



Ministry of Commerce



## Baseline Survey Report (Contract Package#BRCP-1/MOC/SD-11)

Bangladesh Regional Connectivity Project (BRCP-1)

**Government of the People's Republic of Bangladesh**  
**WTO Cell, Ministry of Commerce**  
*Bangladesh Regional Connectivity Project (BRCP)-1*  
*Level-12, Probashi Kollayan Bhaban*  
*Eskaton Garden, Dhaka-1000*

## **Baseline Survey of the Bangladesh Regional Connectivity Project (BRCP)-1**

**Contract Package No.: BRCP1/MOC/SD-11**

**Submitted to:**

**The Project Director (Joint Secretary)**  
WTO Cell, Ministry of Commerce  
***Bangladesh Regional Connectivity Project (BRCP)-1***  
***Level-12, Probashi Kollayan Bhaban***  
***Eskaton Garden, Dhaka-1000***

**Submitted by:**



**Development Technical Consultants Pvt. Ltd. (DTCL)**

**(ISO Certified 9001:2015)**

House-62, Road-14/1, Block-G, Niketon, Gulshan-1, Dhaka-1212

Phone: 880 2 222294438, 222280439, Fax: 880 2 222280973

E-mail: [info@dtcltd.org](mailto:info@dtcltd.org), Website: [www.dtcltd.org](http://www.dtcltd.org)

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## TEAM COMPOSITION FOR CONDUCTION SURVEY

Team Members	Position in the Team
Dr. M M Amir Hossain	Team Leader
Md. Shafiqul Islam	Trade Expert
Hashibun Nahar Khanam	Gender Specialist
Ismail Hossain	Statistician
Muhammad Ashfaq E Zaman	IT Expert
Md. Mahabub Alam	Entrepreneur Expert
Sumon Saha	Consultant

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**Secretary**  
**Ministry of Commerce**  
**Government of the People's Republic of Bangladesh**

### **Foreword**

I am delighted to know that Bangladesh Regional Connectivity Project-1 has recently completed the “Baseline Survey of the Bangladesh Regional Connectivity Project (BRCP)-1” to collect the benchmark information of the project so that it can compare with the progress of the project activities especially with Mid-term evaluation and end of project evaluation data with the target of the result-framework.

I believe that this baseline survey will serve as a starting point of reference against which the progress, achievements and success of the project would be subsequently measured. This will provide a sound basis for assessing the project's progress, achievements and impacts by comparing the 'before-after' scenario. Furthermore, the baseline survey will provide the existing scenario of the project through content analysis that will assist the project's management to determine the priorities accordingly for revising the operational plan, in case of necessity.

I would like to express my thanks to all concerned for their praiseworthy initiative.

**Tapan Kanti Ghosh**





**Director General  
WTO Cell  
Ministry of Commerce  
Government of the People's Republic of Bangladesh**

## **Preface**

I am pleased to know that the Bangladesh Regional Connectivity Project-1 (BRCP-1), despite the pandemic, has been continuing its timely and noteworthy endeavors, relating to trade promotion and facilitation in Bangladesh. Under the strong and visionary leadership of the Hon'ble Prime Minister Sheikh Hasina, the Government of the People's Republic of Bangladesh has already undertaken necessary policy measures and initiatives to build local capability and build export-driven robust economy. Considering the purview of this project, I am confident that this project will facilitate the realization of the vision of Hon'ble PM by not only producing quality research output and reducing the knowledge gap but also by building the capacity of the entrepreneurs and also engaging them in export-oriented businesses.

It is indeed a great pleasure that the baseline report is now ready for dissemination. It is expected that the report will contribute immensely to the understanding of the current status of the cross-border trade, identify the trade-related knowledge gap in producers' level as well as entrepreneurs including the women and identify the current status of the NSW systems. The report will serve as a baseline dataset to help the project authority/policy makers to plan a roadmap for the successful implementation of the project as well as the future course of action. The baseline has been designed in modular ways so that it can be used and implemented periodically in the future by the relevant stakeholders, especially by the sector actors. We hope that this work will be cited as a model and example and be replicated elsewhere and will serve as the basis for result based monitoring and evaluation, impact assessment of the project interventions focusing relevance, efficiency, effectiveness and sustainability. I look forward to the proper use of the baseline survey findings for the effective monitoring of sector performance in the arena of trade facilitation as depicted in the Sector Development Plan.

**Md. Hafizur Rahman**  
Director General



## PREAMBLE

The Project Implementation Unit (PIU) of Bangladesh Regional Connectivity Project (BRCP-1) conducted a baseline survey through third party consulting firm "**Development Technical Consultants Pvt. Ltd. (DTCL)**", selected through open competitive bidding process, to collect benchmark information of the project in order to compare the progress of the project activities, specially the mid-term evaluation and end of project evaluation data with the target of the result-framework information. The project jointly financed by the World Bank and Government of Bangladesh (GoB) is being implemented by three Project Implementation Units (PIUs), namely: Ministry of Commerce (MoC), National Board of Revenue (NBR) and Bangladesh Land Port Authority (BLPA) from January 01, 2017, with the investment cost of US\$ 170.40 million. The project is expected to be completed by December 31, 2023. It is being implemented with the aim to improve conditions for trade through improving connectivity, reducing logistics bottlenecks and supporting the adoption of modern approaches to border management and trade facilitation.

The basic tasks of the baseline survey were to: (i) identify the number of project beneficiaries including the women (number and percentage), ii) freight volume at land ports supported by the Project (TEU), iii) speed of truck clearance at land ports supported by the Project (truck in-truck out hours), iv) average time taken to meet regulatory requirements associated with import and export activities (hours); v) Number of land ports developed or improved (including with female-friendly facilities); vi) Number of programs instituted to facilitate female traders and entrepreneurs; vii) Number of agencies connected to the NSW system; viii) Percentage of grievances related to Project implementation addressed.

The findings of the baseline survey indicated that though project had been officially commenced in January 2018, but intervention of most of project field level activities was delayed until December, 2020 due to some unavoidable circumstances and Covid19 situation etc. Baseline survey had been started in November 2020 and was completed in June 2021 for collecting benchmark information of the indicators as per result framework without any impact of project intervention to the field level. Therefore, it was possible to collect benchmark information without using of any recall method.

The project has so far identified different kind of direct and indirect beneficiaries such as exporters and importers, officials of different department, passengers, C&F agent/business people, local community, women traders, producers/trader of agro-processing and cut flower and ICT sub-sector.. Benepole and Bhomra are the key land ports which are dealing around 400-450 trucks per day with a 12-24 hours truck-to-truck clearance and 1-30 days for regulatory requirement. However, Ramgarh land port is a newly established land port which is yet to start its operation. Presently, Sheola land Port at Sylhet is operating with a small scale in a rental office. Introduction of NSW is yet to make operational in the ports, particularly at Benepole and Bhomra to reduce the processing time. Multimodal option (Long-trail Truck, goods Train) for faster loading and unloading and transportation system should be in place to reduce export and import cost. Testing facilities of BSTI and BCSIR have to be housed in the Ports facilitating faster release of the imported goods from the port. Special provision should be made for Women, children, elderly people, patients and physically challenged persons. Special help desks for women may be introduced for the women entrepreneurs in particular.

I would like to extend my thanks to NBR, BLPA, WTO Cell, and MoC for their active support in completing the baseline survey report in time. I also pay my thanks to the Consultants of the baseline survey, Dr M Amir Hossain, Team Leader and his team for producing such an analytical Report. I would also like to appreciate the members of workshop for their technical support and useful feedback.



I am hopeful that the baseline data generated through the baseline survey and the recommendations made would be useful to the MoC, NBR, BLPA and other concerned organizations in the progress monitoring and impact evaluation of the project.

With kind regards.

Date: 07.06.21



**Md. Mijanur Rahman**  
Project Director (Joint Secretary)  
BRCP-1, Ministry of Commerce



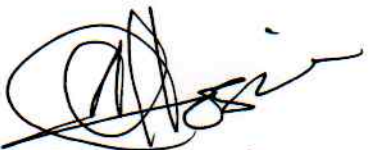
## ACKNOWLEDGEMENT

We acknowledge the support and encouragement of Mr. Mijanur Rahman, Joint Secretary and Project Director, and Dr M Shahabuddin, Project Manager of Bangladesh Regional Connectivity Project (BRCP-1) of Ministry of Commerce Part (Component-2) for their extended cooperation over this baseline survey. Md Sarwar Alam, Joint Secretary and Project Director of BRCP-1 (Bangladesh Land Port Authority: Component-1 and the Project Director of National Board of Revenue: Component-3), Eng. Ruhul Amin, Project Manager of BLPA-part, Mr. Md. Shamsuzzaman, DPD, NBR and other members of BRCP-1 including all BLPA, and NBR field officials of Benepole, Bhomra, Sheola land port deserve gratitude for their support in conducting the survey. Thanks go to Mr. Md. Hafizur Rahman, Director General and Additional Secretary of WTO Cell, MoC and, different Business Chambers including Women Chambers, BAPA, local government representatives, NGOs, Departments and Associations for their patient participation and support in undertaking the interviews.

We thankfully appreciate Mr. Munir Chowdhury, National Trade Expert of BRCP-1 for his support in reviewing and giving valuable guidance to the report.

We thank all grassroots respondents, particularly the women traders, agro-processors, passengers, C&F agents, who provided their time to response in filling up the questionnaire. Thanks to all enumerators and supervisors of the survey team for carrying out the survey across the country with patience and hardship. Thanks also extended to Mr. Habibur Rahman, Executive Director and Eng. Mohsin, Vice President and other staffs and colleagues of DTCL for their valuable support to the team. Finally, we are thankful to BRCP-1, PIU-MoC for giving us the opportunity to undertake this Baseline Survey of Bangladesh Regional Connectivity Project.

Date: 07.06.2021



**Dr. M M Amir Hossain**  
Team Leader  
Baseline Survey of BRCP-1



## ABBREVIATIONS

ACEDIS	Automated Customs Electronic Data Interchange System
ACEDISG	Automated Customs Electronic Data Interchange System Gateway
ADB	Asian Development Bank
ANPR	Aviation Organization. Automatic Number Plate Recognition
ASEAN	Association of Southeast Asian Nations
ASYCUDA	Automated System for Custom Data
BBIN	Bangladesh-Bhutan-India-Nepal
BBS	Bangladesh Bureau of Statistics
BCSIR	Bangladesh Council of Scientific and Industrial Research
BFTA	Bangladesh Foreign Trade Institute
BGB	Bangladesh Border Guard
BGMEA	Bangladesh Garments Manufacturing and Exporter Association
BLPA	Bangladesh Land Port Authority
BRCP-1	Bangladesh Regional Connectivity Project-1
BSF	Border Security Force
BSTI	Bangladesh Standards and Testing Institute
BTP	Bangladesh Trade Portal
BWCCI	Bangladesh Women Chambers of Commerce and Industries
C&F	Clearing & Forwarding Agent
CCI&E	Chief Controller of Import & Export
CCM	Cold Chain Management
CCTV	Closed-Circuit Television
CIQ	Customs, Immigration Police and Quarantine Officers
CMA	Common Management Area
CMAF	Control Modified Atmospheric Packaging
CMZ	Common Management Zone
DAE	Department of Agricultural Extension
DCCI	Dhaka Chamber of Commerce & Industry
DFR	Draft Final Report
DGHS	Directorate General of Health Services
DLS	Department of Livestock Services
DoC	Department of Customs
DoF	Department of Fisheries
DTCL	Development Technical Consultants Pvt. Limited
DTIS	Diagnostic Trade Integration Studies
EPB	Export Promotion Bureau
ERD	Economic Relations Division
FBCCI	Bangladesh Federation of Chambers of Commerce and Industries
FGD	Focus Group Discussion
GAP	Good Agricultural Practices
GDP	Gross Domestic Products
GMP	Good Manufacturing Practices
GoB	Government of Bangladesh
GPS	Global Positioning System
HACCP	Hazard Analysis Critical Control Point

HH	Household
HIES	Household Income and Expenditure Surveys
HVC	High Value Crops
IAMS	Inter-Agency Management Station
ICD	Internal Container Depot
ICT	Information Communication Technology
IDA	International Development Association
IMED	Implementation Monitoring and Evaluation Division
IT'S	Information Technology
ITC	International Trade Center
KII	Key Informants Information
LCS	Land Custom Station
LP	Land Port
LPI	Logistics Performance Index
M&E	Monitoring and Evaluation
MoA	Ministry of Agriculture
MoC	Ministry of Commerce
MoF	Ministry of Finance
MoS	Ministry of Shipping
MT	Metric Ton
MVA	Motor Vehicle Framework Agreement
NBR	National Board of Revenue
NGO	Non-Government Organization
NSW	National Single Window
NTB	Non-Tariff Barrier
NTFC	National Trade Facilitation Committee
NTM	Non-Tariff Measures
NTTFC	National Trade and Transport Facilitation Committee
OGA	Other Government Agency
OSBP	One Stop Border Post
P4R	Program for Results
PAD	Project Appraisal Document
PC	Public Consultations
PD	Project Director
PDO	Project Development Objective
PHM	Post-Harvest Management
PIC	Project Implementation Committee
PIU	Project Implementation Unit
PIWTT	Protocol on Inland Water Transit and Trade
PPP	Public Private Partnership
PPP	Purchasing Power Parity
QUQC	Quality Assurance and Quality Control
RMG	Readymade Garment Manufactures
RTA	Regional Trade Agreement
SAR	South Asia Region
SASEC	South Asia Sub-regional Economic Cooperation
SCM	Supply Chain Management

SME	Small and Medium Enterprises
SPS	Sanitary and Phyto-sanitary System
TAPP	Technical Assistance Project Proforma
TBT	Technical Barriers to Trade
TEU	Twenty Feet Equivalent Unit
TFA	Trade Facilitation Agreement
ToR	Terms of reference
TQM	Total Quality Management
TRS	Time Release Studies
TTF	Transport and Trade Facilitation
TTI	Truck Terminal India
USI	User's Satisfaction Index
VAT	Value Added Tax
VCD	Value Chain Development
WB	The World Bank
WCO	World Custom Organization
WTO	World Trade Organization

## Key Terminologies

GAP	Good Agricultural Practice (GAP) is a collection of principles to apply for on-farm production and post-production processes, resulting in safe and healthy food and non-food agricultural products, while taking into account economic, social and environmental sustainability (FAO).
GMP	Good Manufacturing Practices (GMP's) describe what need to do to "manufacture" safe and wholesome food for customers. Own "processing environment" extends well beyond a mobile unit or own agro-products processing equipment to whole farm. It includes the people and the buildings, grounds, equipment and conditions on farm site. GMP's address to create a processing environment that allows for the safe and sanitary processing of a potentially hazardous food.
SPS	Sanitary and phyto-sanitary (SPS) measures are quarantine and bio-security measures which applied to protect human, animal or plant life or health from risks arising from the introduction, establishment and spread of pests and diseases and from risks arising from additives, toxins and contaminants in food and feed.
TBT	The Technical Barriers to Trade (TBT) Agreement aims to ensure that technical regulations, standards, and conformity assessment procedures are non-discriminatory and do not create unnecessary obstacles to trade. At the same time, it recognises WTO members' right to implement measures to achieve legitimate policy objectives, such as the protection of human health and safety, or protection of the environment. The TBT Agreement strongly encourages members to base their measures on international standards as a means to facilitate trade. Through its transparency provisions, it also aims to create a predictable trading environment.
HACCP	Hazard Analysis Critical Control Point (HACCP) is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.
HVC	High-Value Crops are crops that provide higher net returns per hectare to the farmer than high yielding winter rice. These may include hybrid maize, potatoes, vegetables, spices, and fruits.
Union	<i>Union</i> is the smallest rural administrative and local government units in Bangladesh. Each <i>Union</i> is made up of nine Wards. Usually, one village is designated as a ward. There are 4,562 unions in Bangladesh.
Upazila	is sub-district formerly called <i>Thana</i> , is an administrative region in <i>Bangladesh</i> . They function as sub-units of districts. There are 492 Upazilas in Bangladesh.
Ward	A ward is an optional division of a city or town, especially an electoral district, for administrative and representative purposes. It is an elective unit local under government institution-rural and urban, created for the purpose of providing more direct representation, from which a single council member is elected.



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## EXECUTIVE SUMMARY

This study intends to respond to the requirement of the consultancy services for conducting of Baseline Survey suggested by the National Trade and Transport Facilitation Committee (NTTFC) under the Bangladesh Regional Connectivity Project-1 (BRCP-1), jointly financed by the World Bank and the Government of Bangladesh (GOB). The Baseline Survey had been carried out with the aim to establish the benchmark data and indicators to compare with the progress of the project activities especially with mid-term evaluation and end of project evaluation data with the target of the result-frame work data and to assess the project impact or changes due to this intervention. The project has three components which are i) **Component-1:** Invest in infrastructure, systems and procedures to modernize key selected land ports (Bhomra, Sheola, Ramgarh and Beanpole) essentials for trade with India, Bhutan and Nepal; ii) **Component-2:** Enhance trade sector coordination and economic empowerment and opportunities in trade for women; iii) **Component-3:** Implement National Single Window and Customs Modernization Plan. Project beneficiaries include direct and indirect beneficiaries such as C&F Agents and Freight Forwarders, businessmen, female traders, passengers, agro-producers, cut flower traders, ICT users, local community and transport services providers in Bangladesh. The survey focused on key development and improvement works at four land ports, direct female beneficiaries and entrepreneurs who directly derive benefits from an intervention and the national Single Window (NSW), its rate of electronic, online facilities and reduce transaction costs of the private sector along the supporting policies and investments to remove bottlenecks experienced by women in trade and business, facilitate skills development and bringing in more women traders into formal trade networks and global value chains.

The scope of the study was concentrated data on various aspects of trade and cross border has been collected and processed on present status of the traders including women entrepreneurs, agro-processors, cut flower, ICT users, local community, business person/C&F agent, transport services providers, passengers etc. on border infrastructure, system and procedures, NBR facilities and services to establish benchmark data/indicators with a view to monitor the progress of the project activities and impact assessment of the project through mid-term and end-line survey. It also reviewed the PDO-level indicators which includes number of programs for female beneficiaries (Agro-processing, Cut-flower and ICT Sub-sector) in the capacity building training program and piloting activities for involvement women in domestic and international trade, freight volume at land ports, speed of truck clearance, average time taken to meet the regulatory requirement. It also observed the number of land ports built or improved, number of agencies connected with the National Single Window (NSW), facilities and services provided by the Bangladesh Trade Portal (BTP) and the role of NTTFC on coordinate and eliminate the trade barriers among trade related organizations etc.

The present survey used primary as well as secondary data related to the project. A total sample of 410 respondents for component 1&3 and 1027 respondents for component 2 were interviewed for primary data collection administering separate set of pre-designed and approved questionnaires for businessman, C&F agent, local community, passenger, transport service provider under component 1&3 and women trader, ICT trainee, Agro processors (vegetable and fruit) cut flower agro processors under component 2. To supplement the quantitative data obtained through structured questionnaire, some qualitative methods such as FGDs, KIIs and public consultations (PCs) were also conducted. Purposive Simple Random Sampling (SRS) technique was followed to collect the information from the respondents. The collected data were analyzed using SPSS Computer Package and finally, tables, charts and descriptive statistics were produced as required for the study.

## Major Findings of the Survey

### Findings under Component 1 & 3 (BLPA & NBR)

A total of 80 transport service providers have been interviewed under components 1 & 3. Among the respondents 33 have been interviewed from Benapole, 22 from Sheola and 25 from Bhomra land port. Among the transport service provider who involved in the transportation of goods from Bangladesh to India by using the Benapole land port, maximum 39.39% respondents were involved in the transportation of jute and jute products and then packaged products by 24.24% respondents, Hydrogen peroxide by 18.18% respondents and fish by 12.12% respectively. But in Sheola land port, maximum transport providers (50.00%) transported plastic products to Indian land port which followed by packaged food by 27.73%. On the other hand, at Bhomra land port, maximum transport providers (28.00%) transported jute and jute products, which followed by rice oil by 24.00% respondents, plastic products by 20.00% and cotton waste by 12.00% respondents. On the other hand, among the service provider who involved in the transportation of goods from India to Bangladesh by using the land port, some 42.42% respondents were involved in transporting agricultural products, followed by readymade garments by 24.24% respondents, chemicals by 12.12% and electrical items by 6.06%. The lowest 3.03% respondents involved in transportation of stone, motor cycle, tube tire, spear parts and sugar category. Regarding the time required for regulatory requirement/clearance at Benapole Port, maximum 51.52% of respondents stated that regulatory process was slow in clearing goods from the land port. On the other hand, in sheola land port, maximum 54.55% of respondents reported that they could process their required papers to clear goods from the land port very fast. Similarly, in Bhomra land port, maximum 56% of respondents stated that regulatory requirement/clearance time in Bhomra land port is moderately fast.

