSHIP

101 Any individual, Firm, Society, Company registered or incorporated in Bangladesh and conducting business in software, information services and / or associated services shall be eligible to apply for Associate membership, provided:

- (i) its activity includes the development of software and / or associated services.
- (ii) it performs its activity for commercial purposes.

102 (i) If any member company is merged with any other company or is taken over as a going concern by any other company or its assets are assigned to any other company; or

ICT Council/Articles

- The Council may allow, on application, such new company or the individual firm, as the case may be, to continue as a member in place of the old company or individual firm.
1. The Council for the purpose of registration is declared to consist of an unlimited number of Associate members.
 2. Members shall assume the responsibilities entailed by membership and shall be entitled to the benefits and privileges of members, pay where subscription is due, unless and to the extent this be condoned by the Council.
 3. The rights and privileges of members as defined in these Articles of Association in the case of a Firm or Company shall be exercised by such person authorized by power of attorney or otherwise to the satisfaction of the Council.
 4. Members will be entitled to use all such services and facilities as are offered by the Council from time to time including the services offered by the information center, library, reports and publications etc, at rates or price which shall be fixed by the Executive Committee of the Council.
 5. The privileges of membership shall not be transferable or transmissible.

There will be two types of membership other than the honorary membership.

(a) **General Member :** General Members of the council will be all CIPs, five (5) members from Bangladesh Association of Computer Software & Information Services (BASIS), five (5) members from Bangladesh Computer Society (BCS), five (5) members from Internet Service Provider Association (ISPA) to be nominated by the respective Association, three (3) members from Export Promotion Bureau (EPB), two (2) members from Ministry of Commerce (Joint Secretary (export) & Deputy chief), one (1) member from Ministry of Foreign Affairs, One (1) member from Ministry of Post & Telecommunication, One (1) member from Ministry of Science and Information & Communication Technology, One (1) member from one of the members of Telephone & Telegraph Board, one member from Bangladesh Bank and five members from leading Banks/financial Institutions to be nominated by the Bangladesh Bank.

(b) **Associate Member :** Any Company /Firm engaged in ICT industry whose name is entered and continues in the Register of Associate Member of the Council.

In addition there may be honorary member who will be nominated by the Executive Committee of the Council.

ADMISSION OF ASSOCIATE MEMBERS

Application for admission to membership shall be made to the Chief executive officer in such form as may from time to time be prescribed by the Council. The Executive Committee may call upon the applicant to furnish such additional information in relation to his eligibility as may be considered necessary.

Every application for membership shall be reviewed by the Executive Committee and admitted by resolution adopted.

Executive Committee members of IBPC are as follows:

There is an Executive Committee of the Council to run the affairs of the Council. The Executive Committee of the Council consists of the following members:

- | | |
|---|--------------------------------|
| 1. Secretary, Ministry of Commerce | - Chairman |
| 2. Vice-Chairman, Export Promotion Bureau | -1 st Vice-Chairman |
| 3. The presidents from three associations (By rotation for one year) of Bangladesh Association of software & Information services (BASIS), Bangladesh Computer Samity (BCS) and Internet service Provider Association (ISPAB) respectively. | -2 nd Vice-Chairman |
| 4. Representative (1) from Ministry of Foreign Affairs not below the rank of Director General | -Executive member |
| 5. Representative (1) from Ministry of Post & Telecommunication not below the rank of Director General | -Executive member |
| 6. Representative (1) from Ministry of Science & ICT not below the rank of Director General | -Executive member |
| 7. Joint Secretary (Export), Ministry of commerce | -Executive member |
| 8. Representative (2) from Bangladesh association of Software and Information Technology Services (BASIS) | -Executive member |
| 9. Representative (2) from Bangladesh Computer Samity (BCS) | -Executive member |
| 10. Representative (2) from Internet Service Provider Association (ISPA) | -Executive member |
| 11. Representative (2) from CIP's in IT related sector to be nominated by the Executive Committee of the Council | -Executive member |
| 12. Representative (2) from Academia in IT related sector to be nominated by the Executive Committee of the Council | -Executive member |



