



Bangladesh Telecommunication Regulatory Commission

License Issuance & Management System (LIMS)

User Manual For BPO/ Call Center (Applicant)

Version 1

Developed by
Business Automation Ltd
BDBL Bhaban, Level-9,
12 Kawran Bazar, Dhaka-1215, Bangladesh.
Phone +8809602666777
email: sales@batworld.com

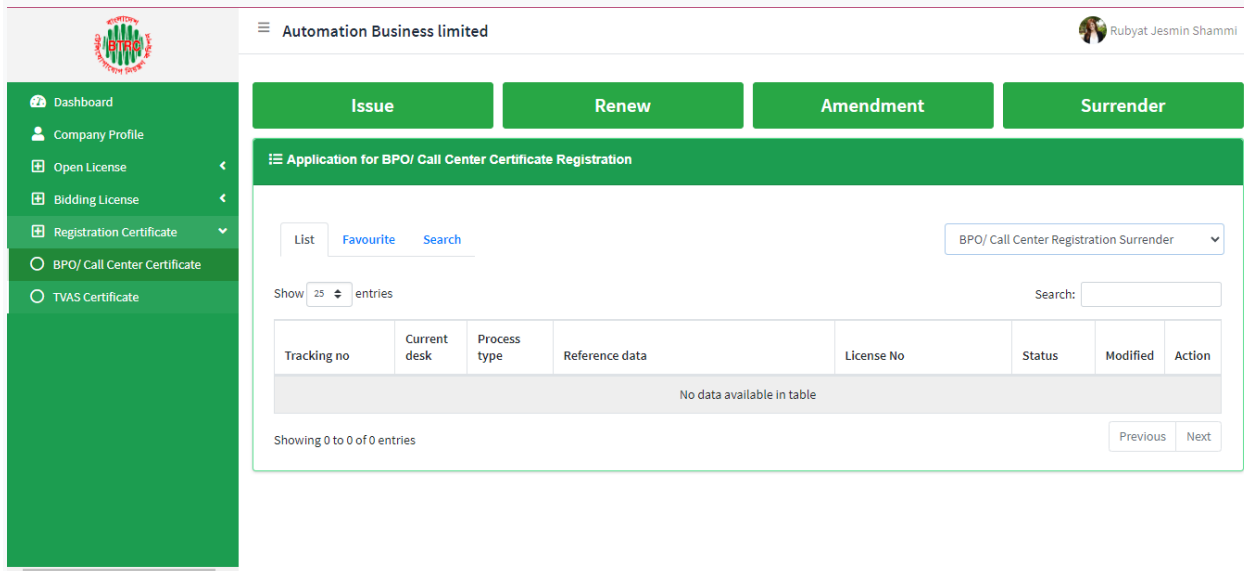


1. Log in to LIMS:

To log into the LIMS system, visit the link <https://lims.btrc.gov.bd/>. For using BTRC LIMS Portal user has to Log in/ Sign up. In that case LIMS Log in/ Sign up usage guidelines can be followed.

2. Application for BPO/ Call Center Registration Issue:

After logging in, click on the BPO/ Call Center Registration Issue submenu from the Registration Certificate menu. After clicking on BPO/ Call Center Registration Issue, the following page will appear.



If you click on the issue button on the above page, the guideline will appear. Following the guideline, we have to submit the information accordingly. Guideline are given on the following page.



Please read the guideline, scroll down and proceed the application



**BANGLADESH TELECOMMUNICATION
REGULATORY COMMISSION**
IEB BHABAN, RAMNA, DHAKA-1000

No. BTRC/LL/Call Center/Licensing Procedure (268)/2008-967


Date: 18-09-2013

**Instructions for Issuance of Registration Certificate for the Operation
of
BPO/Call Center
(International and Domestic)**


I have read the guidelines for this License/Certificate.

After reading the full guideline then click on the “I have read the guidelines for this License/certificate” then click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.





Automation Business limited

 Rubyat Jesmin Shammi

Dashboard

Company Profile

Open License

Bidding License

Registration Certificate

BPO/ Call Center Certificate

TVAS Certificate

Application for BPO/ Call Center Certificate Issue

1. Basic Information

2. Attachment, Declaration & Submit

Company/ Organization Information

Company/ Organization Name

Company Type *

Registered Office Address

District *

Upazila/ Thana *

Address Line 1 *

Address Line 2

Operational Office Address ✓ As Same As Registered Address

Dashboard

Company Profile

Open License

Bidding License

Registration Certificate

BPO/ Call Center Certificate

TVAS Certificate

Operational Office Address ✓ As Same As Registered Address

District

Upazila/ Thana

Address Line 1

Address Line 2

Applicant Profile

Applicant Name *

Mobile Number *

Email *

Telephone Number

District *

Upazila/ Thana *

Address Line 1 *

Address Line 2

Name Of Authorized Signatory And Contact Person



- Company/Organization Information will be filled with required information if Company Profile is updated.
- Registered Office Address will be filled with required information if Company Profile is updated.
- If Operational Office Address Registered Office Address is the same then click on As Same as Registered Office. In this case, the necessary information will be filled. If not, the same fields must be filled.
- **Applicant Profile:** Applicant must add various personal details as required.
- **Contact Person:** Contact person also needs to add various personal details and must be added Person Image.

- **Shareholder/partner/proprietor Details:** Required information must be filled. Total No. of Share and Total Share Value will be calculated by calculating the information of No. of Share and Share Value.
- After fill up all required fields have to go next page by clicking Next Button.
- We can save the application by clicking Save as Draft button.

Serial	Items	Sample File	Attached
1	Application in a Letter Head Pad Maximum file size 1 MB		Choose File national_z...on_form.pdf File: national_zonal_isp_application_form.pdf Click here to convert from image to PDF -Uploaded file size is 154 KB
2*	Agreement with the bandwidth Provider Maximum file size 1 MB		Choose File national_z...on_form.pdf File: national_zonal_isp_application_form.pdf

- **Required Documents for Attachment:** Required documents should be provided in Pdf format.



Declaration: The required information must be filled.

- After filling up the above form, click Next button and the following form will get the option for submit.

- Check all the information on this page and click on the Submit button Application. Submit and confirmation message will be sent to your phone and phone message and mail with Tracking Id.



2. Application for BPO/ Call Center Registration Renew:

After logging in, click on the BPO/Call Center Registration Renew submenu from the Registration Certificate menu of BTRC Registration Service. After clicking on BPO/Call Center Registration Renew, the following page will appear.

The screenshot shows the user interface for 'Automation Business limited'. The user is logged in as 'Rubyat Jesmin Shammil'. The main navigation menu on the left includes: Dashboard, Company Profile, Open License, Bidding License, Registration Certificate (expanded), BPO/ Call Center Certificate, and TVAS Certificate. The 'Registration Certificate' menu is expanded, showing 'Issue', 'Renew', 'Amendment', and 'Surrender' buttons. The 'Renew' button is selected, leading to the 'Application for BPO/ Call Center Certificate Registration' page. This page features a search bar, a dropdown menu set to 'BPO/ Call Center Registration Surrender', and a table with columns: Tracking no, Current desk, Process type, Reference data, License No, Status, Modified, and Action. The table currently displays 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

If you click on the issue button on the above page, the guideline will appear. Following the guideline, we have to submit the information accordingly. Guideline are given on the following page.



