



Government of the People's Republic of Bangladesh
Ministry of Land

Enhancement, Maintenance and Support of e-Mutation System

06/02/2020
মোঃ মশিউর রহমান
হিসাব নিয়ন্ত্রক (রাজস্ব) (চঃ দাঃ)
ভূমি মন্ত্রণালয়
বাংলাদেশ সচিবালয়, ঢাকা।

Ami
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Engr. Md. Anisur Rahman
Programmer
Ministry of Land
Bangladesh Secretariat, Dhaka
Govt. of the People's Republic of Bangladesh

03.09.2020
M.J. Siddiqui
Solution Architect
Md. Doulatuzzaman Khan
Cell-Govt. (Deputy Secretary)
Land Service Digitization Monitoring Cen
Govt. of the People's Republic of Bangladesh

Terms of Reference (TOR)

1. Introduction

Bangladesh, a South-Asian developing country is characterized by very high population growth and scarce land. It spills out jumbled and spontaneous land development within urban areas as well as other areas within the country. The rapid increase of population is continuously reducing the land-man ratio of the country. The rate of land transfer and conversion is also very high in Bangladesh. Rapid population growth combined with a fast rate of land transformation urges for an effective land administration and management system.

However, the conventional land administration system cannot keep pace with the growing demand and changing situation of the land market. Inappropriate land administration and management systems are the cause for unplanned growth, and this eventually generates problems in community life. Traditional land records increase difficulties in the security of land tenure and land transfer. For this, it becomes an obligation to establish a compatible land administration and management system by setting up a holistic approach.

The a2i has been working on identifying a better Land Management system supported by the Land Ministry and ICT Ministry. Delivery of social justice through proper land management is important for effective governance, which is an integral part of the digital Bangladesh mission. A common Mutation Management System in the Land sector is an identified necessity that can supplement the digital Bangladesh mission.

1.1 Objective

The overall objectives of this assignment will be the following:

- Enhancement and modification of the existing system for better performance, flexibility, scalability and extensibility.
- Development of new module to meet ongoing operation and integration with other related system
- Establishment of API platform for easy integration
- Provide Support & Maintenance Service.
- Technical Helpdesk Operation for field user
- Coordination with all land related software

1.2 System Overview

The current Infrastructure, operating environment and vital statistics are given below to understand the project:

- a) Highly secured environment under proper access control system.
- b) More than 32 Elastic Cloud Server (ECS) which provides scalable, on-demand computing resources for secure, flexibility, and efficiency.
- c) 32TB storage to serve content of 14 Application servers perform through two different application load-balancers for service continuity and load-sharing.
- d) Two Database Cluster contained more than 6 healthy Active-Active Databases servers cluster environment at BCC Cloud

- e) Central NMS System to send notification in any critical issue.
- f) All 14 application servers perform through two different application load-balancers for service continuity and load-sharing.
- g) This system is used in 61 zillas (without Chittagong hill tracts), 485+ upazillas in 4,580+ offices & 8276+ users.
- h) 12-15 thousand applications (approx.) are received per day.

1.3 Scope of work

The scope of work can be categorized with the following tasks:

a) *System Requirement Analysis:*

- Conduct a needs assessment of the existing e-mutation system to prepare the precise System Requirement Specification (SRS) for enhancement of e-mutation system
- Provide concrete maintenance and development plan, which should include Process Flow Diagram and another relevant diagram of the new requirement.

b) *Functional Requirement - Operation of IT Support helpdesk:*

- Provide Six Months Support & Maintenance Service of E-Mutation Management System
- Support & Maintenance will cover fixing all bugs and system errors as and when identified by the system users.
- Vendor shall implement auto backup and database archiving system to meet up the challenge of system recovery, in case of any disaster or missing data.
- The vendor's team will work at their office premises or in case of specialized requirements, they may work at the Land Ministry or any Land Ministry designated location.
- Assign a Project Manager who will work closely with the Land Ministry designated official to ensure proper delivery of any assignment during the support and maintenance phase.
- The hired and assigned IT personals for support & maintenance must be experience employees in related fields of the vendor company.
- Average around 150-200 call/Ticket handle daily and resolve it standard SLA process. The nature of some sample task has described as below:

First Level Support Scope

First level support may include task like but not limited to: Prepare office field and Modification, Prepare signature field and Modification, Prepare user field and Modification, Select the service office, Select the Mouja, JL and Modification, User Transfer and provide the service, Reset the picture and sign, Primarily solve the application related problem, Primarily solve the Khatian related problem, Primarily solve the Order related problem, Primarily solve the proposal letter related problem, Prepare letter, budget and note, Prepare presentation as program wise, Prepare report as required, Provide Feedback through Facebook messenger for related problem, Provide Feedback through mail for related problem, Phone Support, Requirement collection for development of any field related issue, Analysis for development of any field related issue, Conduct Training, Field related any problem identify and resolve it quickly, If any problem unable to solve then transfer it 2nd level through support ticket

Second Level Support Scope

Second Level Support may include task like but not limited to: Prepare new User, User Transfer, Provide Service to User, Create new Mouja, Create new office field, Create new designation field, Signature change if face any problem due to modification of user account, Backward Application, Change the Khatian No, Change the Mouja No, Final Khatian button problem due to wrong process, Problem resolve of DCR Button, Change the DCR No, Change the DCR date, Signature date change from the order, Signature date change from the Khatian, If issued double signature then remove it, Signature date change from the proposal form, Application issue from one office to another office, In the proposal, if the amount of land is too more than sometimes Jason data is misread in the database when processing and solving it., Return the application from archive file and again sent to achieve, Notice template don't show if wrong process done and solve it, Solve if khatian print button not come, If entry double khatian no then DCR button doesn't work, to resolve this issue remove wrong khatian no., Due to double proposal entry in the database, face signature problem and solve it, If you remove a stain ULAO from the proposal letter, you can no longer add it. Then make arrangements to give entry to the new proposal., Using Bangla in the Khatian of the proposal letter, not preparing the khatian and 2nd level support has resolved it.

Database Administration Support including -

- To implement the compliance for store, organize and manage data in database
- Database design and development
- Monitor database and troubleshooting as per necessity so that the databases can be up to date
- Manage database access
- Managing database security/ integrity and backup procedures
- Implementing security measures
- Testing and modifying databases to ensure that they operate reliably
- Set disaster recovery plans
- Preparation of data archiving plan and execute.
- Data Audit.

System Administration Support including:

- Installing and configuring software, Operating system, hardware and networks
- Identifying and solving any problems that arise with computer networks and systems
- Maintaining existing software and hardware and upgrading any that have become obsolete
- Monitor performance and maintain systems according to requirements and troubleshooting issues
- Working with IT support personnel and Troubleshoot issues and outages
- Providing network administration and support
- Ensure security through access controls, backups and firewalls
- Ensuring security and efficiency of IT infrastructure and Service
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Build an internal wiki with technical documentation, manuals and IT policies
- Ensure system availability 24/7.

c) New module to meet ongoing operation and integration with other related system

Topic	Description
System & Architecture	- The current mutation system is a monolithic application system. That means all types of operations are running on the same system. It needs to convert all common API to Microservice Architecture. This will make it easier to manage the integration with other subsystems easier. Vendors should also prepare required Kubernetes based Microservice deployment platforms in BCC data center. - With the implementation of Microservice, new technology can be easily integrated with the system - Due to some limitations in database design, the system does not allow the same user to work in multiple offices at the same time. Due to database design errors in user access level management, new access needs to be created and sufficient code levels need to change, which needs to be made dynamic and easy to use. - The current system is not comfortable with the new version of MariaDB. This problem will be fixed if the application system is updated. This will make it easier to implement MariaDB's new advanced features - Optimize the database schema: Normalize Tables, convert data types to optimal data types - Optimizing MySQL server query caching
Application Portion Enhancement	The vendor company will be required to upgrade the application systems as follows: - Arrange to compare the edited part with the original application. - No matter who has the documents, AC Land can add orders in any situation-ACL desk - Arrange for notification message / alarm if proper doc is not attached. - In the Application form, information will be collected more precisely. - Since there is no obligation to pay the court fee, an applicant can apply without paying the court fee, in that case complications are arising to accepting the application. This problem can be solved by making the court fee mandatory during submitting the application. - Housing land of RAJUK and housing authority provided only plot number and unable to provide dag number. So I need to provide option dag no with customization. - Need to create an option to zoom the documents and other attachments for proper verification of online application. - In the case of metropolis, it is not possible to identify three / four flats of the same building, in that case unable to do namzari properly, so need to mandatory to add flat no in namzari. - Without an application fee, the application will not process the next step. It will be saved as draft for 24 hours. After 24 hours it will be deleted if not paid the fee.
Khatian Management Module	The vendor company will be required to new development bellow partial thing of the Khatian Management: - If the copy is not provided, AC land himself cannot view the documents of his own circle / upazila. As AC land is the official in- charge of land related activities of his own circle / upazila, so he required admin access to view and edit the document. - In different times and reasons (own error or technical glitch) AC Land clicked the wrong order and submitted. In that case returning the new order (Wrongly placed) cannot be deleting the order document. To reduce the complexity of the workplace, AC Land needs an option after returning the last order to do change / modify / correct.

