

Office of the registrar of joint stock companies and firms

Service Name: Return filling

Introduction of service

What is Return filling?

Registered entities are to file returns in prescribed forms & schedules, and RJSC upon satisfaction accepts and archives such records. There are two (2) types of returns, viz., 'Annual Returns' and 'Returns for any Change in the Entity'

Place of return can be submitted?

- 1) Dhaka Office
- 2) Chittagong Office
- 3) Khulna Office
- 4) Rajshahi Office

Introduction of service

Who are the service receivers?

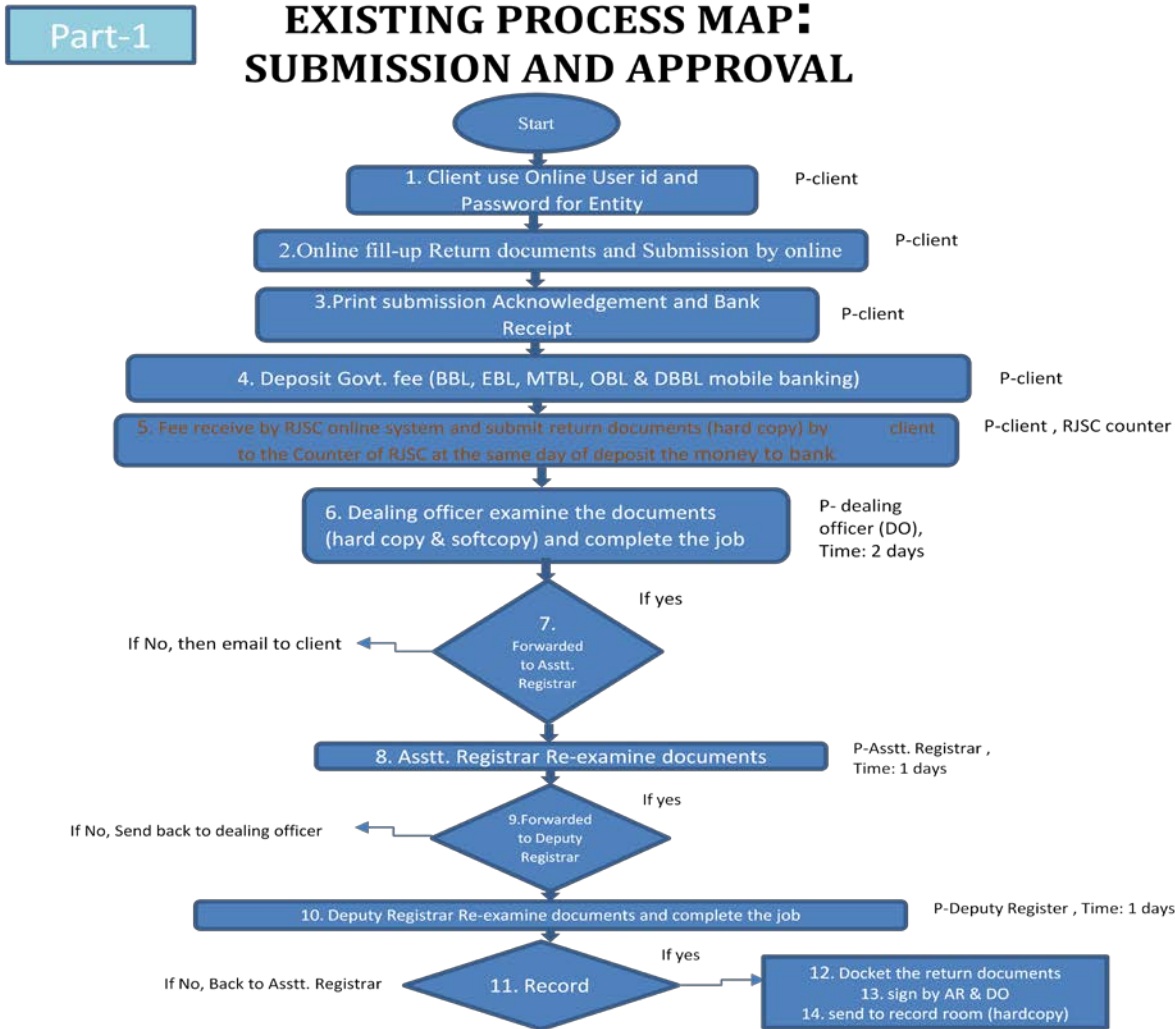
All entities registered under this office are the service receiver. At present there are about 2 (two) lac registered entities.

Document(s) submitted at the time of returns filling ?