Please read the guideline, scroll down and proceed the application



**BANGLADESH TELECOMMUNICATION
REGULATORY COMMISSION**
IEB BHABAN, RAMNA, DHAKA-1000

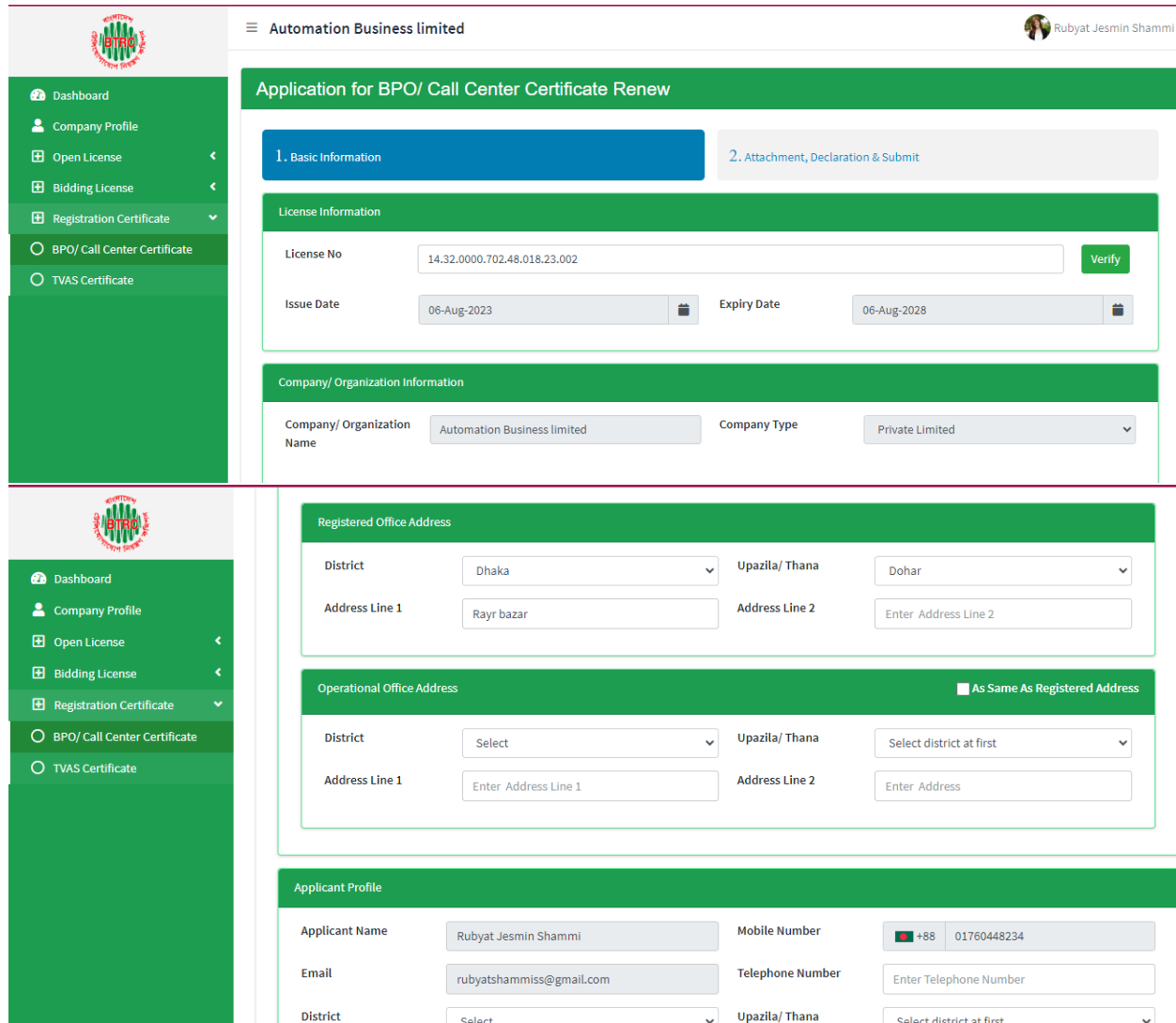
No. BTRC/LL/Call Center/Licensing Procedure (268)/2008-967

Date: 18-09-2013

**Instructions for Issuance of Registration Certificate for the Operation
of
BPO/Call Center
(International and Domestic)**

I have read the guidelines for this License/Certificate.

After reading the full guideline then click on the “I have read the guidelines for this License/certificate” then click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.



Automation Business limited Rubyat Jesmin Shammi

Application for BPO/ Call Center Certificate Renew

1. Basic Information 2. Attachment, Declaration & Submit

License Information

License No: 14.32.0000.702.48.018.23.002

Issue Date: 06-Aug-2023 Expiry Date: 06-Aug-2028

Company/ Organization Information

Company/ Organization Name: Automation Business limited Company Type: Private Limited

Registered Office Address

District: Dhaka Upazila/ Thana: Dohar
Address Line 1: Rayr bazar Address Line 2: Enter Address Line 2

Operational Office Address

As Same As Registered Address


District: Select Upazila/ Thana: Select district at first
Address Line 1: Enter Address Line 1 Address Line 2: Enter Address

Applicant Profile

Applicant Name: Rubyat Jesmin Shammi Mobile Number: +88 01760448234
Email: rubyatshammiss@gmail.com Telephone Number: Enter Telephone Number
District: Select Upazila/ Thana: Select district at first

- Company/Organization Information will be filled with required information if Company Profile is updated.
- Registered Office Address will be filled with required information if Company Profile is updated.
- If Operational Office Address Registered Office Address is the same then click on As Same as Registered Office. In this case, the necessary information will be filled. If not, the same fields must be filled.
- **Applicant Profile:** Applicant must add various personal details as required.






- Dashboard
- Company Profile
- Open License
- Bidding License
- Registration Certificate
- BPO/ Call Center Certificate
- TVAS Certificate

Name Of Authorized Signatory And Contact Person

Contact Person

Name	<input type="text" value="Enter Name"/>	Designation	<input type="text" value="Enter Designation"/>
Mobile Number	<input type="text" value="+88 Enter Mobile Number"/>	Email	<input type="text" value="Enter Email"/>
Website	<input type="text" value="Please start with https://"/>	District	<input type="text" value="Select"/>
Upazila/ Thana	<input type="text" value="Select district at first"/>	Address Line 1	<input type="text" value="Enter Address Line 1"/>
Address Line 2	<input type="text" value="Enter Address Line 2"/>	Image *	<input type="button" value="Choose File"/> No fil...osen <small>[File Format: *.jpg/ .jpeg/ .png Width 300PX, Height 300PX Max Size: 4 KB]</small> You may update your image.



- Dashboard
- Company Profile
- Open License
- Bidding License
- Registration Certificate
- BPO/ Call Center Certificate
- TVAS Certificate

Present Business Actives of the Applicant/ Company/ Group Company

Details

Present Proposal

Service: BPO Call Center Service Type: Domestic International

Area Address

Area Address Information

District *	<input type="text" value="Select"/>	Upazila / Thana *	<input type="text" value="Select district at first"/>
Address *	<input type="text" value="Enter The Address"/>		
No. of Seats *	<input type="text" value="Enter the No. of Seats"/>	Proposed of Employee *	<input type="text" value="Enter The Proposed of Employee"/>

Contact Person: Contact person also needs to add various personal details and must be added Person Image.