A total of 110 passengers have been interviewed under components 1 & 3. Among the respondents 68 have been interviewed from Benapole, 13 from Sheola and 29 from Bhomra land port. Maximum 33.82% passenger of Benapole reported more than 30 minutes are required to complete immigration process at Bangladesh side. But in sheola, the highest (53.85%) of respondent reported that immigration process takes 1-14 minutes to complete the process and in Bhomra, 55.17% of respondents reported to complete immigration process within 15-29 minutes. Regarding the cleanness of hall & washroom, operational hour, security facilities, and waiting room facilities of Benepole and Bhomra land port were met the expectations of the respondents. However, the maximum passenger (91.1%-31.4%) expressed that their expectations were not met regarding the same facilities of the sheola land port.

A total of 140 businessman and C&F agents have been interviewed under components 1 & 3. Among the respondents 105 are businessman and 35 are C&F agents. According to the respondent's opinion, the composition of goods exported from Bangladesh is: Jute and jute products, readymade garments, Multiple (Folded) of cable, fishes other than Hilsha fish, Hydrogen peroxide and other products. The highest 211,771.97 Metric Ton (MT) of Jute and jute products were exported to India in 2019-20 through Benapole land port followed by Other Products (48,296.10 MT), Hydrogen peroxide (17,888.80 MT) and Multiple (Folded) of cable (15595.98 MT). The lowest quantity of 12731.7 MT Readymade garments were exported to India followed by Other than Hilsha fish (5220.93 MT) and Trunks, Suit-cases (5444.54 MT). On the other hand, Bhomra land port, the highest 42,304 MT of Jute Yarns were exported to India in 2019-20 and then Pran Products (37,580 MT) and Rice bran oil (34,780 MT). Similarly, Sheola land port, the highest 19,200 MT cement were exported to India in 2019-20 and then food products (10,200 MT). According to the businessman and C&F agent, highest 786,500 MT of others goods such as baby/infant food, tractors and their parts, fabrics, chemical, machinery, etc. imported from India to Bangladesh through Benapole land port in 2019-20 fiscal year and then other agricultural products such as all type of vegetable, seeds and planting materials, cotton, betel leaf, herds, maize, wheat, coconut fabrics, rice bran, tobacco etc. (713131 Mt), stone crushed/chips (465,931.21) and fruits (255,980 MT). Similarly, highest 2,200,264 MT of Stone crush, china clay was imported from India in 2019-20 and then Rice (37,972 MT), fruits (9844.9 MT), agricultural products (28,892.9 MT) through Bhomra land port. On the other hand, only a few numbers of goods are imported through Sheola land port where 85,185 MT of stone were imported from India to Bangladesh in 2019-20 fiscal year followed by ginger (2640.3 MT).

The citrus and rice were also imported using this land port which were 1594.62 MT and 700 MT respectively. Among the businessman and C&F agent who had an idea about BTP, only 77.08% respondents reported to have used Trade Portal to collect their trade/business related information.

A total of 80 local people who lived near the land port have been interviewed under component 1 & 3. Among the respondents 20 have been interviewed from Benapole, 20 from Sheola, 20 from Ramgarh and 20 from Bhomra land port. Regarding the opportunities created by land port construction/rehabilitation, maximum local people expressed that job, business, communication and security was enhanced in their areas.

#### **User Satisfaction Index (USI):**

<b>Sl. No.</b>	<b>USI Parameter</b>	<b>Benapole</b>	<b>Sheola</b>	<b>Bhomra</b>
01.	Surveillance facilities	2.64	1.96	1.96
02.	Security services	2.09	1.78	1.78
03.	Time required for truck clearance	2.08	4.03	1.71
04.	Quarantine service	3.25	1.44	2.9
05.	BSTI services	1.58	1.00	1.00
06.	Quality of infrastructure & logistics	3.26	1.17	2.10
07.	Truck stand facilities	3.34	1.08	2.47
08.	Loading and unloading facilities	2.75	1.06	1.14
09.	Bank services	3.32	1.59	1.55
10.	Road infrastructure inside the port	3.74	2.50	1.61
11.	Transportation facilities from the border	3.34	2.00	2.94

#### **Findings under Component 2 (WTO Cell-MoC)**

A total of 415 agro-processors, among which 208 are agro processors (vegetable & fruit) and 207 are cut flower agro-processors have been interviewed under this survey. Among the producers, maximum 46.02% had little knowledge only on pre-harvest management and GAP; 52.29% had little knowledge only on food safety aspect for fruits and vegetable production; 45.27% had moderate level of conception about post-harvest management practices for fresh vegetables; 55.14% had little knowledge only on post-harvest management practices; 51.76% had little knowledge only on cold chain management and 36.82% had moderate level of conception about quality and food safety.

Out of 207 cut flower agro-processors participated in the survey, 48.20% of them had moderately skilled on post flower harvesting; 53.04% had moderately skilled on pre-harvest management of cut flowers; 45.30% had only a little bit knowledge on shelf-life enhancement; 37.36% had moderately experienced in intercultural operation; 47.31% had moderate knowledge on harvesting time. The producers (Vegetable and cut flower) expressed that for transportation of goods they usually used truck (91.33%), van (82.24%) and rickshaw (16.39%). Except these, transportations are also done by Bus, Freezing Van, Train, Boat and other means. Among the producer, 36.69% of the respondents had the understanding of the loss and profit of the business, of which, 41.06% were moderately experienced on profit and loss accounting.

A total of 203 ICT trainees were interviewed under component 2 of the project where 46 respondents reported to use ICT for business related activities. Out of 46 respondents who used ICT, among them 23.91% respondents used ICT for textile and worn clothing followed by Clothing, accessories (19.57%), Agro-processing (10.87%), Plastic and plastic articles (10.87%), Knit or crochet clothing, accessories (8.70%). However, 2.17% respondents reported to use ICT for footwear, paper yarn, woven fabric, leather/animal gut articles, headgear, raw hides, skins not furskins, leather products. They also added that generally they used ICT infrastructure like E-commerce, e-mail, you-tube channel, Facebook, whatsapp, instagram, and we-chat etc. for digital payment, tracking of buyers/shipment, publicity of the products, digital attendance, and communication.

A total of 409 women traders were interviewed under component 2 of the project. Among the women traders, most (68.46%) respondents were not engaged in business, where 12.71% were engaged in business in 1-5 years followed by 6-10 years (8.31%), 11-15 years (6.11%) and



more than 16 years (2.44%). Besides this, among the women traders most 27.38% respondents stated that they didn't face any difficulties to be an entrepreneurship while 72.62% respondents indicated to have faced difficulties. Training was the way to overcome the problems which has been confirmed by all the respondents followed by government support (83.16%), legal and social support (66.67%) and credit support (68.35%). Some 81.91% respondents indicated to have faced tax and VAT related problems to operate their business, (26.41%) respondents indicated for the waiver the tax and VAT from their organization followed by relaxation of the tax and VAT rate (23.38%) and 16.45% respondents advocated for initiating easy process for payment of Tax and VAT without involvement of broker/middleman. According to the findings of qualitative survey, it revealed that PIU-MoC has so far completed three programs during survey (Training on Agro-processing, cut flower and support to the women chambers) for women traders out of five targeted programs. Moreover, PIU has re-launched the Bangladesh Trader Portal (BTP) to provide trade related latest information to the traders including trade alert which is getting popularity to the traders. Per month 2317 traders are getting services from BTP. To coordinate the activities of Working Group of BRCP-1, ten NTFC meeting and workshop had already been completed.

#### Level of Skill at Different Parameters of the Respondents:

Parameter	Level of Skill	% Respondents
Pre-harvest & Harvest Factors Affecting the Post-Harvest Behavior	Moderately Skilled	48.92
Skills on Post-harvest Management Practice of Fresh Vegetables	Little Knowledge Only	55.14
Skill on Cold Chain Management	Little Knowledge Only	51.76
Skill on Post Flower Harvesting	Moderately Skilled	48.20
Skill on shelf-life Enhancement	Only a Little skill	48.05
Skills on Intercultural Operation	Moderately Experienced	37.36
Skill on Value Chain Management	Moderate	52.83
Usages of ICT on Fresh & Processed Fruits and Vegetables	Zero Experience	38.71
Skills on Using the ITC Market Analysis Tools	Zero Experience	62.5
Skills on Fresh & Processed Fruits and Vegetables Exporting	Zero Skill	58.0
Satisfaction of selling the product in online	Moderately satisfied	54.17
Satisfaction on exporting/importing goods by using ICT	Not satisfied	53.28

#### User Satisfaction Index (USI) under the component 2:

Sl. No.	USI Parameter	Benapole	Sheola	Bhomra
01.	Female Entrepreneur facilities at the landport	2.75	1.67	1.75
	i. Satisfaction on separate desk	3.50	1.00	1.00
	ii. Quick service	1.75	3.00	1.75
	iii. Separate waiting room & toilet facilities	3.00	1.00	2.50
02.	Bangladesh Trade Portal Services/Facilities	2.73		
	i. Inquiry point	2.35		
	ii. Trade alert	2.25		
	iii. User friendly web page	3.55		
	iv. Content of the web page	2.75		

## Key Indicators:

<b>Total: Beneficiaries</b> Direct 125,000 In-direct 80,000	<b>Component-1: BLPA:</b> Direct: 120,000 (20% Female) Indirect: 20,000 (approx.)	<b>Component-2: MOC:</b> Direct 3000 (75% Female) Indirect: <b>20000 (approx.)</b>	<b>Component-3: NBR:</b> Direct: 2000 Indirect: 40,000 (approx.)	
<b>Freight volume at land port per year<sup>1</sup></b>	<b>Benapole:</b> Export Volume: 316950 Tons/year Import Volume: 2038064 Tons/year	<b>Bhomra:</b> Export Volume: 206328 Tons/year Import Volume: 2516070 Tons/year	<b>Sheola:</b> Export Volume: 32998.59 Tons/year Import Volume: 90119.6 Tons/year	<b>Ramgarh:</b> -
<b>Truck in and Truck out Time</b>	<b>Benapole:</b> <b>For Indian truck:</b> Perishable product: 6 hr Other product: 72 hr <b>For Bangladeshi truck:</b> Almost: 120 hr	<b>Bhomra:</b> <b>For Indian truck:</b> Perishable product: 6 hr Other product: 8 hr <b>For Bangladeshi truck:</b> Almost: 24 hr	<b>Sheola:</b> <b>For Indian truck:</b> Perishable product: 6 hr Stone, coal: 1 hr <b>For Bangladeshi truck:</b> Almost: 24 hr	<b>Ramgarh:</b> -
<b>Average time Taken to meet Regulatory Requirements</b>	<b>Benapole:</b> <b>Average time:</b> Average time for import procedure: 5 days 18 hrs and 24 minutes Average time for export procedure: 5 days 16 hrs and 31 minutes  <b>Product wise:</b> Agricultural product except seed and planting materials: 1 day Seed and planting materials: 3-5 days General products: 5-10 days Chemical products: 7-21 days	<b>Bhomra:</b> <b>Average time:</b> Average time for import procedure: 6 hrs and 54 minutes Average time for export procedure: 2 hrs and 14 minutes	<b>Sheola:</b> <b>Average time:</b> Average time for import procedure: 1 hr for stone and coal and 4 hr for agricultural goods Average time for export procedure: 3 hrs and 24 minutes	<b>Ramgarh:</b> Yet to operate

## Intermediate Indicators:

<b>Truck Clearance per Day</b>	<b>Benapole:</b> Import: 400-450 nos./day Export: 100-130 nos./day	<b>Bhomra:</b> Import: 350-400 nos./day Export: 50 nos./day	<b>Sheola:</b> Import-50 nos./day Export-20 nos./day	<b>Ramgarh:</b> -
<b>Loading and unloading Systems</b>	<b>Benapole:</b> Manual: About 70% Equipment: About 30%	<b>Bhomra:</b> 100% Manual	<b>Sheola:</b> 100% Manual	<b>Ramgarh:</b> -
<b>Storage Capacity:</b>	<b>Benapole:</b> 65000 MT	<b>Bhomra:</b> 1600 MT	<b>Sheola:</b> 0 MT	<b>Ramgarh:</b> -
<b>Present Infrastructure Facilities</b>	<b>Benapole:</b> Warehouse-32, Warehouse-cum-yard-5, Open stack yard-2, Transshipment yard-1, Transshipment shed-5, Weighbridge Scale (100 MT)-5, Truck terminal-2 (Export-1 & Import-1),	<b>Bhomra:</b> Warehouse-2, Transshipment shed-1, Open stack yard-4, Transshipment yard-1, Weighbridge-3 (100 MT), open yard-1, security	<b>Sheola:</b> The existing facilities include an immigration building in 1.3 acre land and a rented building for customs office. The station is connected to Sylhet through a 5.5 m wide asphalt road.	<b>Ramgarh:</b> -

<sup>1</sup> According to the 2019-20 fiscal year

	International passenger terminal-1, Standby power generator-4, Fire hydrant-1, Water reservoir-2, Administrative building, Office building, Dormitory, residential building, rest house.	barrack-1, power house-1, watch tower-3, deep tube-well for safe drinking water-2, Standby power generator-2, weighing scale-8, security room-03, flat light tower-7, office, Dormitory, toilet complex.		
<b>Facilities for Passenger</b>	<b><u>Benapole:</u></b> Number of waiting room-2; Number of chair-48; Number of toilet-6, Number of female toilet-16. There is an X-ray screening machine to detect the materials with the passenger baggage and a full body X-ray scanner to scan the whole human body.	<b><u>Bhomra:</u></b> Number of waiting room-1; Number of chair-11; Number of toilet-4, Number of female toilet-2, wheel chair for the disable passenger. There is a full body X-ray scanner to scan the whole human body.	<b><u>Sheola:</u></b> There is no waiting room, no toilet facilities for the passenger in Shoela. However, there is a bench for passengers to sit on where 4-5 people can sit together.	<b><u>Ramgarh:</u></b> -
<b>Activities under the Project</b>	<b><u>Benapole:</u></b> CCTV security, gate pass and 6000 m boundary wall to be constructed. <b>Status:</b> Work is yet to start as constructor recruitment is in under process	<b><u>Bhomra:</u></b> 9.83 acres of land have been acquired under this project. Out of which, 2 acres of land will be used for zero point passenger terminal building, one-stop services and bridge purpose and rest 7.83 acres land will be used for port operation like heavy stockyard, labor shed and overpass preparation. <b>Status:</b> Construction works is yet to start as contractor selection is in under process	<b><u>Sheola:</u></b> A transshipment yard, administration offices, truck terminals, dump yard, open stack yard, barrack, rest house, internal roads and drainage facilities, drinking water and sanitation facilities and facilities for women (waiting rooms) and disable people (ramps) will be developed in this land port. <b>Status:</b> Earth filling work is in progress but contractor and supervision consultants are recruited and mobilized at the site.	<b><u>Ramgarh:</u></b> A boundary wall and gate houses, a one-stop port building, dormitories, toilets, a labour shed, a watchtower, a transshipment shed and warehouses, RCC pavement, stack yards, and a pedestrian overpass will be developed in this land port. <b>Status:</b> Only 80% of land acquisition and resettlement works is completed but contractor and supervision consultants selected is in under process. Bridge over Feni River connected two countries inaugurated in March 2021 which is constructed by Indian Government. Road widening and construction of culvert etc. to connect two boarder are under progress (50%) under different project.

## Conclusion

Major findings of the Land Ports shows that infrastructure and integration of connectivity through all possible mode of transport enhance trade. Connectivity through land routs offers quickest and cheapest mode for movement of goods and services and it also helps to serve as life line to neighboring countries. The success of mutual trade between Bangladesh and its neighboring countries is largely dependent on the success of collaborative border management with modern infrastructure and automation. Better cooperation and coordination among the relevant public and private sector agencies acting in the land ports could be ensured through bringing the activities of these organizations under a single authority. Expanded Warehouse facilities along with modern equipment for faster loading and unloading of goods along with sufficient testing facilities and certification authority should be in place for trade facilitation. Port connected roads should be widened and regularly maintained for faster movement of transport to and away from the ports. It has been observed that Bangladesh Standards and Testing Institution (BSTI), Sanitary and Phyto-sanitary (SPS) officers at the land ports, bank facilities is essential and should function round the clock at all the four land ports. Provision may be made for the establishment of appropriate warehouse equipped with all modern facilities by the Land port authority. Full-fledged operation of NSW program at LPs and LCs is to be ensured for establishment of digital corridor with a view to save time and cost. To meet up the demand of warehouse facilities, four new warehouse should be needed, eliminate cumbersome custom procedure, more space for the land port need to be developed. To empower women traders/ entrepreneurs through connecting the domestic as well as international markets more support and finance are required for arranging capacity building and for business model development and development of pilot activities for enhancing their export potential and economic opportunities. To get the maximum benefit of the land port services, all activities of the project need to be completed within the project period. Moreover, coordination and on time support is needed among the stakeholder agencies to complete land acquisition and resettlement, recruitment of contractors and supervision consultants etc.

## Recommendations:

### Component # 1: BLPA-Part:

- ✚ Land acquisition and selection of supervision firms and contractors need to complete immediately so that construction/re-construction works of the four selected land ports can complete within the project period thus achieve project objective. Land aquisition is delaying due to lack of required documentation of land but authority has taken necessary mesuares to resolve this and required fund of land acquisition is already allocated to the DC office;
- ✚ Upon construction of the Padma Bridge, communication and traffic through Bhomra land port will be increased for less distance with Kolkata than Benapole land port as such BLPA need to improve efficiency of port management for handling more import/export pressure in a limited space of Bhomra as well as Benepole.
- ✚ Proactive role of respective ministries/department is needed to complete land acquisition and resettlements work, recruitment of contractors and supervision consultants etc. to complete all construction/ reconstruction work of the land port. NTTFC can play vital role in this regard;
- ✚ All port infrastructural facilities to be developed at the zero point of the border and a perspective plan for 50-100 years should be prepared and all facilities of International standard (Like facilities of Civil Aviation) to be developed gradually according to need and demand.
- ✚ All the roads connecting to the land ports should be widened and made suitable for faster movement of heavy and light transports especially for Bhomra and Sheola;
- ✚ For transshipment of goods and easy movement of transports, pavement of the roads, along with expansion of transshipment yard and open stack yard, should be made both at Benapole and Bhomra Ports;
- ✚ Separate Truck terminal with sufficient parking space should be developed for import and export of goods for Bhomra and Sheola;

- ✚ In order to strengthen and ensure the security of the goods and properties of the Ports, it is recommended to increase the height of the boundary wall of the Ports and install CCTV for 24 hours surveillance and introduce gate pass system for access control;
- ✚ Appropriate facilities for the patients and physically challenged persons (Ramps) should be developed at all the ports;
- ✚ Facilities such as independent waiting room, fresh room, children's corner, restaurant etc., with AC facilities should be made available for the women traders and tourists in all the land Ports in Bangladesh;
- ✚ In order for faster loading-unloading and transshipment of goods sufficient number of cranes, forklifts, forklifts trucks with efficient handling persons should be deployed in all the ports;
- ✚ Coordination among India and Bangladesh land port authority is needed to monitor and resolved all unwanted matters of the port including syndicate of Indian truck parking (Petrapole) charge. In the name of serial, Benapole-bound goods carrying trucks are made to wait for more than 20 days by the truck parking syndicate in the Indian part of the port under Bangaon thus importer need to bear additional 2000 rupee a day;
- ✚ In order to reduce the unloading time, requisite number of weigh bridge scales should be installed at the ports;
- ✚ To reduce the BSTI regulatory process, testing and certification should be done at Jashore University of Science & Technology (For Benapole and Bhomra Ports), until BSTI set up its own laboratory facilities at the ports;
- ✚ BCSIR should have its office at the Port site for reducing processing and testing time (Presently it takes 21-30 days) of Chemicals and Industrial items; and
- ✚ Proper dust control measures should be taken inside the port to control the Air pollution which is very hazardous for all working inside the ports as well as for the passengers.
- ✚ Port facilities to be developed in pairs. Therefore, second phase of BRCP (2023-2027) need to be included India, Nepal and Bhutan;
- ✚ One umbrella service needs to be introduced to provide international standard terminal facilities and hassle-free movement of passengers/traders;
- ✚ Internal Container Depot (ICD) for Railway with container terminal at Benapole should be established;
- ✚ Moreover, ICD may be developed in the land ports through Public Private Partnership (PPP) modalities ensuring government participation and control;
- ✚ Special arrangement such as conveyor belt may be introduced between the immigration facilities of the land ports of Bangladesh and India for easy movement of luggage of the passengers;
- ✚ Train services from Benapole to inland stations should be developed for movement of passengers and cargoes. Similarly train service may be introduced from Sheola and Bhomra land ports too;
- ✚ Bank facilities with on line Bank facilities should be established at or near the land ports. Railway cargo services should be strengthened from Bangladesh to India through Benapole for faster and uninterrupted movement of goods. All non-tariff and Para-tariff barriers faced by the exporters & importers should be abolished for smooth cross border trade;
- ✚ One Stop Border Post (OSBP) may be established in the cross-border posts between Bangladesh and India to improve clearance time, reduced cost of doing business, information sharing among border agencies and drastic reduction of fraud, among several other benefits;
- ✚ Joint initiatives can be taken with the neighboring for pairing of Benapole and Petrapole digitization for improvement of port infrastructure and explore the other land ports as well.
- ✚ Co-location of the offices of the different agencies under one roof, such as Benapole land port could be a model for the other land ports.
- ✚ Charges should be increased and penalty should be imposed, if the importer/exporter delay to clear the product from the land port.