	- Through the correct DCR is provided manually, by mistakenly entering the wrong DCR number in the e-namzari document then it cannot be corrected. AC land needs to be given access to correct it at least once. In this case, for security reasons, there will be an option to uploading a scanned copy of the DCR as mandatory. -DCR - Approve: In case of disposing of documents, it is very important to have the option to search the documents with the ledger number or DCR number under "DCR Management". After the disposal of the nominal case, the case number or application number is no longer reserved for the applicant. In that case, if there was an opportunity to search for documents with ledger number or DCR number, which would be easier and user friendly. -DCR - The last Dag number is mentioned in the proposal form. In that case, need option to adding two more columns which mentioning RS Dag and SA Dag. -Khatian - If AC land amends the proposal, the order sheet is auto-amended but the khatian needs to update manually, in that case Khatian needs to option for auto amended. - There needs an option to Rejected applications can be disposed by one click. -ACL desk - Currently there is an option for delete button in DCR Management which makes operation difficulties, So Vendor need to turn off the delete button from DCR management. - The process of signing orders, proposals and ledgers needs to be made easier. In the current system, users have to click 5 times in total to give one signature. This needs to be simplified. -All desks - Order sheet date will be automatically set with working days. - AC Land needs the option to see all pending cases with duration (in detail) of different users and can comment accordingly. - The final Khatian print option will not come without a DCR number.
RS Khatian integration	- Need RS khatian integration with e-mutation - The Reservoir will be placed in the mutation system of RS Khatian. Records will be corrected in the system.
Management Dashboard	Central Monitoring dashboard for Top Management to view various KPI with dig down facilities. This should integrate all software and databases related to land management (like eMutation, RSK, DRR, LD tax, Mutated Khatian, Chandinaviti etc). Dashboard should be available on the web, android and iOS.
Mortgage system	Mortgage system need to developed and Implement support with Bangladesh Bank.
Extras	- PWB, all Nogor Unnayan Kotripokkho will be integrated with mutation system - PDF auto resize need to added where PDF have to upload in mutation system
Integration	- Microservice API gateway should be implemented to be integrated with the election commission for NID, Telecom operator for SMS, QR Code verification and training management platform and bulk email service. - Chatbot integration and support ticket management system have to be developed. - Integration with NID - Support service Integration with Hotline (16122) Management System - Integration with others system which will be developed for Land Services.
Integration with LD-Tax Management System	- Need LD-Tax Management system need to integrate with E-Mutation system - Sharing with API with LD-Tax Management System
Mobile App	Mobile App (IOS & Android) for Admin User and Citizen for E-Mutation and Mutated System with all facilities

OSS Integration	E-Mutation, E-Khatian, Mutad Khatian service should be integrated with BIDA One Stop service. Vendor should provide all development and support that is required
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d) Training:

- Knowledge transfer to designated resource person through workshop.
- Provide hands on training to system end users and TOT.
- Venue and Training all cost bear by Ministry
- Vendors will provide required manual and docs.
- Provide support regarding hands on training to system end users and TOT.

e) Migration of Legacy Data

Vendor need to migration of legacy data. Around 18+ TB data migrated to cluster environment.

2 Non-functional business requirements

2.1 Security

The proposed system will be secured maintaining a single sign on authorization process. Only the authorized user of the system should manipulate particular content. Security testing features will include Web Server Security, Domain Security, Operational Security, Database Security, Admin Panel Security, FTP security. Important security features that will be maintained for HMIS are described below.

