

Citizen's Charter of Economic Relations Division (Draft)

1) Vision & Mission:

Vision: Sustainable socio-economic development

Mission: Management of foreign assistance and support to the implementation of the national development strategy through strengthening relations with development partners.

2) Services promised.

2.1) Citizen Services

Sl.	Name of the service	Service delivery method	Required documents (with attachments) and Place of receipt	Pricing of the service and Payment methods	Service delivery time (Working days)	Officer in charge (Name, designation, phone and email)
1	2	3	4	5	6	7
1	Financial assistance from Bangladesh-Sweden Trust Fund (BSTF) for bearing the travel expenses of students on full/partial scholarship, not including travel allowance for study abroad for higher education students.	Publication of notices in national daily newspapers and ERD website (www.erd.gov.bd); Acceptance of application online (https://bstf.erd.gov.bd); Scrutiny of applications; Selection of students to receive travel allowance by the Trust Fund Committee and determining the amount of travel allowance; Payment of travel allowance to successful applicants through EFT to Bank.	Scholarship Letter (without Travel Allowance); Admission/Enrollment letter; I20 Certificate (for USA); Certificate of Educational Qualification; On the main page of the passport, the pages containing the Departure and Arrival seals of the passport; Receipts for air tickets and travel expenses; NID; Birth	free	180 days	Md. Noman Hossain (16627) Deputy Secretary F&F Section Phone:48117635 (Office) Cell Phone: 01757338855 E-mail: fnf@erd.gov.bd

			Registration Certificate(if no NID).			
2	Foreign financial aid to China, Australia, India. Opportunities for officers to participate in Doctoral/Masters/Short Courses in Korea, Thailand.	Allotment of Doctoral/Masters/Short Courses in favor of relevant Ministry/Division/Offices; Sending nominations received from various Ministry/Division /Offices to concerned Embassies/High Commissions for necessary action; Final nomination received from Embassy/High Commission forwarded to Ministry/Division /Offices for necessary action.	As per the conditions mentioned in the application guidelines and brochure Place of receipt: Economic Relations Division (www.erd.gov.bd) Concerned Ministry/ Department/Office	free	60 Working days	Md. Noman Hossain (16627) Deputy Secretary F&F Section Phone:48117635 (Office) Cell Phone: 01757338855 E-mail: fnf@erd.gov.bd
3	Delivery of information regarding the Green Climate Fund	GCF related processes and information through online or hardcopy		Free of cost	7 Working days	Dr. Sirat Mahmuda Deputy Secretary (UN-3 Branch) Phone No: 48113344 Email: un5@erd.gov.bd
4.	Providing information on South-South & Triangular Cooperation (SSTC)	Providing information on South-South & Triangular Cooperation (SSTC) through online & hard copies		Free Service/Costless Service	7 Working days	Post is vacant (UN-5 Section) Alternate Officer: Bidhan Baral, Deputy Secretary Phone No: 9180949 Email: un8@erd.gov.bd

2.1) Institutional Service:

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1	2	3	4	5	6	7
1	Activities related to Japanese ODA loan assistance projects.	<p>1. The PDPP received from Fund Search Committee is sent to the Embassy of Japan and Japan International Cooperation Agency (JICA).</p> <p>2. After getting approval for source of funding assist various missions and sign Minutes of Discussion.</p> <p>3. Sending the formal request letter to the Embassy of Japan subject to the approval of Hon'ble Finance Minister.</p> <p>4. Completion of loan negotiation.</p> <p>5. Providing Legal Answers to Legal Questionnaire of JICA.</p> <p>6. Signing of loan agreement and exchange of notes subject to vetting and after getting approval from Honorable Prime Minister/Finance Minister.</p>	Project proposal, design, minutes of related meetings, PDPP prepared in the format prescribed by the Planning Commission.	Free of cost	Within 50 working days for signing of loan agreement and exchange of notes.	Mst. Ulfat Ara Begum Mst. Ulfat Ara Begum Senior Assistant Secretary Japan 1 Section, Economic Relations Division Ministry of Finance 02-48114417 japan1@erd.gov.bd
2	Giving opinion regarding extension of tenure/ revision of DPP/ reallocation of allocation (where applicable) for JAICA loan assisted projects.	After receipt of demand letter for opinion documenting it and sending opinion subject to approval of higher authority and concurrence of JICA where applicable.	Letter/proposal from concerned ministry/ department/ agency.	Free of cost	Subject to JICA's consent within 3 working days of receipt of instructions.	
3	New		Pre-appraisal	Free	05	