## **Component # 2: WTO Cell, MoC-Part**

- ✚ More capacity building program to the selected trainees of pilot program on searching of buyers of exporting countries, quality assurance and packaging of products including credit and ease of registration support is needed for the women traders of agro-processing, cut flower and ICT sub-sectors with the involvement of women chambers;
- ✚ The National Trade Facilitation Committee (NTFC) should be activated by operationized it's Working Committee on MoC, NBR and BLPA and member from the BGB and Police can be incorporated in the National Trade Facilitation Committee (NTFC).
- ✚ Develop export processing zone for agro-products for getting access of supershop of the importing countries
- ✚ Develop more specialize packaging, cold chain and storage facilities to maintain quality of the products
- ✚ Increase support in air, sea and land freight with competitive price for exporting of agro-products
- ✚ Farmers should be provided training on pre-harvest management and Good Agricultural Practices (GAP) and Phyto-Sanitary knowledge on crop/vegetable and flower cultivation;
- ✚ Integrated and holistic approach such as contract farming, export village in special economic zone, R&D, database of farmers for traceability, international standard processing, storage, and pack house facilities, financial support, capacity building on GAP and GMP, international standard accredited testing laboratories facilities, direct sea/air and land port cargo facilities, exporter international quality assurance capacity etc. is needed to increase export of agro-products in Asia and Europe including regional countries;
- ✚ Skills should also be developed on Good Manufacturing Process (GMP) and Hazards Analysis Critical Control Point (HACCP) compliance for processed fruits and vegetables as these are is a very important factor for exporting of fruits and vegetables;
- ✚ Skills development training on entrepreneurship development, communication skills, and use of ICT, accountancy (loss and profit calculations), marketing and marketing access, contract and group-based marketing techniques and understanding of value chain should be provided;
- ✚ Training should also be provided on ICT, ITC and ITC market analysis tool for finding out potential market and buyers for fresh and processed fruits, vegetables and cut flowers;
- ✚ Special desk for women may be set up for women entrepreneurs for having appropriate training on different aspects Agro business and financial support for doing business;
- ✚ Adequate policy/regulation may be formulated to facilitate Multi-modal transport system.
- ✚ TFA implementation roadmap can be developed by setting appropriate indicators and Regional TFA Support scheme can be initiated at the regional meeting.
- ✚ Implement Paperless Trade at the border point. Paperless trade may be a solution for Facilitation of Cross-border Electronic Data Exchange.
- ✚ External economic Integration with India, Nepal and Bhutan and BBIN Motor Vehicle Agreement can be implemented
- ✚ Short term, medium term and long-term robust Master Plan and investments are needed to improve the port management.
- ✚ A Guideline/Standard Operating Procedure for cross border Land Port Management can be formulated
- ✚ Awareness campaign on BTP facilities and services need to be conducted for more visitors or users and content need to be updated with the latest trade information.

### **Component # 3: NBR-Part**

- ✚ Selection of firms for integration of 38 agencies need to be completed immediately for the implementation of National Single Window System (NSW) Interface for reducing the time of clearance of goods to improve the ease of doing business;
- ✚ Mutually compatible electronic certification systems for plants and animals may be developed and put in place by both the countries to provide increased compliance for the import and export of agricultural products and enhance food safety and bilateral trade;
- ✚ Sufficient budgetary allocation may be provisioned in the 8<sup>th</sup> Five Year Plan for infrastructural development and digitalization of ports.
- ✚ Automated Customs Electronic Data Interchange System (ACEDIS) may be introduced in all the land ports in Bangladesh to bring efficiency to cargo clearance processes; and
- ✚ The use of ePassport's gateway with biometric capabilities can facilitate the faster movement of persons across borders.
- ✚ Introduction of joint examinations and accepting each other's work
- ✚ Each party will establish an Inter-Agency Management Station (IAMS) and a Common Management Area (CMA) for conducting documentary and physical inspections of goods, passengers and vehicles crossing the shared border.



# SECTION 1

## BACKGROUND OF THE SURVEY

### 1.1. Introduction

This report intends to respond to the requirement of the consultancy services for conducting baseline survey of the Bangladesh Regional Connectivity Project-1 (BRCP-1), jointly financed by the World Bank (IDA Credit No. 6002-BD) and the Government of Bangladesh (GOB). The project is being implemented with the aim to improve conditions for trade through improving connectivity, reducing logistics bottlenecks and supporting the adoption of modern approaches to border management and trade facilitation. The World Bank's SAR Regional Strategy recognizes regional cooperation and integration as a key strategic objective. It pinpoints limited intraregional trade and connectivity, cumbersome procedures, non-tariff barriers, and costly road transport and logistics services as key impediments to increasing trade in the region. The SAR Regional Strategy Updates for 2014 and 2015 as well as the SAR Regional Integration Strategy (endorsed in 2014, specifically recognize the importance of regional trade and transport systems for the South Asia Region. Project beneficiaries include passengers, producers, traders and transport services providers in Bangladesh, India, Bhutan and Nepal, as well as communities living around the Project Corridors in Bangladesh. The Project will also focus on supporting policies and investments to remove bottlenecks experienced by women in trade and business, facilitate skills development and bringing in more women traders into formal trade networks and global value chains.

### 1.2. Background

Bangladesh is a land of about 168 million people within its 147,570 sq. km territory. Per capita GDP is US\$ 2227 (PC, 2021). Since independence in 1971, Bangladesh has achieved substantial improvements in some social indicators like a decrease in infant and maternal mortality as well as illiteracy, and an increase in life expectancy, access to safe water and sanitation. However, approximately 21.8% (BBS, PC, 2019) of the population still continue to live below the poverty. The economic performance of the country has been relatively strong since 1990, with an annual 7-8% average GDP growth rate. Bangladesh has already graduated in middle-income country status in March 2021 and likely to become a developing country by 2041. Bangladesh is now passing a transition period as it is graduating from the LDC status. It is expected to face stiff competition in the global market after graduation due to termination of unilateral preferential market access. The country therefore, needs to develop its own strategies in ensuring smooth graduation. The government therefore is implementing massive development works in light of the “**Vision-2021**”and “**Vision-2041**”. Sustained economic growth along with steady agricultural improvement has been fundamental to poverty reduction. Sustainability of growth, particularly energy sector growth is, however particularly important to achieve energy security and 4<sup>th</sup> generation industrialization.

Despite these challenges, Bangladesh has already achieved Millennium Development Goals (**MDGs**) and planning to achieve Sustainable Development Goals (**SDGs**) by 2016-2030. Reaching the SDG targets simply will not be possible without a strong and sustainable agricultural sector. Almost all the SDGs are relevant to agro-product, ICT, cut flower subsector and trade facilitation. The pathway of linkage is either direct (like in the case of **Goal 1: No Poverty**, **Goal 2: Zero Hunger**, **Goal 4: Quality Education** and **Goal 5: Gender Equality** and **Goal 9: Industry Innovation and Infrastructure** by the year 2030.



Bangladesh is the third largest economy in South Asia. It is among the most densely-populated countries in the world with a population of about 168.5 million in a land area of 147,570 square kilometers (km). Bangladesh’s economy grew well above the average for developing countries in recent years, averaging 7-8 percent since 2015. With a per capita GDP of US\$ 2026, Bangladesh has already graduated in middle-income country in March 2021 and will be qualified in developed country status by 2041 (PC, 2020).

Bangladesh has made substantial progress in reducing poverty, and there is much to celebrate and learn from the Bangladesh experience. This is confirmed by multiple direct estimates of poverty, and by corroborating evidence. The Government of Bangladesh remains committed to continually improving national poverty monitoring, which underpins domestic policy.

Key to achieving Bangladesh’s growth and poverty reduction goals is the improvement of the country’s multimodal transport and logistics system, and links to its neighbors and the rest of the world. The inability of the transport and logistics network to keep up with the pace of demand is hampering trade performance. Bangladesh manufacturers’ ‘Order to Delivery Cycle’ is 35 to 50 percent longer than many of their competitors due to slow, expensive and unreliable inland transportation; cumbersome banking, clearance and Customs and border management processes; inadequate consolidation terminals, inland clearance depots and land ports; and poor seaport and river port terminal productivity.

The Government’s Plan to address the above bottlenecks includes: (a) enhancing the capacity of multiple key modes of transport, including expanding the road network, increasing the capacity of Bangladesh Railways to carry freight, and enhancing the capacity of the country’s inland waterways to carry freight and passengers; (b) improving regional connectivity; and, (c) improving banking, Customs and clearance systems and procedures to decrease clearance times and border crossing times for cross border trade. Under the BBIN (Bangladesh-Bhutan-India-Nepal) regional framework, complementary activities to facilitate regional trade including female traders and connectivity are being pursued by the four countries.

### 1.3 Sectoral Context

Bangladesh trade sector has been facing many constraints and challenges. These include, among others, cost of doing business is comparatively high, narrow export basket, dependence on a very few markets, lack of supply-side capacity, poor infrastructure, lack of appropriate compliant capability, weak institutional and human capacity, difficulties in

implementation of relevant policies, rules and regulations originating from their non-binding nature (e.g. Export Policy, Industrial Policy); lack of coordination and interlink-age between relevant policies and agencies to address interwoven aspects of export and import; rooms for discrepancies, difference of priorities and/or focus; weaknesses in the use of trade policy tools for the development of domestic market-oriented and import-substituting industries; lack of transparency, awareness, knowledge, expertise and experience of relevant regulatory frameworks or being part of FTAs; and lack of initiatives towards strengthening institutional capacities in the areas of trade diplomacy and trade-promoting bodies.

Geographically, Bangladesh is strategically located to play an important role in regional trade and logistics networks, and as a transit country in South Asia. It can facilitate movements between several surrounding countries especially between mainland India and the Northeast Region states, and landlocked Nepal and Bhutan as well as overland trade flows between South Asia and Myanmar and the rest of East Asia. However, as argued in the Diagnostic Trade Integration Study (DTIS, World Bank, 2013), Bangladesh's relative cost advantage from being a low labor cost producer is diminished or sometimes wiped out by poor performance in trade facilitation. Research shows that high trade transaction costs can be a major obstacle to exploiting trade opportunities presented by the world trading system (Wilson, Mann and Otsuki, 2003; Hoekman and Nicita, 2011). These costs disproportionately affect small firms, farmers and the poor, prohibiting their participation in trade and limiting inclusiveness (World Bank, 2013). Trade facilitation not only increases the competitiveness of a country's exports, it also lowers import costs, which have a direct impact on the prices paid by the poor for the goods they consume.

There are several routes and associated border crossing points that connect Bangladesh to neighboring countries involving all modes of surface transport (road, rail, inland waterway). Several connect West Bengal and Southwest Bangladesh to Northeast Bangladesh and Northeast India, while others connect Dhaka Northward the Siliguri Corridor then Bhutan and Nepal. Some of the key bottlenecks along these corridors include congested land ports and border crossings, arising from inadequate infrastructure, lengthy clearance times and the need to trans-load cargo from vehicles of one nationality to the other. Increases in bilateral and transit trade volumes are only likely to make the situation worse.

The potential for the South Asia Region (SAR) to raise growth through increased intra-regional trade is enormous, but presently this is hindered by policy, administrative and physical barriers. Intra-regional trade accounts for just 5 percent of total trade in South Asia, compared with about 25 percent in ASEAN. Estimates suggest that annual intra-regional trade in the region could more than double to at least US\$40 billion annually, if restrictions on trading with neighbors were removed (RIS, 2014). Other studies (Zhai, 2010) estimate that investments in transport infrastructure to increase Pan-Asian connectivity could reduce trade costs by more than 20 percent in India and 12.5 percent in Bangladesh. The lower trade costs would yield annual gains of around 6 percent of 2020 GDP for India and Bangladesh.

Growing recognition of the benefits of economic integration has helped build up political momentum for the regional cooperation agenda, particularly among the Eastern sub-region/BBIN (Bangladesh, Bhutan, India, and Nepal) countries of South Asia. Removing obstacles to trade through improved transport connectivity, logistics facilitation measures, improving border posts, lowering tariffs and other trade barriers has become a high priority for these countries, as evidenced by recent sub regional agreements. In June 2015, the four countries signed the Motor Vehicle Framework Agreement (MVA) which is intended to ease restrictions on cross-border road transit for vehicles, passengers and cargo. Under the MVA, approved vehicles would be allowed to enter territories within the BBIN under certain terms and conditions which should reduce transport costs and foster the development of multimodal transport and transit facilities that in turn is expected to increase connectivity and promote greater intra-regional trade. A trial run under the BBIN MVA was recently completed when a Bangladeshi cargo vehicle travelled seamlessly from Dhaka to Delhi. The BBIN countries are also in discussions regarding a Multimodal Transport Agreement which will

encompass cross-border transit by road, rail and inland waterways. Further, agreements between India and Bangladesh, notably the renewed Protocol on Inland Water Transit and Trade (PIWTT) and Coastal Agreement, stand to benefit all BBIN countries. Bangladesh shares a 4,096-km long international border with India, the fifth longest land border in the world, which accounts for 96 percent of the country's land border. Along this extensive border, the Bangladesh Land Port Authority (BLPA), an agency within the Ministry of Shipping (MoS), manages eight existing land border posts with India, one with Myanmar, with plans to develop an additional eleven border posts that border India. The infrastructure at the existing land ports is in most cases in very poor condition and inadequate to accommodate existing and potential trade volumes. The inadequate infrastructure contributes to transport and clearance delays for traded goods at Bangladesh's border points. Delays of 4-5 days at the busiest border points between Bangladesh and India, Benapole-Petrapole and Bhomra-Ghojadanga, are common.

Women constitute 57 percent of labor force participation in Bangladesh and contribute significantly to export industries in Bangladesh, especially the RMG sector. They are also the predominant laborers near Bangladesh's border points and elsewhere producing construction materials, agricultural and light manufacturing goods. However, they tend to be concentrated in lower value-addition sectors and segments of the supply chain. In trade, women are among the more invisible small and informal traders at border points, and face serious risks and losses with each border crossing, as well as bribes, fines, confiscation of goods, stigmatization, violence, harassment, undue taxation and poor working conditions. Inadequate facilities at land ports as well as insufficient logistics, transport and communications infrastructure make their lives as traders even more difficult. Delays and complex procedures also contribute to difficulties for small traders, increasing incentives to trade informally.

Another contributor to delays along Bangladesh's border crossings and trade corridors is the inadequate coordination between trade-related agencies. This is manifested at land ports where the Department of Customs, BLPA and Ministry of Commerce (MoC) have established separate infrastructure without adequate consultation and coordination, and there is no sharing of facilities between these agencies. In the worst instances, for example at Benapole-Petrapole and Burimari-Changrabandha, the multiplicity of separate agency infrastructure has resulted in a sub-optimal and more cumbersome clearance process for traders while increasing the risk of leakages.

A significant proportion of Bangladesh's international trade procedures, particularly those concerned with documentation preparation in advance of cargo clearance, continue to be managed manually requiring submission of multiple copies of documents at the various regulatory government agencies involved in international trade. In spite of some automation associated with the submission and processing of Customs declarations, much of the overall process remains paper-based and inefficient, resulting in a layer of complexity and delay for border clearance and acts as a costly impediment to private sector competitiveness, negatively influencing the trade and investment environment.

#### **1.4. Rational of the Project**

The Government of the People's Republic of Bangladesh has received an SDR 150 million Credit from the International Development Association (IDA)-a member of the World Bank Group - for financing the cost of the Bangladesh Regional Connectivity Project I (BRCP-I), being jointly implemented by the Bangladesh Land Port Authority (BLPA), National Board of Revenue (NBR) and the Ministry of Commerce (MOC). The second component of this umbrella project is being implemented by the Ministry of Commerce (MOC) as a separate technical assistance project. The overall objective of this technical assistance project is to strengthen trade related institutional capacity in order to ensure active and sustainable cooperation between multiple trade-related stakeholders and economic empowerment of women traders.



1	Name of the Project	Bangladesh Regional Connectivity Project I (BRCP-I)	
2	Funding Agency	IDA/WB and Government of Bangladesh (GOB)	
3	Implementing/Executing Agency	Bangladesh Land Port Authority (BLPA), National Board of Revenue (NBR) and the Ministry of Commerce (MOC)	
4	Location of the Project		
5	Estimated Cost	US\$ 170.40 million	IDA-US\$ 150 million
6	Implementation Period	Effectiveness Date of Commencement	Revised Date of Completion
		January 08, 2018	31 Dec 2023

### 1.5 Project Development Objectives

The Project Development Objective (PDO) is to improve conditions for trade through improving connectivity, reducing logistics bottlenecks and supporting the adoption of modern approaches to border management and trade facilitation.

### 1.6 Project Beneficiaries

Project beneficiaries include passengers, producers, traders and transport services providers as well as communities living around the project corridors in Bangladesh. The project will also focus on supporting policies and investments to remove bottlenecks experienced by women in trade and business, facilitate skills development and bringing in more women traders into formal trade networks and global value chains.

### 1.7 PDO-Level Results Indicators

The Project key indicators include:

- a) Number of Beneficiaries, of which women (number and percentage)
- b) Freight volume at land ports supported by the Project (tons)
- c) Speed of truck clearance at land ports supported by the Project (truck in-truck out hours)
- d) Average time taken to meet regulatory requirements associated with import and export activities (hours)

**Key intermediate indicators include:**

- a) Number of land ports developed or improved (including with female-friendly facilities)
- b) Number of programs instituted to facilitate female traders and entrepreneurs
- c) Number of agencies connected to the NSW system
- d) Percentage of grievances related to Project implementation addressed

### 1.8 Components of the Project

The project has three components of which component-2 is implementing under the Ministry of Commerce (MOC) and brief below:

#### **Component 1: Invest in infrastructure, systems and procedures to modernize key selected land ports essential for trade with India, Bhutan and Nepal**

The component includes of key development and improvement works at four land ports along the Southwest to Northeast Corridor that is key to facilitating regional and transit trade. These include: (i) Bhomra on the southwest border of Bangladesh which last year surpassed Benapole in terms of trade value, and is experiencing severe congestion as trading volume has exceeded the land port's capacity. The project will finance a significant part of the Government's three-phase expansion plan; (ii) Sheola which would be a Greenfield land port-It is currently a Land Customs Station with almost no infrastructure. However, it is at a strategic location along the Southwest to Northeast Corridor on the border with Assam

State in Northeast India, has the potential to eventually become a multimodal logistics hub, offers the BBIN countries an alternative more direct route to the Shiliguri Corridor which adds another 1000+ kilometers each way to trade connectivity between Southwest India and Bangladesh and Northeast India, Bhutan and to a lesser extent Nepal, and trade is expected to increase significantly in the future; (iii) a third land port at Ramgarh on the border with Tripura State, Northeast India, where potentially a co-location modern border management concept could be piloted. If Bangladesh and India succeed in implementing a co-location border post management model, this would be a ground-breaking step forward for regional collaboration efforts and would be the first of its kind in the South Asia Region. If not doable, then a traditional border post and management design can still be pursued to develop a new land port at this strategic location along the Southwest-Northeast Corridor; and, (iv) the Project will also finance measures to improve physical security and manage access risks at the Benapole land port, Bangladesh's largest and busiest land port, which experiences significant security and leakage problems. Activities to be financed include a high-capacity perimeter fence, a CCTV system, and a gate pass system. Support will also be provided to BLPA to manage and supervise the works in this component.

This component will benefit the following type of people:

- ✓ Exporters and Importers;
- ✓ C&F Agents and Freight Forwarders;
- ✓ Local businessmen;
- ✓ Officials of different departments and others.

## **Component 2: Enhance trade sector coordination and economic empowerment and opportunities in trade for women.**

The component comprises of 3 (three) sub-components and is being implemented by the Ministry of Commerce.

