ই-গভর্ন্যান্স ও উদ্ভাবন কর্মপরিকল্পনা, ২০২২-২০২৩
[২.২.৫] সূচকের নাম'কর্মসম্পাদন সূচক অর্জনের প্রমাণক

সংলাগ-ঠ

কর্মসম্পাদনের ক্ষেত্র	কার্যক্রম	কর্মসম্পাদন সূচক	একক	কর্মসম্পাদন সূচকের মান	অর্জন (অক্টোবর ২০২২-ডিসেম্বর/২০২২)
[২] প্রাতিষ্ঠানিক সক্ষমতা বৃদ্ধি	[২.২] ই-গভর্ন্যান্স ও উদ্ভাবন কর্মপরিকল্পনা বাস্তবায়ন	[২.২.৫] দেশে/বিদেশে বাস্তবায়িত নূন্যতম একটি উদ্ভাবনী উদ্যোগ পরিদর্শনকৃত	তারিখ	৩	অর্জনের সংক্ষিপ্ত বিবরণ: (১) জিও আদেশ নং- ০৮.০০.০০০০.০৩৭.২৫.০০২.১৯.৩৬৪, তারিখ: ০২.১০.২০২২ এর মাধ্যমে ১৮.১০.২০২২ হতে ২০.১০.২০২২খ্রি: পর্যন্ত ০৩ দিনের Huawei Technologies Bangladesh Ltd কর্তৃক Workshop On Global Digital Taxation Program টিতে অংশগ্রহণ করা হয় কুয়ালালামপুর, মালেশিয়ায়। (কপি সংযুক্ত)

Government of the People's Republic of Bangladesh
Internal Resources Division
Ministry of Finance
Section-2 (Tax)
www.ird.gov.bd

Record Number: 08.00.0000.037.25.002.19.364   Date: 2/10/2022

Government Order

The undersigned is directed to convey the Sanction of the Government of the People's Republic of Bangladesh in favour of the following officials to Participate in "Workshop On Global Digital Taxation" program organized by Huawei Technologies Bangladesh Ltd. in Kuala Lumpur, Malaysia from 18 October to 20 October 2022 (excluding travel and transit time) under the following terms and conditions:
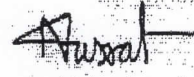
Sl	Name of the Officials, Designation and Office
1.	Md. Abdul Majid, Member of Taxes (Current Charge), National Board of Revenue, Dhaka.
2.	Mahbuba Hossain, Member of Taxes (Current Charge), National Board of Revenue, Dhaka.
3.	Shrabani Chakma, First Secretary, National Board of Revenue, Dhaka.
4.	Sk Md. Moniruzzaman, First Secretary, National Board of Revenue, Dhaka.
5.	Md. Shahiduzzaman, First Secretary, National Board Revenue, Dhaka.
6.	Mohammad Nairuzzaman, Deputy Secretary, Internal Resources Division, Bangladesh Secretariat
7.	Sheikh Murad Hossain, Second Secretary, National Board of Revenue, Dhaka.
8.	Md. Shajidul Islam, Second Secretary, National Board of Revenue, Dhaka.

Terms and conditions:
  a. They will leave Dhaka for Kuala Lumpur, Malaysia on 18 October, 2022 or nearer date;

  b. Total period of this travel and transit will be treated as on duty;
  c. They will draw their pay and allowances of the aforesaid period in local currency;
  d. All expenses regarding this training programme will be borne by Huawei Technologies Bangladesh Ltd.

e. They will not be allowed to stay abroad more than the approved period;

f. They will have to submit a report on the programme to the senior secretary, IRD within 15 days after their return from abroad.

02. This order is issued with the approval of the competent authority.

02-10-2022

Nusrat Jahan Nisu
Senior Assistant Secretary
Phone: +8802-55100094
Fax: 02-9540303

Record Number: Date: 2/10/2022

08.00.0000.037.25.002.19.364/1(17)

Copy for Kind Information and Necessary Action (Not According to Seniority):

1) Senior Secretary, Ministry of Public Administration, Dhaka.

2) Foreign Secretary, Ministry of Foreign Affairs, Shegunbagicha. Dhaka.

3) H. E High Commissioner, Malaysian High Commission, Dhaka, Bangladesh. /H. E High Commissioner, Bangladesh High Commission, Kuala Lumpur, Malaysia.