The screenshot displays the BTRC LIMS interface. On the left is a green sidebar with navigation options: Dashboard, Company Profile, Open License, Bidding License, Registration Certificate, BPO/ Call Center Certificate, and TVAS Certificate. The main content area is divided into two sections:

- Shareholder/ Partner/ Proprietor Information:** This section includes input fields for 'Total No. of Share' and 'Total Share Value'. Below this is a 'Shareholder/ Partner/ Proprietor Details' form with fields for Name, Designation, Email, Mobile Number, % Of Share, No. of Share, Image, Date of Birth, Nationality, and Share Value. A 'Choose File' button is present for the image field, with a note: '(File Format: *.jpg, *.jpeg, *.png | Width:300PX, Height:300PX | Max Size: 4 KB) You may update your image.'
- Existing Call Centers (If Applicable):** This section is titled 'Addresses Of All The Existing Centers, If Any, Under Other License (S)'. It contains an 'Existing Call Center Details' form with fields for District, Upazila / Thana, Address, Nature of Center, Type of Center, Name of the 'Hosted Call Center Service Provider', License No., Date of License, No. of Agents/ Seats as on Date, Bandwidth, Name of the Clients, and Type of Activity.

- **Shareholder/partner/proprietor Details:** Required information must be filled. Total No. of Share and Total Share Value will be calculated by calculating the information of No. of Share and Share Value
- **Existing Call Center Details:** The required information must be filled.





- Dashboard
- Company Profile
- Open License
- Bidding License
- Registration Certificate
- BPO/ Call Center Certificate
- TVAS Certificate

Existing International Bandwidth Connectivity Detail, If Any

Call Center / HCCSP Center in Bangladesh	Address of Foreign End PoP	Existing Bandwidth (Kbps/ Mbps)		Bandwidth Provider	
		IPLC	Backup	IPLC	Backup
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Person Employed In Call center (Local And Foreign)

Local Employee * Foreign Employee *

Combined Turnover Of Call Centers Of The Company Suring last 2 Financial Years

Year	Turnover (In Taka)
<input type="text" value="select"/>	<input type="text" value="0.00"/>
<input type="text" value="select"/>	<input type="text" value="0.00"/>


Person Employed In Call center (Local And Foreign)

Local Employee * Foreign Employee *

Combined Turnover Of Call Centers Of The Company Suring last 2 Financial Years

Year	Turnover (In Taka)
<input type="text" value="select"/>	<input type="text" value="0.00"/>
<input type="text" value="select"/>	<input type="text" value="0.00"/>

- Required fields will be filled as per the instructions given by BTRC.
- After fill up all required fields have to go next page by clicking Next Button.
- We can save the application by clicking Save as Draft button.



Application for BPO/ Call Center Certificate Renew

1. Basic Information 2. Attachment, Declaration & Submit

Required Documents for attachment

Serial	Items	Sample File	Attached
1	Application in a Letter Head Pad Maximum file size 1 MB		<input type="button" value="Choose File"/> No file chosen Click here to convert from image to PDF

Declaration

1. Has any Application for License/ Registration of BPO/ Call Center been rejected before?

Yes No

2. Has any License/ Registration issued previously to the Applicant/ any Share Holder/ Partner been cancelled?

Yes No

3. Do the Applicant/ any Share Holder/ Partner hold any other Operator Licenses from the Commission?

Yes No

4. I/We hereby certify that I/We have carefully read the instructions/ terms and conditions, for the registration and I/We undertake to comply with the terms and conditions therein. (Instructions for issuance of registration certificate for the operation of BPO/ Call Center are available at www.btrc.gov.bd.)

5. I/We understand that this application if found incomplete in any respect and/ or if found with conditional compliance shall be summarily rejected.

Terms and Conditions

I agree with the Terms and Conditions

- **Required Documents for Attachment:** Required documents should be provided in Pdf format.
- **Declaration:** The required information must be filled.
- After filling up the above form, click Next button and the following form will get the option for submit.



Application for BPO/ Call Center Certificate Renew

Close

License Information

License No	14.32.0000.702.48.018.23.002		
Issue Date	06-Aug-2023	Expiry Date	06-Aug-2028

Company/ Organization Information

Company/ Organization Name	Automation Business limited	Company Type	Private Limited
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Registered Office Address

District	Dhaka	Upazila/ Thana	Dohar
Address	Rayr bazar		

Operational Office Address

District	Dhaka	Upazila/ Thana	Dohar
----------	-------	----------------	-------

Applicant Profile


Close

Applicant Name	Rubyat Jesmin Shammi	Mobile Number	1760448234
Email	rubyatshammiss@gmail.com	Telephone Number	
District	Bagerhat	Upazila/ Thana	Bagerhat Sadar
Address	dhaka		

Contact Person

Contact Person Information

Name	Rupa	Designation	rr
Mobile Number	01897988991	Email	rrr@gmail.com
Website		District	Bagerhat
Upazila/ Thana	Bagerhat Sadar	Address	rrr
Image	[File Format: *.jpg/.jpeg/.png Width 300PX, Height 300PX Max Size: 4 KB] You may update your image.		





Present Business Actives of the Applicant/ Company/ Group Company Close

wwwwww

Present Proposal

Service: BPO, CALL CENTER Service Type: DOMESTIC

Area Address

Area Address Information			
District	Bagerhat	Upazila / Thana	Bagerhat Sadar
Address	rr		
No.of Seats	1	Proposed of Employee	1
Local	etr	Expatriate	etr

NID No 2456778954 Close

Existing Call Centers (If Applicable)

Addresses Of All The Existing Centers, If Any, Under Other License (S)


Existing Call Center Details			
District	Bagerhat	Upazila / Thana	Bagerhat Sadar
Address	I		
Nature of Center	Domestic	Type of Center	Call Center
Name of the 'Hosted Call Center Service Provider'	lk		
License No.	1	Date of License	04-Aug-2023
No. of Agents/ Seats as on Date	1	Bandwidth	1
Name of the Clients	III	Type of Activity	tt



Shareholder/ Partner/ Proprietor Information

Total No. of Share 12 Total Share Value 12

Shareholder/ Partner/ Proprietor Details

Name	r	Image	[File Format: *.jpg/ .jpeg/ .png Width 300PX, Height 300PX Max Size: 4 MB] You may update your image.
Designation	r		
Email	rrr@gmail.com		
Mobile Number	01699999998	Date of Birth	12-May-2000
% Of Share	100	Nationality	Bangladeshi
No. of Share	12	Share Value	12
NID No	2456778954		

Close

Existing Call Centers (If Applicable)

Existing International Bandwidth Connectivity Detail, If any

Call Center / HCCSP Center in Bangladesh	Address Of Foreign End PoP	Existing Bandwidth (Kbps/ Mbps)		Bandwidth provider	
		IPLC	Backup	IPLC	Backup
1	1	1	1	1	1

Person Employed In Call Center (Local and Foreign)

Local Employee 011 Foreign Employee 011

Combined Turnover Of Call Centers Of The Company Suring Last 2 Financial Years

Year	Turnover (In Taka)
2022-2023	0.001
2022-2023	0.001

Close



1 Application in a Letter Head Pad
Maximum file size 1 MB

[Click here to convert from image to PDF](#)

Close

Declaration

1. Has any Application for License/ Registration of BPO/ Call Center been rejected before?

No

2. Has any License/ Registration issued previously to the Applicant/ any Share Holder/ Partner been cancelled?

No

3. Do the Applicant/ any Share Holder/ Partner hold any other Operator Licenses from the Commission?

No

4. I/We hereby certify that I/We have carefully read the instructions/ terms and conditions, for the registration and I/We undertake to comply with the terms and conditions therein. (Instructions for issuance of registration certificate for the operation of BPO/ Call Center are available at www.btrc.gov.bd.)