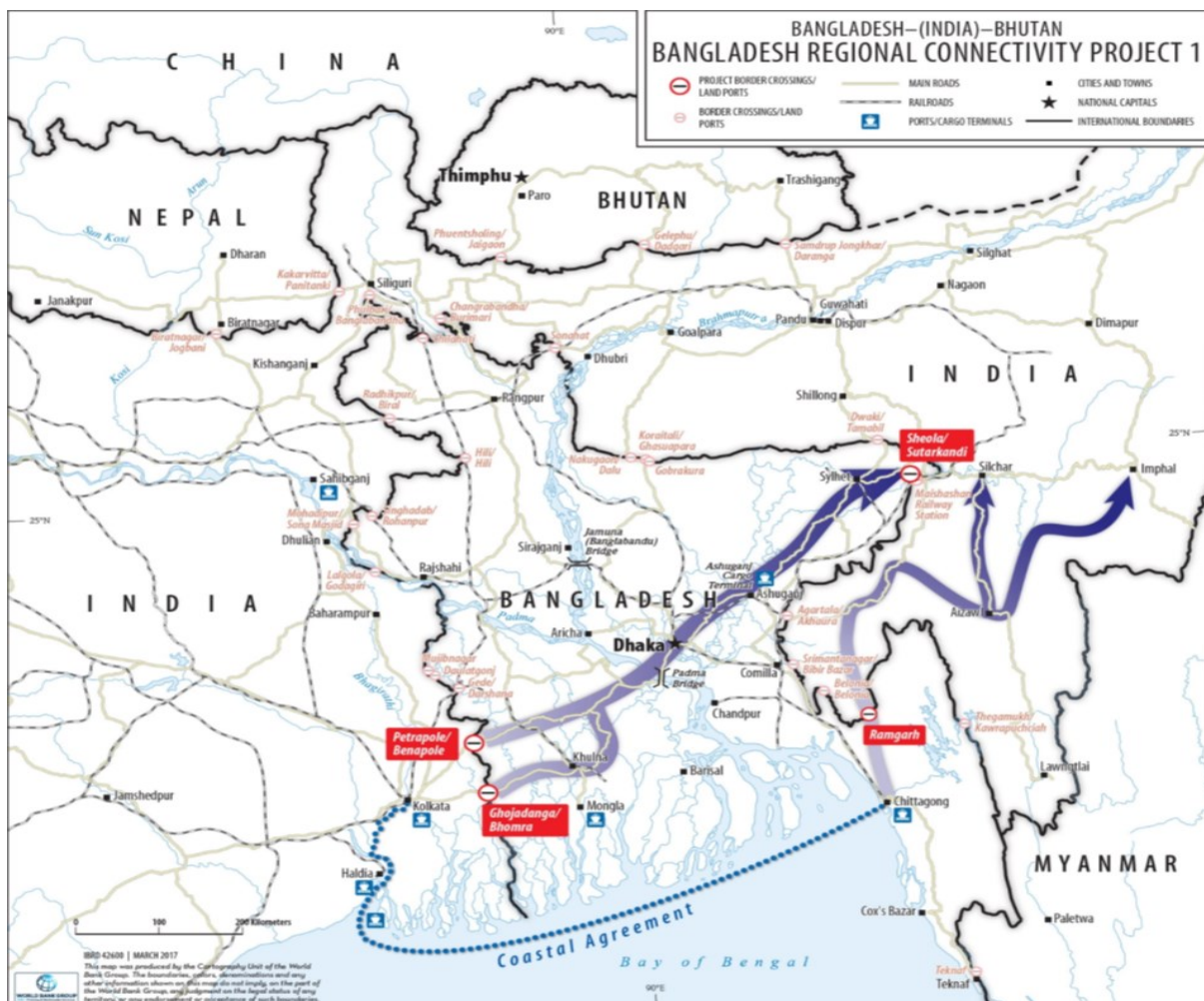
a. **Component 2a: Develop (pilot) programs to support female traders and entrepreneurs** this component will pilot activities to help address barriers to women becoming more integrated into regional and global supply chains and trading opportunities. Pilots are expected to be launched in the first two years of project implementation. Once successful pilots have been determined by the end of the second year, a potential follow-on project is expected to finance the streamlining and scale up of these pilots to a wider population and geographic coverage, and/or industries/supply chains. Activities to be financed include inter alia: skills development to connect women traders to regional and global value chains, analyzing and eventually developing specific infrastructure, logistics and transport services for women traders at key trade/border points and along key supply chains (e.g. cold chain transport services and storage facilities to reduce crop loss and to facilitate getting products to market), simplifying the trade regime and clearance procedures for women and small scale traders, creation of a Women Traders Network to exchange knowledge, support capacity development, and improving data collection on women traders.

b. **Component 2b: Capacity Development Support for the National Trade and Transport Facilitation Committee.** The inter-ministerial National Trade and Transport Facilitation Committee (NTTFC) has been set up during the preparation of the proposed Project to coordinate all trade and transport-related policies and activities in Bangladesh, and will also serve as the Advisory Committee for the Project. The Minister or (Senior) Secretary of Commerce will Chair the Committee supported by a full-time Secretariat. The Working Groups for National Single Window and Border Management Infrastructure have been established and report to this Committee, and the Working Group for Women Traders and Entrepreneurs will be established in the first six months of Project implementation. Funds under this sub-component have been allocated to support the NTTFC Secretariat to effectively guide and coordinate the contribution of various trade-related agencies covered by project activities and ensure the proper functioning of the Project's Governance mechanisms including the Working Groups.

**c. Component 2c: Improvements to Bangladesh Trade Portal and setting up a National Enquiry Point for Trade.** The Bangladesh Trade Portal (BTP) was launched in March 2016. This component will support further enhancements to the BTP to expand its functionality to include information of relevance to potential Bangladesh exporters and to ensure that content is kept up to date. The component will finance operational costs for the BTP for the first three years of the Project and MoC will thereafter finance operational and maintenance costs from Government of Bangladesh (GoB) resources. This component will also set up the National Enquiry Point for Trade, which will help Bangladesh to meet a key requirement of WTO Trade Facilitation Agreement.

**Component 3: Implement National Single Window and Customs Modernization Plan:** This component will support to form National Single Window (NSW) system to reform and modernize the Customs and other border management agency. The NSW will allow traders to submit all import, export and transit information required by Customs and other key regulatory agencies via a single electronic gateway instead of submitting essentially the same information numerous times to different government agencies, many of which still rely heavily on paper-based processing systems. The Bangladesh National Single Window (BD-NSW), through the introduction of an electronic, online solution, will facilitate faster and more transparent international trade procedures, reduce transaction time and costs for the private sector, and provide consistency and certainty in the total process, from the start of the regulatory requirements to the final clearance of goods. It will deliver a user-friendly, electronic system that streamlines and automates all key procedures associated with the application, submission, processing, payment, and clearance of trade related permits, licenses, certificates and declarations.

**Figure 1.1: Map Showing Land Port Covered under BRCP-1**



## **1.9 Institutional and Implementation Arrangements**

An inter-ministerial National Trade and Transport Facilitation Committee chaired by the Minister of Commerce has been formed as a governance structure for the Project as well as for all trade and transport-related issues for Bangladesh. It also includes technical working groups with a dedicated lead agency as per emerging needs including working groups on Border Management and Infrastructure led by Ministry of Shipping and BLPA, Working Group for Women Traders and Entrepreneurs led by Ministry of Commerce, National Single Window led by NBR and other technical groups for implementation of WTO Trade facilitation agreement, Diagnostic Trade Integration Study, and BBIN MVA Implementation, etc.

The Bangladesh Land Port Authority within Ministry of Shipping (MoS) will implement Component 1. Ministry of Commerce will lead the implementation of Component 2. The Department of Customs (DoC) in NBR will implement Component 3. Bangladesh Land Port Authority has never implemented a World Bank-financed project but has implemented other donor-funded projects, including with the ADB. The Ministry of Commerce has been working with the Bank to implement the Bangladesh Trade Portal.

The Department of Customs in NBR implemented a World Bank project about 10 years ago and over the last two years has been working with the Bank to implement the National Trade Facilitation Committee. A World Bank Program for Results (P4R) is also supporting DoC/NBR in improving revenue mobilization and transparency in VAT administration. However, capacity in all three agencies is still weak and the Project will provide capacity support to all three agencies.

As for cross-border coordination with India especially but also with Bhutan and Nepal, annual bilateral Joint-Review Mechanisms are already in place and have been functioning for the last few years. More frequent bilateral meetings are also organized on an ad hoc basis for specific topics. In addition, the four BBIN countries meet regularly to discuss connectivity, trade and transport facilitation issues including implementation of the BBIN Motor Vehicle Agreement through the SASEC (South Asia Sub regional Economic Cooperation) mechanism.

## **1.10. Objectives of the Survey**

The baseline survey was conducted to collect benchmark of the project situation so that it can compare with the progress of the project activities especially with Mid-term evaluation and end of project evaluation data with the target of the result-framework data as mentioned above in table 1 to assess the project impact or changes due to this intervention.

## **1.11. Inception Activities and Meeting/Progress to date**

The inception of the services started as soon as the contract agreement signed between the clients (PD-BRCP-MoC) and DTCL on 02 November 2020. Soonest then, the consultant took up their works as per specific inputs stipulated for them in the TOR. The time-based work plan was prepared based on kick-off of work from 03 November 2020 with a provision for designing a re-plan of works and re-scheduling of time as may be agreed with the PD/Client. The team had a preliminary discussion with PD of PIU-MoC regarding direct beneficiary and sample size of the project. The team further discussed with PD of PIU-BLPA, DPD of PIU-NBR on the draft inception report. The consultant then presented inception report in the virtual meeting where representative of PIUs (MoC, NBR and BLPA), WTO Cell, and Business Chambers including women traders, C&F Agent, NGOs, traders, public and sector professional took part in the discussion and made necessary suggestions for finalization of inception report. The report was finalized incorporating their comments and suggestions for data collection.

### **1.12. Collection of Data, Reports and Information**

For a better understanding of the baseline survey and appraising the techniques used in similar survey, the consultant team reviewed all available documents and reports. The following data, reports and documents collected at the auspices of the PD/BRCP:

- Technical Assistance Project Proforma (TAPP)
- Project Appraisal Document (PAD); and
- Review of the journal/reports etc. relevant to the project activities

The PD of BRCP facilitated and assisted the TL in collecting the documents. The data, information and documents was examined, reviewed and collated by the TL to assume a complete understanding and importance of the survey objectives.

### **1.13 Sources of Data**

The survey was conducted to generate the stipulated primary data. Prior to generation of primary data, the relevant secondary information on the survey including documents/reports/PAD/TAPP was obtained from the project office and reviewed. To develop the survey instruments accurately and to reveal the inherent characteristics of various dimensions of the survey and its contribution to the trade sector, the secondary data was carefully scanned and collated with the survey data. For generating the desired primary data, the proposed sample survey was conducted using an appropriate sampling design and a survey instrument (questionnaire).

### **1.14 Limitation of the Survey**

Pandemic situation due to covid19 created an obstacle to collect data at the field specially FGD and Public Consultation etc. The consultant took permission of the local govt. representative and followed all instruction of DGHS to conduct FGD, PC and other data collection meeting and interview.

The interview with Custom & Immigration Officials and BGB etc. was challenging as they were too busy and sometimes scared to share information without permission of higher authority of the respective organization but the support of PD & PIU officials, it was possible to manage them.

### **1.15. Justification of Current Baseline Survey**

Though project officially commenced in January 2018, but intervention of the project field level activities had delayed until December 2020 due to some unavoidable circumstances and Covid19 situation etc. Baseline survey was started in November 2020 and completed in April 2021 to collect benchmark information of the indicators as per result framework without any impact of project intervention to the field level. Therefore, it was possible to collect benchmark information after two years of project commencement without using of any recall method.



## SECTION 2

# METHODOLOGY

### 2.1 Approach

The consultant's approach was in line with the main objective of the baseline survey that seeks to gather information and provide complete picture on the benchmark situation of the project about the three (3) components. Besides, the baseline survey collected pertinent information that was essential for future impact assessment of the project intervention. The information generated was used to design project activities for the successful implementation of the programs including monitoring and evaluation activities of the project. The output of the survey will be contributed significantly in measuring periodic achievements of the project goals and objectives as per result framework and monitoring (Table 5.1).

### 2.2 Review of Data, Reports and Information

The team of experts started analyzing relevant documents and existing data on the current development in border and trade related issues in Bangladesh, India, Nepal and Bhutan. Some of those documents had already been collected during the phase of preparation of the technical proposal. Those background relevant documents analyzed by the team of experts in order to provide an outline of the initial assessment and fact finding, was included in the inception report.

Further the role of the MoC/MoS and the different bodies was analyzed on the basis of policy papers and laws in order to draft a detailed scheduled on sharing of responsibilities and leading a professional dialogue with these authorities. The review of relevant documents and data collection from secondary sources was done by the senior members of the survey team prior to finalization of methodology and data gathering instruments. The consultants reviewed all the existing literature and documents prepared for the project, monitoring/progress reports, TAPP, PAD, reports/documents, policy papers, tools and formats for conducting survey and its consequences based on the outcomes indicators and report. The survey team collected relevant literatures from the MoC offices. The consultant listed the main factors such as household demographics, trade facilitation, women participation in trading, agro-processing, cut flower, ICT activities, female friendly trade facilities, consumption, storage, marketing, food security and nutrition status, financial status and training etc. The consultants gathered baseline information which will be used for analyzing the impact and implications of the project from its implementation status, achievements and challenges, best practices and lessons learned.

### 2.3 Theoretical Context

Besides the sampling theoretical techniques, this survey included three major theories to investigate and measure, 1) users satisfaction index; 2) composite user's satisfaction index; and 3) Service Quality Gap.

#### 2.3.1. Measurement of User's Satisfaction Index (USI)

In this survey, User Satisfaction Index (USI) applied to calculate and assess the level of satisfaction of users towards the land-port services. A standard formula in this regard was used for that, and that is given below.

$$USI = \frac{f_{hs}(Shs) + f_s(Ss) + f_{sws}(Ssws) + f_{ms}(Sms) + f_{ns}(Sns)}{N} \dots\dots\dots (1)$$

Where,

$f_{HS}$  = frequency of highly Satisfied

$S_{HS}$  = Score of highly Satisfied

$f_S$  = frequency of Satisfied

$S_S$  = Score of Satisfied

$f_{SS}$  = frequency of Somewhat Satisfied

$S_{SS}$  = Score of Somewhat Satisfied

$f_{MS}$  = frequency of moderately Satisfied

$S_{MS}$  = Score of moderately Satisfied

$f_{NS}$  = frequency of not Satisfied

$S_{NS}$  = Score of not satisfied

$N$  = Total number of observations

The user 'satisfaction index is a simple and straight-forward approach that is used widely in planning and evaluation studies such as human development rating index. This statement or attributes usually consist of a mixture of favorable and unfavorable statements. In this survey, the respondents were asked to express the extent of favorableness and un-favorableness on a set of selected service parameters. Each response was given a numerical score to reflect its degree of attitudinal favorableness. For this, a 5 point rating was used to provide comparison and analysis by using the satisfaction rating classified as (i) Highly Satisfied; (ii) Satisfied, (iii) Somewhat Satisfied; (iv) Moderately satisfied; and (iii) Not Satisfied.

### 2.3.2. Satisfaction Index used in the survey

To explore the service parameters index used for Users' Satisfaction Index (USI) of land-port Services, several comprehensive discussions among the stakeholder were under taken including the land-port The unique part in selecting the service parameters to include the 'overall satisfaction index' (S9). This has been taken deliberately following the field test of the survey tools. It observed when users were asked about their satisfaction on the services, they gave their perception in a compound form integrating the multi choices. To capture that perception this overall satisfaction index has been included. In other terms, it also gives a mean value of users' satisfaction on the attributes of land-port services. Upon that through some changes the following in eservice parameters have been considered to estimate the User's Satisfaction Index as well as the overall USI of land-port Services.

#### USI/Service Parameters for the Baseline Survey

- **Service Parameter 1 (S1):**  
Satisfaction of surveillance facilities at the land port area
- **Service Parameter 2 (S2):**  
Satisfaction on the security services
- **Service Parameter 3 (S3):**  
Satisfaction on time required for truck clearance
- **Service Parameter 4 (S4):**  
Satisfaction on the quarantine service
- **Service Parameter 5 (S5):**  
Satisfaction on the BSTI service
- **Service Parameter 6 (S6):**  
Satisfaction of the quality of infrastructure & logistics facilities at the land port
- **Service Parameter 7(S7):**  
Satisfaction on the truck stand/terminal facilities
- **Service Parameter 8 (S8):**  
Satisfaction on loading and unloading facilities at the land port

- **Service Parameter 9 (S9):**  
Overall satisfaction with Bank services/facilities
- **Service Parameter 10 (S10):**  
Overall satisfaction of the road infrastructure inside the port
- **Service Parameter 11 (S11):**  
Overall satisfaction of the transportation facilities from the border
- **Service Parameter 12 (S12):**  
Overall satisfaction on the female enterprenuer facilities at the landport
- **Service Parameter 12 (S13):**  
Overall satisfaction on the Bangladesh Trade Portal services/facilities

### 2.3.3. Average Users' Satisfaction Index (Average USI)

Equation1 was used to estimate the users' satisfaction index (USI) of a service parameter-j, say S1. Overall satisfaction index (USIAVG) was then calculated by simple arithmetic average of the 9 parameters as given in equation (1), the average drawn by the equation2:

$$\sum^n USI_j.N.j$$

Where

$N_j$  = Number of respondents for a particular parameters / Service Type j

## 2.4. Methodology

The methodology for the present baseline survey used system-wide approach, which was both detailed and participatory. This approach involves wide-ranging and sequenced discussion with PD and MoC professionals and officials related to assess the socio-economic and benchmark situation of the project area. The survey involved the use of:

- (i) formal and non-formal interviews;
- (ii) semi-structured interviews by means of focus group discussions;
- (iii) field survey through structured questionnaire;
- (iv) collection of secondary information; and
- (v) review available reports and a series of reconnaissance field visits by a team of consultants to the project area.

The reconnaissance field visits covered substantial part of the project area. During the field visit the consultants interacted with the respective implementing agencies of the survey area. The detailed description of the common activities of the baseline survey has presented in the following pages:

### 2.4.1. Sample Design

Two types of analysis was made to gather information about the survey and these are quantitative and qualitative.

#### (i) Quantitative Analysis

The population under the survey universe was constituted of direct beneficiary such as traders especially women and passengers (tourism, medical, study, seminar/meetings etc.) who were directly or indirectly engage in the four selected border for trade or other purposes. Thus, it was appropriated to determine a representative sample size of the respondent at first. Since consultant had an information on necessary parameters viz. population size and standard deviation, the consultant used the appropriate formula fit for **finite Population Correction recommended by Daniel (1999)** for calculating sample size as given below:

## Determination of Sample Size for Direct Beneficiary of Component 2

$$n = \frac{N \times p \times q \times Z^2}{(N-1) \times e^2 + Z^2 \times p \times q} \times \text{Design Effect}$$

### Where,

n = sample size

P = probability of a dichotomous event. Since information regarding project area indicators is absence thus we consider the poverty incident of the country which is 21.8% i.e p=0.22

q = 1-P=1-0.22=0.78

Z = standardized normal variate which is 1.96 at 5% level of significance with 95% confidence interval

N = population size=159,500 direct beneficiary of the BRCP-1 (PAD-Result Framework)

e= e is the relative variation (or relative error) which we assumed for this survey is 4%=0.04

Design Effect= 2.5

Using the above information the sample size is determined as approximately as follows:

$$n = \{(159500 \times 0.22 \times 0.78 \times 1.96^2) \div (159500 - 1) \times 0.04 \times 0.04 + 1.96^2 \times 0.22 \times 0.58\} \times 2.5$$

$$n = (105145.4 \div 255.94) \times 2.5 = 410.816 \times 2.5 = 1027.04 \sim 1027 \text{ in round figure}$$

The respondents were the different type of trader's especially female traders such as producers, processors, and marketing person involved in export and import or other type of business using these land ports. However, information of cross border countries (India, Nepal and Bhutan) was collected for satisfaction of beneficiaries.

In order to reach the stipulated respondents of component-2, a list of different types of respondents was collected from PIU/PD before the baseline survey. The list of different respondents by type of agencies was aimed at identifying targeted population of respondents in the selected division/district and types of beneficiaries who were identified for capacity building and other support from the project such as agro-processors, male and female traders, rural and urban, ICT trainees, cut flower trainees. This was finalized in consultation with PIU/PD. From this sampling frame the allotted number of respondents was randomly chosen using purposive Simple Random Sampling (SRS) procedure.

