

BUSINESS JOURNEY MAP OF Pharmacy Industry (Druggist & Chemist) in Bangladesh



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1.1 Background of the Study

The economy of Bangladesh has been considered by global think tanks as the good experience of socioeconomic success. The nation has acquired a sustainable GDP growth of an average 8% till the start of pandemic. Later on, the downfall of the economy has been revived because of the announcement of Financial Stimulus Package by Hon'ble Prime Minister Sheikh Hasina MP to facilitate the CMSME and large industries. Moreover, government has taken number of mega projects to improve the trade logistics, transportation, multimodality, power and energy, health, education, etc. scenario in Bangladesh.

To keep the sustainable success momentum of the initiatives taken by the government to ensuring the economic growth, a2i has taken action to assist the private sector through ensuring service process simplification. CMSME has been treated as the game changer of the economy. A significant transformation of the SME sector has taken place in Bangladesh over time with various public and private initiatives.

The development of SMEs can be instrumental for Bangladesh to embark on higher growth trajectories as envisioned in various plan documents of the government, such as the Perspective Plan 2021 and 2041, various Five Year Plans, Industrial Policies, etc. While Bangladesh has the advantage of promoting SMEs in terms of abundance of human capital with a natural aptitude of intellectual ability, it lacks a conducive and coherent policy environment to give a boost to the sector.



a2i aims to facilitate the potential and promising sectors of the CMSMEs through private sector driven and demanded policy assistance to assist the government to attain the socioeconomic targets of Perspective Plan 2041. In that respect, G2B Team of a2i is operating Business Journey Mapping (BJM) and Service Process Simplification (SPS) initiatives to identify the bottlenecks/constraints/pain points faced by the CMSMEs as well as pointed out the way forward to mitigate the problems. The nation's economy will face the aftermath challenges of the LDC graduation on 2026. To ensure competitiveness in the global market after 2026, there is no alternative to turn all the challenges into opportunities. The “Workshop on Business Journey Mapping” is one of the key pathways to identify and solve the challenges that create hindrance to the prospect of private sector.



1.3 Structure of the Workshop

a2i Program is playing a very vital role to attract an inflow of local and foreign investment in the economy by service process simplification (SPS) of government-to-business (G2B) services. In that continuation, a2i Program organized a day-long, interactive workshop that was held on October 15, 2022, with the participation of sector champions and leaders of the Pharmacy Industry (Druggist & Chemist) of Bangladesh to have their views/comments and recommendations to make the existing service-providing module of the government more simplified. Government officials, a2i Team, and Business Process Mapping Experts joined the workshop as facilitators.



After the end of inaugural session, workshop participants joined a day long interactive session. Expert BJM facilitators conducted the session. The workshop was divided into 5 sessions to cover the following issue-

1. Identify the list of G2B Services to conduct the business operation;
2. Constraints faced by the entrepreneurs to avail G2B services;
3. Constraints faced by the entrepreneurs to accept the G2B services;
4. Recommendations and way forward to resolve the constraints and
5. Business Journey Mapping of the sector.

Enthusiastic participation of participants made the workshop lively. Pharmacy sector stakeholders elaborated their remarks/views/suggestions in the sessions. At the wrap up session, experts validated the outcomes of the workshop as this will be the pathways to formulate a comprehensive report.

1.4 Objectives of the Study

Broader Objective of BJM

Sector-specific event for mapping business journey, identifying issues and pain points in G2B services, and driving action for remedy.

Specific Objectives of BJM:

1. To portray the sectoral overview and export potential of Pharmacy Industry (Druggist & Chemist) of Bangladesh,
2. To design the Business Journey Map Pharmacy Industry (Druggist & Chemist) of Bangladesh,
3. To identify the G2B Services required to conduct Pharmacy Industry (Druggist & Chemist) of Bangladesh,
4. To identify the pain points of the G2B services that create hindrance to business operations and increase the cost of doing business as well,
5. To provide a tentative way forward from the point of view of participants and experts to ensure better SPS to G2B Services.



1.5 Reason to Choose the Sector

Chemists, druggists, and pharmacists are playing a very vital role in the medical system in our country. In Bangladesh number of registered A Category Pharmacists are 18293, B Category Diploma Pharmacists are 5512 and C Category Pharmacy Technicians are 141739. Bangladesh Chemists and Druggists Somity (BCDS) informed that there are more than 1 lack 33 thousand licensed members of this private body. Because of the illegal practices of some unregistered and illegal chemists & druggists, the credibility of the whole industry falls into question. To facilitate the legal and registered chemists, druggists, and pharmacists as well as to mitigate illegal practices through the jurisdiction of law enforcement, the government has included the chemist and druggist sector in the BJM program to have the sector's voice.

2.1 Druggist & Chemist Industry of Bangladesh

Drug shop/pharmacy/medicine shop/retail drug shops are the preferred first point of contact for a majority of the population in developing countries including Bangladesh. Currently in Bangladesh, number of licensed retail drug shops and approximately an equal number of unlicensed retail drug shops are involved in selling drugs “over-the-counter.” Most of the salespeople and dispensers at those retail drug shops do not have training in dispensing drugs or in offering diagnoses and treatment, which they frequently do. Druggist and chemist have been treated as next to doctor to the low income workforce group in Bangladesh, as they don’t have enough financial capability to go randomly for treatment to health physician/doctor.

2.2 Education System for Pharmacy Industry of Bangladesh

To facilitate the pharmacy and health industry in Bangladesh, public and private universities of Bangladesh conduct B. Pharma and M. Pharma degrees to create expert pharmacists.

University	B. Pharma	M. Pharma
Public University	13 nos.	10 nos.
Private University	28 nos.	11 nos.

Besides, Pharmacy Council of Bangladesh issues licenses for pharmacist under three categories. Number of licensed pharmacists based on the updated information of PCB as-

Category	Number
A Category Pharmacist	18293
B Category Diploma Pharmacist	5512
C Category Pharmacy Technician	141739

2.3 Bangladesh Chemists and Druggists Somity

Bangladesh Chemists and Druggists Somity (BCDS) is the leading and parent private sector organization of the Chemists and Druggists of Bangladesh. There are more than 1 lack 33 thousand licensed members of this private body. BCDS is a registered association of the drug shop owners and is approved by the Social Welfare Ministry. Its network extends from the central to the sub district level in the rural areas. This powerful association regulates the local associations and establishes accredited model drug shops. Noted that, District Chemists and Druggists Society closely works with the DC Office of every districts.

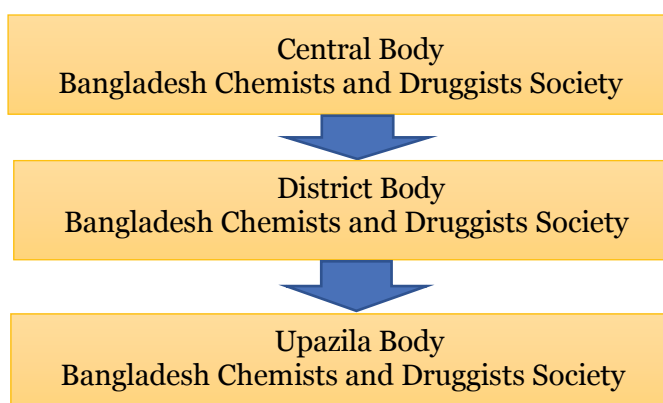


Fig: Operational Hierarchy of BCDS

To address the severe shortage of trained pharmacists, the BCDS, with help from the Pharmacy Council of Bangladesh (PCB) and the BPS, conducts a three-month training course to award grade C certificate for dispensers working in the drug shops. The association charges a minimum fee for this course. Currently, two courses a year are being run with 100 students in each course. To qualify to enroll, students must have completed a minimum of 10 years of schooling and be age 18 or older. Classes are on weekends from 9 a.m. to 5 p.m. The syllabus and the training materials are provided by the pharmacy council.

2.4 Pharmacy Council of Bangladesh

The Pharmacy Council of Bangladesh (PCB) is an autonomous body under the Health Service Division, Ministry of Health and Family Welfare, Govt. of the People's Republic of Bangladesh. It was established under The Pharmacy Act 2013 (Special Rule) (Previously known as The Pharmacy ordinance 1976, Ordinance No. X111 of 1976.)

The Pharmacy Council of Bangladesh (PCB) is a regulatory body for controlling the education and profession of pharmacy in Bangladesh. After the promulgation of Pharmacy Ordinance 1976, the PCB became the official regulatory body of the Government to regulate and accredit the pharmacy education in Bangladesh. The PCB regulate the pharmacy education and practice of pharmacy including issuance of professional registration certificate of Pharmacists (Grade A), Diploma Pharmacists (Grade B) and Pharmacy technicians (Grade C) as per Pharmacy Act (Special Rule) of 2013 (Previously known as The Pharmacy ordinance 1976). The Pharmacy Council of Bangladesh (PCB) is working to ensure the highest standard of quality required for proper pharmacy education, training and practice in different academia, pharmaceutical industry, community pharmacy and hospital pharmacy.