5. I/We understand that this application if found incomplete in any respect and/ or if found with conditional compliance shall be summarily rejected.

Terms and Conditions

I agree with the Terms and Conditions

Go Back
Submit

➤ Check all the information on this page and click on the Submit button Application. Submit and confirmation message will be sent to your phone and phone message and mail with Tracking Id.

Automation Business limited

 Rubyat Jesmin Shammi

Successfully Application Submitted !

Issue
Renew
Amendment
Surrender

☰ Application for BPO/ Call Center Certificate Registration

List Favourite Search

BPO/ Call Center Registration Renew

Show 25 entries Search:

Tracking no	Current desk	Process type	Reference data	License No	Status	Modified	Action
☆ BPO-07082023-REN-0000024	Applicant	BPO/ Call Center Registration Renew	Applicant Name: Rubyat Jesmin Shammi, Company Name: Automation Business limited, Email: rubyatshammiss@gmail.com, Phone: 01760448234,	14.32.0000.702.48.018.23.002	Draft	1 hour ago	<div style="background-color: #27ae60; color: white; padding: 2px 5px; border-radius: 3px;">Edit</div>

Showing 1 to 1 of 1 entries
Previous
1
Next

➤ After clicking the Open button, the following window will appear.



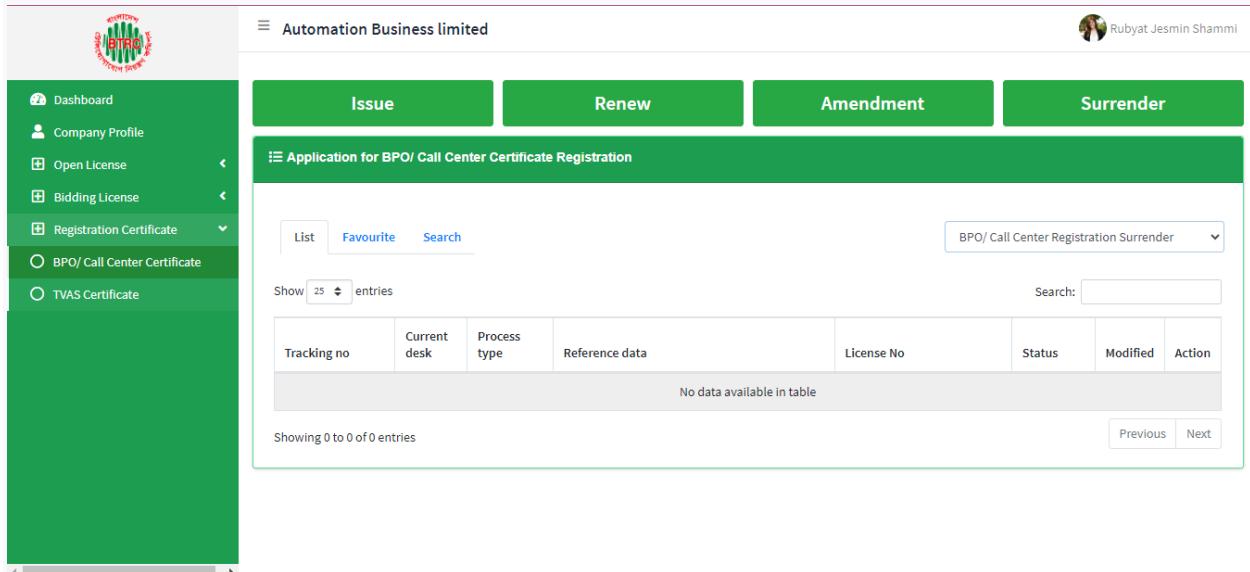
Application status		Payment information	
Tracking no.	: TVAS-06082023-AMM-0000009	Current desk	: Chairman
Date of submission	: 06.08.2023	License Number	: 14.32.0000.702.50.004.23.001

[Download as PDF](#)

- Application status, payment information, application download button as PDF is available in this window.
- **Application Status:** Application status can be seen here.
- **Download as PDF:** By clicking on the button, the applicant can download the PDF form of the application.

3. Application for BPO/ Call Center Registration Amendment:

After logging in, click on the BPO/Call Center Registration Amendment submenu from the Registration Certificate menu of BTRC Registration Service. After clicking on BPO/Call Center Registration Amendment, the following page will appear.



The screenshot shows the user interface of the BTRC LIMS system. The user is logged in as 'Automation Business limited' and 'Rubyat Jesmin Shammi'. The main navigation menu on the left includes 'Dashboard', 'Company Profile', 'Open License', 'Bidding License', 'Registration Certificate', 'BPO/ Call Center Certificate', and 'TVAS Certificate'. The 'Registration Certificate' menu is expanded, showing 'BPO/ Call Center Certificate' and 'TVAS Certificate'. The main content area has four buttons: 'Issue', 'Renew', 'Amendment', and 'Surrender'. Below these buttons is a section titled 'Application for BPO/ Call Center Certificate Registration'. This section includes a search bar, a dropdown menu for 'BPO/ Call Center Registration Surrender', and a table with columns: 'Tracking no', 'Current desk', 'Process type', 'Reference data', 'License No', 'Status', 'Modified', and 'Action'. The table currently displays 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

If you click on the issue button on the above page, the guideline will appear. Following the guideline, we have to submit the information accordingly. Guideline are given on the following page.



Please read the guideline, scroll down and proceed the application



**BANGLADESH TELECOMMUNICATION
REGULATORY COMMISSION**
IEB BHABAN, RAMNA, DHAKA-1000

No. BTRC/LL/Call Center/Licensing Procedure (268)/2008-967

Date: 18-09-2013

**Instructions for Issuance of Registration Certificate for the Operation
of
BPO/Call Center
(International and Domestic)**

I have read the guidelines for this License/Certificate.

After reading the full guideline then click on the “I have read the guidelines for this License/certificate” then click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.



Automation Business limited

Rubyat Jesmin Shammii

Application for BPO/ Call Center Certificate Amendment

1. Basic Information | 2. Attachment, Declaration & Submit

License Information

License No: 14.32.0000.702.01.037.23.1

Company/ Organization Information

Company/ Organization Name: Automation Business limited | Company Type: Private Limited

Registered Office Address

District: Dhaka | Upazila/ Thana: Dohar

Operational Office Address

As Same As Registered Address

District: Select | Upazila/ Thana: Select district at first

Address Line 1: Enter Address Line 1 | Address Line 2: Enter Address

Applicant Profile

Applicant Name: Rubyat Jesmin Shammii | Mobile Number: +88 01760448234

Email: rubyatshammiss@gmail.com | Telephone Number: Enter Telephone Number

District: Select | Upazila/ Thana: Select district at first

Address Line 1: Enter Address Line 1 | Address Line 2: Enter Address Line 2

- Company/Organization Information will be filled with required information if Company Profile is updated.
- Registered Office Address will be filled with required information if Company Profile is updated.
- If Operational Office Address Registered Office Address is the same then click on As Same as Registered Office. In this case, the necessary information will be filled. If not, the same fields must be filled.
- **Applicant Profile:** Applicant must add various personal details as required.