**Table 2.1: Distribution of Sample Beneficiary Respondents under Component-2**

District	Type of Respondents				Total
	Women Trader	ICT Trainee (75% Women)	Producer (75% Women) Veg/Fruit	Cut Flower	
Dhaka	77	30	36	16	159
Cumilla	-	20	6	-	26
Manikganj	33	20	11	-	64
Gazipur	25	30	3	-	58
Narsindhi	28	20	27	-	75
Tangail	67	10	16	-	93
Mymensingh	28	10	8	-	46
Chattogram	7	40	6	-	53
Rajshahi	30	-	15	-	45
Chapai nawabganj	22	-	1	-	23
Natore	-	-	-	-	0
Bogura	25	-	9	-	34
Rangpur	29	-	13	-	42

District	Type of Respondents				Total
	Women Trader	ICT Trainee (75% Women)	Producer (75% Women) Veg/Fruit	Cut Flower	
Jashore	6	13	23	114	156
Barisal	-	-	-	-	0
Satkhira	2	10	5	-	17
Jhenaidah	23	-	12	62	97
Chuadanga	-	-	-	15	15
Moulvibazar	7	-	5	-	12
Magura	-	-	12	-	12
<b>Total</b>	<b>409</b>	<b>203</b>	<b>208</b>	<b>207</b>	<b>1027</b>

Note: This list of sample respondent of component-2 was finalized in consultation with PD/BRCP.

#### Determination of Sample Size for Direct Beneficiary of Component 1 & 2

$$n = \frac{N \times p \times q \times Z^2}{(N-1) \times e^2 + Z^2 \times p \times q}$$

Where,

n = sample size

P = probability of a dichotomous event. Since information regarding project area indicators are absence thus we consider the poverty incident of the country which is 21.8% i.e p=0.22

q = 1-P=1-0.22=0.78

Z = standardized normal variate which is 1.96 at 5% level of significance with 95% confidence interval

N = population size=159,500 direct beneficiary of the BRCP-1 (PAD-Result Framework)

e = e is the relative variation (or relative error) which we assumed for this survey is 4%=0.04

Using the above information the sample size is determined as approximately as follows:

$$n = \frac{(159500 \times 0.22 \times 0.78 \times 1.96^2)}{(159500-1) \times 0.04 \times 0.04 + 1.96^2 \times 0.22 \times 0.78}$$

$$n = (105145.4 \div 255.94) = 410.816 \sim 410 \text{ in round figure}$$

In order to reach the stipulated respondents, a list of different types of respondents of component-1 and component-3 was collected from PIU-BRCP-1, BLPA and NBR/PD before the baseline survey. The list of different respondents by type of agencies aimed at identifying targeted population of respondents in the catchment area such as Benapole, Bhomra, Ramgarh and Sheola from the project such as local community who will get benefit due to construction/rehabilitation of land port facilities, C&F agent/freight forward agents, transport people (owners and drivers), trade/business people, passengers. This was finalized in consultation with PIU/PD. From this sampling frame the allotted number of respondents was randomly chosen using purposive Simple Random Sampling (SRS) procedure.

**Table 2.2: Distribution of Sample Beneficiary Respondents under Component 1 & 3**

Name of Land Ports	Type of Respondents					Total
	Business People (25% women)	C&F Agent	Local Community (25% women)	Passenger (>25% women)	Transport Service	
Benapole	51	17	20	68	33	189
Bhomra	38	13	20	29	25	125
Ramgarh	-	-	20	-	-	20
Sheola	16	5	20	13	22	76
<b>Total</b>	<b>105</b>	<b>35</b>	<b>80</b>	<b>110</b>	<b>80</b>	<b>410</b>

Note: This list of sample respondent of component-1 & 3 was finalized in consultation with PD/BRCP



## (ii) Qualitative Analysis

In this analysis the most appropriate methods used are as follows:

- a) Focus Group Discussion (FGD)
- b) Key Informants Interview (KIIs)
- c) Public Consultations (PCs) at the selected locations with the relevant stakeholders

### a. Focus Group Discussion (FGD)

Total 30 Focus Group Discussions (FGD) meetings were conducted considering at least 10 for each component of the catchment area. The participants for each FGD were 10 beneficiaries. FGD meetings was conducted with concerned stakeholders in mix or separate male/female such as traders, passengers, transport service providers, exporters and importers, C&F Agent and freight forwarders, local businessmen, producers, officials of different officers and border trade operation personnel and others at the selected catchment area. Therefore, total respondents for FGD participants was as follows in each agenda.

The FGD will be conducted to collect the information using pre-designed guidelines/tools **encompassing** issues about the components:

Type of Beneficiaries	Topics to be Discussed at FGDs (Open Discussions)
<b>Passenger/Traders/ C&amp;F Agent/ Chambers/ Community</b>	<p><b>Passengers</b> Time used to take for Immigration, satisfaction on immigration services, time and attitude, time taken to custom clearance, satisfaction on custom services, time and attitude, amenities facilities of land port such as toilet, sitting arrangement, transportation, immigration and custom desk/manpower/ restaurant, cleanness, security etc.</p> <p><b>C &amp; F Agent/Trader/Chambers</b> Average time taken to meet regulatory requirements for export and import and associate cost, Speed of truck clearance at land ports (truck in-truck out hours) and associate cost, Quarantine and BSTI service quality and associated time and cost, National Single Window (NSW) implementation status, challenges, benefit to save time and cost, banking facilities, challenges and satisfaction, type of employment opportunities created for local people,</p> <p><b>Community People</b> Income (before &amp; after), social &amp; environmental impact due to land port, type of facilities such as economic &amp; social activities created due to land port, security and communication/transport facilities ensured due to port,</p> <p><b>For All</b> Strengths, Weakness, Opportunities and Threats due to port, What is the current challenges and recommendations for addressing the challenges</p>
<b>Producers/ Processors/ Cut Flowers</b>	Major types of products produced/deal, processing and storage facilities, marketing facilities, channel & linkage, skills on processing and marketing, Good Agricultural Practices (GAP), skills on entrepreneurship, involvement of women in processing marketing and training, type of skills are required for improvement, import item, if any, export item, if any, transportation facilities, land port infrastructure and facilities, custom facilities, time and cost, quarantine, BSTI etc. facilities, services, road infrastructure, security, present strengths and weakness, challenges and opportunities, recommendations for improvement
<b>ICT Trainee</b>	Necessity of ICT skills for trading, type of ICT skills are required for trade, will you be interested to receive training on entrepreneurship? What duration and type of training will be suitable for you, Do you use any ICT equipment's for trade, What types of ICT equipment's/ technology are using, How these ICT technology/ equipment's are helping you in the business especially in searching of buyers, digital tracking of goods/shipment, receive of online payment, opportunities of training and availability of institute and ICT technologies, Present strengths, weakness, opportunities of threats on use of ICT, Recommendations for effective use of ICT in business

## b. Public Consultations (PCs)

Six (6) Public Consultations was conducted which are: PIU, Dhaka, Savar (Dhaka), Benepole (Jashore), Sheola (Sylhet), Ramgarh (Khagrachari), Bhomra (Satkhira). The venue of PCs was selected so that relevant stakeholders can easily participate in the discussion. The participants for each PC was 30. PC was conducted with concerned stakeholders such as exporters, importers, passengers, C&F agents and freight forwarders, businessmen/traders, land port authority, local community, immigration, customs officials, transport service providers and local elite etc.

## c. Key Informants Interview (KIIs)

The Key Informants Interview (KII) was conducted with the stakeholder of PIU of BLPA, NRB, MoC, WTO Cell, BSTI, Quarantine Officials, BISCR officials, NGOs, Business Chambers etc. to verify data collected from different respondents. This was conducted to collect the information using pre-designed semi-structured questionnaire encompassing issues about the indicators such as:

Agenda	Information to be Collected through KII
<b>Component # 1:</b> <b>Invest in infrastructure, system and procedures to modernize key selected land ports essential for trade with India, Bhutan and Nepal</b>	<ul style="list-style-type: none"> <li>✚ How many land ports developed or improved (including with female-friendly facilities), current status, future development;</li> <li>✚ What is the quality of the infrastructure;</li> <li>✚ How effective the system and procedures of the modern land ports;</li> <li>✚ How quick truck clearance at land ports (truck in-truck out hours)-time and cost;</li> <li>✚ Truck stand &amp; land port infrastructure and future improvement;</li> <li>✚ Custom offices, Quarantine (DAE/DOF/DLS) &amp; BSTI services;</li> <li>✚ What is the total volume of freight at land ports (tons)/per month;</li> <li>✚ What is the total volume of export and imports;</li> <li>✚ What is your exported items and volume;</li> <li>✚ What is your imported item and its volume;</li> <li>✚ What is your satisfaction of services?</li> <li>✚ Type of products deal through your C&amp;F agent;</li> <li>✚ Type of products carry through your freight forward agencies;</li> <li>✚ How satisfy on services;</li> <li>✚ Product of your business organization;</li> <li>✚ How effective this modern border for your business?</li> <li>✚ Officials of different departments satisfaction about modernization of land ports;</li> <li>✚ What is the current status of coordination &amp; collaboration among border agencies?</li> <li>✚ Recommendations for ensuring effectiveness and efficiency in border management system.</li> </ul>
<b>Component # 2:</b> <b>Enhance trade sector coordination and economic empowerment and opportunities in trade for women</b>	<ul style="list-style-type: none"> <li>✚ Type of Beneficiaries (male/female);</li> <li>✚ What programs instituted to facilitate female traders and entrepreneurs;</li> <li>✚ What is the good practices (GAP) to facilitate better management at the borders;</li> <li>✚ How business friendly of Laws/rules/regulations for better management of borders;</li> <li>✚ How satisfy about service and its quality at the borders;</li> <li>✚ Role of NTTFC and TFA, status and challenges;</li> <li>✚ How effective the coordination and cooperation's;</li> <li>✚ Is there any cross-border support?</li> <li>✚ What type of facilities are available for women traders; and</li> <li>✚ Challenges and opportunities for further improvement.</li> </ul>
<b>Component # 3:</b>	<ul style="list-style-type: none"> <li>✚ How many agencies are connected to the NSW system?</li> </ul>

<b>Implement National Windows and Custom Modernization Plan</b>	<b>Single and</b>	<ul style="list-style-type: none"> <li>✚ How easy to submit import and export and transit information in the NSW?</li> <li>✚ How important of NSW?</li> <li>✚ Type of benefits are providing through NSW;</li> <li>✚ What is the implication of cost and time due to NSW?</li> <li>✚ Average time taken to meet regulatory requirements associated with import and export;</li> <li>✚ Speed of truck clearance at land ports supported (truck in-truck out hours) activities (hours); and</li> <li>✚ Recommendations for addressing the implementation challenges.</li> </ul>
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2.4.2 Summary of the data and information collection is presented below:

**Table 2.3: Number and Types of Respondents**

Activity	Participants/ Respondents	No. of Respondents	Respondents Category
<b>A. Quantitative Survey</b>			
<b>A1. Direct Interviews with Questionnaire</b>	Component 2 Direct Beneficiary	<b>1027</b>	Direct beneficiaries of producers/ Cut Flowers/vegetable/ flowers, Women traders, ICT trainees
	Component 1 & 3 Direct Beneficiary	<b>410</b>	Direct beneficiaries of chambers/ business person/ passengers/ C&F/ freight forward agents/ transport service providers and local community etc.
	<b>Total</b>	<b>1437</b>	
<b>B. Qualitative Survey</b>			
<b>B1. FGD</b>		<b>30</b>	Beneficiaries including traders, passengers, cut flowers, vegetable/ fruits farmers, ICT trainees/local community/transport service providers etc.
<b>B2. Public Consultations (PC)</b>	Officials	<b>6</b>	Exporters and importers, C & F agents and Freight Forwarders, Passengers, traders/women traders, producers/local businessmen, transport service providers, officials and local elites
<b>B3. Key Informants Interview (KIIs)</b>	PIU-BRCP-1=MOC	<b>5</b>	PD and others officials
	PIU-BLPA	<b>15</b>	PD and other officials including border managers
	PIU-NBR	<b>10</b>	PD and other officials
	Immigration Officer	<b>10</b>	2 from each land port officials
	Custom Officers	<b>10</b>	2 from each land port

### 2.4.3 Development and Finalization of Questionnaire

The questionnaire was prepared based on the objectives and scope of work and the needs and indicators for the survey as indicated in the TOR, proposed approach and methodologies, and the long experience of the firm in similar assignments. The survey questionnaire was developed to capture necessary indicators specified in the TOR and to fulfill the objectives of the survey.

The questionnaire was thoroughly reviewed by the experts at different stages. Additions and modifications were made during meetings with experts and PD/DPD and PIU officials/consultants of MoC, BLPA, NRB authorities as well as feedback and suggestions of the stakeholders of the inception workshop. After the final approval of the PD-PIU of MoC, the questionnaire was put to field-testing. The following are the indicators mentioned in TOR.

**Table 2.4: List of indicators used for baseline survey**

Classification	Indicators
<b>Identification</b>	Name of beneficiary, designation, type of organizations, import/export products, freight services, address etc.
<b>Demographic Characteristics</b>	Age, sex, education, total service tenure etc.
<b>Passenger/Traders/ C&amp;F agent/ Chambers/ Community</b>	<p><b>Passengers</b></p> <p>Time used to take for Immigration, satisfaction on immigration services, time and attitude, time taken to custom clearance, satisfaction on custom services, time and attitude, amenities facilities of land port such as toilet, sitting arrangement, transportation, immigration and custom desk/manpower/restaurant, cleanliness, security etc.</p> <p><b>C &amp; F Agent/Trader/Chambers</b></p> <p>Average time taken to meet regulatory requirements for export and import and associate cost, speed of truck clearance at land ports (truck in-truck out hours) and associate cost, Quarantine and BSTI service quality and associated time and cost, National Single Window (NSW) implementation status, challenges, benefit to save time and cost, banking facilities, challenges and satisfaction, type of employment opportunities created for local people,</p> <p><b>Community People</b></p> <p>Income (before &amp; after), social &amp; environmental impact due to land port, type of facilities such as economic &amp; social activities created due to land port, security and communication/transport facilities ensured due to port,</p> <p><b>For All</b></p> <p>Strengths, Weakness, Opportunities and Threats due to port, What is the current challenges and recommendations for addressing the challenges</p>
<b>Producers/ Processors/ Cut Flowers</b>	Major types of products produced/deal, processing and storage facilities, marketing facilities, channel & linkage, skills on processing and marketing, Good Agricultural Practices (GAP), skills on entrepreneurship, involvement of women in processing marketing and training, type of skills are required for improvement, import item, if any, export item, if any, transportation facilities, land port infrastructure and facilities, custom facilities, time and cost, quarantine, BSTI etc. facilities, services, road infrastructure, security, present strengths and weakness, challenges and opportunities, recommendations for improvement
<b>ICT Trainee</b>	Necessity of ICT skills for trading, type of ICT skills are required for trade, duration and type of training required for trade, How these ICT technology/equipment's are helping you in the business/services, women engagement in the ICT sector and export of ICT related products or services in top ten leading exports. Present strengths, weakness, opportunities of threats on use of ICT, Recommendations for effective use of ICT in business

#### **2.4.4 Design Online Platform for Data Collection**

The consultant developed the program for electronic version of the questionnaire with the support of PIU/MoC team. The required number of Mobile/tablets provided to the enumerators so that Survey Solutions Software can run with a version of Android Operating system that is 4.3.1 or higher, minimum 1GM of RAM, 8GB of flash memory storage with at least 1GB of available space, a Wifi module, 3G/4G connectivity, and GPS technology plus. The program included a built-in geo-referencing facility to capture the geo-location of each household visited. The DTCL server used for Survey Solution so that PIU/PD team can access anytime anywhere throughout the data collection. This online platform used for tracking and uploading data. The consultants constantly monitored the data collection using this online platform tracking system and ensure quality of data collection.

The data uploading and analysis software linked with DTCL server. Both PIU and DTCL team monitored data collection and uploading status from the server. Any information is found wrong/suspicious from off-site/server; it was corrected by re-visit of enumerators before officially uploading the data.

#### **2.4.5 Recruitment of Enumerators /Supervisors**

Total twelve (12) enumerators and two (2) supervisors (75% male and 25% female) was selected through an interview board headed by the Team Leader and consultant. The enumerators and supervisors was at least graduate in social science background and having knowledge and previous experience in conducting similar border management, coordination and infrastructure related research works as well as knowledge and experience on online data collection using tablets computer.

#### **2.4.6 Design Data Quality System**

The consultant outlined strategy for ensuring the collection of high standard. The DTCL server and GPS system used for ensuring quality data collection on a daily basis and progress tracking using the Survey Solutions Online management and tracking system including field management and organization. The progress tracking was able to clearly explain the progress of interview, and qualitative surveys throughout the duration of data collection. The consultants with PD/PIU worked together in designing data quality system for ensuring high standard data. The consultants also created automated feedback files that highlight errors of interview on daily basis. The consultant clearly defined the roles and responsibilities of field management, organization before start of data collection. At least the following procedure followed for data quality system:

- ✚ Define roles and responsibilities of the data collection team;
- ✚ Periodic supervision of data collection by the Team Leader and other consultants;
- ✚ Surprise visit to monitor the activities of the enumerators by consultants and supervisors;
- ✚ Re-interview, if found inconsistency;
- ✚ Check dataset everyday (consultant, PIU and supervisor etc.);
- ✚ Create automated feedback files on errors of interview on daily basis;
- ✚ Zero tolerance against data manipulation;
- ✚ Set logical in all applicable fields for numerical data;
- ✚ Supervision for data input and uploading in server;
- ✚ Processing (editing, cleaning); and
- ✚ Sharing with clients (PIU) at every step.

#### **2.4.7 Translation of Survey Instrument**

The questionnaire finalized from the respective implementing agencies, this was translated into Bangla for the baseline survey data collection for three different components, both quantitative and qualitative instruments.



#### **2.4.8 Questionnaire Pre-testing and Piloting and Enumerators Training**

Field-testing of the questionnaire was done in Savar, Dhaka and Jashore with respondents from beneficiaries. The main objective of the field-testing was to: (i) verifying the accuracy of translation; (ii) identifying questions that are difficult to understand for respondents; (iii) identifying where improvements can be made in the general questionnaire design and flow; (iv) Length of interview, perception of field enumerators and respondents, skipping, phrasing, terminologies used, sequence of topics, adequacy of training of field staff, etc.

During the field-testing the PD/PIU worked in conjunction with the field-testing team to refine and finalize the survey tools prior the enumerators training to make sure it is very well-tailored to the country context, both from and regional trade facilitation point of view. The pre-testing was done within 1 day. Each supervisors (and enumerators if present) conducted three complete survey in the field.

On the basis of field-testing results and in-consultation with the PD/PIU, necessary modifications and improvements was incorporated into the questionnaire to finalize. Before that enumerators training, required logistics for field-test was ensured.

#### **2.4.9 Training of Enumerators and Supervisors**

Intensive training was provided to the field staff so as to keep uniformity of the data collection techniques and approaches among all the field enumerators, and to maintain the desired quality of data. The training programs was of two types: (a) Basic training and (b) Advanced training.

##### **The basic training included:**

- background and objectives of the baseline survey of BRCP-1 project;
- brief idea about BRCP-1 project activities;
- brief on the methodology of the survey;
- drawing of samples;
- establishing rapport with beneficiary;
- interview techniques using tablets;
- clear understanding of the questionnaires and checklists;
- group discussion on questionnaires;
- role play on questionnaires; and
- technique for input of data at electronic version questionnaire, editing and final uploading at server.

The advanced training was designed for the field supervisors. The training covered the following areas:

- detailed methodology of the baseline survey of BRCP-1 project;
- methodological procedure for conducting focus group discussion;
- sampling techniques;
- team supervision and management through on-site and off-site using tablets;
- role of supervisors;
- detailed instructions on the contents of interview questionnaires and checklists and use of tablets;
- field editing of interview questionnaires and checklists through server;
- technique of editing and final uploading at server; and
- other related issues.

A three (03) days training course including classroom and field practice was organized for the data collection team as follows at the DTCL office, Gulshan-1, Dhaka with the PD/PIU and consultant:

- ✓ **Day 1: Classroom training on Survey Solution questionnaire**
- ✓ **Day 2 (morning): First field-testing and pilot of survey solution questionnaire**
- ✓ **Day 2 (afternoon): Debriefing on first pilot and addressing issues**
- ✓ **Day 3 (morning): Second field-testing and pilot of survey solution questionnaire**
- ✓ **Day 3 (afternoon): Final debriefing and final recommendations for data collection**

Emphasis was given on the field supervisors in order to make them fully able to collect relevant and qualitative data. The training included classroom lectures as well as field practice to the trainee participants in actual interview situation. Broadly, the training program aimed at generating definite skill and enthusiasm among the field staff.