The Main objective of the Pharmacy Council of Bangladesh is to regulate the practice of Pharmacy throughout Bangladesh. In addition to this the pharmacy council performs the following activities:

1. Approve examinations in pharmacy for the purpose of qualifying persons for registration as pharmacists;
2. Prescribe the subjects in which approve examinations shall be held;
3. Approve the course of study and practical training in pharmacy for the purpose of admission to approval examinations;
4. Prescribe the condition and procedure for admission of candidates to and approved examination;
5. To lay down the standard of teaching to be maintained by the institutions conducting the approved courses of study;
6. Prescribe the equipment and facilities to be made available to the students;
7. To recognize degree or diploma in pharmacy for the purpose of registration as pharmacist;
8. Undertake inspections of institutions which conduct any course of study in pharmacy and of the teaching imparted and examinations held by them;
9. Prepare and maintain registers of pharmacists and apprentices in pharmacy;
10. To register pharmacists and grant certificates of registration;
11. Hold examinations for the purpose of registration as pharmacists; and
12. Undertake such other activities as it may be empowered or required to do by the council under this ordinance.

Chapter 3: G2B Services Required for the Pharmacy Industry (Druggist & Chemist) of Bangladesh



Bangladesh Chemist & Druggist Samity (BCDS) source mentioned that there are more than 1 lack 33 thousand licensed pharmacy operating their business in the Bangladesh of them 1 lack 20 thousand are functioning. Participants of the workshop on Business Journey Mapping for Pharmacy Industry (Druggist & Chemist) of Bangladesh were representing mostly the small and medium entrepreneurs. List of G2B services (license/ permission/ certificate/ approval/ permit etc.) required to operate business in the pharmacy industry in Bangladesh is tabled-

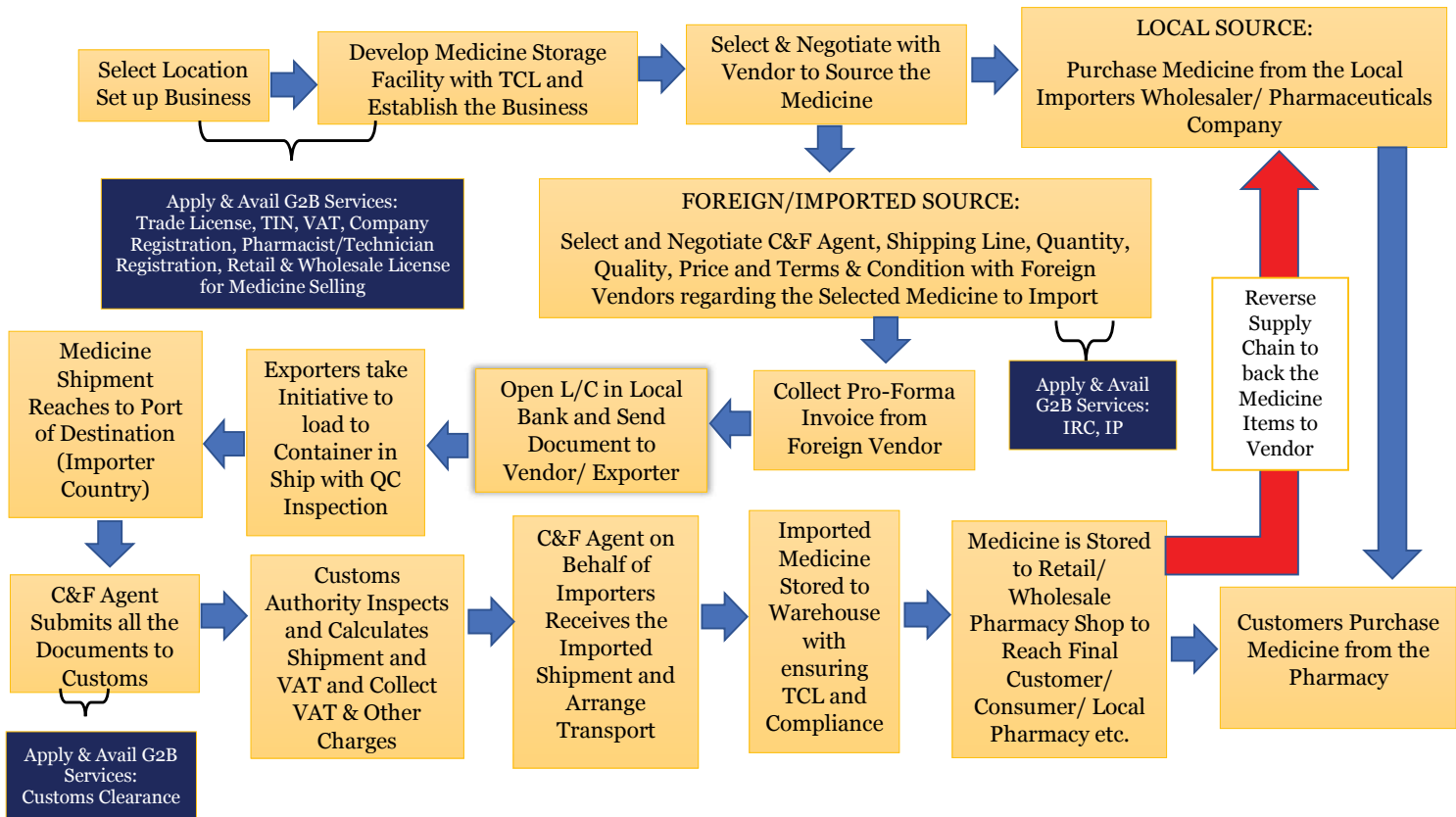
General Required G2B Services	Sector Specific Required G2B Services for Pharmacy Industry
<ol style="list-style-type: none"> 1. Trade License (from LGD) 2. VAT (from NBR) 3. TIN (from NBR) 4. Company Registration (from RJSC&F) 	<ol style="list-style-type: none"> 5. License for Retail Selling of Medicine (from DGDA) 6. License for Wholesale Selling of Medicine (from DGDA) 7. Pre-approval for the Import of Medicine (from DGDA) 8. Import Registration Certificate (from CCI&E) 9. Import Permit (from CCI&E) 10. Customs Clearance Approval for Release of Imported Medicine (from DGDA) 11. Registration as A Category Pharmacist (from Pharmacy Council of Bangladesh) 12. Registration as B Category Diploma Pharmacist (from Pharmacy Council of Bangladesh) 13. Registration as C Category Pharmacy Technician (from Pharmacy Council of Bangladesh)

Note:

1. User journey maps to avail the G2B services are annexed.

Chapter 4: Business Journey Map of Pharmacy Industry (Druggist & Chemist) of Bangladesh

4.1 Business Journey Map of Pharmacy Industry (Druggist & Chemist) of Bangladesh



Chapter 5 Simplify the BJM & G2B Services for the Pharmacy Industry (Druggist & Chemist) of Bangladesh

5.1 Pain Points & Way Forward: Point of View of Participants

No	Issue	Pain Points	Way Forward
1.	Trade License	The fee to avail trade license both for fresh issuance and renewal is high for the SMEs.	Trade License fee for new issuance and new renewal should be lower than the present schedule for SMEs.
		Renewal frequency of trade license is one year which is troublesome for the CMSMEs.	Ministry of Commerce and LGD should come forward to increase the renewal frequency of the trade license to at least 5 years.
		Applicants are bound to visit the government office physically to avail the trade license though the application is submitted online.	Trade license should be awarded online instead of any physical interaction with the applicants
2.	Constraints to avail Retail and Wholesale Drug/Medicine License	Participants complaint that to avail retail and wholesale drug license the inspectors of DGDA force to pay speed money to issue NOC from his end. Moreover, applicants have to visit the DGDA office several times to know the update of the submitted application.	In submitting and availing the drug license, DGDA should go for fully automated system. Besides, DGDA and Anti-Corruption Bureau may work together to mitigate the bottlenecks faced by the pharmacy owners to avail the G2B services from the DGDA.
		As per the Citizen Charter of DGDA it takes 90 official days to have the license from DGDA. The time is too lengthy to issue license.	DGDA should reduce the days to 15-30 days from the existing 90 days to issue retail and wholesale license for selling medicine.
3.	Trade License and Drug License Joint Problem	To avail trade license for the pharmacy, agencies of LGD ask for drug license as the pre-requisite documents. On the other hand, to avail drug license from DGDA, they ask to submit trade license first as one of the required necessary documents.	LGD and DGDA may jointly issue a SRO to address and to resolve the constrain.
4.	Registration Certification of Pharmacist by PCB	After the end of pharmacist registration examination, Pharmacy Council of Bangladesh takes long time to issue certificate to the applicants.	Pharmacy Council of Bangladesh should issue the registration certificate with in the 30 working days after the announcement of examination result.
		Registered pharmacist of Category A, B and C have to renew the registration after a certain period of time. This is burdensome for the pharmacists.	Like other education degrees/ certificates (SSC, HSC, Bachelor, Masters, M.Phil., PhD etc.), no renewal period should be existed for the registration of pharmacist certificate. The provision of the renewal
5.	Lack of Knowledge of Mobile Court Team regarding Medicine	Mobile Court Officials do not have adequate knowledge on medicine and pharmaceuticals items. Such lack of specialized knowledge	Ministry of Health, DGDA and PCB should come forward to include at least one pharmacist of Category A in the Mobile Court Team to bridge and to mitigate