4) Joint Secretary (All), Internal Resources Division, Dhaka.

5) Director General, Department of Immigration & Passport, Dhaka.

6) Md. Abdul Majid, Member of Taxes (Current Charge), National Board of Revenue, Dhaka.

7) Mahbuba Hossain, Member of Taxes (Current Charge), National Board of Revenue, Dhaka.

8) Shrabani Chakma, First Secretary, National Board of Revenue, Dhaka.

9) Sk Md. Moniruzzaman, First Secretary, National Board of Revenue, Dhaka.

10) Md. Shahiduzzaman , First Secretary, National Board Revenue, Dhaka.

11) Mohammad Nairuzzaman, Deputy Secretary, Internal Resources Division, Bangladesh Secretariat.

12) Sheikh Muran Hossain, Second Secretary, National Board of Revenue, Dhaka.

13) Md. Shajidul Islam , Second Secretary, National Board of Revenue, Dhaka.

14) PS to Senior Secretary, Internal Resources Division, Dhaka

Government of the People's Republic of Bangladesh
Ministry of Finance
Internal Resources Division
Section-3 (Customs)
www.ird.gov.bd

Record Number: 08.00.0000.038.25.001.21.210   Date: 13/7/2022
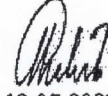
Government Order

The undersigned is directed to convey the Government approval in favour of the following officials for travelling to Malaysia from 18 to 29 July 2022 or from the nearest convenient date (excluding travel and transit time) to participate in the training programme entitled "SOClass" which will be held in Kuala Lumpur, Malaysia :

Sl no.	Name	Designation	Place of posting
01.	Md Zahidur Rahman	System Analyst	National Board of Revenue, Dhaka.
02.	Golam Sarwar	Programmer	National Board of Revenue, Dhaka.
03	Mohd. Moinul Alam	Assistant Maintenance Engineer	Internal Resources Division, Dhaka.
04.	Kamrun Naher Maya	Assistant Programmer	National Board of Revenue, Dhaka.
05.	Md. Amirul Islam Jiban	Assistant Programmer	National Board of Revenue, Dhaka.
06.	Md. Ronju Mia	Assistant Programmer	National Board of Revenue, Dhaka.
07.	Istiaq Akbar	Assistant Programmer	National Board of Revenue, Dhaka.

02. Terms and Conditions:

    a. They will start their journey for Malaysia on a convenient date near 18 July 2022;

    b. They will draw all parts of their Pay and Allowances in local currency;

    c. All expenses regarding this travel will be borne by United Nations Conference on Trade and Development (UNCTAD);

    d. They will not be allowed to stay abroad more than the approved period;

    e. They will have to submit a report on the Programme to Senior Secretary, Internal Resources Division within 15 days after their return from abroad

(signature)
13-07-2022
Md.Ahsan Habib
Deputy Secretary
Phone: 02-55101188

Record Number: Date: 13/7/2022
08.00.0000.038.25.001.21.210/1
Copy for Kind Information and Necessary Action,
1) Foreign Secretary, Ministry of Foreign Affairs, Shegunbagicha. Dhaka (with request for issuing Note Verbal).
2) Member (Board Administration), National Board of Revenue, Dhaka.
3) Joint Secretary (Admin), Internal Resources Division, Dhaka.
4) Joint Secretary (Customs), Internal Resources Division, Dhaka.
5) PS to Honorable Minister, Ministry of Finance, Dhaka
6) PS to Senior Secretary, Internal Resources Division, Dhaka.
7) Md Zahidur Rahman, System Analyst, National Board of Revenue, Dhaka.
8) Chief Accounts & Finance Officer, Internal Resources Division, Shegunbagicha, Dhaka.
9) Golam Sarwar, Programmer, National Board of Revenue, Dhaka.
10) Mohd. Moinul Alam, Assistant Maintenance Engineer, Internal Resources Division, Dhaka.
11) Kamrun Naher Maya, Assistant Programmer, National Board of Revenue, Dhaka.
12) Md. Amirul Islam Jiban, Assistant Programmer, National Board of Revenue, Dhaka.
13) Md. Ronju Mia, Assistant Programmer, National Board of Revenue, Dhaka.
14) Istiaq Akbar, Assistant Programmer, National Board of Revenue, Dhaka.
15) Immigration Officer, Hazrat Shahjalal International Airport, Dhaka.
16) Assistant Programmer, Internal Resources Division (with request for uploading it to IRD website).