Navigation sidebar with BTRC logo and menu items:

- Dashboard
- Company Profile
- Open License
- Bidding License
- Registration Certificate
- BPO/ Call Center Certificate
- TVAS Certificate

Name Of Authorized Signatory And Contact Person

Contact Person
+

Name	<input type="text" value="Enter Name"/>	Designation	<input type="text" value="Enter Designation"/>
Mobile Number	<input type="text" value="+88 Enter Mobile Number"/>	Email	<input type="text" value="Enter Email"/>
Website	<input type="text" value="Please start with https://"/>	District	<input type="text" value="Select"/>
Upazila/ Thana	<input type="text" value="Select district at first"/>	Address Line 1	<input type="text" value="Enter Address Line 1"/>
Address Line 2	<input type="text" value="Enter Address Line 2"/>	Image *	<input type="button" value="Choose File"/> No fil...osen <small>[File Format: *.jpg; .jpeg; .png Width 300PX, Height 300PX Max Size: 4 KB]</small> You may update your image.

Present Business Actives of the Applicant/ Company/ Group Company

Details

Present Proposal

Service: BPO Call Center Service Type: Domestic International

Area Address
+

Area Address Information
+

District *	<input type="text" value="Select"/>	Upazila / Thana *	<input type="text" value="Select district at first"/>
Address *	<input type="text" value="Enter The Address"/>		
No. of Seats *	<input type="text" value="Enter the No. of Seats"/>	Proposed of Employee *	<input type="text" value="Enter The Proposed of Employee"/>

Shareholder/ Partner/ Proprietor Information

Total No. of Share *	<input type="text" value="Total No. of Share"/>	Total Share Value *	<input type="text" value="Total Share Value"/>
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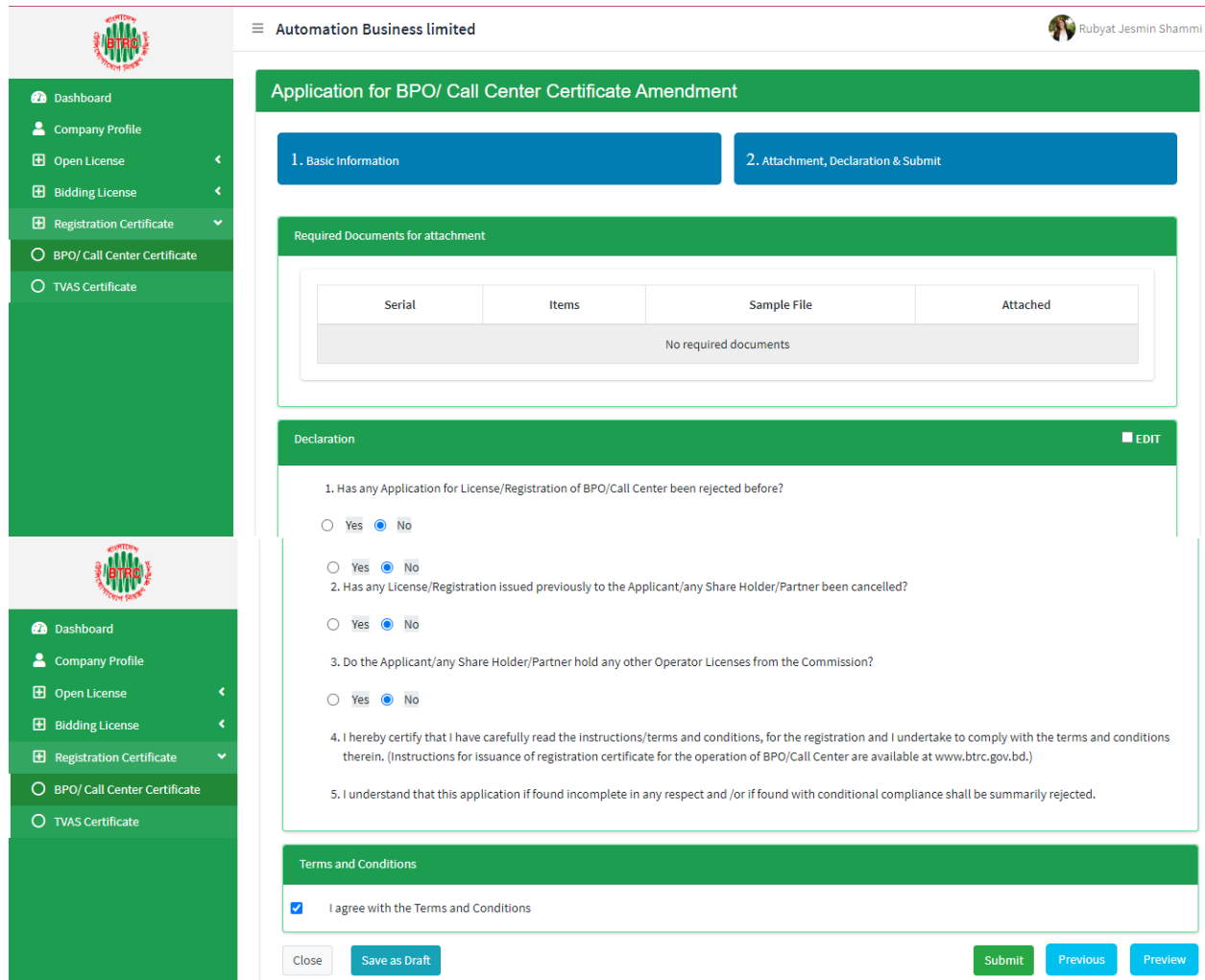
Shareholder/ Partner/ Proprietor Details
+

Name	<input type="text" value="Enter Name"/>	Image *	<input type="button" value="Choose File"/> No fil...osen <small>[File Format: *.jpg; .jpeg; .png Width 300PX, Height 300PX Max Size: 4 KB]</small> You may update your image.
Designation	<input type="text" value="Enter Designation"/>		
Email	<input type="text" value="Enter Email"/>		
Mobile Number	<input type="text" value="+88 Enter Mobile Number"/>	Date of Birth	<input type="text" value="Enter Date Of Birth"/>
% Of Share	<input type="text" value=""/>	Nationality	<input type="text" value="Select"/>
No. of Share *	<input type="text" value="Enter % Of Share"/>	Share Value *	<input type="text" value="Enter Share Value"/>

Close
Save as Draft
Previous
Next

➤ **Contact Person:** Contact person also needs to add various personal details and must be added Person Image.

- **Shareholder/partner/proprietor Details:** Required information must be filled. Total No. of Share and Total Share Value will be calculated by calculating the information of No. of Share and Share Value
- Required fields will be filled as per the instructions given by BTRC.
- After fill up all required fields have to go next page by clicking Next Button.
- We can save the application by clicking Save as Draft button.



The screenshot shows the 'Automation Business limited' interface for an 'Application for BPO/ Call Center Certificate Amendment'. The form is divided into two main sections: '1. Basic Information' and '2. Attachment, Declaration & Submit'. Under '2. Attachment, Declaration & Submit', there is a 'Required Documents for attachment' section with a table that currently shows 'No required documents'. Below this is a 'Declaration' section with five numbered questions, each with 'Yes' and 'No' radio button options. The 'Terms and Conditions' section at the bottom has a checked checkbox for 'I agree with the Terms and Conditions'. At the bottom of the form, there are buttons for 'Close', 'Save as Draft', 'Submit', 'Previous', and 'Preview'.