No	Issue	Pain Points	Way Forward
		creates complexity during the mobile court operation.	misunderstanding between government side and pharmacy owners.
6.	Monitoring of Online Medicine Shops	Online medicine shops are fully out of jurisdiction of DGDA and PCB. Some of the unregistered and illegal medicine which are sold through online shop are highly alarming for the human health.	Ministry of Commerce, Ministry of Health, DGDA, PCB and ICT Division should work together to develop an online medicine shop monitoring mechanism and online doctors/ pharmacist/ health physician by considering the human health as one of the top most priorities.
7.	Regulation for Online Doctors	There are several online/Facebook pages of doctors/ pharmacist/ health physician. But they are not regulated and monitored by the legal enteritis. Complaints have been raising gradually against them because of their mistreatment.	
8.	Access to Information	Workshop participants complaint that they are not well aware about the rules, regulation, SRO, notification issued by the Ministry of Health, DGDA, PCB, etc.	Central/National Committee of BCDS should appoint an official to accumulate rules, regulation, SRO, notification issued by the Ministry of Health, DGDA, PCB, etc. as well as to distribute those to the members of Distract and Upazila Chemist and Druggist Somity.
9.	Functioning the Monitoring Committee of DC Office	There is committee headed by the DC of each district to monitor the activity regarding drug, medicine and pharmacy affairs. Frequency of organizing the meeting of these committee are very low.	Ministry of Health may issue GO letter to the DC of all districts to organize the meeting on regular basis and the minutes of the meeting should be shared to the concern desk of the Ministry of Health.
10.	Simplification of Advance Income Tax (AIT)	Workshop participants' complaint that it is very much difficult to have the adjustment of AIT from the public authority.	NBR and Customs Authority should simplify the AIT payment and adjustment mechanism to reduce the bottlenecks as well as to popularize it among the importers.
11.	Unregistered Pharmacy	Research found that there are more than 1.5 lack unregistered pharmacy in Bangladesh. Because of that, they are not traceable by the public and private bodies.	Mobile Court should be conducted to the grass rout level to identify the unregisters pharmacy and pharmacist as well as initiative needs to be taken ensure the registration of these unregistered entities. Month long campaign should be conducted by DGDA, PCB and BCDS all over the country in that respect.
12.	Unregistered but Emergency Medicine Items	There are number of foreign unregistered lifesaving emergency medicine which are prescribed by the doctors. These highly emergency medicines enter to country illegally which should be legalized as soon as possible.	Ministry of Health and DGDA should take initiative to identify such medicine items by consulting with the pharmacist and doctors to bring them under registration. Such initiative is highly awaited by the patients, doctors and pharmacists.
13.	Restriction on Opening	Workshop participants informed that there is constraints to avail trade license and drug license to	Initiatives needs to be taken identify the bottlenecks and way forward to mitigate those to establish pharmacy in the

No	Issue	Pain Points	Way Forward
	Pharmacy in Residential Area	establish pharmacy/drug store in the residential area.	residential area by considering this as the supportive lifesaving emergency entity.
14.	Financing Constraints	Banks are not willing to provide loan to the pharmacy industry, raised by the workshop participants.	As the pharmaceuticals and pharmacy sectors have been growing at a sustainable growth the Ministry of Health, DGDA, PCB and BCDS may jointly negotiate with Ministry of Finance/Bangladesh Bank to introduce a financial scheme to facilitate the pharmacy industry of Bangladesh to establish or to expand business operation.
15.	Sectoral Recognition	Pharmacy sector has been treated as the supportive sector of Pharmaceuticals Industry and lifesaving service sector. Unfortunately, this highly potential and growing SME sector has not been recognized by in the National Industrial Policy.	Pharmacy/drug store should be included as the high priority service sector in the National Industrial Policy. BCDS with the assistance of a2i may prepare a concept note in that respect to motivate the Ministry of Industries to ensure sectoral recognition of
16	Upgrade National Drug Rule/Act	Numbers of socioeconomic and health affairs issue have been raised in the post pandemic and pre LDC graduation era. All the relevant issues should be reflected in the Drug rules	National Drug Rule/Act should be updated by including the provision for following issues like- <ul style="list-style-type: none"> • Simplification of the registration of drug store, • Registration of pharmacist, • Penalty for unregistered pharmacy, • Monitoring of online medicine shop and online doctor/health physician/pharmacist, • Simplification of AIT, • Establishment of Pharmacy in residential area, • Regularize the monitoring committee headed by DC, etc.

5.2 Way Forward: Suggested by USAID

USAID, BRAC & University of Dhaka jointly conducted a research on 2015 entitled “Baseline Study of Private Drug Shops in Bangladesh: Findings and Recommendations”¹. Recommendations of the study are presented below with reference-

Immediate and Short-Term Measures:

1. Create a crash program to train the vast number of dispensers in unlicensed shops within a short time, such as a maximum of one year.
2. Encourage PPPs (including nonprofit NGOs) to play a significant role in franchising the certificate course for grade C pharmacists.
3. Include a certificate course for grade C pharmacists in existing public and private health institutes.
4. Make the drug licensing process user-friendly, efficient, and inexpensive so that the unlicensed drug shop owners are encouraged to become licensed after fulfilling the requirements as-
 - Abolish the district drug committee, and fast-track the licensing process.
 - Conduct awareness-building campaigns about the necessity and benefits of fulfilling the requirements for a drug license and, ultimately, having a drug license.
 - Make transparent the exact amount of fees required for applying and getting a drug license to all owners of drug shops through a DGDA circular.
 - Investigate each and every case of irregularity.
5. DGDA-approved checklist should be meticulously followed during shop inspection and records kept by the DS/DIs of shop inspections by DS/DIs, and include checks during shop visits
6. Increase the capacity of the DGDA with more personnel and improved logistics so that shop inspections can be conducted countrywide, year round, and on a regular and planned schedule. Such inspections will keep the drug-shop owners alert to not breach the laws.
7. Develop amicable relationships between DGDA officials and other stakeholders to effectively implement regulations, and make high-quality essential drugs available at the people’s doorsteps.

Long-Term Measures:

1. Revise the contents, forms, and duration of the grade C certificate course to develop a standard curriculum that also includes basic PHC services (first aid and health education, including TB and TB DOTS) for these to work as PHC outposts in remote rural areas.
2. Increase the technical capacity of DGDA (e.g., establish more drug-testing laboratories) to discourage marketing of counterfeit, expired, and poor-quality drugs.
3. Develop the capacity of the dispensers by training and giving monetary incentives to be providers for TB DOTS.
4. Ensure strict adherence to GMP for all pharmaceuticals and for maintaining the standard and quality of drugs.

¹Available at: <https://siapsprogram.org/publication/baseline-study-of-private-drug-shops-in-bangladesh-findings-and-recommendations/>

5. Understand that requirements to be fulfilled for ADDOs in Bangladesh include the following—
- Ensure the presence of a pharmacist who is well trained in the revised curriculum in the drug shop.
 - Conduct an extensive information, education, and communication (IEC) campaign to build awareness of the public and the pharmacy stakeholders on the irrational use of drugs and their harmful effects (e.g., antimicrobial resistance, MDR TB, etc.).
 - Include the health professional associations in developing ownership of the ADDO process.
 - Encourage the critical role of CAB and the similar associations as pressure groups for the rational use of drugs.

Chapter 6: Concluding Remark

Health care has been considered with the utmost care and importance by the Government of Bangladesh. The important role of drug shops in promoting public health in the LDC graduating country such as Bangladesh cannot be overemphasized. Now those drug shops are numerous, employ untrained salespersons, and are legally allowed to sell prescription-only drugs. Given the critical shortage of human resources for health (HRH) and the inequitable distribution of qualified HRH in Bangladesh especially in remote areas it is essential to develop the drug shops as an integral part of primary health care and to ensure the delivery of a minimal level of quality care, products, and information to the people. Because the number of drug shops are large, the problem of geographical accessibility can easily be overcome and will increase the outreach of services to the disadvantaged population. It is suggested that possible initiatives need to be taken to train the attendants, salespersons, and dispensers at drug retail outlets to improve dispensing practices, to promote rational use of drugs, and to treat and manage common illnesses and injuries. This path to improvement must be given serious consideration by the DGDA, the DGHS, and the DGFP (Directorate General of Family Planning), to facilitate Bangladesh's journey towards formulating effective health care system in Bangladesh.