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	project's pre-appraisal mission related service		mission letter from WB		Working days	
4	New project's appraisal mission related service		Appraisal mission letter from WB	Free	05 Working days	
5	Wrap-up meeting of different mission		Mission related letter from WB	Free	05 Working days	
6	Inter-ministerial meeting on the draft financing agreement		Received draft / amended agreement from WB	Free	07 Working days	
7	Negotiation on the draft financing agreement		Draft agreement, opinion of the concerned ministry,	Free	10-15 Working days	

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			approval of the negotiation team			
8	Vetting from Legislative on the draft FA		Received negotiated draft agreement	Free	15 Working days	
9	Approval of the HPM to sign the FA		Feasibility study report, Resolution of different meetings, Environmental impact report, Environmental Impact	Free	15 Working days	
10	FA signing		Approval of the HPM to sign the FA	Free	05 Working days	
11	Taking Legal opinion Legal		Signed FA	Free	15 Working days	

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	opinion					
12	Inter-ministerial/ tripartite meeting convened to resolve various issues of ongoing projects.		Letter received from ministry/ WB	Free	07 Working days	
13	Delivery of information regarding the Green Climate Fund	GCF related processes and information through online or hardcopy		Free of cost	7 Working days	Dr. Sirat Mahmuda Deputy Secretary (UN-3 Branch) Phone No: 48113344 Email: un5@erd.gov.bd
14	Providing information on South-South & Triangular Cooperation (SSTC)	Providing information on South-South & Triangular Cooperation (SSTC) through online & hard copies		Free Service/ Costless Service	7 Working days	Post is vacant (UN-5 Section) Alternate Officer: Bidhan Baral, Deputy

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						Secretary Phone No: 9180949 Email: un8@erd.gov.bd
15	Provide necessary assistance to development partners to facilitate project financing	Mission clearance (pre-fact finding); Mission clearance (fact finding); Wrap up meeting; Aide Memoire–Opinion; Formation of team for negotiation and receipt of negotiation permission/Gazette notification; Execution of contracts; Providing Legal Opinion; Providing withdrawal application	Request letter from ADB Request letter from ADB Request letter or email Draft Aide Memoire Letter of request for loan negotiation Negotiated loan documents; Signed contract; Receiving withdrawal application from	Free	In each case 5/7 working days	Mr. Md. Ohidul Islam Deputy Secretary ADB–3 Section ADB–4 Section ADB–5 Section Phone: 48117634 Email: adb4@erd.gov.bd

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			Project Director; Place of receipt: Economic Relations Division https://erd.gov.bd/			Mr. Quazi Arefin Rezoane Deputy Secretary ADB-1 Section ADB-2 Section Phone: 58155735 Email: adb1@erd.gov.bd
16	Review progress project	Tripartite Portfolio Review Meeting (TPRM)	Request letter from ADB	Free	15 working days	Mr. Md. Ohidul Islam Deputy Secretary ADB-5 Section Phone: 48115941

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1	2	3	4	5	6	7
						Email: adb5@erd.gov.bd
17	Activities related to nomination of trainees for internal and external training on various subjects related to ADB	Correspondence/Electronic Communication	Application letter received from Asian Development Bank (ADB), nominations are made by the concerned Ministry/Division and forwarded to ADB	Free	15 working days	
18	Coordination of SASEC Working group SoM	Correspondence/Electronic Communication	Request letter from ADB	Free	15 working days	
19	Activities related to visa of ADB's International Officials	Correspondence/Electronic Communication	Visa extension letter received from Bangladesh Resident	Free	15 working days	Mr. Quazi Arefin Rezoane Deputy Secretary