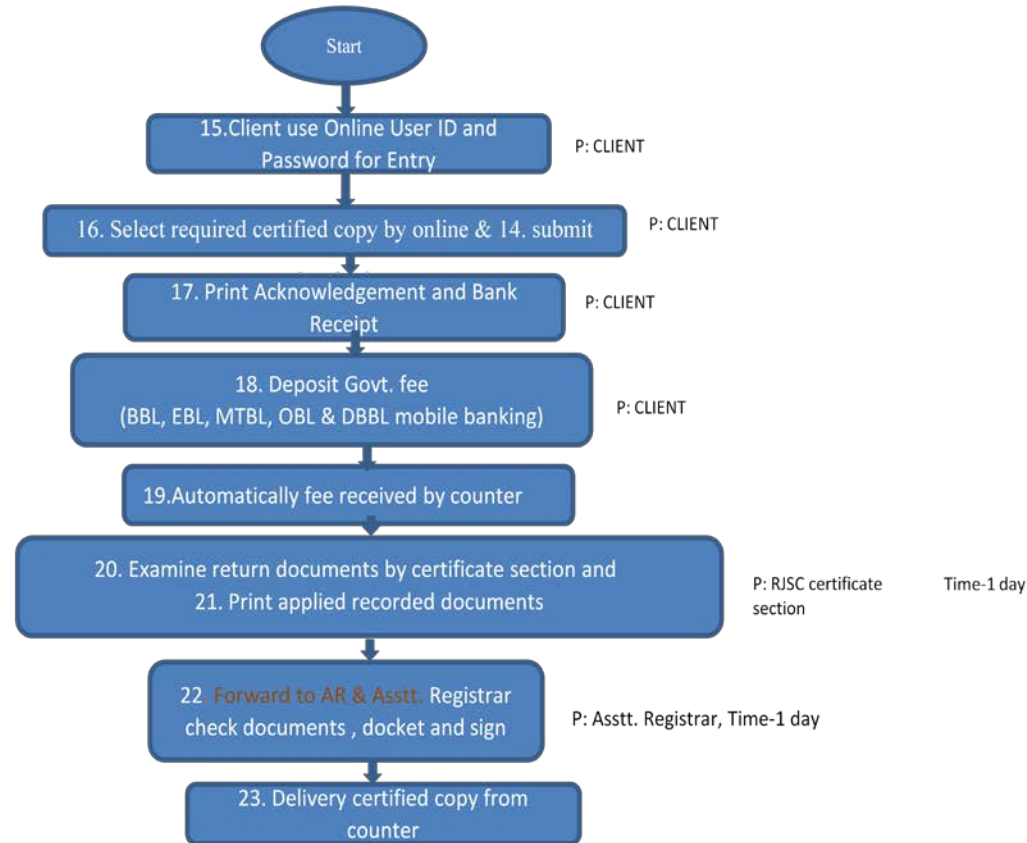
Schedule X, Form 23b, Balance Sheet, Form XII, Form IX, Form VIII, Form VI, Form IV, Form XVIII, Form XIX, Form XXVIII, Form XV, List of Executive Committee, Form V, etc.

INFORMATION ABOUT SERVICE DELIVERY

- Steps required- 23
- Time required - 6 days
- Human Resource Involved- 6 Person



DELIVERY OF APPROVED DOCUMENT



Problem (Return Filling)

Problem-1:

As per their nature of organization, Service receivers needs to file different forms as return. Though there are instruction in the website for filling returns but they sometime faces difficulties in filling the returns.

Problem-2

After submission and before receiving certified copy there are 23 steps which takes a lot of time.

Problem-3

There are shortage of manpower in RJSC, for this reason each personnel has huge work load.

Problem-4

Though the system of RJSC is online, even then registered entities needs to submit hard copies of the document to the counter of the concern office.