Serial	Items	Sample File	Attached
No required documents			

Declaration EDIT

1. Has any Application for License/Registration of BPO/Call Center been rejected before?
 Yes No
2. Has any License/Registration issued previously to the Applicant/any Share Holder/Partner been cancelled?
 Yes No
3. Do the Applicant/any Share Holder/Partner hold any other Operator Licenses from the Commission?
 Yes No
4. I hereby certify that I have carefully read the instructions/terms and conditions, for the registration and I undertake to comply with the terms and conditions therein. (Instructions for issuance of registration certificate for the operation of BPO/Call Center are available at www.btrc.gov.bd.)
5. I understand that this application if found incomplete in any respect and /or if found with conditional compliance shall be summarily rejected.

Terms and Conditions

I agree with the Terms and Conditions

Close Save as Draft Submit Previous Preview

- **Declaration:** The required information must be filled.
- After filling up the above form, the following form will get the option for submit.




Application for BPO/ Call Center Certificate Amendment

Close

Company/ Organization Information				on EDIT
Company/ Organization Name	Automation Business limited	Company Type	Private Limited	
Registered Office Address				
District	Dhaka	Upazila/ Thana	Dohar	
Address	Rayr bazar			
Operational Office Address				
District	Dhaka	Upazila/ Thana	Dohar	
Address	Rayr bazar			

Applicant Profile				on EDIT
Applicant Name	Rubyat Jesmin Shammi	District	Bagerhat	
Upazila/ Thana	Bagerhat Sadar	Address	dhaka	
Email	rubyatshammiss@gmail.com	Mobile Number	1760448234	
Telephone Number				

Name Of Authorized Signatory And Contact Person				on EDIT
Contact Person				
Contact Person	Rupa	District	Bagerhat	
Upazila/ Thana	Bagerhat Sadar	Address	rrr	
Mobile Number	01897988991	Designation	rr	
Email Address	rrr@gmail.com	Website		
Image	<small>[File Format: *.jpg/ .jpeg/ .png Width 300PX, Height 300PX Max Size: 4 KB]</small> You may update your image.			



Present Business Actives of the Applicant/ Company/ Group Company

on EDIT

www

Present Proposal

on EDIT

Service: BPO, CALL CENTER

Service Type:


DOMESTIC

Area Address

Area Address Information

District	Bagerhat	Upazila / Thana	Bagerhat Sadar
Address	rr		
No. of Seats	1	Proposed of Employee	1
Local	etr	Expatriate	etr

Shareholder/ Partner/ Proprietor Details

Name	r	Image	[File Format: *.jpg/ .jpeg/ .png Width 300PX, Height 300PX Max Size: 4 MB] You may update your image.
Designation	r		
Email	rrr@gmail.com		
Mobile Number	01699999998	Date of Birth	12-May-2000
% Of Share	100	Nationality	Bangladeshi
No. of Share	12	Share Value	12
NID No	2456778954		

Required Documents for attachment

Serial	Items	Sample File	Attached
No required documents			

Close

Close



No required documents

Close

Declaration
on EDIT

1. Has any Application for License/Registration of BPO/Call Center been rejected before?
No
2. Has any License/Registration issued previously to the Applicant/any Share Holder/Partner been cancelled?
No
3. Do the Applicant/any Share Holder/Partner hold any other Operator Licenses from the Commission?
No
4. I hereby certify that I have carefully read the instructions/terms and conditions, for the registration and I undertake to comply with the terms and conditions therein. (Instructions for issuance of registration certificate for the operation of BPO/Call Center are available at www.btrc.gov.bd.)
5. I understand that this application if found incomplete in any respect and /or if found with conditional compliance shall be summarily rejected.

Terms and Conditions

I agree with the Terms and Conditions

Go Back
Submit

➤ Check all the information on this page and click on the Submit button Application. Submit and confirmation message will be sent to your phone and phone message and mail with Tracking Id.

Automation Business limited

 Rubyat Jesmin Shammi

Issue

Renew

Amendment

Surrender

☰ Application for BPO/ Call Center Certificate Registration

List Favourite Search

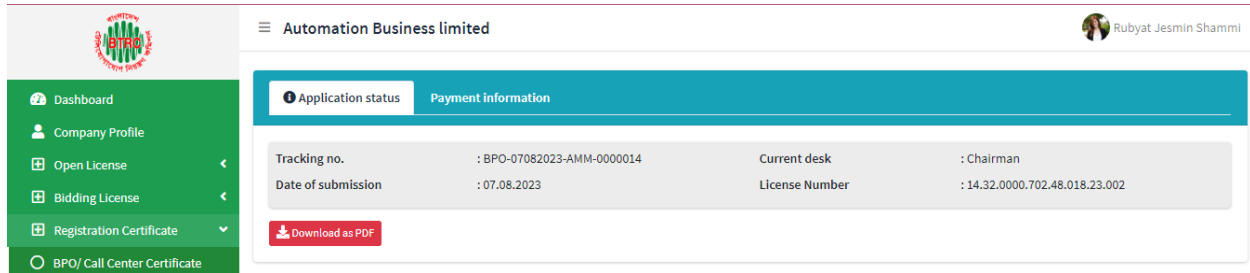
BPO/ Call Center Registration Ammdement

Show 25 entries Search:

Tracking no	Current desk	Process type	Reference data	License No	Status	Modified	Action
☆ BPO-07082023-AMM-0000014	Chairman	BPO/ Call Center Registration Ammdement	Applicant Name: Rubyat Jesmin Shammi, Company Name: Automation Business limited, Email: rubyatshammiss@gmail.com, Phone: 01760448234,	14.32.0000.702.48.018.23.002	Submitted	55 minutes ago	Open

Showing 1 to 1 of 1 entries Previous 1 Next

➤ After clicking the Open button, the following window will appear.



The screenshot shows the user interface of the BTRC LIMS system. On the left is a green sidebar menu with options: Dashboard, Company Profile, Open License, Bidding License, Registration Certificate, and BPO/ Call Center Certificate. The main content area is titled 'Automation Business limited' and shows the user 'RUBYAT JESMIN SHAMMI'. There are two tabs: 'Application status' (active) and 'Payment information'. The 'Application status' tab displays a table with the following data:

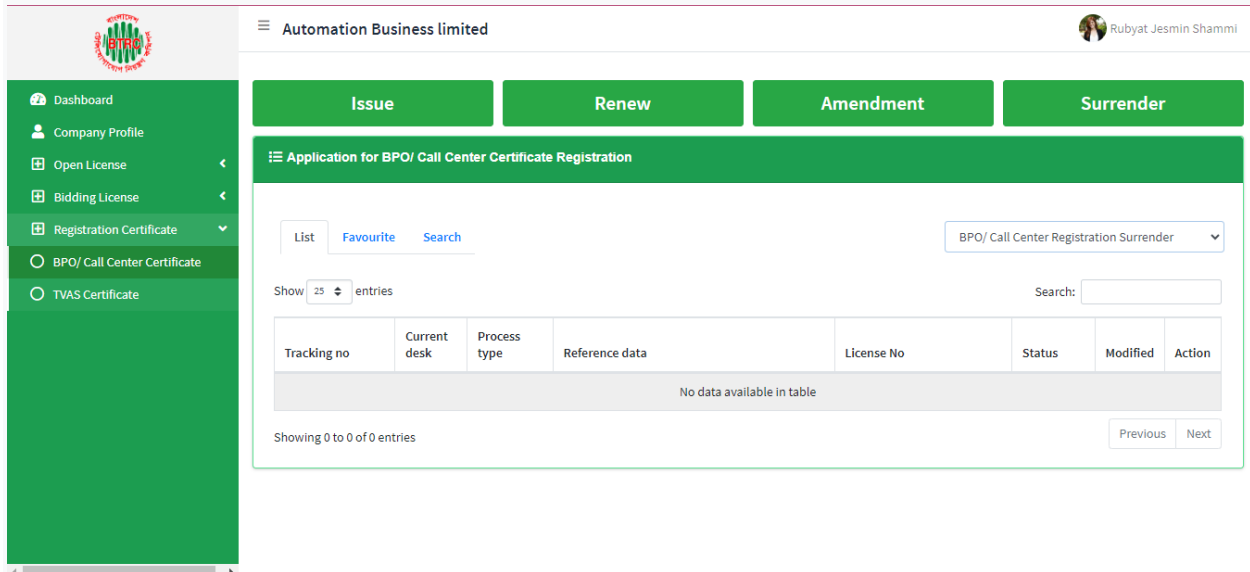
Tracking no.	: BPO-07082023-AMM-0000014	Current desk	: Chairman
Date of submission	: 07.08.2023	License Number	: 14.32.0000.702.48.018.23.002

Below the table is a red button labeled 'Download as PDF'.

- Application status, payment information, application download button as PDF is available in this window.
- **Application Status:** Application status can be seen here.
- **Download as PDF:** By clicking on the button, the applicant can download the PDF form of the application.

4.Application for BPO/ Call Center Registration Surrender:

After logging in, click on the BPO/Call Center Registration Surrender submenu from the Registration Certificate menu of BTRC Registration Service. After clicking on BPO/Call Center Registration Surrender, the following page will appear.



The screenshot shows the user interface of the BTRC LIMS system. The user is logged in as 'Automation Business limited' and 'Rubyat Jesmin Shammi'. The main navigation menu on the left includes: Dashboard, Company Profile, Open License, Bidding License, Registration Certificate (expanded), BPO/ Call Center Certificate, and TVAS Certificate. The 'Registration Certificate' menu is expanded, showing sub-options for 'Issue', 'Renew', 'Amendment', and 'Surrender'. The 'Surrender' option is selected, leading to the 'Application for BPO/ Call Center Certificate Registration' page. This page features a search bar, a dropdown menu set to 'BPO/ Call Center Registration Surrender', and a table with columns: Tracking no, Current desk, Process type, Reference data, License No, Status, Modified, and Action. The table currently displays 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

If you click on the issue button on the above page, the guideline will appear. Following the guideline, we have to submit the information accordingly. Guideline are given on the following page.



Please read the guideline, scroll down and proceed the application



**BANGLADESH TELECOMMUNICATION
REGULATORY COMMISSION**
IEB BHABAN, RAMNA, DHAKA-1000

No. BTRC/LL/Call Center/Licensing Procedure (268)/2008-967

Date: 18-09-2013

**Instructions for Issuance of Registration Certificate for the Operation
of
BPO/Call Center
(International and Domestic)**

I have read the guidelines for this License/Certificate.

After reading the full guideline then click on the “I have read the guidelines for this License/certificate” then click on Next button. After clicking the Next button, the following form will be displayed. Fill the required information according to the field of this form.

Automation Business limited Rubyat Jesmin Shammi

Application for New BPO/ Call Center Certificate Surrender

1. Basic Information | 2. Attachment, Declaration & Submit

Surrender Information

License No: 14.32.0000.702.48.018.23.002

Reason of Surrender:

Surrender Date: 23-Aug-2023

Company/ Organization Information

Registered Office Address

District: Dhaka | Upazila/ Thana: Dohar

Address: Rayr bazar

Operational Office Address

District: Dhaka | Upazila/ Thana: Dohar

Address: Rayr bazar

Applicant Profile

Applicant Name: Rubyat Jesmin Shammi | Mobile Number: +88 1760448234

Email: rubyatshammiss@gmail.com | Telephone Number: Enter Telephone Number

District: Bagerhat | Upazila/ Thana: Bagerhat Sadar

- Company/Organization Information will be filled with required information if Company Profile is updated.
- Registered Office Address will be filled with required information if Company Profile is updated.
- If Operational Office Address Registered Office Address is the same then click on As Same as Registered Office. In this case, the necessary information will be filled. If not, the same fields must be filled.
- **Applicant Profile:** Applicant must add various personal details as required.



Dashboard

- Company Profile
- Open License
- Bidding License
- Registration Certificate
- BPO/ Call Center Certificate
- TVAS Certificate

Contact Person

Contact Person Information

Name	<input type="text" value="Rupa"/>	Designation	<input type="text" value="rr"/>
Mobile Number	<input type="text" value="+88 01897988991"/>	Email	<input type="text" value="rrr@gmail.com"/>
Website	<input type="text" value="Enter Website"/>	District	<input type="text" value="Bagerhat"/>
Upazila/ Thana	<input type="text" value="Bagerhat Sadar"/>	Address	<input type="text" value="rrr"/>
Image *	<input type="button" value="Choose File"/> No fil...osen <small>[File Format: *.jpg/.png/.png Width 300PX, Height 300PX Max Size: 4 KB]</small> You may update your image.		

Present Business Actives of the Applicant/ Company/ Group Company

Present Proposal

Service: BPO Call Center Service Type: Domestic International

Area Address

Area Address Information

District *	<input type="text" value="Bagerhat"/>	Upazila / Thana *	<input type="text" value="Bagerhat Sadar"/>
Address *	<input type="text" value="rr"/>		
No.of Seats	<input type="text" value="1"/>	Proposed of Employee	<input type="text" value="1"/>