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			Mission (BRM), Asian Development Bank (ADB) and visa issued by the concerned Ministry and forwarded to ADB			ADB-1 Section Phone: 58155735 Email: adb1@erd.gov.bd
20	Activities related to custom passbook for ADB's International Officials	Correspondence/Electronic Communication	Letter received from Asian Development Bank (ADB) and custom passbook issued by NBR Place of receipt: Economic Relations	Free	5 working days	

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			Division https://erd.gov.bd/			
21	Search of Foreign Funds regarding Foreign Assistance. (Fund Search)	<ol style="list-style-type: none"> 1. Approved PDPP received from the sector division of Planning Commission. 2. Arrangement of the Fund Search Committee Meeting. 3. Sending funding proposals to concern development partners. 4. Consent letter of financing from development partners. 5. Notifying the concerned Ministry/Division regarding consent of DPs. 	<ul style="list-style-type: none"> ➤ Necessary documents: <ul style="list-style-type: none"> ▪ Policy approval of Planning Commission; ▪ Project related documents; ➤ Corresponding Address: <ul style="list-style-type: none"> ▪ Planning Commission; Concerned Ministry/ Division: Economic Relations Division (www.erd.gov.bd), 	Free/No Payment or Service Charge required	120 working days	<ul style="list-style-type: none"> ➤ Deputy Secretary Cord-2 Section Phone: 48119403 E-mail: cord2@erd.gov.bd Project Director (PD) of Government Divisions & Ministries.
	Regarding necessary	<ul style="list-style-type: none"> • Relevant Correspondences; • Tripartite Review Meetings; 	<ul style="list-style-type: none"> ➤ Necessary documents: 	Free	10 working days	Deputy Secretary

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22	guidance & support for expedition of optimal utilization & the proper implementation of foreign assistance from Development Partners (DP).	<ul style="list-style-type: none"> High Level Joint Monitoring Team through on-site inspection. 	<ul style="list-style-type: none"> Project implementation progress reports; Minutes of the tripartite meeting; Site inspection report; <p>Available from: Economic Relations Division (www.erd.gov.bd).</p>			<p>Cord-2 Section Phone: 48119403 E-mail: cord2@erd.gov.bd</p>
23	To make arrangements of visa & security clearance for international consultants, experts and project personnels of foreign assisted project.	<ul style="list-style-type: none"> Request to project implementing ministry/division to arrange visa and security clearance for officials through Ministry of Home Affairs/Department of Exit and Passport <p>Request to Ministry of Home Affairs/ Division of Exit and Passport regarding approval/no objection from implementing ministry.</p>	<ul style="list-style-type: none"> Necessary documents: <ul style="list-style-type: none"> Visa and security clearance with photo; Receiving applications; Copy of passport; Letter of appointment; Biodata; Employer recommendat 	Free	5 working days	<p>Deputy Secretary Cord-2 Section Phone: 48119403 E-mail: cord2@erd.gov.bd</p>

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			ion or forwarding letter; Location: Economic Relations Division (www.erd.gov.bd).			
24	Duty-free import privileges are made available to project expert, Foreign Consultants and officials.	<ul style="list-style-type: none"> • Framework Agreement • Request to National Board of Revenue that provides duty free facility as per terms of financing agreement. 	<ul style="list-style-type: none"> ➤ Necessary documents: <ul style="list-style-type: none"> ▪ Application form recommended or forwarding letter from organization/ employer; ▪ Description of goods copy/applicable part of the agreement under which benefit is sought; Location: Economic	Free	7 working days	Deputy Secretary Cord-2 Section Phone: 48119403 E-mail: cord2@erd.gov.bd