System Level Security: System level security will be programmed within the application itself to implement a user group. To eliminate the security threats authentication and authorization will be built into the security design of the application with password control that will limit the user to retrieve any information, use modules or generate reports.

Server/Machine Security: The physical limitation to access a machine and generally would require an additional login in order to gain access.

User Group-level Security: Since the system will be a web-based application where users are managed by separate managements at different locations, a multi-layered user right policy will be implemented with encrypted password.

File/Database Security:
Ensure security for unauthorized user activity at the database resources.

Fault Tolerance and disaster management: Fault of the system and hardware may cause collapse in the whole system. One server will be kept a cold backup so that faults in one server could easily be recovered. Hosting of the application outside the country will work as a mirror copy and Disaster recovery site.

2.2 Usability

Usability is a quality attribute to assess how easy user interfaces are to use. Usability also refers to methods for improving ease-of-use during the design process. The application development of the proposed System usability will be given higher priority. The application will be self-descriptive for users. There will be no need for a user reading an application manual or otherwise spending much time trying to figure out an interface. Optimized usability will be maintained. The system will contain features that would be easy to understand for both administrative personnel and general users.

2.3 Extensibility

Extensible describes something, when an application is designed so that users or developers can expand or add to its capabilities. Extensibility is the primary characteristic of the system. The proposed system will contain principle so that new capabilities will be added to the software without major changes to the underlying system.

2.4 Maintainability

The proposed System contains Characteristics of design and installation to determine the probability that a failed equipment, machine, or system can be restored to its normal operable state within a given timeframe. Using the prescribed practices and procedures the system will be restored in its original state.

2.5 Testability

Testability is the quality of the proposed System that will allow all components of the system to be easily tested in isolation. Proposed system will be tested applying unit testing, functional testing, system testing, performance testing, recovery testing, load testing and security testing.

2.6 Scalability

Scalability is the capability to increase resources to yield a linear increase in service capacity. The key characteristic of a scalable application is that additional load only requires additional resources rather than extensive modification of the application itself. The proposed System will be developed in MVC pattern and using object oriented programming. Therefore adaptive, corrective and perfective changes will be adopted with the system comfortably. For any type of change the system will not need additional time than is originally required. The system will be most scalable.

2.7 Technological Specification

Framework	:	Cake PHP, Laravel, The Progressive JavaScript Framework
Languages	:	PHP, Java, SQL, HTML, CSS, JavaScript, python
Architecture	:	MVC, Microservices.
Project Management Tools	:	JIRA

2.8 Duration of the project for support and maintenance

SI	Activity	Time
1	Maintenance of Existing e-Mutation System	12 months
2	Enhancement and modification of the existing system for better performance, flexibility, scalability and extensibility.	
3	Development of new module to meet ongoing operation and integration with other related system	
4	Coordination with all land related software vendor and Establishment of API platform for easy integration	
5	Knowledge transfer through Training and Handover Proper Documentation	
6	User Manual (Video and Written) for every Content and Module	12 Months
	Total	

However, depending on the successful operation and on the needs of the Ministry, the contract may be extendable by authority.

2.9 Project Management

The bidders are expected to provide a detailed project plan and an implementation strategy of the project. This plan is expected to include:

- Information regarding the development process (the bidder will comply with all standards).
- Application development tools, language, and database requirements
- Maximum lead time for delivery of services.
- A development method and schedule with indicative timeline (Gantt chart).
- Risk management strategy and quality control mechanism.
- Any development tasks or assumptions that may be required to render the solution fit-for-purpose.
- Any anticipated integration tasks.
- Comprehensive contingency plan.