#### **2.4.10. Method of Data Collection**

Five types of data were collected for the evaluation study of the assignment and these are given below:

##### **a) Review of Secondary Documents and Literature**

- The consultant collected and reviewed secondary documents related with the project such as inter-ministerial National Trade and Transport Facilitation Committee (NTTFC), WTO Trade Facilitation Agreement (TFA), Bangladesh Trade Portal (BTP), BRCP-1, BLPA, NBR, Ministry of Commerce different laws, rules, cross border management, good practices etc.;
- The consultants collected and reviewed different literature, abstract, guidelines, reports related to the good practices in border management, enabling rules and laws, Bangladesh and other countries TFA implementation status, challenges, and possible measures for implementation;
- The consultants reviewed the border management and operation performance; and
- The consultants examined the best practices.

##### **b) Interview of Targeted Beneficiaries**

- Direct personal interview approach was adopted for collection of primary data. This method is effectively related to the collection of data directly from the target respondents. The field enumerators personally contacted the respondents and obtain desired information by explaining the objectives of the survey to the respondents;
- Each enumerators provided with an identity card (to hang outside the front pocket of the shirt), a set of guideline for code and data collection system and overall administration of the survey, a check list to ascertain the target respondent and, the designed and field-tested questionnaire for data collection and administration of the study;
- The enumerators reaching the target catchment moved to select the respondent in sample catchment of the project and make self-introduction. Then they described the purpose of the interview and objectives of the survey as well as the benefits of the project, and lastly filled up the data sheet;
- After the completion of filling up of one questionnaire by one respondent, then the enumerator moved to the next to collect data from the respondent and so on until get a respondent that meets the project target respondent. When found, he should sit with the respondent and start data enumeration as per guideline and the set questionnaire following the techniques, procedures, and instructions of the training and demonstration of the field pre-testing;
- The enumerators recorded the data only after fully being satisfied that he has been able to make the respondent understand the question, and the respondent is offering any of the probable answers in his own perception;
- The enumerators will make all efforts to have a friendly and open-minded interaction with the respondent instead of asking questions like a school teacher to his students. All

questions have to be asked one by one, and data will be filled up on the spot and put signature in the space provided and preserve carefully for submission; and

- Questionnaires shall always be filled-up in a respondent by question and in no case it should be repeated and be revived any stage thereafter by anyone. The completed questionnaires shall be submitted to the supervisors after completing the survey and uploaded to the servers.

**c) Focus Group Discussion (FGD)**

- The FGD was conducted at a venue for each sampled catchment/ land ports, which was convenient for the participants and was allowed them to speak freely. The FGD session was guided by a facilitator or moderator and was encouraged to talk freely and spontaneously about the issues of investigation;
- Discussions were recorded in a tape recorded and in black and white. One experienced facilitator or a member of the Survey Team recorded the key points covered in course of discussions. Findings were compiled using both kinds of field records, i.e., taped record and notes. In collecting qualitative information, some data was collected through hot spot discussion with the key informants; and
- The FGD sessions were conducted using an approved guideline.

**d) Public Consultations (PCs)**

Total 06 Public Consultations was conducted to know the border management, operation, TFA implementation, women entrepreneurs, women friendly facilities at port, cross border and international best practices, rules and laws, challenges and remedial measures etc. The supervisors was organized this Public Consultations where consultant conducted and recorded his information as per approved guideline.

**e) Key Informants Interview (KIIs)**

Total 50 Key Informants Interview (KIIs) was carried out to know and verify the data from the respondents at different catchment areas. The supervisors collected this information from the PIUs of MoC, BLPA, NBR, BSCIR, BSTI, Quarantine Officials (DAE, DoF, and DLS), Business Chambers, NGOs, WTO Cell, and cross border officers using approved semi-structured questionnaire.

### **2.4.11. Data Collection**

The field placement of the survey personnel started after completion of their training. The trained survey enumerators and supervisors were mobilized at the catchment areas to collect desired information. The supervisors were placed for supervising the data collection and they were also responsible for monitoring, data checking and field verification of collected data. The supervisors and enumerators arranged their stay at places of their convenience. All the field staff reached the survey area with required number of tablet, FGD and KII guidelines/checklist, and daily progress reports, manual of data collection, and other documents and articles necessary for field activities. The work of enumerators was constantly monitored and supervised by the supervisors. The supervisors checked all completed questionnaires in the field and re-interview some of the respondents to sure about the quality of data. It was done rigorously so as to avoid return visit any particular site, which consumed much time. The supervisors were also responsible for conducting focus group discussions and PC. The consultants including the Team Leader made random visits at Benepole, Jashore, Savar, Bhomra, Satkhira, Sheola, Sylhet, Ramgarh, Khagrachhari etc. to ensure quality control of data collection and also encouraged the respondents and supervisors.

The filled up questionnaires were checked and verified properly by the supervisors and was uploaded to DTCL server every day of the start of the survey. In addition of data collection, the consultant visited in the project area to observe the land port current facilities and service delivery.

#### **2.4.12. Quality Assurance Measures of Data**

The highest possible care was taken in ensuring a high quality of collected data and information. A system of Total Quality Management (TQM) was instituted which comprised of all systematic arrangements and activities directed towards safeguarding, maintenance and promotion of quality throughout the study period. Quality control was maintained in various steps in this study with quantitative and qualitative research endeavors. Quality was ensured in all the indicators, triangulation, and analysis and reporting. A sound quality control system was developed to adequately monitor the quality of data collection. For this purpose, experts, supervisors and quality enumerators were deployed. They moved constantly around the sample spots; and ensure quality data through: (i) field checking, and (ii) data monitoring. Field checking was undertaken in both 'presence' and 'absence' of the field teams. 'Checking in presence' 'was done through verification of the work of a field team in a sample area during the time of the questionnaire survey and qualitative studies. 'Checking in absence' was done through verification of the work of a field team in a sample area, after the team leaves the site, having completed its assigned work in the area. During their field checking, the expert performed re-interviews, and check the data accuracy. 'Field checking in presence' was conducted for all field enumerators/facilitators, while 'field checking in absence' was done at randomly selected sites.

#### **2.4.13. Data Management, Processing and Analysis**

On completion of field data/information collection phase, the survey Team organized a day long feedback session with field personnel to get some deeper insights on certain issues, and to get some qualitative information which can substantiate quantitative data/information on the basis of field level observation and experiences.

The filled-in questionnaires considered as the source of raw data and for effective and accurate analysis and quality output generation. The following activities were undertaken on the collected data.

During data collection from the respondents, some errors may creep in various forms such as inaccuracy, incompleteness, inconsistencies etc. Each questionnaire, were therefore, edited before analysis. The computer programmer was designed for data analysis suitable for the study. Keeping the objectives of the baseline survey in view, the consultant used the most suitable program (STATA and NVivo) as necessary. Frequency tables and necessary cross tables consistent with the survey objectives were prepared for all the variables.

#### **Analysis Plan**

For making a sensible analysis of collected data following statistical tools were adopted

- Descriptive summary statistics;
- Graphical representation; and
- Confidence Intervals for crucial variables.

Specific analysis but not limited to the following:

- ✓ Number of Beneficiaries, of which women (number and percentage);
- ✓ Freight volume at land ports supported by the Project (tons);
- ✓ Speed of truck clearance at land ports supported by the Project (truck in-truck out hours);
- ✓ Average time taken to meet regulatory requirements associated with import and export activities (hours);
- ✓ Number of land ports developed or improved (including with female-friendly facilities);
- ✓ Number of programs instituted to facilitate female traders and entrepreneurs;
- ✓ Number of agencies connected to the NSW system; and
- ✓ Percentage of grievances related to Project implementation addressed.

Such analysis results are assumed to help planners and implementers that interventions respond to the needs and requirements and demand of trade. Such results are also useful for evaluating impact of interventions as well.

## SECTION 3

### Survey Results and Discussion

#### 3.A Results and Discussion of the **Component 1: Invest in infrastructure, systems and procedures to modernize key selected land ports essential for trade with India, Bhutan and Nepal & Component 3: Implement National Single Window and Customs Modernization Plan**

For the quantitative data collection under components 1 & 3, a total of 105 traders/business people, 35 C&F agents, 80 local community people, 110 passengers and 80 transport service providers have been interviewed. The findings from these respondents are given below:

**3.1. Findings from Transport Service Provider:** A total of 80 transport service providers have been interviewed under components 1 & 3. Among the respondents 33 have been interviewed from Benapole, 22 from Sheola and 25 from Bhomra land port.

##### 3.1.1 General Information

This section gives the analysis of the survey that including demographic and socio-economic characteristic of the respondent households, such as gender, education and occupation and later has discussed the respondents' perspectives on the transport service providers. This section gives the satisfaction level of respondents against the land port facilities.

#### Demographic and Socio-economic Characteristic of the Respondents

##### Gender, Age and Marital Status of the Respondents

The percentage of male and female, age and marital status of respondents in three land port out of four land port namely, Benepole (Jashore), Bhomra (Satkhira), Sheola (Sylhet) survey is given in table 3.1.1. It shows that 100% of the respondents were male. In regards of age distribution, the highest 55% respondents' were in 33-55 years while 38.8% were in 18-34 year and the lowest 6% were in above 60 years. However, 86.25% respondents 13.75% was identified as unmarried. As usual, no female and transgender driver were identified as transport services in the survey from the land-port. None of the respondents were interviewed from the Ramgarh (Khargachhari) as it is yet to start operation as a land port.

**Table 3.1.1: Demographic information of the Transport Services Provider**

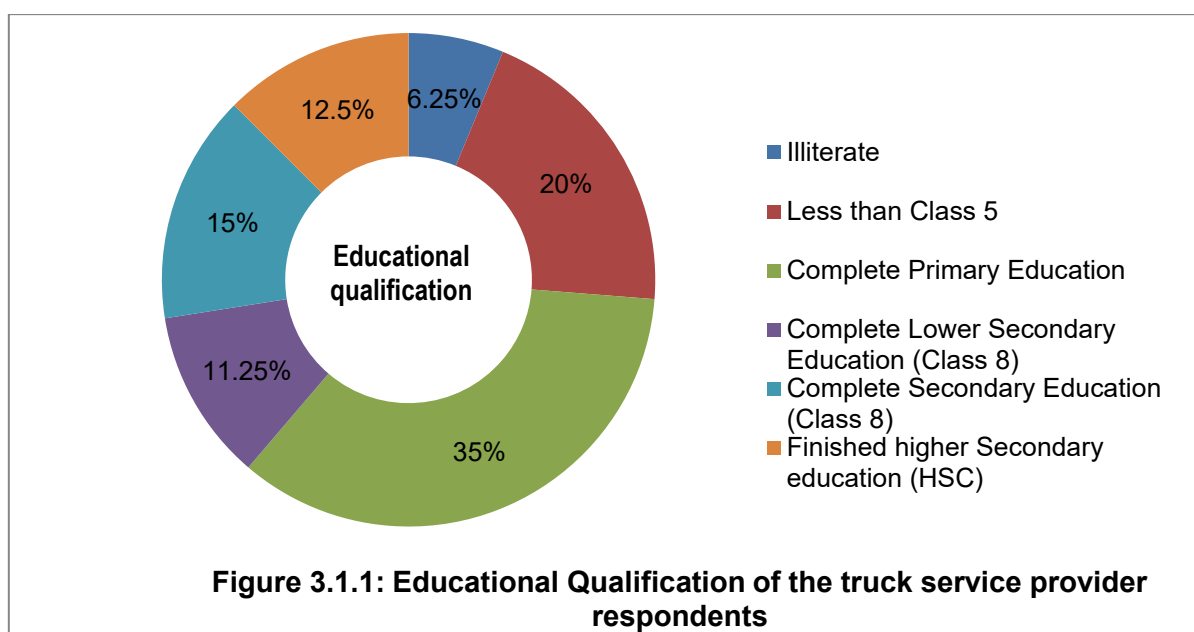
Respondents Distributed by Gender		
Gender	No of Respondent	Percentage (%)
Male	80	100
Female	0	0
Transgender	0	0
<b>Total</b>	<b>80</b>	<b>100.00</b>
Distribution of the Transport Service Provider by Age		
Age	No of Respondent	% respondents
< 18 years	0	0.0
18-34 years	31	38.8
35-60 years	44	55.0
> 60 years	5	6.2
<b>Total</b>	<b>80</b>	<b>100.0</b>



Marital Status of the Transport Service Provider Respondent		
Marital Status	No of Respondent	% Respondents
Married	69	86.25
Unmarried	11	13.75
<b>Total</b>	<b>80</b>	<b>100</b>

### 3.1.2 Educational Qualification

The survey revealed that some 6.25% respondents were identified as illiterate, where 20% of the respondent received schooling (less than class 5) at some stages of their life when 35% were found completed primary education, 11.25% completed lower secondary education (Class 8), 15% completed secondary, 12% finished higher secondary education. None of them were found in completion of graduation and post- graduation degree, which usual for the transportation services sector. It reflects the respondents were quite diverse in terms of education levels. Education levels are shown in the figure 3.1.1.



### 3.1.3. Transport Service related Information

**Type of Transport Service Provider in the Survey:** The type of transport services provider composition of the respondents on total is given in table 3.1.2. Most 72.73%, 84% and 83.75% respondents in Benepole, Sheola and Bhomra respectively involved in the truck related transportation services/business. They mostly transport imported goods with some exception that export goods. The van transportation service people occupied only 27.27%, 16% and 16.25 in Benepole, Sheola and Bhomra respectively. None of the Rickshaw puller and Car service provider were identified involved in export and import of goods. Ramgarh is yet to start operation as land port for import and export of goods and thus data could not be collected.

**Table 3.1.2: Type of transport service provider participated in the survey**

Transport Service	Benepole		Ramgarh		Sheola		Bhomra		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Truck	24	72.73	-	-	22	100.00	21	84.00	67	83.75
Van	9	27.27	-	-	0	0.00	4	16.00	13	16.25
Rickshaw			-	-	0	0.00	0	0.00	0	0.00
Car			-	-	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>33</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>22</b>	<b>100.00</b>	<b>25</b>	<b>100.00</b>	<b>80</b>	<b>100.00</b>

**Type of Occupation of the Transport Service Providers:** The occupations of the transport service providers are given in Table 3.1.3. The table showed that out of the transport service provider, 81.82% respondents were involved in driving of other truck/transport. The second highest respondent occupied only 12.12%, 9.09% and 10% in Beneopole, Sheola and Bhomra respectively who were driving their own truck/transport. The numbers of people involved in working as helper were 6.06%, 13.64% and 11.25% in Beneopole, Sheola and Bhomra respectively. Ramgarh is yet to start operation as land port for import and export thus required data could not be collected.

**Table 3.1.3: Types of Occupation of the Transport Service**

Transport Service	Benapole		Ramgarh		Sheola		Bhomra		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Owner	4	12.12	-	-	2	9.09	2	8.00	8	10.00
Driver	27	81.82	-	-	17	77.27	19	76.00	63	78.75
Helper	2	6.06	-	-	3	13.64	4	16.00	9	11.25
<b>Total</b>	<b>33</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>22</b>	<b>100.00</b>	<b>25</b>	<b>100.00</b>	<b>80</b>	<b>100.00</b>

**Duration to use the land port for business purpose:** The data of the below table 3.1.4 revealed that highest 39.39% respondent of the transport service provider in Benapole were involved for more than 5 years in export services, followed by 33.33% respondents for 3-5 years. The lowest 6.06% respondents were involved in less than one year followed by 1-3 years of service by 21.21%. However, in Sheola the highest 54.55% were involved for 1-3 years and lowest 45.45% were involved in less than one year and none of them were identified in 3-5 years and above five years. On the other hand, at Bhomra, the highest 40% were involved for 3-5 years followed by 1-3 years. The lowest 16% were involved for less than 5 years and 1 year. All transport service provider unanimously opined that they were only involved to transport goods/export only.

**Table 3.1.4: Duration to use the Land Port for Business**

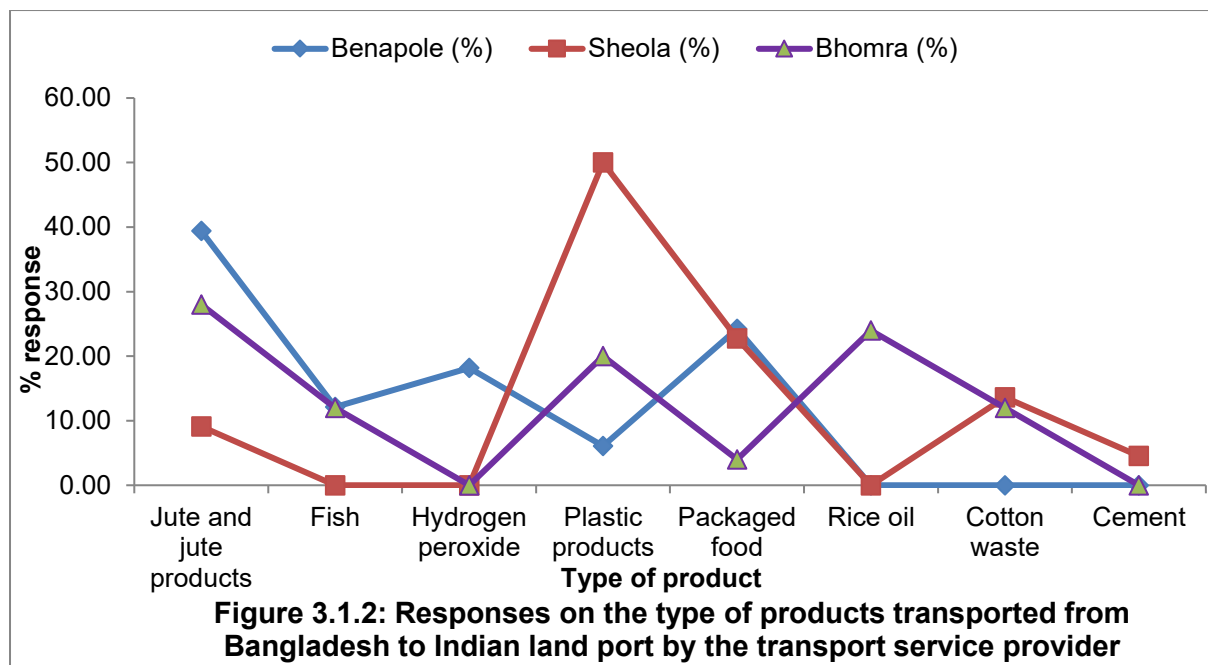
Transport Service	Benapole		Ramgarh		Sheola		Bhomra		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
< 1 year	2	6.06	-	-	10	45.45	4	16.00	16	20.00
1-3 year	7	21.21	-	-	12	54.55	7	28.00	26	32.50
3-5 year	11	33.33	-	-	0	0.00	10	40.00	21	26.25
> 5 year	13	39.39	-	-	0	0.00	4	16.00	17	21.25
<b>Total</b>	<b>33</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>22</b>	<b>100.00</b>	<b>25</b>	<b>100.00</b>	<b>80</b>	<b>100.00</b>

**3.1.4 Frequency of Travel:** The below data of the table 3.1.5 shows that at Benapole, 57.6% transport goods 1-2 times per week, followed by 3-4 times in a week by 21.2% respondents. However, only 9.1% respondents transport goods for 5-6 times in a week. Similar trend is also observed in Sheola and Bhomra where highest 59.09% and 60% in Sheola and Bhomra respectively are involved in transportation of goods to India for 1-2 times in a week, followed by 3-4 times in a week by 27.27% respondents at Sheola and 24% at Bhomra. It is also observed that 9.09% respondent at Sheola and 8% Bhomra carry goods 5-6 times a week. However lowest 4.55% and 8% were involved in Sheola and Bhomra respectively under others/7 & above times in a week.