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			Relations Division (www.erd.gov.bd).			
25	Regarding opinion for extension of duration to foreign aided projects.	<ul style="list-style-type: none"> • Request of the project implementation Ministry/Division. 	<ul style="list-style-type: none"> ▪ Acknowledgment of Development Partners (DP). 	Free	7 working days	Deputy Secretary Cord-2 Section Phone: 48119403 E-mail: cord2@erd.gov.bd
26	Debt management of Development Partners (DPs)	Informing the Controller General of Accounts (CGA) of debt service paid through Bangladesh Bank	<p>Required documents:</p> <p>Budget allocation, Bills/invoices of DPs;</p> <p>Place of receipt:</p> <p>Economic Relations Division (www.erd.gov.bd)</p>	Free of cost	Thirty (30) working days	Mr. Md Firoz Khan Deputy Secretary FABA 1 Phone: 48119877 Mobile: 01916836836 E-mail: fabal@erd.gov.bd

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27	Determining the estimation and projection of Project Assistance (PA) part of the foreign assisted projects in Annual Development Program and Revised Annual Development Program	Collecting information on allocation demand of PA, arranging meetings, sending the ministry/division-wise total estimation and projection of PA part to Finance Division and sending the ministry/division-wise, project-wise and sector-wise PA estimation proposal to Planning Commission	<p>Required documents:</p> <p>Format/table to collect project-wise allocation demand, information regarding ministry/division-wise, project-wise and sector-wise PA estimation and projection.</p> <p>Place of receipt:</p> <p>Economic Relations Division</p> <p>(www.erd.gov.bd)</p>	Free of cost	Sixty (60) working days	<p>Ms. Zinat Rahman</p> <p>Senior Assistant Secretary</p> <p>FABA 6</p> <p>Phone: 9180787</p> <p>Mobile: 01979339341</p> <p>E-mail: faba6@erd.gov.bd</p>
28	Providing NOC for the foreign	NOC is sent to Planning Commission upon request from the ministries/divisions by analyzing the rationality behind the demand	<p>Required documents:</p>	Free of cost	Ten (10) working	<p>Ms. Zinat Rahman</p>

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	assistance re-allocation and also for allocation from the 'Allocation of Special Needs' after the approval of ADP and RADP		the respective NOC <i>Place of receipt:</i> Economic Relations Division (www.erd.gov.bd)		days	Senior Assistant Secretary FABA 6 Phone: 9180787 Mobile: 01979339341 E-mail: faba6@erd.gov.bd
29	Sending the monthly progress report of Fast Track Projects to the Prime Minister's Office and arranging the meetings of Fast Track Task Force and Fast Track Monitoring	Collecting information form the relevant ministries/divisions	<i>Required documents:</i> Specified format/table, progress information of fast-track projects, meeting minutes of FTTF and FTMC. <i>Place of receipt:</i>	Free of cost	Within 10th of each month	Ms. Zinat Rahman Senior Assistant Secretary FABA 6 Phone: 9180787 Mobile: 01979339341 E-mail: faba6@erd.gov

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	Committee		Economic Relations Division (www.erd.gov.bd)			v.bd
30	Catering the Development Partners with the information related to debt mobilization and disbursement	Sending through Finance Division/Bangladesh Bank	Required documents: DMFAS data gathered from different wings of ERD; Place of receipt: Economic Relations Division (www.erd.gov.bd)	Free of cost	Thirty (30) working days	Syed Ashrafuzzaman Joint Secretary FABA Branch1 Phone: 48119864 Mobile: 01550151266 E-mail: faba.br1@erd.gov.bd
31	Provision of the assigned data for the Economic Relations division on 23	Data is provided to the online tracker on an annual/bi-annual basis as per the SDG data provision calendar. Published data is provided from the DE-4 Branch on request basis. Besides, related data is also available in the SDG Tracker.	Application seeking specific information by reference to the SDG Indicator.		2 working days from the DE-4 Branch and round-the-clock from	Mohammad Kamrul Hasan Mollah Deputy Secretary DE