2.10 Project Management Team

SI	Position	Years of Experience	No. of Members	Qualification & Experience
1.	Project Manager	10	1	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant disciplines. Having a master degree in a relevant subject will be preferable; ii) Should have minimum 5 years of progressive experience in managing large scale IT (Software Development) projects; iii) Must have minimum 5 IT /ICT enabled software projects management (Design, Development and Implementation) experience which should include minimum 1(One) e-Governance /Digital Service

				application project and 1 land related project for the public sector with the Govt. Organization. Must have Project Management Professional certification (PMP/ PRINCE2).
2.	Domain Expert	15	1	i) Minimum Masters of Any discipline from reputed university; ii) Should have 10 Years' experience in the field administration including knowledge on land administration and citizen service delivery. Should have practical experience on mutation management in any public office.
3.	Software Architect	10	1	i) Should have minimum 06 years of profound experience in the field of Software architecture design and analysis for ICT based application and Software project. Experience in the sector of e-Governance application or Digital Service will be considered as a Preferable skill and expertise; ii) Must have minimum 5 IT /ICT enabled software projects management (Design, Development and Implementation) experience which should include minimum 1(One) e-Governance /Digital Service application project and 1 land related project for the public sector with the Govt. Organization.
4	Database Administrator (DBA)	07	1	i) Minimum graduate in Computer Science and Engineering/ ICT or any other relevant Science disciplines from any reputed University. Having additional Degree/Certification in the field of database administrator or database management will be preferable; ii) Should have minimum 05 years of profound experience in the field of database design, data normalization, data analysis, database management and administration for ICT based applications or Software projects. Experience in e-Governance application or Digital Service with the Govt. database related same experience will be considered as an added skill and expertise; iii) Must have minimum 5 ICT enabled application or software or applications projects experience in the field of Database related skills. In which minimum 1(one) for the e-Governance application/Digital Service will be preferable.
5	Sr. Programmer	06	2	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. ii) Should have minimum 05 years of profound experience in the field of web-based software programming / coding / scripting / API implementation for ICT based application or Software development. Same experience for the e-Governance application or Digital Service will be considered as an added skill and expertise;

				iii) Must have minimum 5 ICT enabled application or software project experience in the field of web-based software programming / coding / scripting as a core development team member. In which minimum 1(one) should be for the e-Governance application / Digital Service will be preferable.
6	Programmer	04	4	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University; ii) Should have minimum 03 years of profound experience in the field of software programming / coding / scripting for web-based application or Software development. Same experience for the e-Governance application or Digital Service will be considered as an added skill and expertise; iii) Must have minimum 04 ICT enabled application or software project experience in the field of web based software programming / coding / scripting as a core development team member. In which minimum 1(one) should be for the e-Governance application / Digital Service will be preferable.
7	SQA (Test Engineer)	05	2	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. Additional degree/Diploma in the field of software Quality Assurance will be preferable; ii) Should have minimum 4 years of profound experience in the field of software Quality assurance in web-based application or Software development; iii) Must have minimum 3 ICT enabled applications or software project experience in the field of software Quality assurance.
8	System Administrator	08	1	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University; ii) Should have minimum 6 years of profound experience in the field of system administration especially on operating system installation, configuration and deployment, should have experience on large scale data backup and user management systems; iii) Must have minimum 5 ICT enabled application or software project experience in the field of system administration and IT Infrastructure Services. Hand on Experience at latest five years with Virtualization tools technologies and System Integration. Installation and configuring percona xtradb cluster in multi-master nodes, configure application server in linux based environment. nginx and haproxy load balance system for application and database system. Knowledge about Huawei cloud system administration.

9	Technical Helpdesk Supervisor	5	1	Minimum Graduate of Any discipline i. Proposed personnel should have 5 Years' practical experience in land support activities. ii. Need experience to conduct training time to time through Presentation to related stakeholders. iii. Need experience to supervise Helpdesk agents and provide time to time report to concern authorities. iv. Leadership and Presentation certificates will be added advantages.
10	Technical Document Expert	03	1	Minimum graduate in any Computer Science/business administration related discipline. He or She should have fluency in writing standard and professional English especially technical specification, proposal and document; Should have relevant certification. Should have minimum 03 years of profound experience in the field of technical documentation; Must have technical documentation experience for minimum 3 ICT enabled applications or software projects as core team member.
11	UI/UX Designer	05	1	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University; ii) Should have minimum 5 years of profound experience in the field of user interface design; iii) Must have minimum 3 ICT enabled application or software project experience in the field of user interface design.
12	Technical Helpdesk Executive	03	4	i) Minimum graduate in disciplines from any reputed University; ii) Should have minimum 5 years of profound experience in the field of software maintenance for web & mobile application; iii) Must have minimum 3 nationwide ICT enabled application or software project experience in the field of helpdesk support.
13	App developer	03	2	i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University; ii) Should have minimum 02 years of profound experience in the field of app development;

2.11 Expected Deliverables

Considering the scope of services and work of this project and based on the proposed project development & implementation methodology (SDLC), the vendor is requested to submit a comprehensive Project Deliverables Plan in their technical proposal describing the SDLC phase/steps/action wise timeline-based deliverables mentioning different formats and types.