এ. মতীন এন্ড কোং
A. MATIN & CO.
Chartered Accountants

ICT BUSINESS PROMOTION COUNCIL (IBPC)
Statement of Receipt & Payments
For the year ended 30th June 2023

Particulars	Amount In Taka	
	30.06.2023	30.06.2022
Receipt		
Opening Blance:	645,307	543,574
Cash at Bank	645,307	543,574
GOB Grant	24,325,000	24,328,000
STD a/c - Bank interest	148,092	101,732
Subscription	1,425,000	2,000,000
Provision for Audit Fee	15,000	
Total	26,558,398	26,973,306
Payment		
Total Admin	804,301	739,259
Salary to EO	-	-
Salary to AEO	591,624	557,013
Bank Charge	39,418	14,463
Audit Fee	15,000	12,000
AGM Expenses	34,823	28,000
Conveyance & TA/DA	17,680	13,224
Maintenance of Electric Equipment	7,068	-
Festival Bonus	61,680	85,485
Bengoli new year Allowance	6,168	5,874
Rest & Recreation Allowance	30,840	-
Furniture & Fixture	-	23,200
Total Training	23,099,000	22,477,030
Awareness/Seminar/Workshop	5,706,000	1,300,000
Training Programme	-	17,216,000
Publication	328,325	
Fair National	9,564,675	3,961,030
Research	7,500,000	-
Total GOB Expenses	23,903,301	23,216,289
GOB Fund Return (2022-23)	421,699	1,111,711
Loan to BPC Private Fund (Subscription)	1,425,000	2,000,000
Total Payments	25,750,000	26,328,000
Closing Balance:	808,398	645,307
Cash at Bank	808,398	645,307
Total:	26,558,398	26,973,307





ICT Business Promotion Council
Budget for the year July 2022- June 2023

Figures : in Taka

Receipt:		Expenditure:									
Items	Amount	Items	Monthly	Operating Cost	BASIS	BCS	IBPAB	BAOCO	e-CAS	Total Expende	
Operating Bank Balance as on 01.07.22	645,305	Salary for (E.O, A.E.O & OCFE)	143112	722,480	0	0	0	0	0	722,480	
GOB Fund	24,350,000	Festival Bonus (One month salary for E.O, A.E.O & OCFE)	14312	61,680	0	0	0	0	0	61,680	
Bank Interest (expected)	50,000	New Bangla Year Festival bonus (20% of basic salary)	14311	10,000	0	0	0	0	0	10,000	
		Training for IBPC employees	LS	0	0	0	0	0	0	0	
		Training Workshop/ Capacity Building Programs	TBA								
		Local Trade fair Overseas Trade Mission/summit	TBA								
		Awareness Campaign/ Motivation Program/ Programming Contest/ Road show	TBA	0	3,000,000	3,000,000	3,000,000	3,000,000	1,200,000	19,200,000	
		Seminar, Round table discussion	TBA								
		Publication (Export Directory, Video Documentary, Newsletter)	TBA								
		Project/Special Work	TBA	0			6,400,000	1,000,000	2,800,000	10,200,000	
		Survey/ Research/assessment [for IBPC]	TBA	0	0	0	0	0	0	0	
		Audit fee	LS	35,000	0	0	0	0	0	35,000	
		AGM Expenses	LS	40,000	0	0	0	0	0	40,000	
		Bank Charge	LS	20,000	0	0	0	0	0	20,000	
		Maintenance of Office equipments	LS	30,000	0	0	0	0	0	30,000	
		Purchase of Office Equipment	LS	10,000	0	0	0	0	0	10,000	
		TA/DA, & other allowance	LS	40,000	0	0	0	0	0	40,000	
		Recreation Leave Allowance (1 current basic for three years)	LS	30,840	0	0	0	0	0	30,840	
		Reserve Fund [for STU]	-	645,305	0	0	0	0	0	645,305	
Total:	26,046,308	Total :		1,846,308						26,046,308	