END

Annex-I: Participant List

1. Mohammad Ali , Director , Messrs Shad Medicine Corner
2. Mohammad Iqbal Loshkor , Director , Messrs Iqbal Enterprise
3. Md. Khalilur Rahman, Director , Jahanara Medical Hall Mitford
4. Md. Tofazzal Hossain, Director , Bangladesh Chemist & Druggist Association
5. Md. Shahjahan Khan , Director , Messrs Khan Medical Hall
6. Safiuddin Ahmed , President , Marsha Trade
7. Shamim Hasan Rana, General Member , Rocky Medical Hall
8. Dewan Md. Mahbubul Motin , Executive member, Bangladesh chemist and druggist samity
9. Kazi Majedul Islam, President , Drug and chemist society Ganderia thana
10. Md. Ferdous Jaman Shah Jewel , Senior Vice President , AB Pharma Mohammadpur
11. Md. Abdul Wadud , Proprietor & President , BCDS Tejgaon uposakha M/S Sheba Medical Hall
12. Md. Hedayetul Islam, Proprietor, The Green Pharma
13. Mujibur Rahman Khan, Owner, Khan pharmacy
14. Mir Md Atiqul Islam, Proprietor, M/S Mir pharmacy
15. Md. Kuddus Khan , Vice President , Bangladesh Chemist and Druggists Samity
16. Motiul Islam Litu , Senior vice President, BCDS
17. Md. Abdus Samad, Proprietor, Ashian Drug House
18. Mohammad Abdul Haye Meah, Proprietor & Senior vice president , Modern Pharmacy B.C.D.S
19. Md Nurur Rahman. Mithu, proprietor, Al amin pharmacy
20. Md. Abu Hena Mostafa Kamal , Secretary (Central Office) , Bangladesh Chemists and Druggists Samity
21. Md .Bazlur Rahman , Proprietor & Director , BCDS central committee
22. Md Mizanur Rahman, Director, Ali Medical Hall

Annex-II: User Journey Map to Avail G2B Services for Pharmacy Industry (Druggist & Chemist) of Bangladesh

a. Trade License – Commercial Firm

Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Ministry of Local Government, Rural Development and Cooperatives

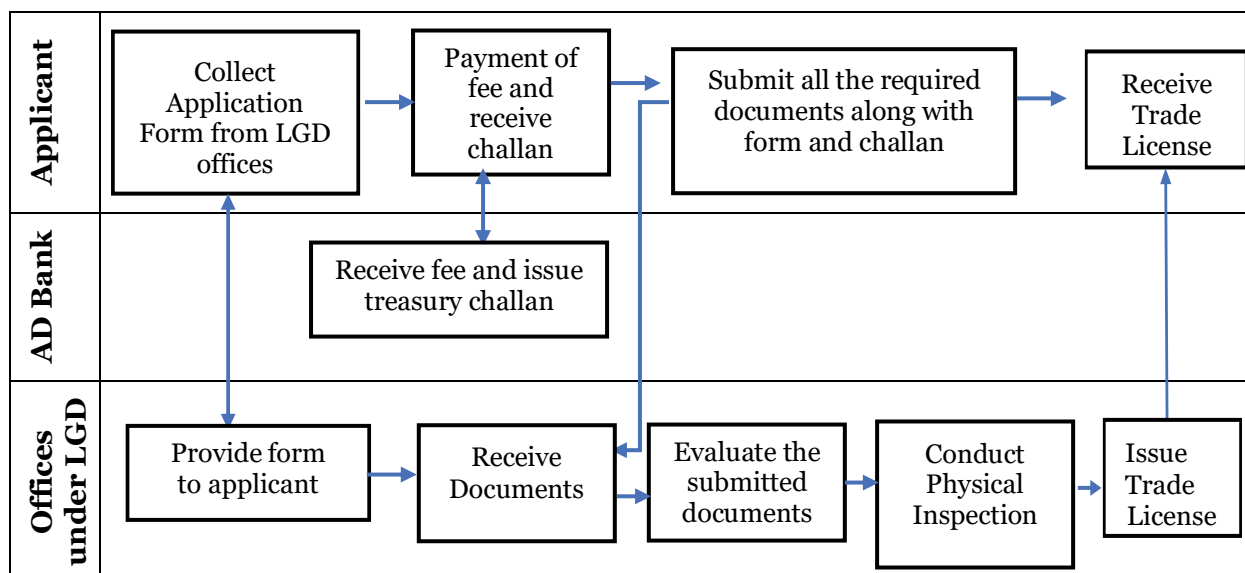
Required Documents–For Fresh Issues

Required Documents	Remarks
1. Application Form	Original
2. National ID card of the entrepreneur	Original Copy duly attested by a First Class gazette officer
3. Rent receipt or ownership proof	
4. Holding Tax	Payment Receipt
5. Recent passport size photo of the entrepreneur	Three (3) copies, duly attested by a First-Class gazette officer
6. Declaration on the non-judicial stamp to abide by the rules & regulation of City Corporation/ Municipality/ Union Parishad	In the case of Press/ News Paper; non-judicial stamp of BDT 150/-
7. Memorandum of Association and Articles of Association	Original Copy duly attested by a First-Class gazette officer applicable in case of a Limited Company
8. Certificate of Incorporation	Original Copy duly attested by a First-Class gazette officer in case of a Limited Company
9. Agreement of Partnership	Original Copy duly attested by a First-Class gazette officer in case of Partnership Firm
10. Work Permit from BIDA	Original Copy duly attested by a First-Class gazette officer in case of foreign investors/ nominated foreign employees
11. Statement of bank solvency	In Original; applicable in case of a Limited Company
12. TIN Certificate	Original Copy duly attested by a First-Class gazette officer, applicable in case of a Limited Company

For Renewal:

Required Documents	Remarks
1. License Book	Provided at the time of the issuance of Trade License
2. Challan Book	
3. Rent receipt or ownership proof	Original Copy duly attested by a First-Class gazette officer
4. TIN Certificate	Original Copy duly attested by a First-Class gazette officer, in case of Company

Process Map



Time and Cost – For Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
3 – 4 working days	Time may vary

Fee Schedule:

- Application Form: BDT 10.00
- License fee: Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- For a Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

Time and Cost – For Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 - 2 working days	Time may vary

Fee Schedule:

- Ranges from BDT 100.00 – 40,000.00, which depends on the nature/type of business (information can be collected from the City Corporation/Municipality/Union Parishad office)
- For Limited Company, the License fee is determined based on paid-up capital (information can be collected from the City Corporation/Municipality/Union Parishad office)

b. Name Clearance Certificate for Companies

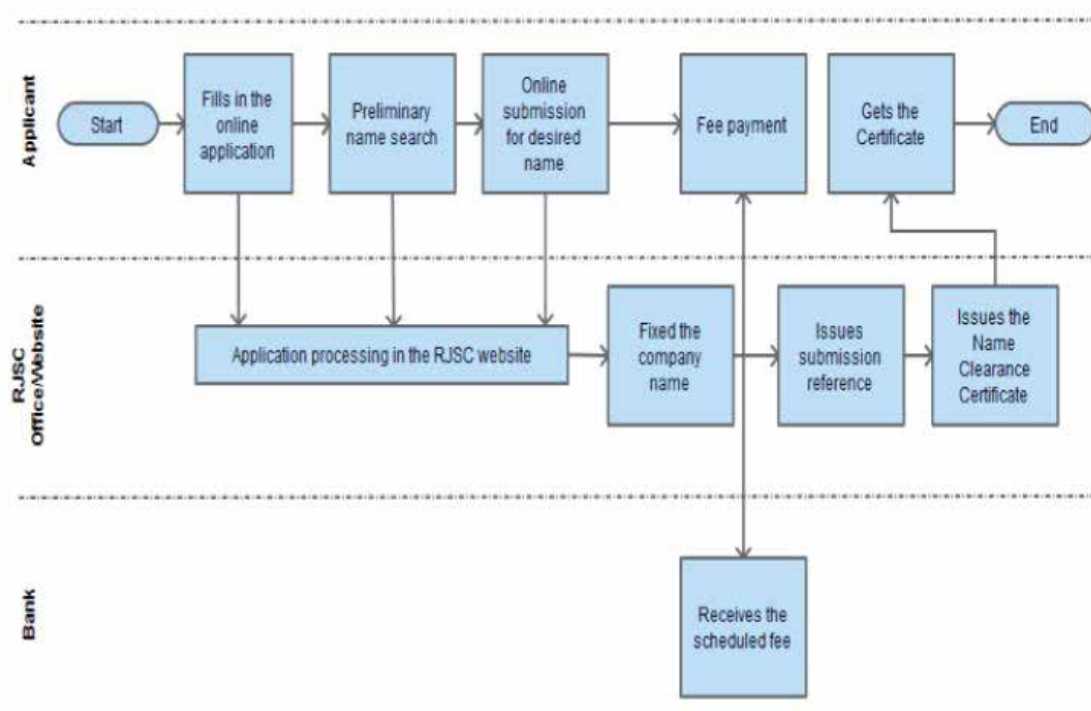
Incumbent Office

Category	Certificate
Renewal Frequency of the License	Not required
Issuing Ministry/Agency	Ministry of Commerce