Proposal-SPS

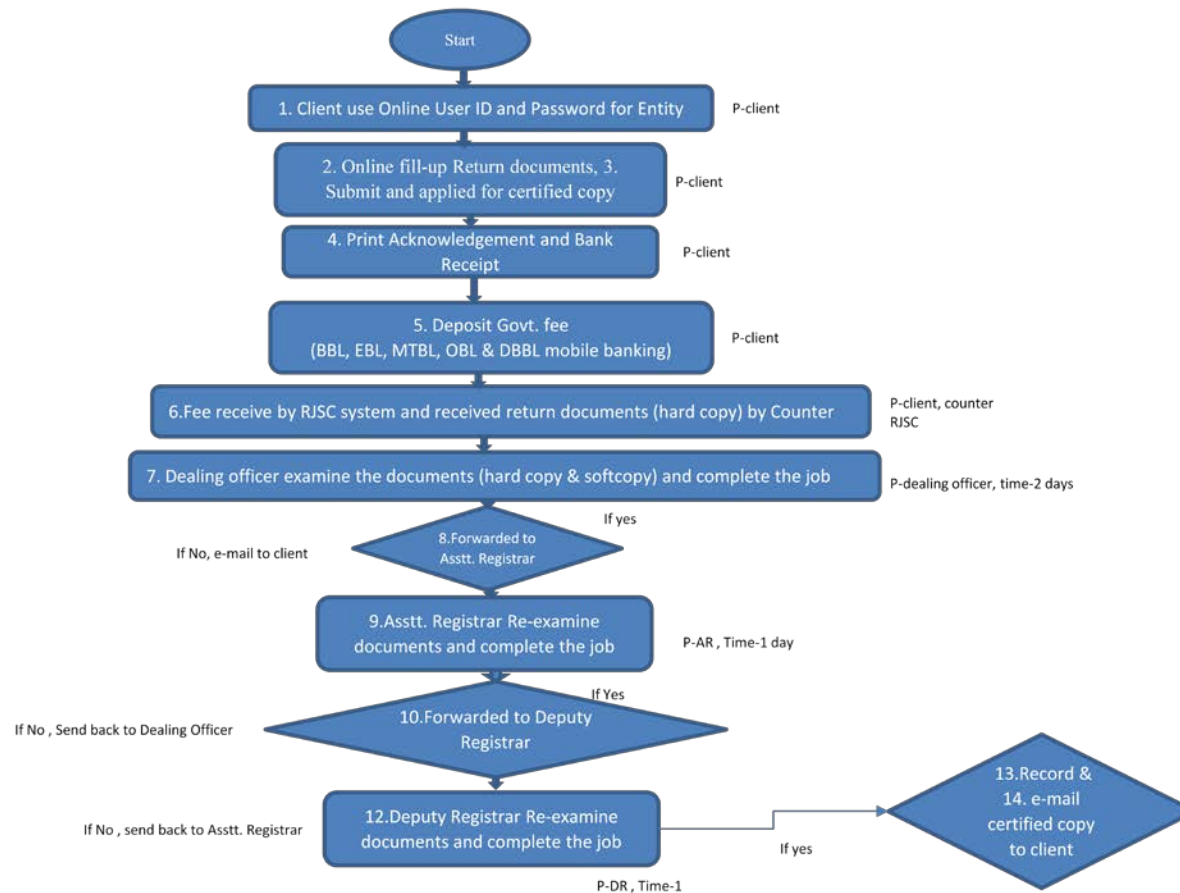
Proposal:

1. If RJSC provides filled up sample copy of every return on their website, then a service receiver can easily fill up the form by comparing the sample copy of form with the forms to be filled up.
2. By changing the present submission and recording system, RJSC can at least reduce 9 steps. The changed procedures would be (1) optional system may be introduced to submit the return and apply for certified copy at the same time & (2) after recording of the returns concern officer will send the certified copy of the return affixing digital signature on it through e-mail.
3. To reduce work load of the official, vacant post may be filled up immediately.

INFORMATION ABOUT SERVICE DELIVERY

- Steps required- 14
- Time required - 4 days
- Human Resource Involved- 4 Person

SPS process map: submission, approval & delivery of approved document



Comparison of TCV of existing and proposed service processes:

Area of Intervention	Existing process	SPS
Visit	8 times	5 times
Cost (conveyance + lunch)	Tk. 4,000	Tk. 2,500
Time	6 days	4 days
Human Resource	6 person	4 person
Documents	Soft copy & hard copy	Soft copy & hard copy
Steps	23 steps	14 steps
Access Point	RJSC & Divisional Offices	RJSC & Divisional Offices
Required Documents	1-14	1-14

Implementation planning

Things that will be required to do to implement the proposed SPS

Sl. No.	Action	Probable Date	Fund Requirement	Source of Fund
1	Stakeholder meeting	28-Nov-16	Tk. 30000	Govt.
2	Selection of an area for piloting and beginning of pilot	5-Dec-16	Tk. 180000	Govt.
3	Issue of a circular/order etc.	12-Dec-16	NA	NA
4	Training/ Workshop/orientation	28-Dec-16	Tk. 30000	Govt.
5	Beginning of large scale implementation and issue of an order/circular etc.	15-Jan-17	NA	NA

Implementation planning

Introduction of implementation committee

S.L	Officer Name	Position	Mobile Number	E-mail
1.				
2.	Md. Harun-Or-Rashid	Assistant Registrar	01715-421714	harunrjsc@gmail.com
3.	Khurshida Jahan	Inspector	01672626292	kuasha060160284@yahoo.com
4.	Mohammed Zahidul Islam	System Administrator	01817079954	mzislam@gmail.com

Implementation planning

MONITORING PROCESS OF IMPLEMENTATION

Progress-

- A) As off now three meeting on this issue has been organized. In this meeting different aspect of the SPS, its implementation process and possible outcome are presented to officials and stakeholders. The proposal was presented by the officers who got SPS training under a2i programme. After discussion the proposal with come modification has been accepted by the office of the RJSC.
- B) Next Meeting with stakeholder will be held on dated 28.11.2016.
- c) SPS Documentation is ready for presentation.

Implementation planning

- date of submission of presentation at cabinet department
- Date of submission of assessment report at cabinet department