(signature)
13-07-2022
Md.Ahsan Habib
Deputy Secretary

Md.Ahsan Habib
13-07-2022
Md.Ahsan Habib
Deputy Secretary
Phone: 02-55101188

Record Number: Date: 13/7/2022
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Copy for Kind Information and Necessary Action,
1) Foreign Secretary, Ministry of Foreign Affairs, Shegunbagicha. Dhaka
(with request for issuing Note Verbal).
2) Member (Board Administration), National Board of Revenue, Dhaka.
3) Joint Secretary (Admin), Internal Resources Division, Dhaka.
4) Joint Secretary (Customs), Internal Resources Division, Dhaka.
5) PS to Honorable Minister, Ministry of Finance, Dhaka
6) PS to Senior Secretary, Internal Resources Division, Dhaka.
7) Md Zahidur Rahman, System Analyst, National Board of Revenue,
Dhaka.
8) Chief Accounts & Finance Officer, Internal Resources Division,
Shegunbagicha, Dhaka.
9) Golam Sarwar, Programmer, National Board of Revenue, Dhaka.
10) Mohd. Moinul Alam, Assistant Maintenance Engineer, Internal
Resources Division, Dhaka.
11) Kamrun Naher Maya, Assistant Programmer, National Board of
Revenue, Dhaka.
12) Md. Amirul Islam Jiban, Assistant Programmer, National Board of
Revenue, Dhaka.
13) Md. Ronju Mia, Assistant Programmer, National Board of Revenue,
Dhaka.
14) Istiaq Akbar, Assistant Programmer, National Board of Revenue,
Dhaka.
15) Immigration Officer, Hazrat Shahjalal International Airport, Dhaka.
16) Assistant Programmer, Internal Resources Division (with request for
uploading it to IRD website).

Md.Ahsan Habib
13-07-2022
Md.Ahsan Habib
Deputy Secretary

বিষয়ঃ **UNCTAD কর্তৃক আয়োজিত Solaris বিষয়ক বৈদেশিক প্রশিক্ষণে অংশগ্রহণের জন্য কর্মকর্তাদের অফিস আদেশ জারি।**

সূত্রঃ UNCTAD হতে প্রাপ্ত পত্র নং- RAS/OX/ODX, তারিখঃ ১০/১০/২০২২ খ্রি.।

উপর্যুক্ত বিষয় ও সূত্রের প্রতি সদয় দৃষ্টি আকর্ষণপূর্বক আদিষ্ট হয়ে জানানো যাচ্ছে যে, মালয়েশিয়ার কুয়ালালামপুরে ASYCUDA Regional Office for Asia and the Pacific, UNCTAD কর্তৃক আগামী ২৮ নভেম্বর, ২০২২ হতে ০৯ ডিসেম্বর ২০২২ খ্রি. সময়ে ১২ (বারো) দিনব্যাপী Solaris বিষয়ক প্রশিক্ষণ আয়োজন করা হবে। অ্যাসাইকুডা ওয়ার্ল্ড সিস্টেমের ডেভেলপমেন্ট এবং রক্ষণাবেক্ষণ কাজের জন্য জাতীয় রাজস্ব বোর্ড এবং UNCTAD এর মধ্যে স্বাক্ষরিত ASMA চুক্তির আওতায় জাতীয় রাজস্ব বোর্ডের টেকনিক্যাল টিমের সক্ষমতা বৃদ্ধির জন্য গুরুত্বপূর্ণ উক্ত প্রশিক্ষণে অংশগ্রহণের লক্ষ্যে জাতীয় রাজস্ব বোর্ডের চেয়ারম্যান মহোদয়ের অনুমোদনক্রমে নিম্ন ছকে বর্ণিত কর্মকর্তাগণকে মনোনয়ন প্রদান করা হয়েছেঃ