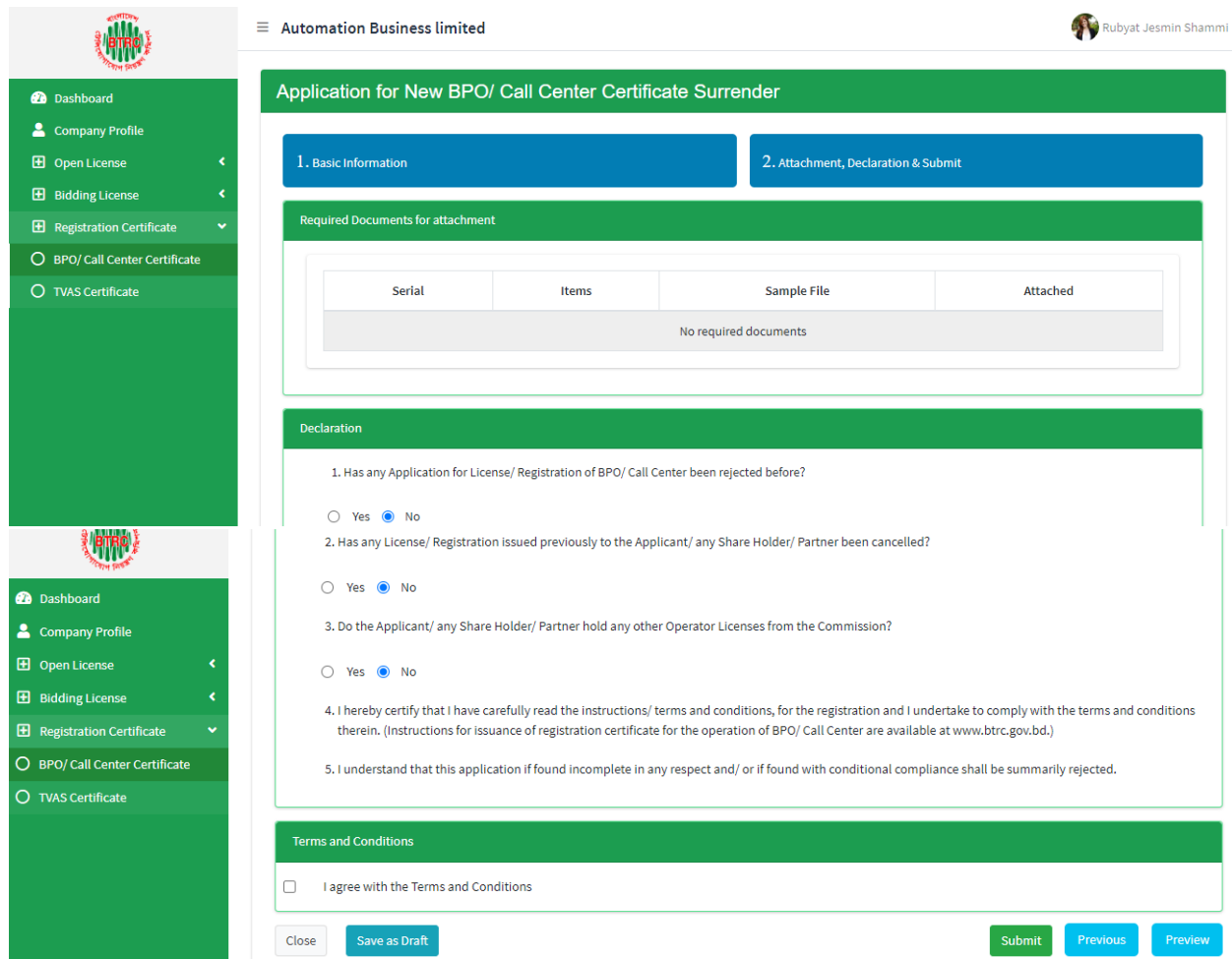
Shareholder/ Partner/ Proprietor Information

Total No. of Share *	<input type="text" value="12"/>	Total Share Value *	<input type="text" value="12"/>
----------------------	---------------------------------	---------------------	---------------------------------

Shareholder/ Partner/ Proprietor Details

Name	<input type="text" value="r"/>	Image *	<input type="button" value="Choose File"/> No fil...osen <small>[File Format: *.jpg/.png/.png Width 300PX, Height 300PX Max Size: 4 MB]</small> You may update your image.
Designation	<input type="text" value="r"/>		
Email	<input type="text" value="rrr@gmail.com"/>		
Mobile Number	<input type="text" value="+88 01899999998"/>	Date of Birth	<input type="text" value="12-May-2000"/>
% Of Share	<input type="text" value="100"/>	Nationality *	<input type="text" value="Bangladeshi"/>
No. of Share *	<input type="text" value="12"/>	Share Value *	<input type="text" value="12"/>
NID No	<input type="text" value="2456778954"/>		

- **Contact Person:** Contact person also needs to add various personal details and must be added Person Image.
- **Shareholder/partner/proprietor Details:** Required information must be filled. Total No. of Share and Total Share Value will be calculated by calculating the information of No. of Share and Share Value
- Required fields will be filled as per the instructions given by BTRC.
- After fill up all required fields have to go next page by clicking Next Button.
- We can save the application by clicking Save as Draft button.



The screenshot shows the 'Application for New BPO/ Call Center Certificate Surrender' form. The interface includes a sidebar with navigation options: Dashboard, Company Profile, Open License, Bidding License, Registration Certificate, BPO/ Call Center Certificate, and TVAS Certificate. The main form area is divided into two sections: '1. Basic Information' and '2. Attachment, Declaration & Submit'. Under '2. Attachment, Declaration & Submit', there is a 'Required Documents for attachment' section with a table that currently shows 'No required documents'. Below this is a 'Declaration' section with five questions, each with radio button options for 'Yes' and 'No'. The questions are: 1. Has any Application for License/ Registration of BPO/ Call Center been rejected before? (No selected); 2. Has any License/ Registration issued previously to the Applicant/ any Share Holder/ Partner been cancelled? (No selected); 3. Do the Applicant/ any Share Holder/ Partner hold any other Operator Licenses from the Commission? (No selected); 4. I hereby certify that I have carefully read the instructions/ terms and conditions, for the registration and I undertake to comply with the terms and conditions therein. (Instructions for issuance of registration certificate for the operation of BPO/ Call Center are available at www.btrc.gov.bd.); 5. I understand that this application if found incomplete in any respect and/ or if found with conditional compliance shall be summarily rejected. At the bottom, there is a 'Terms and Conditions' section with a checkbox for 'I agree with the Terms and Conditions'. The form concludes with 'Close', 'Save as Draft', 'Submit', 'Previous', and 'Preview' buttons.

- **Declaration:** The required information must be filled.
- After filling up the above form, the following form will get the option for submit.



Application for New BPO/ Call Center Certificate Surrender Close

Surrender Information

License No 14.32.0000.702.48.018.23.002

Reason of Surrender IIII

Surrender Date 23-Aug-2023

Terms and Conditions

I agree with the Terms and Conditions

Go Back Submit

➤ Check all the information on this page and click on the Submit button Application. Submit and confirmation message will be sent to your phone and phone message and mail with Tracking Id.

Automation Business limited Rubyat Jesmin Shammi

Issue Renew Amendment Surrender

Application for BPO/ Call Center Certificate Registration

List Favourite Search BPO/ Call Center Registration Surrender

Show 25 entries Search:

Tracking no	Current desk	Process type	Reference data	License No	Status	Modified	Action
☆ BPO-07082023-SUR-0000016	Chairman	BPO/ Call Center Registration Surrender	Applicant Name: Rubyat Jesmin Shammi, Company Name: Automation Business limited, Email: rubyatshammiss@gmail.com, Phone: 01760448234,	14.32.0000.702.48.018.23.002	Submitted	1 hour ago	Open

Showing 1 to 1 of 1 entries Previous 1 Next

➤ After clicking the Open button, the following window will appear.



The screenshot shows the user interface for 'Automation Business limited'. On the left is a green sidebar menu with options: Dashboard, Company Profile, Open License, Bidding License, Registration Certificate, and BPO/ Call Center Certificate. The main content area has two tabs: 'Application status' (active) and 'Payment information'. Below the tabs, a table displays application details:

Tracking no.	: BPO-07082023-SUR-0000016	Current desk	: Chairman
Date of submission	: 07.08.2023	License Number	: 14.32.0000.702.48.018.23.002

Below the table is a red button labeled 'Download as PDF'.

- Application status, payment information, application download button as PDF is available in this window.
- **Application Status:** Application status can be seen here.
- **Download as PDF:** By clicking on the button, the applicant can download the PDF form of the application.