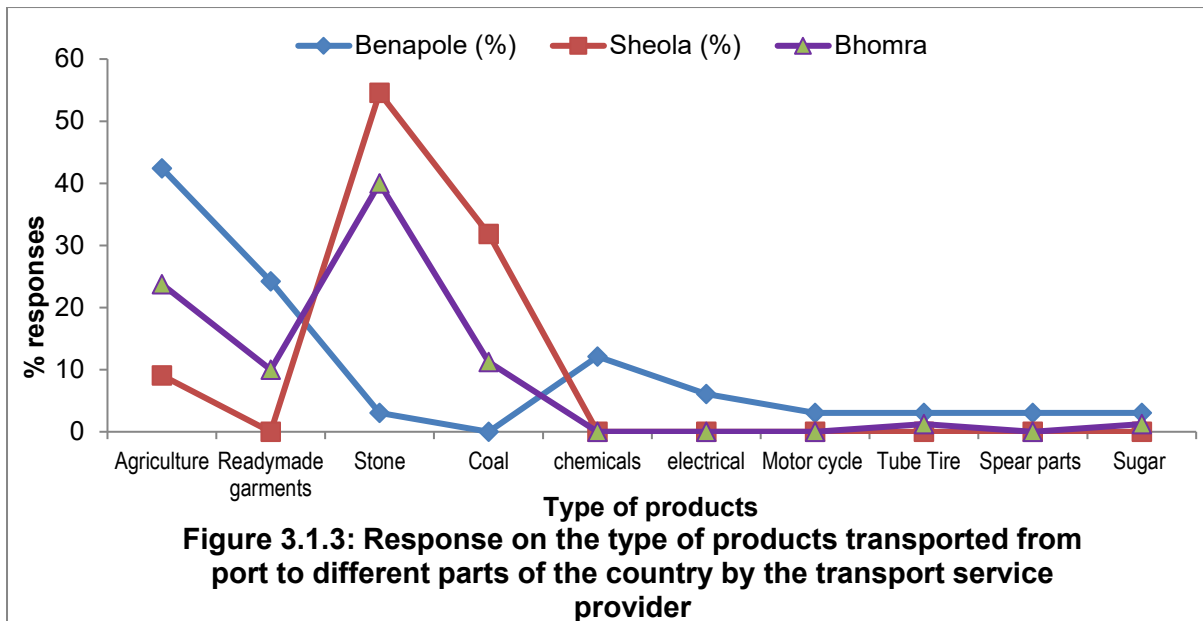
**Table 3.1.5: Frequency of Travel**

Frequency	Benapole		Ramgarh		Sheola		Bhomra		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
1-2 times in a week	19	57.6	-	-	13	59.09	15	60.00	47	58.75
3-4 times in a week	7	21.2	-	-	6	27.27	6	24.00	19	23.75
5-6 times in a week	3	9.1	-	-	2	9.09	2	8.00	7	8.75
Others	4	12.1	-	-	1	4.55	2	8.00	7	8.75
<b>Total</b>	<b>33</b>	<b>100.0</b>	<b>-</b>	<b>-</b>	<b>22</b>	<b>100</b>	<b>25</b>	<b>100.00</b>	<b>80</b>	<b>100</b>

**Types of Products Transported:** The below figure 3.1.2 provided the information about the type of products transported from Bangladesh to India through land Port. The data revealed that some 39.39% respondents were involved in transportation of jute and jute products followed by packaged products by 24.24% respondents, Hydrogen peroxide by 18.18% respondents and fish by 12.12% respectively by using the Benapole land port. But in Sheola land port, maximum transport providers (50.00%) transported plastic products to Indian land port which was followed by packaged food by 27.73% and Cotton waste by 13.64% respondents. On the other hand, at Bhomra land port, maximum transport providers (28.00%) transported jute and jute products, which was followed by rice oil by 24.00% respondents, plastic products by 20.00% and cotton waste by 12.00% respondents. It appears from the graphical representations of the export products that through Sheola LP, maximum number of plastics product are exported to India. It also demonstrates the heterogeneity of export products through different ports.

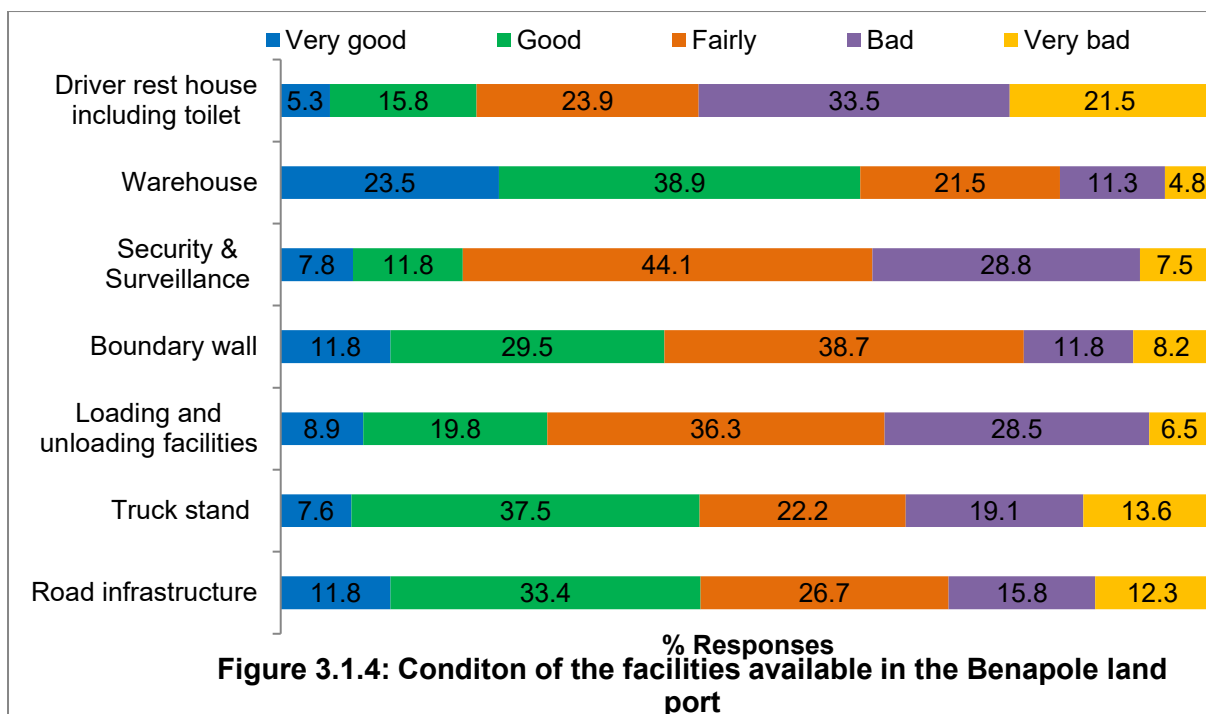


The below figure 3.1.3 provided the information about the type of products transported from different port to different parts of the country. The data revealed that at Benapole LP, some 42.42% respondents were involved in transporting agricultural products, followed by readymade garments by 24.24% respondents, chemicals by 12.12% and electrical items by 6.06%. The lowest 3.03% respondents transport Stone, Motor Cycle, Tube Tire, Spear parts and sugar category and none of them were involved in transporting coal at Benepole land port.

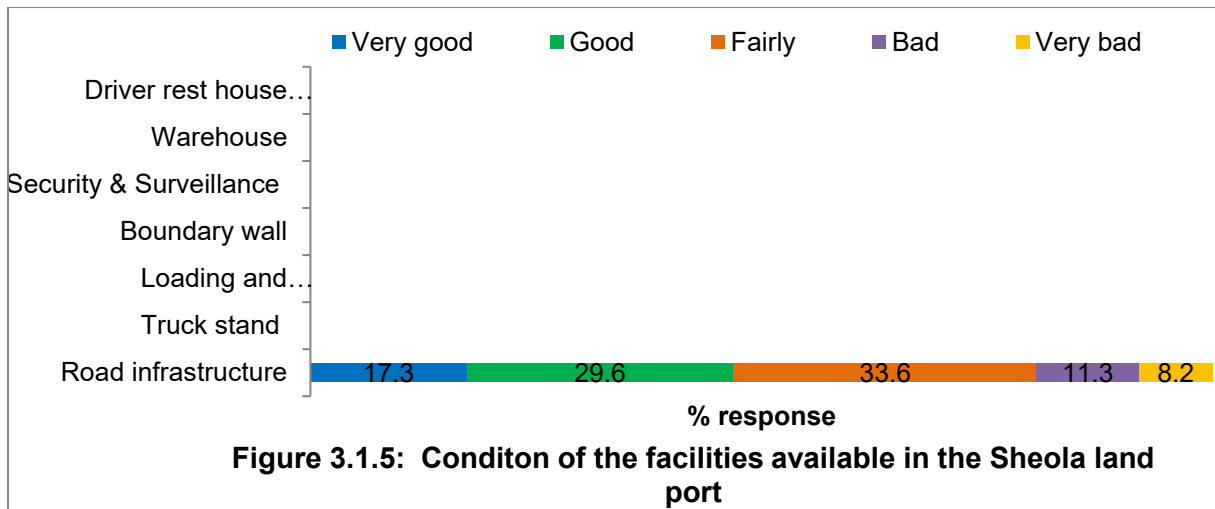


### 3.1.5. Existing Facilities in the Land Port

**Facilities in Benapole Land Port:** The conditions of the available facilities of the land port are given in figure 3.1.4. 33.4% respondents opined that Road Infrastructure of Benepole was in good category followed by Fairly Good by 26.7% and Bad by 15.8%. However, lowest 11.8% respondents indicated that road infrastructure were very good followed by very Bad by 12.3%. The mix kind of information is received from the respondents in regards of road infrastructure. Almost similar kind of responses were noted in regards of truck stand facilities which are: Good (37.5%), fairly (22.2%), Bad (19.1%), and Very Bad (13.6%) and Very Good (7.6%). Mixed responses were received from the respondents regarding Widening and rehabilitation work of the port connecting road. However, Loading and unloading facilities of Benepole land port showed that highest 36.3% respondents stated as fairly good, followed by Bad by 28.5% and Good by 19.8 and lowest 6.5% opined very bad and 8.9% remarked to be very bad. Though recently BLPA had recruited operators who provided some equipment (Fork Lift) for loading and unloading but operators were found not that skilled enough as such it was taking much time to load and unload the goods and importers had to bear additional cost for this. Moreover, importers had to engage laborers from outside for loading and unloading. Almost similar trend of results found in regards of boundary wall where highest 37.7% respondents were stated fairly well followed by Good (29.5%) and Very Good (11.8%) and Bad (11.8%) and lowest 8.2% under very bad category. Regarding Security & Surveillance facilities of the Benapole land port, highest 44.1% also found in Fairly Good followed by Bad by 28.8% respondents. The lowest 7.5% respondents stated very bad, very good by 7.8% and good by 11.8%. It was observed that due to lack of proper security and surveillance system, importers are sometimes losing their imported product/goods from the land port and unable to trace it. In regards of Warehouse, the highest 38.9% respondents stated the warehouse under good condition, very well by 23.5% and Fairly Good by 21.5%. However some 4.8% and 11.3% respondents opined that the warehouse facilities were very bad and bad conditions respectively. Alternatively highest 33.5% respondents stated that the driver's rest house and toilet facilities were Bad followed by Fairly Good by 23.9% and very bad by 21.5% and only 5.3% stated that facilities were very good followed by Good by 15.8% respondents.



**Facilities in Sheola Land Port:** Sheola Customs Station situated at Biyanibazar upazila in Sylhet district was declared a land port in 2015. The opposite part is Sutarkandi land port which is in Karimganj district of the Indian state of Assam. Necessary infrastructures of the port is under development through BRCP-1 for improving efficiency of export-import activities. The conditions of the available facilities of the land port are given in figure 3.5. According to 33.6% respondents, the Road Infrastructure of Sheola Port was Fairly Good, followed by Good by 29.6% and Very Good by 17.3%. However, lowest 8.2% respondents indicated that road infrastructure were very bad and Bad by 11.3%. The mix kind of opinion had been received from the respondents in regards of road infrastructure. During survey, it was observed that RHD authority had taken measures for widening the sheola land port connecting road with up-gradation/rehabilitation of existing road for better movement of traffic. It was observed that at Sheola land port, construction work started recently and earth filling work has already been done and supervision consultant and contractor are mobilized at the site. Currently there are no facilities of truck stand, loading and unloading facilities, boundary wall, security and surveillance system, warehouse, driver’s rest house including toilet at Sheola land port. So far 50% resettlement work is completed and rest will be completed within next two months. Driver used to wait at road for transportation of goods to India due to non-availability of shed. Due to lack of security, sometimes driver/exporter lose their goods from truck. This port is operating from 10 am to 5 pm so truck driver need to wait until then for processing of paper. Custom office is operating in rental tin-shed room and immigration office has two rooms. It is operating in limitation scale to deal maximum of 30-40 trucks per day and 25-40 passenger per day.

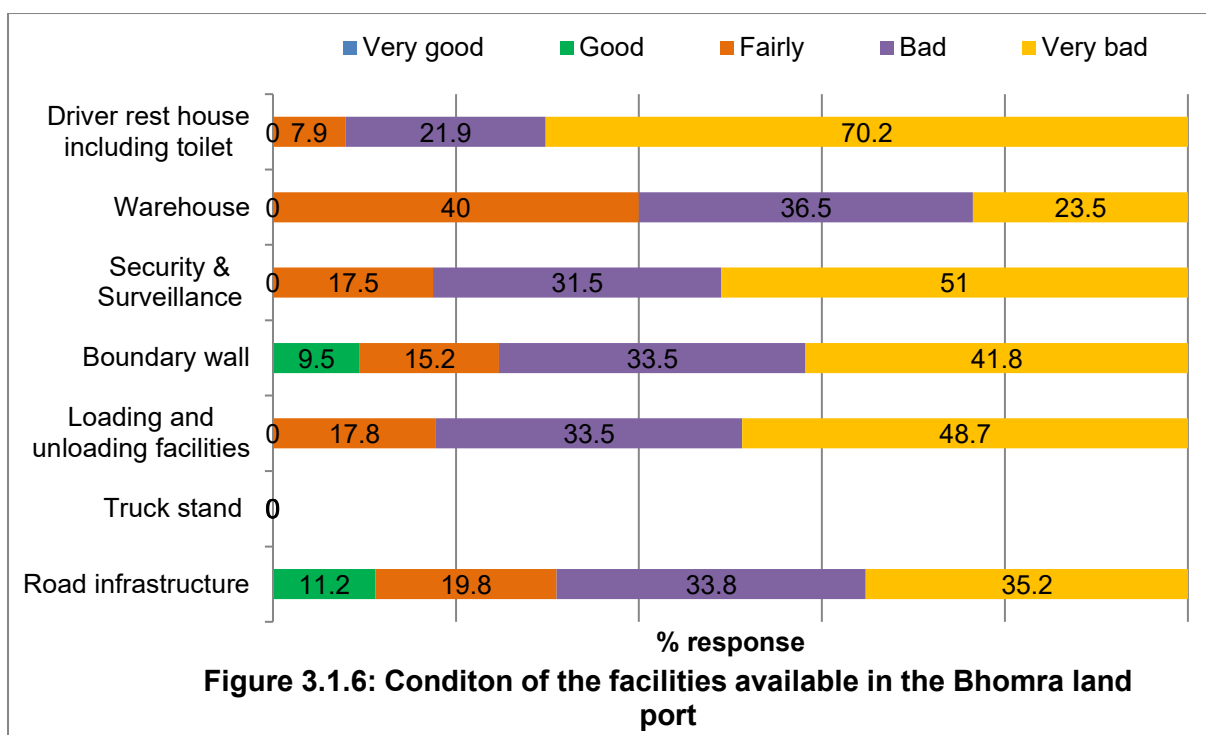


**Facilities in Bhomra Land Port:** The operation of Bhomra land port was started in 2013, and open yard, warehouse and other infrastructures have been constructed for it. But, expansion of yard for non-perishable goods appears inevitable for high pressure of cargos. Some 35.2% respondents stated that Road Infrastructure of Bhomra was Very Bad, followed by Bad by 33.8% respondents. However, lowest 11.2% respondents indicated that road infrastructure were good and fairly good by 19.8%. No response was received under Very Good road infrastructure category. The mix kind of opinion was received from the respondents in regards of road infrastructure. During survey, it was observed that port connecting road was in very bad shape with mismanagement, thus trucks had to wait for hours for loading and unloading. There is no truck stand in this land port. This land port is running with over capacity to manage around 400 trucks (350 import and 50 import trucks) per day. Additional 10 acre land has been acquired for expansion of the port in addition of existing 15.72 acre land. However, regarding Loading and unloading facilities of Bhomra land port, highest 48.7% respondents reported to be very bad, Bad by 33.5% and fairly good by 17.8% respondents. No response was received under Very Good and good loading and unloading facilities category. Port does not have adequate equipment for loading and unloading. Almost similar trend of results found in regards of boundary wall where highest 41.8% respondents stated to be very bad, bad by 33.5% and fairly Good by 15.2% respondents. However lowest 9.5% respondents reported to be good. No response was received under Very Good category.

Regarding Security & Surveillance facilities of the Bhomra land port, the highest 51.0% respondents stated very bad, that followed by bad (31.5%) and fairly good (17.5%). No response was received under Very Good and good security and surveillance facilities category. Due to lack of proper security and surveillance system, products are constantly being stolen from the land port thus business people are losing their imported product/goods and unable to trace it. There are around 2 warehouses at the land port mostly for readymade garments though most of them are not used as most of the export and import items are agriculture goods and stone chips. In regards of Warehouse, the highest 40.0% respondents stated that to be fairly good and bad by 36.5%. However some 23.5% respondents stated that to be very bad. There is no dedicated space for driver's rest house including toilet facilities at the land port except poor kind of toilet and wash room facilities. As such some 70.2% respondents stated that driver rest house and toilet facilities are very bad and bad by 21.9% respondents. As such none of them reported that driver rest house and toilet facilities are very good and good category.

**Ramgarh:** The Ramgarh Land Port is being constructed under the BRCP 1 on the left bank of the Feni River in the ward no 9 of Ramgarh municipality in Khagrachhari district of the Chattogram Hill Tracts. The port will be a vibrant place to boost trade with Tripura as the hilly north Indian state has over 400km border with Bangladesh. In addition, the development of the port will pave the way for using Chattogram port.





### 3.1.6. Time required for truck in and truck out clearance

**Time required for truck in and out:** Some 57.5% of respondents of the Benepole land port opined that less than 24 hours was required for truck-in and truck out for clearance for agricultural products (except seeds), fish and livestock items subject to the availability of unloading truck. However, 12.5% of respondents stated that more than 48 hours are required in case of unavoidable situation followed by 72 hours (11.25%). Alternatively, 6.25% stated that more than maximum 96 hours are required in case of hartal or country wise shutdown or fog etc. reasons due to lack of unloading truck. Some 10% of respondents indicated that they needed only 1-2 hours (no so much time) for truck-in and truck-out while 2.5% of respondents needed longer time (10-15 days) due to syndicate of Bangaon, India.

**Table 3.1.6: Time Required for Truck in and Truck out Clearance**

Country	Duration	No. of respondent	% respondents
Bangladesh	> 24 hours	46	57.5
	> 48 hours	10	12.5
	> 72 hours	9	11.25
	> 96 hours	5	6.25
	No so much time	8	10
	Waiting for a long time	2	2.5
Total		80	100
India/Nepal/Bhutan	> 24 hours	43	53.75
	> 48 hours	9	11.25
	> 72 hours	8	10
	> 96 hours	10	12.5
	No so much time	6	7.5
	Waiting for a long time	4	5
<b>Total</b>		<b>80</b>	<b>100</b>

### Satisfaction on the Time Required for Clearance:

**Benapole:** regarding the time required for regulatory requirement/clearance at Benapole Port, only 6.06% of respondents stated that regulatory process was very fast in clearing goods from the land port followed by very slow by 15.15% respondents. However, some 51.52% of respondents opined that regulatory/clearance process was slow that followed by moderately fast (27.27%). Processing time for clearance of Agricultural products, except seed and plant, fish and animal could be within a day while general food item testing clearance is needed 5-7 days from BSTI of Khulna. For some items, it was needed 15 days for which testing facilities are not available at BSTI, Khulna. While for chemical and industrial items, it takes 21-30 days to get the testing results from BCSIR. Considering the type of goods, processing time vary from 1-30 days. BSTI has been assessing the economic and financial viability to set up BSTI laboratories facilities close to the Bhomra and Benepole and other land port areas to reduce the processing time of testing. However business people requested to use Jashore Science and Technology University laboratory facilities to render faster service until BSTI set up laboratory facilities nearby land port.

**Sheola:** Some 54.55% of respondents reported that they could process their required papers to clear goods from the land port very fast, moderately fast by 27.27%. However, 4.55% opined that regulatory requirement to process product was very slow followed by slow by 13.64%. This land port is operating only 35-40 trucks per day only for stone, agricultural items, plastic item etc. and there is no need of BSTI and BCSIR testing as such they can process very fast.

**Bhomra:** The highest 56% of respondents stated that regulatory requirement/clearance time in Bhomra land port is moderately fast followed by slow (20%). However lowest 8% of respondents opined that land port clearance was very fast followed by very slow (16%). Bhomra land port deal mainly stone and agricultural products (except seed and plant), fish and livestock which can be processed fast without BSTI and BCSIR testing. As such as this land port can process paper faster than the Benepole port.

**Table 3.1.7. Opinion on the time required for clearance**

Opinion	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Very fast	2	6.06	-	-	12	54.55	1	8.00
Moderately fast	9	27.27	-	-	6	27.27	5	56.00
Slow	17	51.52	-	-	3	13.64	14	20.00
Very slow	5	15.15	-	-	1	4.55	5	16.00
<b>Total</b>	<b>33</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>22</b>	<b>100.00</b>	<b>25</b>	<b>100</b>

### 3.1.7. Experience with the BGB

BGB services were measured under five scales: Very satisfied, Satisfied, Moderately satisfied, not satisfied and Very Dissatisfied. The results are presented in table and in figure. It appeared from the Table that 36.36% respondents at Benepole land port were moderately satisfied with BGB services, 24.24% were not satisfied. However, 21.21% opined that they were satisfied with the BGB services and very satisfied by 12.12%. Only 6.06% of respondents were dissatisfied with the BGB services. Similar results also recorded in Sheola and Bhomra where Very satisfied (13.64 & 12.00%), Satisfied (22.73% & 16.00%) respondents, moderately satisfied (50.00% & 60.00%), Not satisfied (9.09%& 8.00%), very dissatisfied (4.54% & 4.00%), respectively.