ক্রম	নাম ও পদবী	Name and Designation
১.	জনাব গোলাম ছারোয়ার প্রোগ্রামার জাতীয় রাজস্ব বোর্ড, ঢাকা	Mr. Golam Sarwar Programmer National Board of Revenue, Dhaka
২.	জনাব মোঃ আব্দুল মোমিন সহকারী প্রোগ্রামার কাস্টম হাউস, ঢাকা	Mr. Md. Abdul Momin Assistant Programmer Custom House, Dhaka
৩.	জনাব মোঃ মনিরুল ইসলাম সহকারী প্রোগ্রামার জাতীয় রাজস্ব বোর্ড, ঢাকা	Mr. Md Monirul Islam Assistant Programmer National Board of Revenue, Dhaka
৪.	জনাব রাজীব দাস সহকারী প্রোগ্রামার জাতীয় রাজস্ব বোর্ড, ঢাকা	Mr. Rajib Das Assistant Programmer National Board of Revenue, Dhaka
৫.	জনাব মোঃ রনজু মিয়া সহকারী প্রোগ্রামার জাতীয় রাজস্ব বোর্ড, ঢাকা	Mr. Md. Ronju Mia Assistant Programmer National Board of Revenue, Dhaka
৬.	জনাব মোহাঃ আহাদ আলী সহকারী প্রোগ্রামার কাস্টম হাউস, বেনাপোল	Mr. Md. Ahad Ali Assistant Programmer Custom House, Benapole
৭.	জনাব ইসতিয়াক আকবর সহকারী প্রোগ্রামার জাতীয় রাজস্ব বোর্ড, ঢাকা	Mr. Istiaq Akbar Assistant Programmer National Board of Revenue, Dhaka

০২। উল্লেখ্য যে, উক্ত প্রশিক্ষণ সংক্রান্ত যাবতীয় খরচ (Air Fare, Accommodation) চুক্তিবদ্ধ প্রতিষ্ঠান ASYCUDA Regional Office for Asia and the Pacific, UNCTAD বহন করবে। এমতাবস্থায়, উক্ত প্রশিক্ষণ কর্মসূচিতে অংশগ্রহণের নিমিত্তে বর্ণিত কর্মকর্তাগণের নামে সরকারি আদেশ জারির জন্য অভ্যন্তরীণ সম্পদ বিভাগ বরাবর পত্র প্রেরণের লক্ষ্যে প্রয়োজনীয় কার্যক্রম গ্রহণের জন্য নির্দেশক্রমে অনুরোধ করা হলে।

সংযুক্তি: বর্ণনা মোতাবেক ০১ (এক) পাতা।

[রাকিবুল হাসান]
প্রথম সচিব
জাতীয় রাজস্ব বোর্ড, ঢাকা
ফোন- ০২-৪৮৩১৮১২০-৬/এক্স- ৪১১
ই-মেইল- ss.asycuda@gmail.com

দ্বিতীয় সচিব (বোর্ড প্রশাসন-১)
জাতীয় রাজস্ব বোর্ড, ঢাকা।

ইউও নোট নম্বর- ০৮.০১.০০০০.০৬৬.২৫.০০১.২১/৪৭৮   তারিখ: ২৬.১০.২০২২ খ্রি.

অনুলিপি (সদয় জ্ঞাতার্থে ও কার্যার্থে):

১। সদস্য (কাস্টমস: নীতি ও আইসিটি), জাতীয় রাজস্ব বোর্ড, ঢাকা;

২। সদস্য (বোর্ড প্রশাসন), জাতীয় রাজস্ব বোর্ড, ঢাকা;

৩। চেয়ারম্যান মহোদয়ের একান্ত সচিব, জাতীয় রাজস্ব বোর্ড, ঢাকা (চেয়ারম্যান মহোদয়ের সদয় অবগতির জন্য);

৪। জনাব জনাব গোলাম ছারোয়ার, প্রোগ্রামার, জাতীয় রাজস্ব বোর্ড, ঢাকা;

৫। জনাব মোঃ আব্দুল মোমিন, সহকারী প্রোগ্রামার, কাস্টম হাউস, ঢাকা;

৬। জনাব মোঃ মনিরুল ইসলাম, সহকারী প্রোগ্রামার, জাতীয় রাজস্ব বোর্ড, ঢাকা;

৭। জনাব জনাব রাজীব দাস, সহকারী প্রোগ্রামার, জাতীয় রাজস্ব বোর্ড, ঢাকা;

৮। জনাব মোঃ রনজু মিয়া, সহকারী প্রোগ্রামার, জাতীয় রাজস্ব বোর্ড, ঢাকা;

৯। জনাব মোহাঃ আহাদ আলী, সহকারী প্রোগ্রামার, কাস্টম হাউস, বেনাপোল;