For better clarification, some of the deliverable's examples are mentioned below:

- Project inception report
- System requirement specification (SRS)
- System design document (HLD and LLD as SDD)
- Maintenance of Existing e-Mutation System
- Enhanced Version of eMutation System bases Micro Service Architecture
- Enhanced Version of eMutation System with renovated Application Module
- Enhance Version of Khatian Management Module
- Integration with RS Khatian
- Development of Management Dashboard
- Development and Implementation of Mortgage system
- Integration with other third party system systems/components
- Mobile App(Android and iOS)
- Test plan with testing reports
- Integration plan and reports
- Necessary Data Migration
- Report on support services provided from Call Center & social media
- Training Manual (Text and Video).

2.8 Delivery Timeline

Item	Deliverables	Timeline
D1	Project inception report	Within 15 days of contract signing
D2	Draft System requirement specification (SRS)	Within 1 months of contract signing
D3	System design document (HLD and LLD as SDD)	Within 1 months of contract signing
D4	Maintenance of Existing e-Mutation System	Continuous
D5	Enhanced Version of eMutation System based Micro Service Architecture	Within 3 months of contract signing
D6	Enhanced Version of eMutation System with renovated Application Module	Within 3 months of contract signing
D7	Enhance Version of Khatian Management Module	Within 4 months of contract signing
D8	Integration with RS Khatian or others khatian	Within 4 months of contract signing
D9	Development of Management Dashboard	Within 6 months of contract signing
D10	Development and Implementation of Mortgage system	Within 6 months of contract signing
D11	Mobile App(Android and iOS)	Within 6 months of contract signing

D12	Draft Version of Training Manual (Test and Video)	Within 6 months of contract signing
D13	Integration with Hotline (16122) and other third party system systems/components	Within 7 months of contract signing
D14	Test Plan and Test Scripts	Within 7 months of contract signing
D15	Testing reports	Within 8 months of contract signing
D16	Integration reports	Within 8 months of contract signing
D17	Delivery of Final version with necessary data migration and D2,D6,D7,D8,D9,D10,D11,D12,D13	Within 8 months of contract signing
D19	Report on support services provided from Call Center & social media	Within 12 months of contract signing

2.8 Payment Schedule

Item	Deliverables	Timeline
D1	Project inception report	10%
D2	Draft System requirement specification (SRS)	20%
D3	System design document (HLD and LLD as SDD)	
D4	Maintenance of Existing e-Mutation System	
D5	Enhanced Version of eMutation System based Micro Service Architecture	
D6	Enhanced Version of eMutation System with renovated Application Module	20%
D7	Enhance Version of Khatian Management Module	
D8	Integration with RS Khatian	
D9	Development of Management Dashboard	
D10	Development and Implementation of Mortgage system	20%
D11	Mobile App(Android and iOS)	
D12	Draft Version of Training Manual	
D13	Integration with other third party system systems/components	
D14	Test Plan and Test Scripts	30%
D15	Testing reports	
D16	Integration reports	
D17	Delivery of Final version with necessary data migration and D2,D6,D7,D8,D9,D10,D11,D12,D13	
D19	Report on support services provided from Call Center & social media, Submitting Closing report and Handover Development and Maintenance Documentation Report.	

04/11/2020
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হিসাব নিয়ন্ত্রক (রাজস্ব) (চঃ দাঃ)
ভূমি মন্ত্রণালয়
বাংলাদেশ সচিবালয়, ঢাকা।

Ami
03-09-2020
Engr. Md. Anisur Rahman
Programmer
Ministry of Land
Bangladesh Secretariat, Dhaka
Govt. of the People's Republic of Bangladesh

03-09-2020
Md. Hananur Jamun
Solution Architect

03/09/20
Md. Doulatuzzaman Khan
Cell Chief (Deputy Secretary)
Land Service Digitization Monitoring Cell
Govt. of the People's Republic of Bangladesh