Required Documents

Required Documents	Remarks
1. Application	Online

Process Map



Source: Bangladesh Trade Portal

Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
Immediate	Immediate

Fee Schedule:

- Company BDT 200.00
- Society BDT 1000.00
- Partnership BDT 200.00
- Trade Organization BDT 1,000.00

c. Registration Of (Private and Public) Company

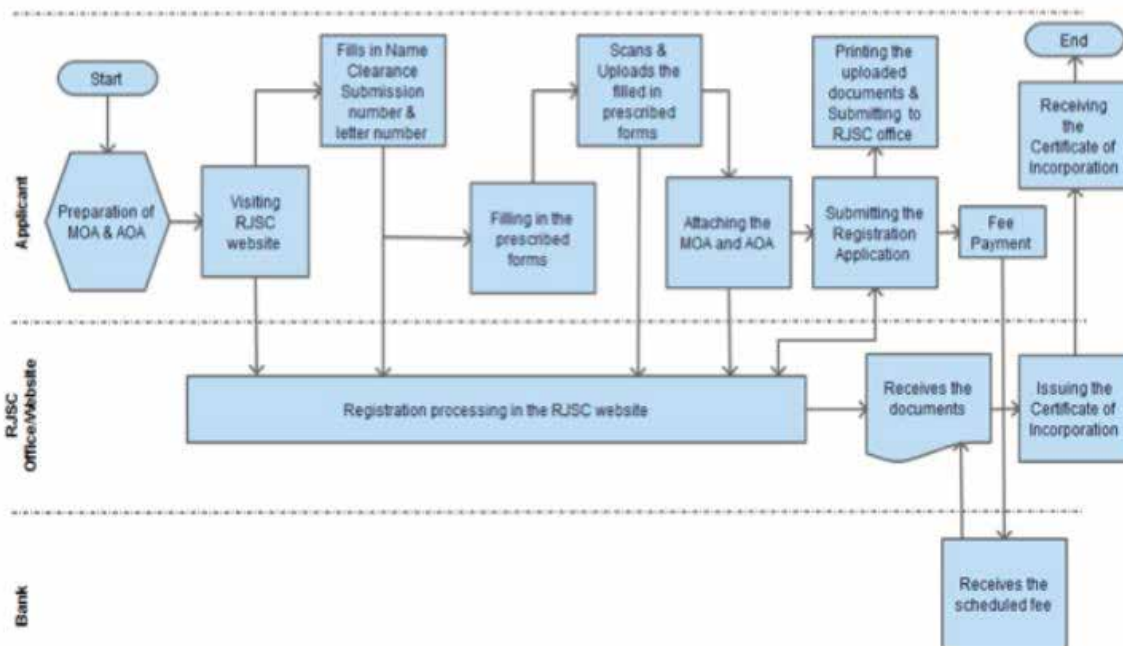
Incumbent Office

Category	Registration
Renewal Frequency of the License	Renewal is automatically done when the yearly return is submitted
Issuing Ministry/Agency	Ministry of Commerce

Required Documents

Required Documents	Remarks
1. Name Clearance Certificate	Issued by the RJSC
2. Filled-in Form – I: Declaration on registration of company	Required for public/ private company
3. Filled-in Form – VI: Notice of situation of registered office	Required for public/ private company
4. Filled-in Form – IX: Consent of director to act	Required for public/ private company
5. Filled-in Form – X: List of persons consenting to be directors	Required for public/ private company
6. Filled-in Form – XI: Agreement to take qualification shares in proposed company	Required for public/ private company
7. Filled-in Form – XII: Particulars of the directors, managers and managing agents and of any therein	Required for public/ private company
8. Articles of Association and Memorandum of Association	Required for public/ private company
9. TIN Certificates of directors	Original Copy
10. Treasury Challan	Original

Process Map



Source: Bangladesh Trade Portal

Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
1 working day	3 working days

Fee Schedule:

Stamps (for both, Private and Public Limited Company)

1. For affixing on the Memorandum of Association: BDT 1,000.00

2. For affixing on the Articles of Association:

Authorized Capital (BDT)

Up to 20,00,000.00

More than 20,00,000.00 but up to 6,00,00,000.00

More than 6,00,00,000.00

Stamp (BDT)

3,100.00

8,100.00

20,100.00

Registration Fee

1. For Private Limited Company

For filing 6 documents (5 filled in forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,200.00

For Public Limited Company

For filing 8 or 9 documents (7 or 8 filled in Forms plus 1 Memorandum & Articles of Association, @ BDT 200.00 per document): BDT 1,600.00 or 1,800.00

2. For the authorized share capital (for both, Private and Public Limited Company)

Authorized Capital (BDT)

Up to 20,000.00

Additional for every 10,000 or part after first 20,000.00 up to 50,000

Additional for every 10,000 or part after first 50,000.00 up to 10,00,000

Additional for every 10,000 or part after first 10,00,000.00 up to 50,00,000

Additional for every 1,00,000 or part after first 50,00,000.00

Fee (BDT)

360.00

180.00

45.00

24.00

45.00

d. TIN Certificate

Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

Required Documents

Required Documents	Remarks
1. A mobile phone number	One number can be used for a single user ID only
2. Incorporation number of the company	Incorporation with RJSC
3. Date of incorporation of the company	
4. Name of the authorized person	Managing Director/Chairman of the company

Steps

Required Documents	Remarks
Step 1	Applicant visits the following website “incometax.gov.bd”
Step 2	Applicant fills-in the registration Form
Step 3	The system sends an “Activation Code” to the Applicant’s phone number to register the User ID
Step 4	Applicant fills in the other required information fields
Step 5	Applicant submits the filled-in Form online
Step 6	The applicant gets the certificate printed or emailed through the system
Step 7	Applicant obtains a TIN

Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
15 – 20 minutes	15 – 20 minutes

Fee Schedule:

- No fee is required

Screen Shot of the Registration Page

The screenshot shows the e-TIN Registration page. At the top, there is a banner with the National Board of Revenue logo and text: "National Board of Revenue Government of the People's Republic of Bangladesh". To the right of the logo is the text "e-TIN REGISTRATION" in large, stylized letters. Further right, it says "In Partnering With" and shows logos for the Bangladesh Election Commission and RJSC. Below the banner is a navigation menu with buttons for "Home", "Login", "Register", "Activation Code", "Forgot Password", and "Third Party Verification". The main content area features a large heading: "Welcome to Taxpayer's Identification Number (TIN) Registration / Re-registration". Below this heading is a button labeled "To do in case of security certificate problem". At the bottom of the main content area, there is a disclaimer: "Any fraudulent use of this site is punishable under The Income Tax Ordinance, 1984, Information and Communication Technology Act, 2006 or any other law prevailing in Bangladesh."

e. VAT Certificate

Incumbent Office

Category	Certificate
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	Ministry of Finance

Required Documents

Required Documents	Remarks
1. Trade License	Original Copy duly attested by a First Class gazette officer
2. TIN Certificate	Original Copy duly attested by a First Class gazette officer
3. Import Registration Certificate/Export Registration Certificate	Original Copy duly attested by a First Class gazette officer
4. List of all sales shops: Sales centers, full address, equipment, machinery, fittings, product features and amendment of the products manufactured	For industrial users, Ad-hoc IRC is obtained before applying for VAT registration number, Original Copy duly attested by a First-Class gazette officer
5. List of Invoice and stored product	
6. Passport size photos	In case of Central Registration
7. Deed of Agreement	If required
8. Bank solvency certificate	Two (2) copies of the original duly attested by a First-Class gazette officer
9. BIDA registration	

Process Map

VAT registration is now online and no fee is required in that respect. Please visit the link for vat registration: https://vat.gov.bd/sap/bc/ui5_ui5/sap/zmcf_pri/index.html#/Form/Uo10

The screenshot shows the 'Sign-up to Create User' form on the VAT Online portal. The form includes a 'Notes' section with a mandatory field warning and a 'Check' button. The 'User Type' dropdown menu is set to 'Resident'. A cartoon character of a man in a suit is on the right with the text 'I am a Smart VAT Trustee'.

Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
2 Working Days	2 Working Days

Fee Schedule:

- No fee is required

f. Import Permit

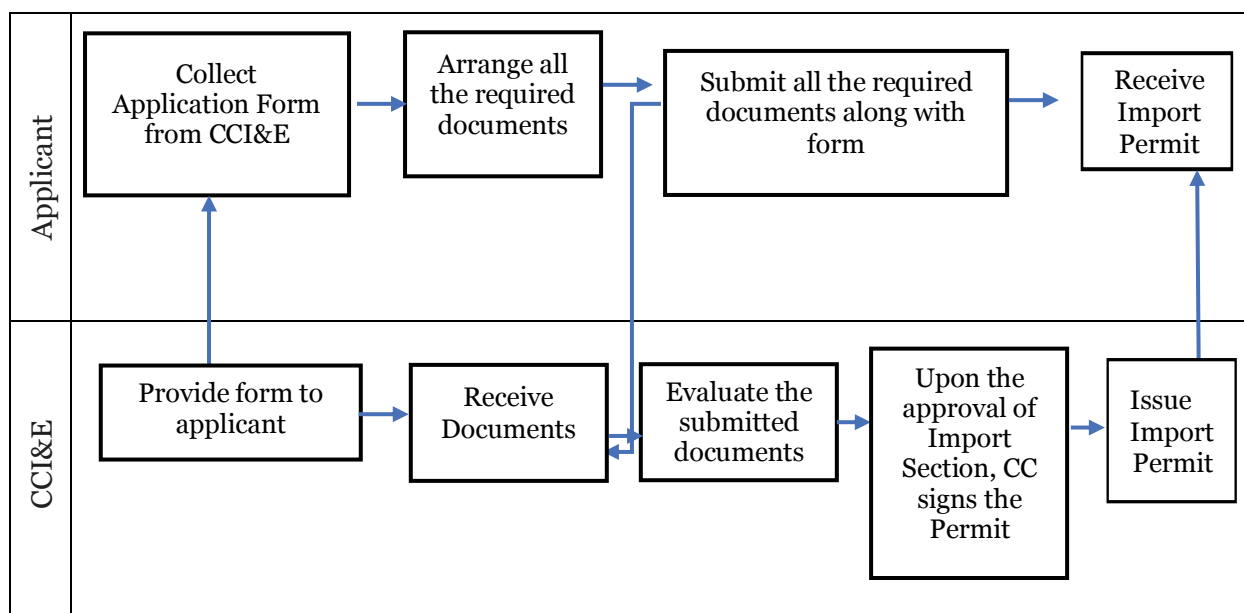
Incumbent Office

Category	Permit
Renewal Frequency of the License	Renewal is not required
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

Required Documents

Required Documents	Remarks
1. Copy of Deed Agreement of the Project	Original Copy Sealed
2. Recommendation from allied Ministry/ Department or Sponsoring Authority.	Original Copy Sealed
3. Original copy of Shipping Documents	Original Copy

Process Map



Time and Cost

Official Time Limit	Approximate Processing Time for Issuing the License
3 Working Days	Time may vary

Fee Schedule:

No fee is required

g. Import Registration Certificate (IRC)

Incumbent Office

Category	Certificate
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	CCI&E, Ministry of Commerce

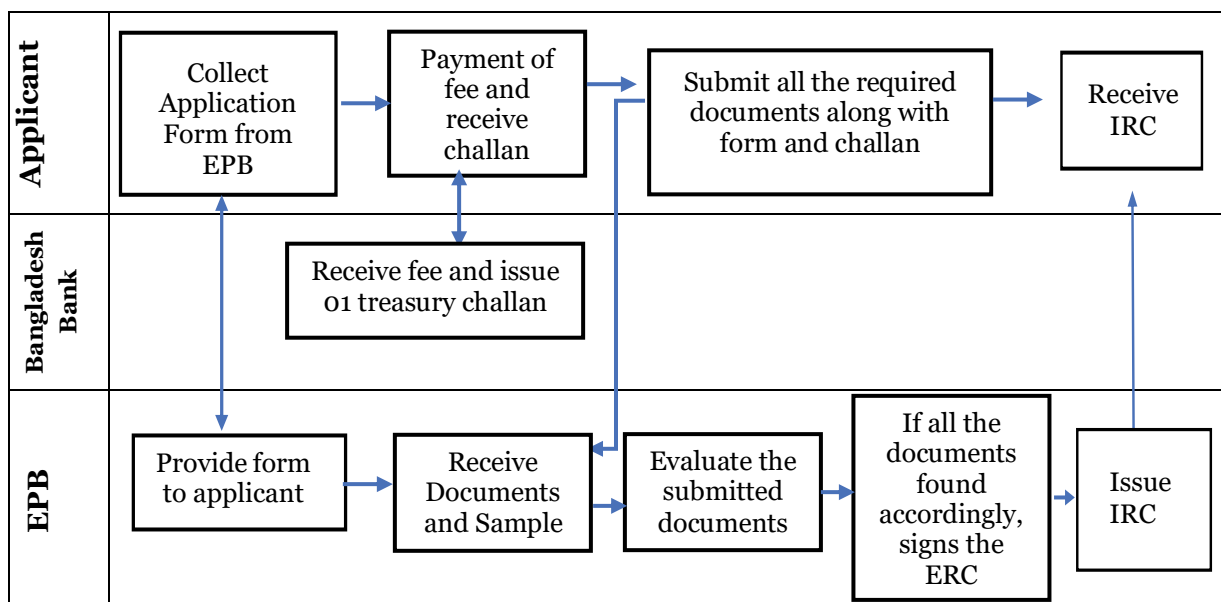
Required Documents – Fresh Issuance

Required Documents	Remarks
1. Passport size photograph of the entrepreneur /managing partner /managing director	Original Copy duly attested by a First-Class gazette officer
2. Valid Trade License	Original Copy duly attested by a First-Class gazette officer
3. Valid Membership Certificate from a local Chamber of Commerce and Industry or concerned Trade Associations	Original Copy Certificate Attested by local Chambers of Commerce and Industry or Trade Associations
4. Financial solvency certificate	From bank
5. Citizenship Certificate	Original Copy duly attested by the Ward Commissioner/Union Parishad Chairman
6. Treasury Challan	Original
7. TIN Certificate	Original Copy duly attested by a First-Class gazette officer
8. Partnership Deed	Original Copy duly attested by a First-Class gazette officer, (in case of a partnership)
9. Certificate of Incorporation, Memorandum, and Articles of Association	Original Copy duly attested by a First-Class gazette officer: in case of Limited Company

Required Documents – Renewal

Required Documents	Remarks
1. Original copy of the IRC and IRC passbook	Original copy issued by the Chief Controller of imports and Exports
2. Treasury Challan	The renewal fee can also be deposited at the Nominated Bank's counter

Process Map



Time and Cost – Fresh Issuance

Official Time Limit	Approximate Processing Time for Issuing the License
2 Hours	1 Working Day

Fee Schedule:

1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

Time and Cost – Renewal

Official Time Limit	Approximate Processing Time for Issuing the License
1 Hours	1 Working Day

Fee Schedule:

1. Security deposit

Category	Value Ceiling of Annual Import	Initial Registration Fee
1st	BDT 5,00,000.00	BDT 5,000.00
2nd	BDT 25,00,000.00	BDT 10,000.00
3rd	BDT 50,00,000.00	BDT 18,000.00
4th	BDT 1,00,00,000.00	BDT 30,000.00
5th	BDT 5,00,00,000.00	BDT 45,000.00
6th	Above BDT 5,00,00,000.00	BDT 60,000.00

h. License for Retail Selling of Medicine

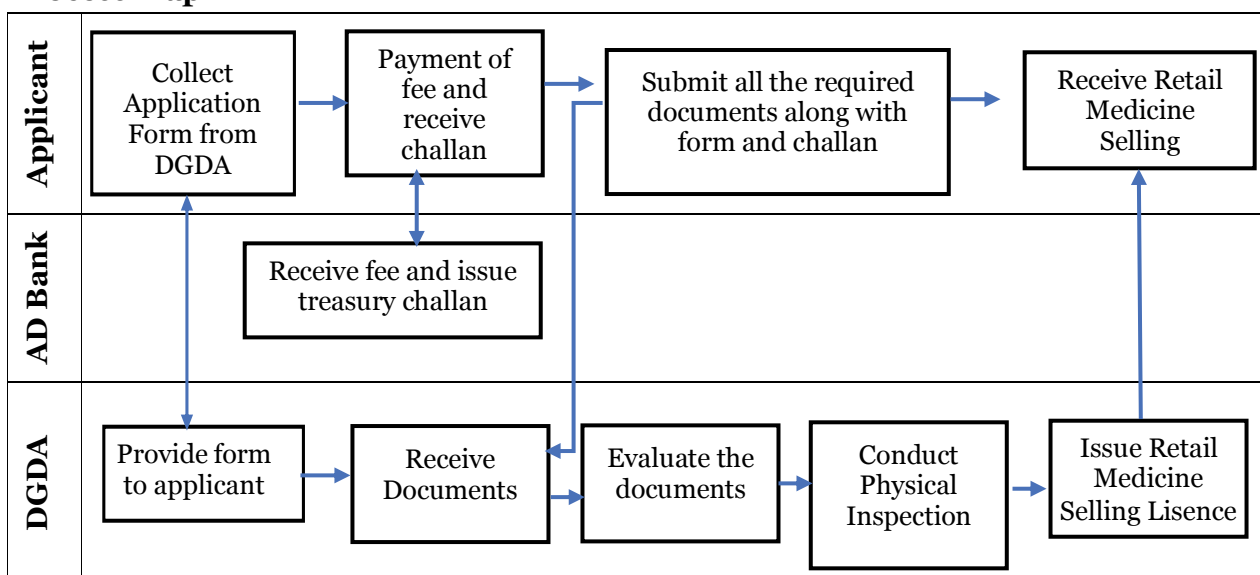
Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