১০। জনাব ইসতিয়াক আকবর, সহকারী প্রোগ্রামার, জাতীয় রাজস্ব বোর্ড, ঢাকা।

BUSINESS DESIGN AND FUTURE TECHNOLOGY UNDERSTANDING

In line with CVC program for National Board of Revenue

➢ Modernize Data platform for Secured and Optimized Performance

➢ High performance with reliability, availability and scalability

ORACLE

National Board of Revenue, Bangladesh
জাতীয় রাজস্ব বোর্ড, বাংলাদেশ

Table of contents:

Executive Summary

The national Board of Revenue is the top most customer of Oracle considering Government sector of Bangladesh.
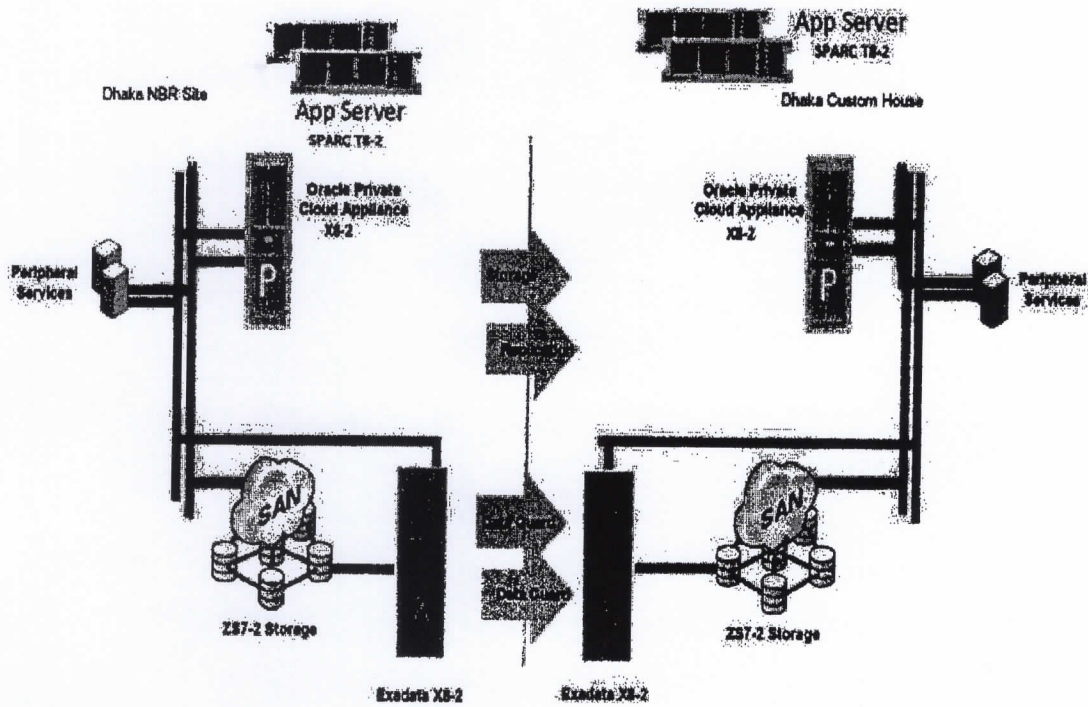
National Board of Revenue (NBR) is the central authority for tax administration in Bangladesh. It is under the Internal Resource Division of Ministry of Finance. NBR is the authority for tax policies and tax laws in Bangladesh.

The automation of Bangladesh Customs Administration in the NBR began in the early 90s. An automated system called ASYCUDA was implemented in 1993.

The system is now deployed throughout the country by NBR. Throughout this period, the system was scaled up by upgrading of "**ASYCUDA World**" and fine-tuning of the Oracle hardware and associated software infrastructure, which resulted in marked overall performance improvements.

Oracle along with Local Partner "Spectrum Engineering Consortium (SECL)" helping NBR to manage the Bangladesh's most important Data.

In 2014, NBR embarked on implementing customs tax collection based on the ASYCUDA application. This application allows the NBR to track, collect and estimate the customs duties and VAT. In 2020, NBR completed further enhancement and up-gradation for increased workload and capacity improvement. The current application is running on Oracle x86-based/SPARC Servers for the application and Exadata for Oracle database.