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	indicators as per Revised SDGs Mapping.		DE-4 Branch of the Economic Relations Division and Bangladesh Bureau of Statistics website (www.bbs.gov.bd)	Free of cost	the SDG Tracker.	Supernumerary Branch-IV Phone: 48110840 E-mail: de4@erd.gov.bd
32	All sorts of service/activities on LDC Graduation related sub-committee of Smooth Transition Strategy (STS) under National Committee on Graduation (NCG)	To provide Opinions/ Recommendations to Concern Ministries/ Divisions/Agencies etc. from the Outcome documents/ Minutes derived from meeting of STS related Sub-Committee.	DE Branch-3 & DE Section-6 of the Economic Relations Division and LDC Graduation Related website link from ERD's Website (www.ssgp.erd.gov.bd)	Free of Cost	According to the approved Annual Work Plan and APA	Mr. Abul Kalam Azad Deputy Secretary Branch: DE-3 Phone: 4811338 E-mail: de.br3@erd.gov.bd & Farzana Ferdous Zaman Deputy

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						Secretary DE-6 Section Phone: 9180611 E-mail: de6@erd.gov.bd
33	All sorts of service/activities regarding Joint Task Team (JTT) and Working Group (WG) under LDC Graduation related sub-committee of Smooth Transition Strategy (STS).	Through arranging in person/Hybrid/ Zoom meetings on JTT and WG, delivering meeting minutes/ recommendations to the concern authorities.	DE Branch-3 & DE Section-6 of the Economic Relations Division and LDC Graduation Related website link from ERD's Website (www.ssgp.erd.gov.bd)	Free of Cost	According to the approved Annual Work Plan and APA	Mr. Abul Kalam Azad Deputy Secretary Branch: DE-3 Phone: 4811338 E-mail: de.br3@erd.gov.bd & Farzana Ferdous Zaman Deputy Secretary DE-6 Section Phone: 9180611 E-mail: de6@erd.gov.bd

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						bd
34	Implementation , Management and coordination of all sorts of activities related to Support to Sustainable Graduation Project (SSGP) on least developed countries (LDC).	Conducting research, surveys, workshops, seminars, trainings, consultations, FGDs on graduation issues. Coordination with the concerned Stakeholders, Distribution of Outcome Document/Proceedings of research/survey reports, workshops, seminars, trainings and consultations, notification and implementation of recommendations.	DE Branch-3 & DE Section-6 of the Economic Relations Division and LDC Graduation Related website link from ERD's Website (www.ssgp.erd.gov.bd)	Free of Cost	According to the approved Annual Work Plan, Procurement Plan and APA	Mr. Abul Kalam Azad Deputy Secretary Branch: DE-3 Phone: 4811338 E-mail: de.br3@erd.gov.bd & Farzana Ferdous Zaman Deputy Secretary DE-6 Section Phone: 9180611 E-mail: de6@erd.gov.bd

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35	Local Consultative Group (LCG) for mutual dialogue and coordination between government and development partners on development cooperation.	Sending Outcome Document jointly signed by Secretary of ERD and UN Resident Coordinator (UNRCO) to stakeholders.	ERD's website and LCG Secretariat website	Free of cost	Within 07 days	Taslima Mostary Senior Assistant Secretary DE-2 Section Phone: 9180999 E-mail: de2@erd.gov.bd
36	Coordination and Collaboration with United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) to enhance mutual cooperation.	Sending Outcome Document of all meetings and seminars jointly organized by ERD and UNESCAP to concern stakeholders.	ERD's website and UNESCAP Secretariat website https://www.unescap.org/	Free of Cost	According to Annual Performance Agreement (APA)	Ishrat Jahan, BPAA (15380) Joint Secretary Branch: DE-1 Phone: 48113544 E-mail: de.br1@erd.gov.bd & Taslima Mostary Senior Assistant