Required Documents– Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form (Mentioned in Bengal Drugs Rule 1946)	Original Copy
2. Main Registration Certificate of Pharmacist	Original Copy
3. Copy of Registration Certificate of Pharmacist	Attested Copy
4. Treasury Chalan of License Fee	Original Copy
5. Letter of Commitment by Pharmacist	
6. Nationality Certificate of the Owner of the Pharmacy	Attested Copy
7. Bank Solvency Certificate of the Owner of the Pharmacy	Attested Copy
8. Rental Deed of the Shop	Attested Copy

Process Map



Time:

- 90 Official Days

Fee:

New Issuance	BDT 2500.00 for Pourosova and Metropolitan Area+15% VAT BDT 1500.00 for Union Council+15% VAT
Renewal Fee	BDT 1500.00 for Pourosova and Metropolitan Area+15% VAT BDT 700.00 for Union Council+15% VAT

i. License for Wholesaling of Medicine

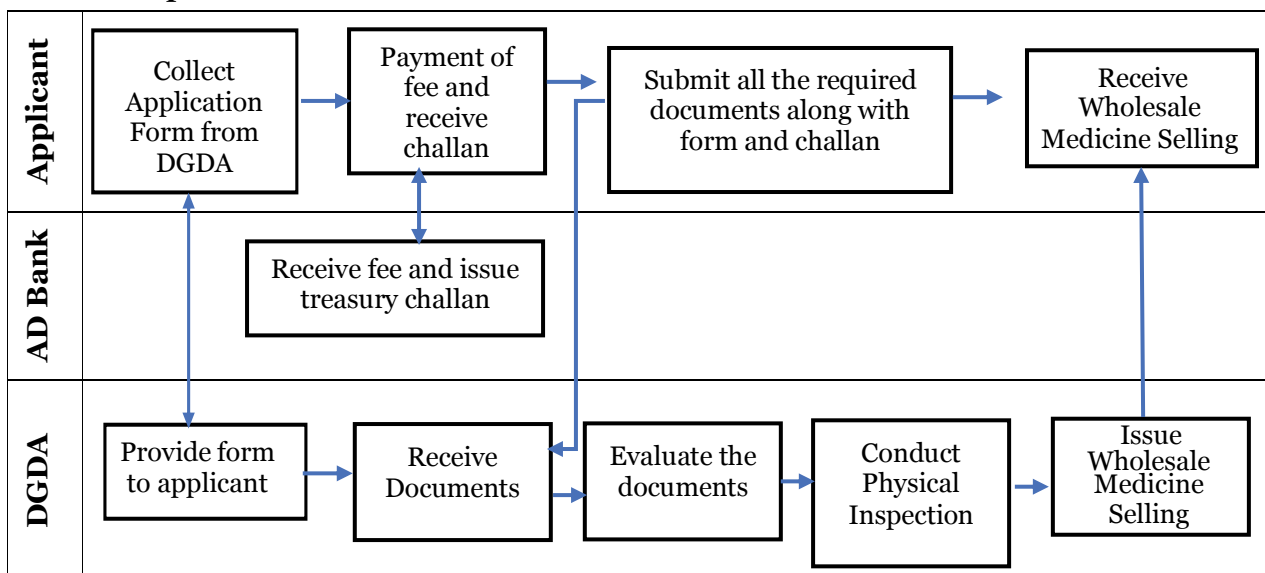
Incumbent Office

Category	License
Renewal Frequency of the License	Annual
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application in duly filled in prescribed form (Mentioned in Bengal Drugs Rule 1946)	Original Copy
2. Depot License of Medicine Manufacturing Company	Attested Copy
3. Import Registration Certificate (in case of import)	Attested Copy
4. Treasury Chalan of License Fee	Original Copy
5. Letter of Commitment by Pharmacist	
6. Nationality Certificate of the Owner of the Pharmacy	Attested Copy
7. Bank Solvency Certificate of the Owner of the Pharmacy	Attested Copy
8. Rental Deed of the Shop	Attested Copy

Process Map



Time:

- 90 Official Days

Fee:

New Issuance	BDT 10,000.00 +15% VAT
Renewal Fee	BDT 5,000.00 +15% VAT

j. Pre-approval for the Import of Medicine

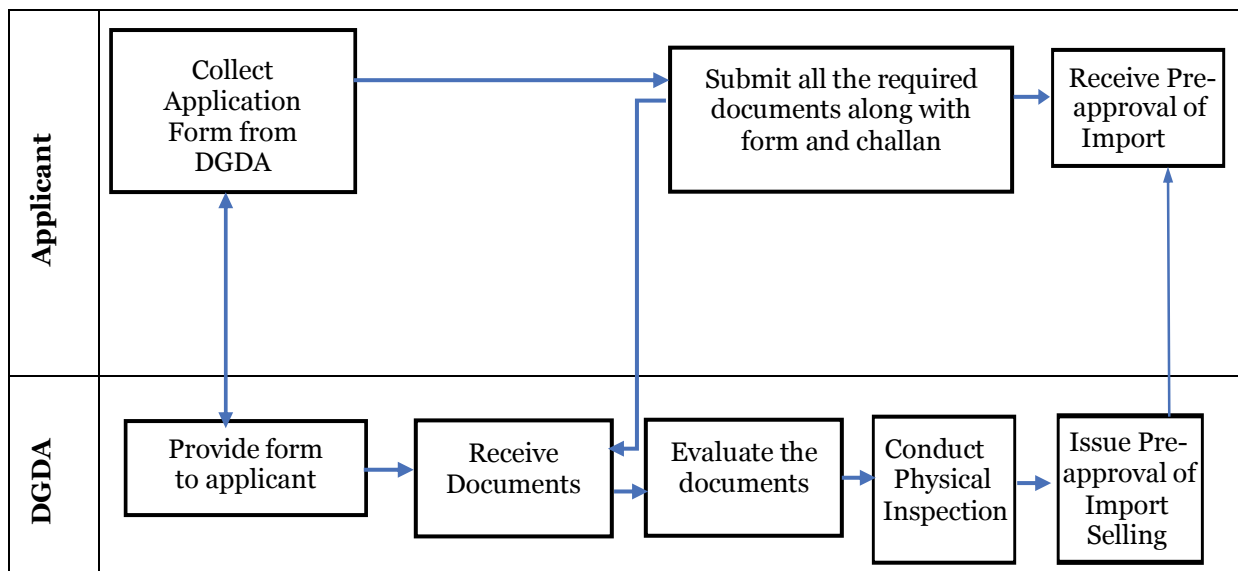
Incumbent Office

Category	License
Renewal Frequency of the License	-
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

Required Documents – Fresh Issuance

Required Documents	Remarks
1. Application to DG, DGDA	Attested Copy
2. Indent/Pro Forma Invoice	Attested Copy
3. Registration Certificate	Attested Copy
4. Price Selection Certificate	Attested Copy
5. Drug License	Attested Copy
6. Letter of Authorization	Attested Copy
7. Free Sal Certificate from any one of the seven developed countries	Attested Copy
Note: 7 Developed Countries: USA, UK, Germany, Switzerland, France, Japan & Australia	

Process Map



Time:

- 40 Official Days

Fee:

No fee is required.