ORACLE

Dhaka NBR Site

App Server
SPARC T8-2

App Server
SPARC T8-2

Dhaka Custom House

Oracle Private
Cloud Appliance
X8-2

Oracle Private
Cloud Appliance
X8-2

Peripheral
Services

Peripheral
Services

SAN

SAN

ZS7-2 Storage

ZS7-2 Storage

Exadata X8-2

Exadata X8-2

Current IT complexity and future design consideration

IT is Getting More Complex, Facing Many Challenges:

- Data volume is exploding with more data types

- Shrinking budgets demands IT do more with less

- Requirements for different workload characteristics: OLTP, DW, Analytics

- High availability systems are required, but can be complex deploy and difficult to manage

- Infrastructure needs to be simplified with standardization and consolidation

- Data security is a high priority

- Need to realize optimal return on investment

Shrinking budgets	Resource shortage	System upgrades	Security	System integrations

Given that sustainability can often include an enormous scope of impacts and activities, it is critical to determine which are the most material to the business.

Once identified the critical next step is to be proactive in assessing where you currently stand, where you want to be in the future, and how technology can help you get there. This involves asking the critical questions: "What impact can we make? How quickly can we see results? What systems do we have in place that ensure we not only sustain business-as-usual but also support long-term growth?"

The answer is not to stop what we are doing, but to do it better.
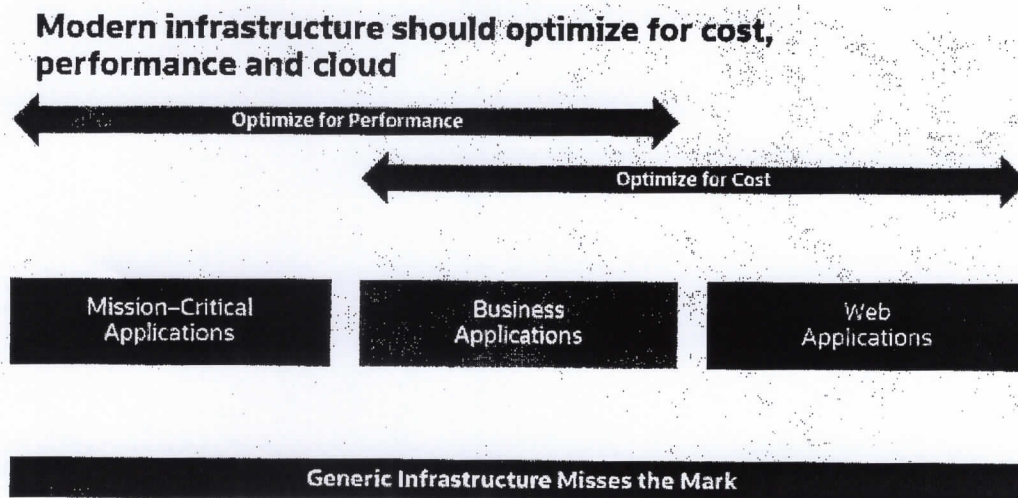
How do you move your organization forward?

Your application infrastructure should be engineered to help you deliver on cost objectives, performance needs and scale

If you're optimizing for the demanding requirements of your mission critical and business apps, such as OLTP and ERP you'll need to think about how you can optimize for important things, such as bare metal CPU performance, integrated high-performance data center fabrics and engineered software optimizations.

For web apps such as web mail or some business apps such as CRM, your goal may be to optimize for cost. If this is the case, you'll need to consider optimizing for not only hardware costs, but design and integrations costs. Not to mention on-going operational and support costs.

And software costs, especially for the hypervisor. Does every workload demand a fully featured vSphere environment?

And we see that generic application infrastructure misses the mark across the board

Modern infrastructure should optimize for cost, performance and cloud

Optimize for Performance

Optimize for Cost

| Mission–Critical Applications | Business Applications | Web Applications |

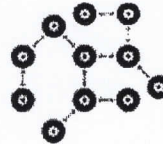**Generic Infrastructure Misses the Mark**

Why Homogeneous Database platform is important for NBR

- Idle Database platform provides a framework for enforcing and ensuring the security and privacy of the data in the database. Security means protecting the data against accidental or intentional use by unauthorized users.

