



**Bangladesh Telecommunication Regulatory Commission**  
**Plot#E-5/A, Agargaon Administrative Area, Sher-e-Bangla Nagar, Dhaka.**

**APPLICATION FOR  
REGISTRATION CERTIFICATE OF BPO/CALL CENTER**

New     Renewal

**A. COMPANY/ENTITY PROFILE (For New and Renewal Application)**

1. Name of Company/Entity			
2. Registered Office Address			
Mobile Number			
Telephone Number (if applicable)			
E-mail		Website:	
3. Name and Address of Authorized Contact Person			
Mobile Number			
Telephone Number (if applicable)			
E-mail		Website:	
4. Present Business Activities of the Applicant/Company/ Group Company			

**B. PROPOSAL (Please submit separate sheet for each center)**

1. Address of the Location of Proposed Call Centre	
2. No. of Seats	
3. Proposed no. of Employees (Local and Expatriate)	

**C. EXISTING CALL CENTERS (For Renewal Application Only)**

1. Addresses of all the existing Centers, if any, under other license(s)	
Address of the Center	
Nature of Center	<input type="checkbox"/> Domestic <input type="checkbox"/> International
Number & Date of Registration Certificate	
Starting Date of Service	
No. of Agents/ Seats as on Date	
Bandwidth	
Name of the Clients	

**(If there are more Centers, please attach extra sheets)**

2. Existing International Bandwidth connectivity detail, if any:				
Call Center address in Bangladesh	Address of the foreign end PoP	Existing Bandwidth Information		
		Type	Bandwidth Provider	(Kbps/Mbps)
		IPLC		
		Backup		

**D. DOCUMENTS TO BE ENCLOSED (For New and Renewal Application)**

Following documents are to be duly certified and to be attached with the application form:

Serial	Items	Attached	Not Attached	Remarks
1.	Application in Letter Head Pad (To the Chairman, BTRC, Plot#E-5/A, Agargaon Administrative Area, Sher-e-Bangla Nagar, Dhaka)			
2.	Trade License (Update)			
3.	TIN Certificate or Up to date Income Tax Clearance Certificate (Entity and Proprietor/ All Present shareholders)			
4.	Bank Solvency Certificate (Original Copy)			
5.	MoA with Form XII, AoA and CoI or Certificate issued by RJSC (in case of Partnership or Limited Company)			
6.	NID & CV with Passport Size Photo of Proprietor/ All Present Shareholders/ Directors			
7.	Existing Call Center Registration Certificate (if applicable)			
8.	Network Diagram in Letter Head Pad			
9.	<p>Undertaking on non-judicial stamp of Tk. 300/- sworn before the notary public of Bangladesh.</p> <p style="text-align: center;"><b><u>(Undertaking/Declaration)</u></b></p> <p>I/We [Proprietor/ (Company Name)] [on behalf of all share holder of (Company Name)] hereby undertake/declare that, according to the clause No. 29, 36(2) and 36(3) of Bangladesh Telecommunication Regulation Act, 2001 I am/we are eligible to get Call Center Registration Certificate. I/we also declare that,</p> <p>a) <b>[Company Name]</b> will provide Call Center Service successfully in Bangladesh observing all rules and regulations as per telecommunication law of Bangladesh.</p> <p>b) There is no case or complain against <b>[Company Name]</b> in respect of illegal Call Center operational activities.</p> <p>c) There is no case or complain against proprietor/any shareholder of <b>[Company Name]</b>.</p> <p>d) <b>[Company Name]</b> never carried out any operational activities related with VoIP. There is no case against [Company Name] or never confiscated any equipment for operating VoIP and also it is hereby confirmed that there is no chance of operation of VoIP in future.</p> <p>e) <b>[Company Name]</b> is financially solvent to operate Call Center business and I/we, <b>[proprietor of (Company Name)]</b> not a Bank Defaulter.</p> <p>f) <b>[Company Name]</b> will not take any activity over VoIP/WiMAX as well as I/we will not use the VSAT.</p> <p>g) <b>[Company Name/proprietor/any shareholder]</b> will comply Bangladesh Telecommunication Regulation Act, 2001 and all rules, regulations, directives and notice of BTRC.</p> <p>If any violation/deviation found in this regard I/we shall be liable. This undertaking/declaration is made in sound mind before the Notary public, and I/we also declare that all the information and date describes in this affidavit are true and correct as per my knowledge and believe.</p>			

In case any of the above documents is not enclosed, please give reasons.

**E. DECLARATION**

1. Has any Application for Registration Certificate of BPO/Call Center been rejected before?  Yes  No  
(if yes, please give date of application and reasons for rejection)
2. Has any License/Registration issued previously to the Applicant/any Share Holder/Partner been cancelled?  
 Yes  No (if yes, please give details)
3. Do the Applicant/any Share Holder/Partner hold any other Operator Licenses from the Commission?  
 Yes  No (if yes, please give details)
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](http://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.
6. I/We understand that if at any time any information furnished for obtaining the registration certificate is found incorrect then the registration certificate if granted on the basis of such application shall deemed to be cancelled and shall be liable for action as per Bangladesh Telecommunication Regulation Act, 2001.

Date:  
Place:

Signature and name of the  
Applicant/Authorized  
Signatory with seal