k. Customs Clearance Approval for Release of Imported Medicine

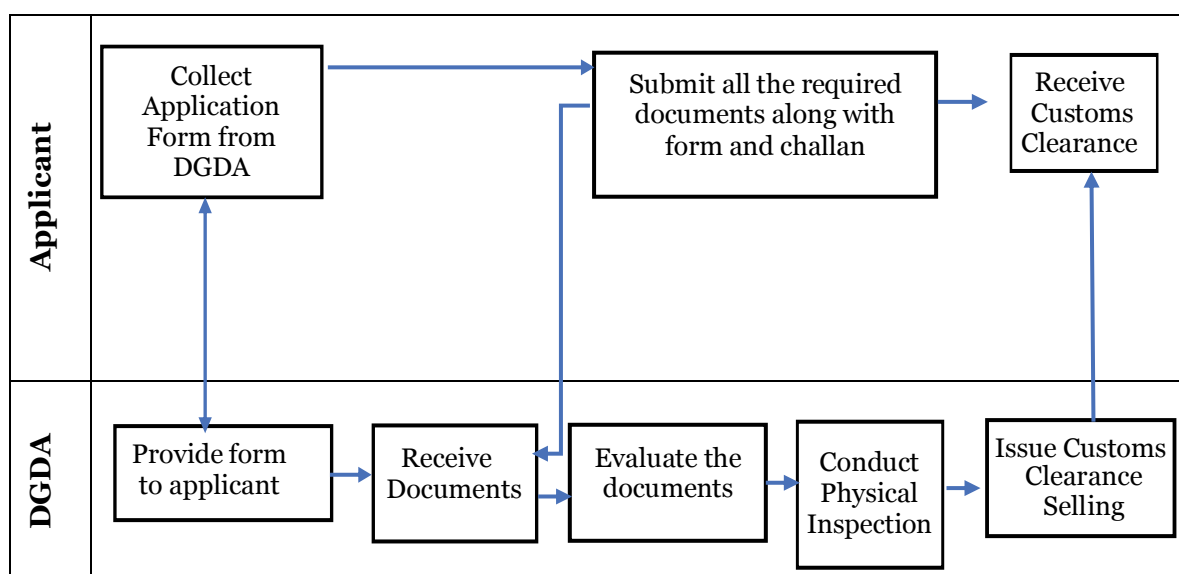
Incumbent Office

Category	License
Renewal Frequency of the License	-
Issuing Ministry/Agency	Directorate General of Drug Administration (DGDA)

Required Documents– Fresh Issuance

Required Documents	Remarks
1. Application to DG, DGDA	Attested Copy
2. 08 Copies of Block list based on the Pro Forma Invoice. Following should be mentioned in the block list- Name of Organization Address of Organization CCI & ES Category and Registration Number Import Value and Volume of Last Year Types of license Port of Arrival Name and Specification of Raw Material/Packing Material Name and Address of Manufacturer and Supplier Amount of the Raw Material	Attested Copy
3. Validation Certificate by DGDA	Attested Copy
4. Block list Signed by the Registered Pharmacist	Attested Copy

Process Map



Time:

- 05 Official Days

Fee:

No fee is required.

1. Registration as A Category Pharmacist

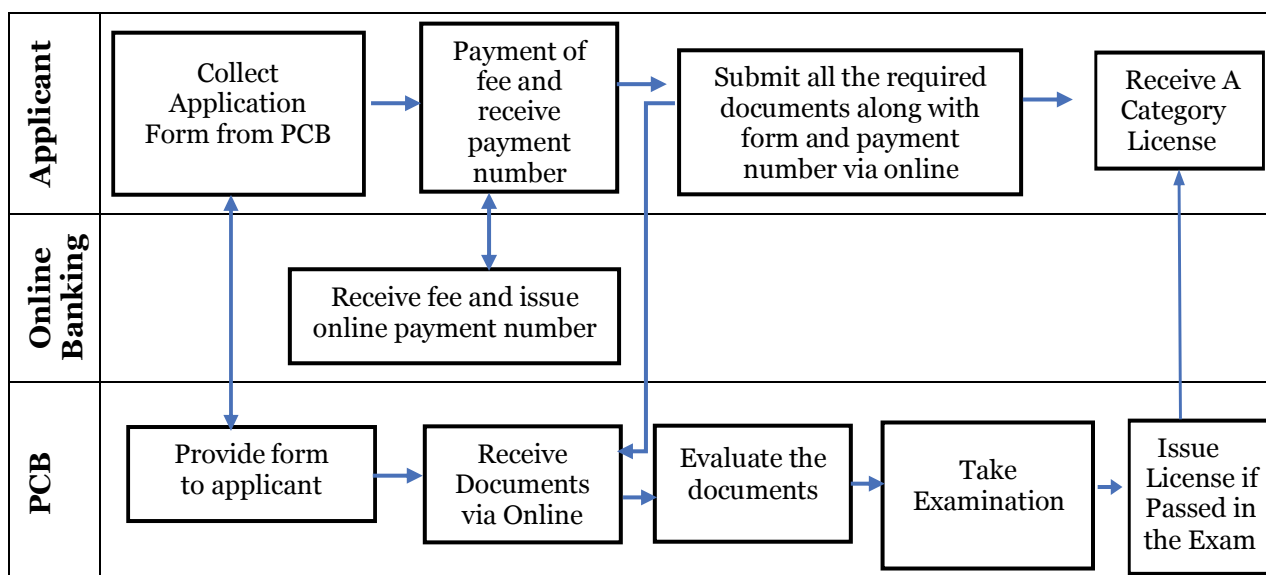
Incumbent Office

Category	Registration
Renewal Frequency of the License	Every 2 Years
Issuing Ministry/Agency	Pharmacy Council of Bangladesh (PCB)

Required Documents – Fresh Issuance

Required Documents	Remarks
1. Certificate of SSC	All the Documents need to be Attested by the Head of the Department of Pharmacy of University and Uploaded to Online
2. Certificate of HSC	
3. Certificate of B. Pharma	
4. In-plant Training Certificate	
5. National Identification	
6. Passport Size Photo	2 copies

Process Map



Time:

- 01-15 Official Days

Fee:

New Issuance	BDT 1,000.00
Renewal Fee	BDT 1,000.00

m. Registration as B Category Diploma Pharmacist

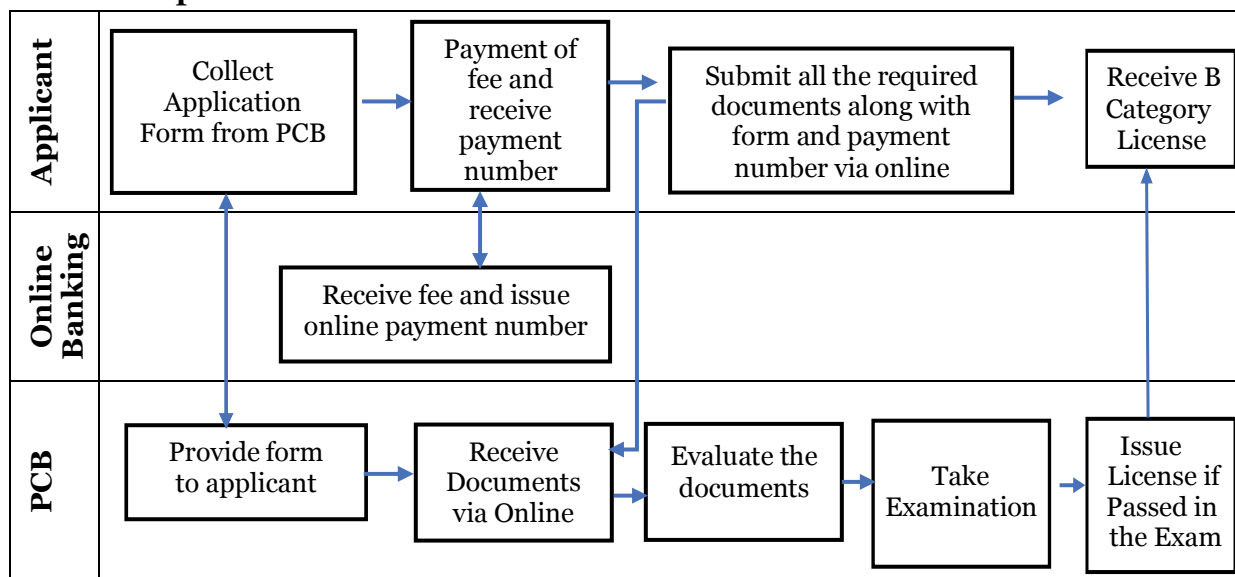
Incumbent Office

Category	Registration
Renewal Frequency of the License	Every 2 Years
Issuing Ministry/Agency	Pharmacy Council of Bangladesh (PCB)

Required Documents – Fresh Issuance

Required Documents	Remarks
1. Certificate of SSC	All the Documents need to be Attested by 1 st Class Gazetted Officer and Uploaded to Online
2. Certificate of Diploma in Pharmacy	
3. National Identification	
4. Passport Size Photo	2 copies

Process Map



Time:

- 01-15 Official Days

Fee:

New Issuance	BDT 750.00
Renewal Fee	BDT 750.00