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						Secretary DE-2 Section Phone: 9180999 E-mail: de2@erd.gov.bd
37	Professional Certificate Course on International Development Cooperation (PCC-IDC) related internal & external foreign training.	According to ERD's requisition Ministry of Public Administration (MOPA) nominate the participants list	DE Section-6 of the Economic Relations Division and Nominating Ministry (MOPA)	Free of Cost	90 days	Mr. Abul Kalam Azad Deputy Secretary Branch: DE-3 Phone: 4811338 E-mail: de.br3@erd.gov.bd & Farzana Ferdous Zaman Deputy Secretary DE-6 Section Phone: 9180611 E-mail: de6@erd.gov

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1	2	3	4	5	6	7
						bd
38	Implementation of Development Effectiveness Principles to ensure effective development partnership of the country and Representation of Bangladesh in the Global Partnership for Effective Development Co-operation (GPEDC) Forum	Informing stakeholders about the Development Effectiveness Agenda. Organizing various meetings, seminars, trainings. Participation in Global Monitoring Exercise (GME) on Development Effectiveness under Global Partnership for Effective Development Co-operation (GPEDC).	DE-3 Branch and GPEDC web site (www.effectivecooperation.org)	Free of cost	Every 02 years	Mr. Abul Kalam Azad Deputy Secretary Branch: DE-3 Phone: 4811338 E-mail: de.br3@erd.gov.bd & Farzana Ferdous Zaman Deputy Secretary DE-5 Section Phone: 9180611 E-mail: de5@erd.gov.bd
39	Bangladesh Development	Through sharing the outcome of biannual dialogue with concern Development Partners & formulation of development				Mr. Abul Kalam Azad

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	Forum (BDF) related activities	rules and strategies	BDF related link from ERD's website	Free of cost	Every 02 years	Deputy Secretary Branch: DE-3 Phone: 4811338 E-mail: de.br3@erd.gov.bd & Farzana Ferdous Zaman Deputy Secretary DE-5 Section Phone: 9180611 E-mail: de5@erd.gov.bd
40	Total Officeal Support for Sustainable Development (TOSSED) related activities	To represent Bangladesh in global TOSSED related forum with data.	DE-3 Branch and DE-5 Section	Free of cost	Every 02 years	Mr. Abul Kalam Azad Deputy Secretary Branch: DE-3 Phone: 4811338

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						E-mail: de.br3@erd.gov.bd & Farzana Ferdous Zaman Deputy Secretary DE-5 Section Phone: 9180611 E-mail: de5@erd.gov.bd

2.3) Internal Service

1	Collection of information regarding commitment, disbursement and repayment of foreign assistance administered by ERD	Collecting monthly information from the relevant wings regarding the amount of signed, highly probable, probable and disbursement of loan/grants; Compiling the debt service data received from relevant sections of FABA wing; Arranging borrowing program meeting	<p>Required documents:</p> <p>Reports from programming wings on commitment and disbursement amount of loan/grants; Report on debt service from the relevant sections of FABA; Meeting minutes of borrowing program meeting</p> <p>Place of receipt:</p> <p>Economic Relations Division (www.erd.gov.bd)</p>	Free of cost	Seven (7) working days	<p>Syed Ashrafuzzaman Joint Secretary FABA Branch1 Phone: 48119864 Mobile: 01550151266 E-mail: faba.br1@erd.gov.bd</p>
2	Making access to the information related to the flows of foreign assistance	Publication and dissemination of flagship documents of ERD titled ' <i>Flow of External Resources into Bangladesh</i> '	<p>Required documents:</p> <p>DMFAS data gathered from different wings of ERD;</p> <p>Place of receipt:</p> <p>Economic Relations Division (www.erd.gov.bd)</p>	Free of cost	Thirty (30) working days	<p>Syed Ashrafuzzaman Joint Secretary FABA Branch1 Phone: 48119864 Mobile: 01550151266 E-mail: faba.br1@erd.gov.bd</p>