- Oracle Database has state-of-the art security options and enhancement. No other RDMS has such wide range of security enhancement to secure the Data/Database itself. On the other hand, Oracle database has been chosen by NBR all together for below reasons:

  - **Reducing Data Redundancy**

  - **Sharing of Data**

  - **Data Integrity**

  - **Data Security**

  - **Privacy**

  - **Backup and Recovery**

  - **Data Consistency**

Database complexity has steadily increased and mission critical databases have been complex for decade. Meeting the needs of data-driven enterprises made databases more complex:

- **Real-time analytics**
- **Scale-out transparently to handle any load**
- **Optimized database infrastructure**
- **Zero downtime updates**

Powerful Synergies of Converged Database

- Synergy across features makes the whole better than sum of parts
- Real-Time Fraud is detectable by converging analytics with OLTP
- OLTP gains flexible data models by converging with document types
- Data Warehouses gain high concurrency and security by converging with OLTP
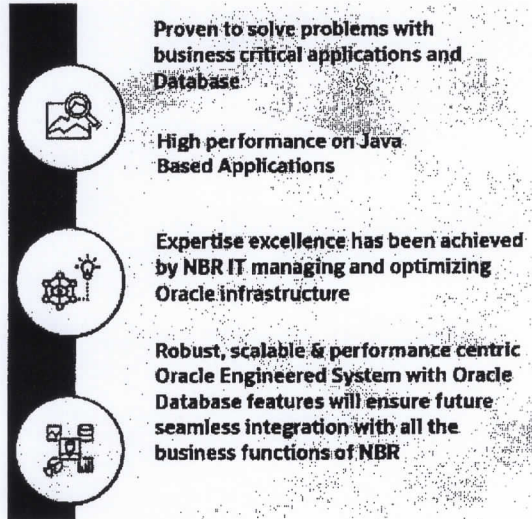- Document stores gain Analytics by converging with warehouses

Platforms	Scalability	Availability	Security	Management	Distributed	Development
• Autonomous Database • Exadata • ZDLRA	• Real App Clusters • DB Sharding • DB In-Mem	• Data Guard • Online DDL • Editions • Flashback	• Data Vault • VPD, Labels • Redaction • Masking	• Pluggable DB • Real App Test • Automatic Diagnostics	• Golden Gate • Big Data SQL • Advanced Queuing	• Rest Services • JSON, XML • Python, Node • ML, Mining

Best-in-Class in Every Class

Why Oracle Infrastructure Is important for NBR

Oracle **Engineered Systems** are integrated, full-stack solutions that are developed together with Oracle Database and applications to run mission-critical customer workloads considering important below points:

- Secure
- Reduce Cost
- Improve Performance
- Simplify IT

Proven to solve problems with business critical applications and Database

High performance on Java Based Applications

Expertise excellence has been achieved by NBR IT managing and optimizing Oracle infrastructure

Robust, scalable & performance centric Oracle Engineered System with Oracle Database features will ensure future seamless integration with all the business functions of NBR

Leveraging Existing Private cloud infrastructure already implemented

- Customs wing already running on Oracle infrastructure and scalable as own private cloud initiative
- Similar Robustness and availability based Architecture feasible to design for VAT & Income TAX wing
- Operational simplicity and efficiency can be achieved through seamless integration, improve data interoperability and guaranteed quality data exchange/transfer.
- Proven, secure, integrated existing Private cloud can be enhanced with new capability to support more business automation through IT

CVC Session with Oracle Product Management Team

There was 2 days session has been arranged by Oracle at its Customer Visit Center:

Oracle Corporation
500 Oracle Parkway
Redwood Shores, CA 94065

In these session oracle showcased their Engineered solutions and most of them already adopted by National Board of Revenue, Bangladesh. It was very interactive discussion between Oracle product team and NBR management representatives.

Below Engineered Systems has been covered as product discussion topics in 2 days session (21st Sep – 22nd Sep 2022):
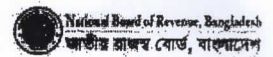
- Oracle Private cloud Appliance [PCA]
- Oracle Engineered Database Platform [Exadata]
- Oracle Database security options
- Oracle RISC Platform [M8 & T8]
- Oracle Database Recovery Appliance [RA21]
- Oracle universal storage solutions [ZFS]

Product management team of Oracle emphasis on how oracle product and solutions can help NBR to design future roadmap of their digitization journey. NBR already set-up private cloud infrastructure (Including Oracle PCA, Exadata, SPARC, ZFS) with country-wide dedicated data connectivity for their Customs Application. So, it was recommended by product management team to keep the current infrastructure to maintain the growth, performance & scalability as well as consider similar architecture for the other mission critical application of NBR. It would be beneficial to have similar database and infrastructure throughout the organization to have better visibility of the data, single version/model of monitoring system and most important part of smooth data integration. It does not mean every time NBR need to invest full to get the similar architecture benefits what already exist. Rather, existing investment on infrastructure can be scale up to required level with expansion modality where it applicable.

On the other hand, NBR IT team has now proper understanding and visibility of day to day operation and their expertise has been improved significantly in Oracle infrastructure.

Oracle also believe that right customer engagement strategies can have a massive effect on business outcomes. So, in that sessions all product management teams agreed to have special engagement program (product wise) with NBR. Basic plan is to monitor & capture the day to day performance of the Systems for the certain period and make sure NBR has the best experience possible considering product performance scale. Oracle will also do quarterly health checkup of the Systems and recommend if there any options need to be configured or will check important product features whether used or not to have better product/quality bench mark.

NBR also has Platinum support service activated from Oracle. Oracle support team will also conduct a session (probably in End of Oct/1st week of Nov'22) to activate automatic service request feature along with other important notes regarding support services.

In a nutshell, it was a nice session interacting with product owner of Oracle Engineered systems and we received positive feedback from Oracle as they will help & support NBR throughout infrastructure modernization journey. NBR team can reach out to any product management team of oracle for any kind of issues and also can use this channel as escalation matrix of various problems (if required).

All the session documents has been attached here as annexure profile.

Government of the People's Republic of Bangladesh
Internal Resources Division
Ministry of Finance
Section-3 (Customs)
www.ird.gov.bd

No.08.00.0000.038.25.020.18-**107**   Date : 30 August 2022

Government Order

The undersigned is directed to convey the Government approval in favour of the following officials for travelling to the United States of America from 15 September 2022 to 23 September 2022 or from the nearest convenient date for 09 days (excluding travel and transit time) to participate in the workshop of "Business Design and Future Technology Understanding" which will be held in the United States of America.

Sl no.	Name, Designation & Office
01.	Abu Hena Md. Rahmatul Muneem, Senior Secretary, Internal Resources Division & Chairman, National Board of Revenue, Dhaka.
02.	Md Masud Sadiq, Member (Customs Policy & ICT) National Board of Revenue, Dhaka.
03.	Md. Fazlur Rahman, Systems Manager National Board of Revenue, Dhaka.
04.	Mohammad Fyzur Rahman, Commissioner (Current Charge) Custom House, Chattogram.
05.	AKM Nurul Huda Azad, Commissioner (Current Charge) Custom House, Dhaka.
06.	Raquibul Hassan, First Secretary (Customs) National Board of Revenue, Dhaka.
07.	Mohd Parvez Reza Chowdhury, Second Secretary (Customs: Policy & Budget) National Board of Revenue, Dhaka.

02.   Terms and Conditions:

   a. They will start their journey for the United States of America on a convenient date near to 15 September 2022;
   b. They will draw all parts of their Pay and Allowances in local currency;
   c. All expenses regarding this travel will be borne by the Oracle Corporation;
   d. They will not be allowed to stay abroad more than the approved period;
   e. They will have to submit a report on the Programme to the Senior Secretary, Internal Resources Division within 15 days after their return from abroad.

03.   This order is issued with the approval of the competent authority.

30.08.2022

(K M Alamgir Kabir)
Deputy Secretary
Phone: 02-55101188

No.08.00.0000.038.25.020.18- **107/1(19)**   Date : 30 August 2022
Copy for kind information and necessary action (not according to seniority) :

1. Abu Hena Md. Rahmatul Muneem, Senior Secretary, Internal Resources Division & Chairman, National Board of Revenue, Dhaka.
2. Foreign Secretary, Ministry of Foreign Affairs, Shegunbagicha, Dhaka (with request to issuing Note Verbal).
3. Senior Secretary, Ministry of Public Administration, Dhaka.
4. Senior Secretary, Prime Minister Office, Tejgoan, Dhaka.
5. H.E. Ambassador, U.S Embassy in Dhaka, Bangladesh.
6. H.E. Ambassador, Embassy of Bangladesh, Washington D.C, U.S.A.
7. Md Masud Sadiq, Member, (Customs Policy & ICT), National Board of Revenue, Dhaka.
8. Joint Secretary (Admin), Internal Resources Division, Dhaka.
9. Joint Secretary (Customs), Internal Resources Division, Dhaka.

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