**Table 3.1.8.Overall experience with the BGB**

Satisfaction Level	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Very Satisfied	4	12.12	-	-	3	13.64	3	12.00
Satisfied	7	21.21	-	-	5	22.73	4	16.00
Moderately Satisfied	12	36.36	-	-	11	50	15	60.00
Not Satisfied	8	24.24	-	-	2	9.09	2	8.00
Very Dissatisfied-	2	6.06	-	-	1	4.54	1	4.00
<b>Total</b>	<b>33</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>22</b>	<b>100</b>	<b>25</b>	<b>100</b>

**Response on the difficulty/harassment with BGB:** The table above revealed the findings of responses on the difficulty/harassment faced by the respondents with BGB. Most (57.58%) of respondents of Benepole land port stated that they faced difficulty/harassment with BGB during transportation of imported/exported goods while 42.42% informed that they didn't not face any difficulty/harassment. However, 63.64% of respondents of Sheola reported that they didn't face any difficulty/harassment while 36.36% faced harassment/difficulties with BGB. Similar results also found in Bhomra where 56% didn't faced any difficulties/harassment with BGB while 44% faced difficulties/harassment with BGB.

**Table 3.1.9. Response on the difficulty/harassment with BGB**

Duration	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Yes	14.00	42.42	-	-	8.00	36.36	11.00	44.00
No	19.00	57.58	-	-	14.00	63.64	14.00	56.00
<b>Total</b>	<b>33</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>22</b>	<b>100</b>	<b>25</b>	<b>100</b>

### Results of Passenger

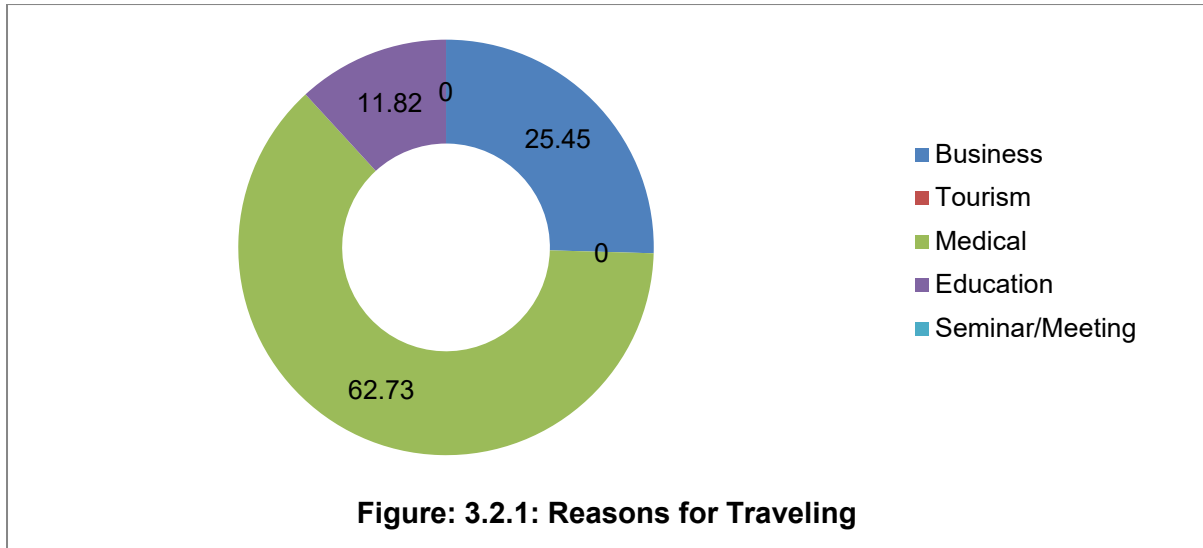
**3.2. Findings from passenger:** A total of 110 passenger have been interviewed under components 1 & 3. Among the respondents 68 have been interviewed from Benapole, 13 from Sheola and 29 from Bhomra land port. The findings from passenger are given below:

**3.2.1 Gender:** The composition of gender of the passenger is furnished in table. Some 69.09% of respondents were identified as male while 30.91% respondents were female but none of them were identified as transgender.

**Table 3.2.1: Gender of the Respondents**

Gender	No. of Respondent	% Respondents
Male	76	69.09
Female	34	30.91
Trans-gender	0	0
<b>Total</b>	<b>110</b>	<b>100</b>

**3.2.2. Reasons of travel:** The purpose of travel is presented in the graph below where 62.73% informed that they travelled for medical treatment purposes, 25.45% for business. However, 11.82% respondents travelled for educational purposes. None of the passengers were found travelling for tourism purpose due to the restriction of India on covid19 pandemic.



**3.2.3. Frequency of Travel:** The below table revealed the findings whether passenger travelling first time or not. Some 69.09% of respondents travelled more than once to India while 30.91% travelled only once in India. Regarding frequency of travel, the findings revealed that 47.37% passengers travelled to India three or more times in a year followed by twice in a year (28.95%). However 9.21% of respondent travelled to India occasionally followed by once in a year (14.47%). In regards of major land port used by the passenger, 61.82% passenger used Benepole land port to travel India while 26.36% and 11.82% of respondent used Bhomra and Sheola land port respectively. In response of reasons for using the specific land port, 83.82% of respondents stated that they had used Benepole land port due to easy movement and other facilities for passengers while 16.18% of respondents used due to fast service at Benepole. Similar results also found in Bhomra where 51.72% of respondents used this land port for easy movement and 48.28% of respondents used for faster services. Alternatively, 61.54% of respondents used Sheola for faster services while 38.46% of respondents used for easy movement.

**Table 3.2.2: Type of Traveler**

Is this your first trip?			
Sl. No.	Response	No. of Respondent	% Respondents
01.	Yes	34	30.91
02.	No	76	69.09
<b>Total</b>		<b>110</b>	<b>100</b>
Frequency of Travelling			
01.	Occasionally	7	9.21
02.	Once in a year	11	14.47
03.	Twice in a year	22	28.95
04.	Three or more than three times a year	36	47.37
<b>Total</b>		<b>76</b>	<b>100.00</b>
Major land port used by the respondents			
Sl. No.	Name of the Land Port	No. of respondent	% respondents
01.	Benepole	68	61.82
02.	Ramgarh	-	-
03.	Sheola	13	11.82
04.	Bhomra	29	26.36
<b>Total</b>		<b>110</b>	<b>100</b>

Reasons for using the Land Port									
Sl. No.	Reasons	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Easy Movement	57	83.82	-	-	5	38.46	15	51.72
02.	Fast Service	11	16.18	-	-	8	61.54	14	48.28
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

### 3.2.4. Immigration Services

The findings on the time required for immigration clearance is presented in table below. Most (54.41%) of respondents informed that they had an experience of slow immigration followed by reasonable (30.88%). However, only 2.94% of respondent expressed that they had an experience of very first clearance in immigration followed by very slow (11.76%). Benapole land port normally provide services to around 5000-6000 passengers (300-400 in covid19) immigration services, which might be reasons for taking more time compared to other land ports. Most (69.23%) of the respondents of Sheola informed that they had an experience of very fast clearance in immigration followed by Reasonable (30.77%). None of them reported about slow and very slow immigration process. Similar trend observed at Bhomra Port where 58.62% of respondents opined that they had an experience of Reasonable immigration services followed by very fast clearance (20.69%). However, 3.45% of respondents stated that they had an experience of very slow followed by slow (17.24%). The mix kind of response were noted which might be the reasons of number of passenger at respective land port includes infrastructure and logistics facilities, manpower, and attitude of the immigration staff etc.

**Table 3.2.3. Response on the time for Immigration Clearance**

Sl. No.	Reasons	Benapole		Ramgarh		Sheola		Bhomra	
		No	%	No.	%	No.	%	No.	%
01.	Vary first clearance	2	2.94	-	-	9	69.23	6	20.69
02.	Reasonable	21	30.88	-	-	4	30.77	17	58.62
03.	Slow	37	54.41	-	-	0	0.00	5	17.24
04.	Very slow	8	11.76	-	-	0	0.00	1	3.45
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

**Overall Satisfaction with the Immigration Services:** The below table shows the finding of satisfaction level of immigration services, which attributed in five levels. 51.47% of respondents at Benapole expressed that they were moderately satisfied with immigration service followed by not satisfied (25%) and satisfied (16.18%). However, only 2.94% respondents were not very dissatisfied followed by very satisfied (4.41%). At Sheola land port, 38.46% respondents were satisfied with the immigration service followed by very satisfied by 23.08% and satisfied by 23.08%. However, only 7.69% of respondents were not satisfied and very dissatisfied. Similarly result also found in Bhomra where some 44.83% of respondents were satisfied followed by moderately satisfied by 37.93% and very satisfied by 8.45%. However, only 3.45% respondents were very dissatisfied followed by not satisfied by 5.34%.

**Table 3.2.4. Response on Overall satisfaction with the immigration services**

Sl. No.	Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Very satisfied	3	4.41	-	-	1	23.08	1	8.45
02.	Satisfied	11	16.18	-	-	3	38.46	3	44.83
03.	Moderately satisfied	35	51.47	-	-	5	23.08	11	37.93
04.	Not satisfied	17	25.00	-	-	3	7.69	13	5.34
05.	Very dissatisfied	2	2.94	-	-	1	7.69	1	3.45
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

**Experience with BD Immigration Compared to India:** The findings on the experience with Bangladesh immigration compared to India are presented in table below. Some 30.88% of respondents stated that they had a somewhat better type of experience compared to the immigration service of India followed by somewhat similar (30.88%). However, 5.88% of respondents stated that they had a much worse experience compare to India followed by much better (10.29%) and somewhat worse (13.24%). The mix kind of results had been found as it varies person to person at land ports. In regards of Sheola land port, the immigration services were somewhat similar to India that expressed by 53.85% respondents which followed by somewhat worse (23.08%) and much worse (15.38%). However, 7.69% of respondents informed that Bangladesh immigration services were somewhat better than Indian immigration. None of them reported as much better immigration as Sheola does not have modern infrastructure but there is a plan to construct a modern immigration building in their 1.02 acres of land. Almost similar result was found in case of Bhomra, where 51.72% of respondents expressed that both countries immigration services were somewhat similar followed by somewhat worse (24.14%) and much worse (13.79%). Some 10.34% respondents expressed that Bangladesh immigration services were somewhat better than 10.34% though one of them reported much better immigration services. Bhomra has modern and new infrastructure of immigration office with 8 immigration desks, which are yet to officially inaugurate. Once officially inaugurated, its services may be improved further.

**Table 3.2.5: Experience with BD Immigration compared to India**

Sl. No.	Experiences	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Much better	7	10.29	-	-	0	0.00	0	0.00
02.	Somewhat better	27	39.71	-	-	1	7.69	3	10.34
03.	Somewhat similar	21	30.88	-	-	7	53.85	15	51.72
04.	Somewhat worse	9	13.24	-	-	3	23.08	7	24.14
05.	Much worse	4	5.88	-	-	2	15.38	4	13.79
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29.00</b>	<b>100.00</b>

**Duration of total immigration process:** The findings of the duration of the total immigration process are shown in table below. Some 33.82% respondents of Benapole reported more than 30 minutes are required to complete immigration process at Bangladesh side followed by 15-29 minutes (27.94%) and more than one hour (20.59%) during rush hour or any problem in internet services. Some 10.29% respondents expressed to complete immigration process within 1-14 minutes while according to 7.35% respondents they have to wait for unacceptable time for immigration process, if there is a problem in internet service and/or rush hour. None of the respondents reported to complete immigration process with no waiting in Benapole land port.

Regarding Sheola land port immigration services, significant number (53.85%) of respondent reported that immigration process takes 1-14 minutes to complete the process followed by no waiting required by 30.77%. It is because a minimum number of passengers (maximum 35 persons/day) travel through this land port to India. However, 15.38% of respondents expressed that the time taken for completion of immigration process 15-29 minutes. None of them reported to complete immigration services in the categories of more than 30 minutes, more than one hour and unacceptable wait.

In regards of Bhomra, some 55.17% of respondents reported to complete immigration process within 15-29 minutes followed by 1-14 minutes (24.14%) and more than 30 minutes (13.79%). However 6.90% of respondents reported to complete immigration process without any wait though none of the respondents expressed to complete more than hour and unacceptable wait category in this land port. Despite Benapole has more infrastructure facilities but they have huge pressure of passenger thus they need more time while Sheola does not have adequate facilities (only one desk) but they have less number of passenger thus they are faster than other land port.



**Table 3.2.6: Duration of the total immigration process**

Sl. No.	Duration	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	No waiting	0	0.00	-	-	4	30.77	2	6.90
02.	1-14 minutes	7	10.29	-	-	7	53.85	7	24.14
03.	15-29 minutes	19	27.94	-	-	2	15.38	16	55.17
04.	More than 30 minutes	23	33.82	-	-	0	0.00	4	13.79
05.	More than one hour	14	20.59	-	-	0	0.00	0	0.00
06.	Unacceptable wait	5	7.35	-	-	0	0.00	0	0.00
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

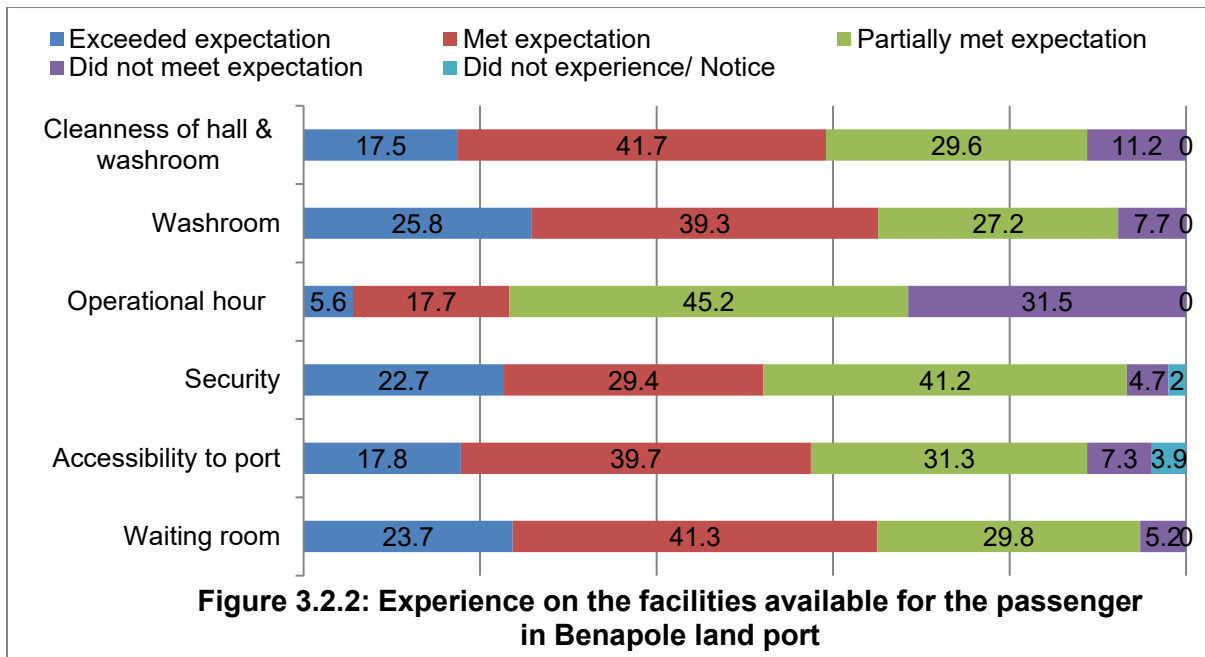
**Difficulty/harassment in Immigration:** The below table revealed the findings of the difficulty/harassment in immigration. Significant proportion (75%) of respondents reported to have faced difficulty/harassment in immigration services at Benepole while only 25% reported not faced any difficulty or harassment. Similar result also found in Sheola land port where 84.62% respondents reported to have faced difficulty/harassment in immigration services while 15.38% reported not faced any difficulty/harassment. As regards of Bhomra port, almost same results were observed where 82.76% respondents reported to have faced difficulty/harassment in immigration services while 17.24% reported not faced any difficulty/harassment.

**Table 3.2.7: Response on the difficulty/harassment in immigration**

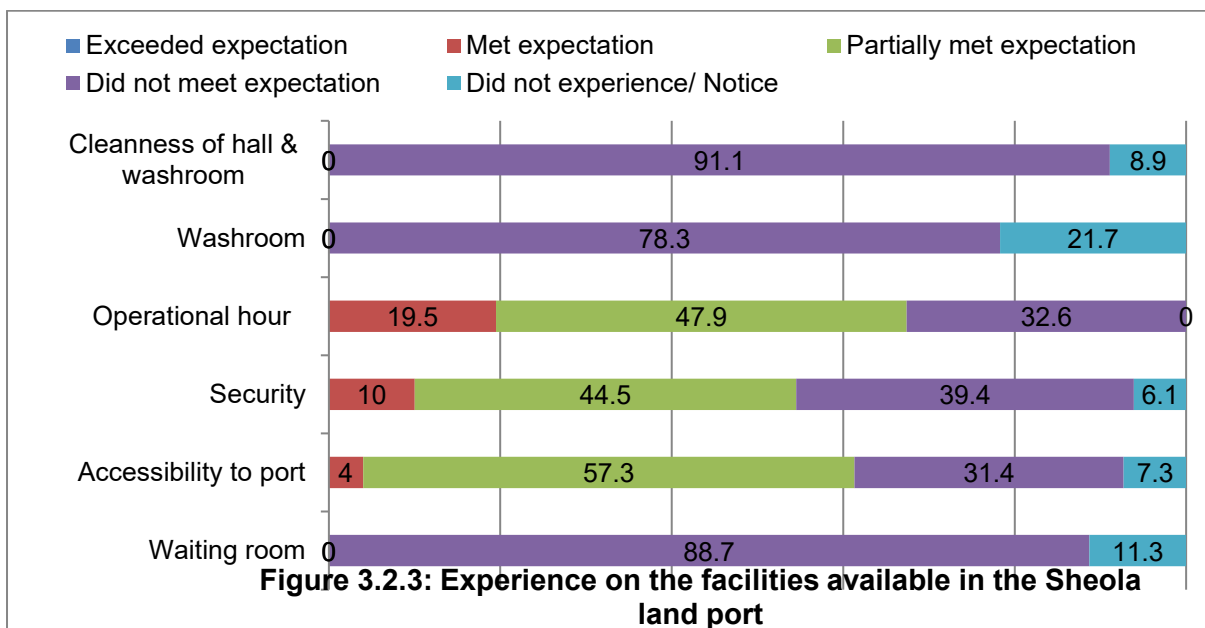
Sl. No.	Duration	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	17	25.00	-	-	2	15.38	5	17.24
02.	No	51	75.00	-	-	11	84.62	24	82.76
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

### 3.2.5. Facilities of the land port

**Benapole:** The findings of the experience of the respondents at the Benepole, Sheola and Bhomra land port is presented in table below. Some 41.3% of respondents of Benepole land port expressed that expectation met about waiting room facilities followed by partially met expectation (29.8%) and exceeded expectation (23.7%). However, 5.2% of respondents expressed their opinion not meeting the expectation while none of them reported that they did not experience/notice. Similar trend of results were also observed in regards of accessibility to port, washroom and cleanness of hall and wash room, where 39.7%, 39.3% and 41.7% of respondents respectively expressed to have met their expectations followed by partially met expectation (31.3%, 27.2% and 29.6%) and exceeded expectation (17.8%, 25.8% and 17.5% respectively). However, 2%, 0%, 0% respondents of accessibility to port, washroom and cleanness of hall and wash room respectively expressed that they didn't experience/notice followed by didn't meet expectation (4.7%, 7.7% and 11.2%). Some 45.2% respondents reported partially met their expectation regarding operational hour of land port immigration services (9am to 6pm) followed by did not meet expectation (31.5%). Sometimes passenger failed to meet the timeline of immigration services especially while they return from Kolkata/India due to some unavoidable situation. As such they prefer to increase operation hour or any emergency desk at least another 2 hours. However 5.6 % respondents reported that their expectation exceeded followed by met expectation (17.7%) but none of them reported that they didn't experience/notice. Almost similar results found about security facilities at land port where 41.2% expressed to partially meet their expectation followed by met expectation (29.4%) and exceeded expectation (22.7%) but 2% didn't experience/notice followed by didn't meet expectation (4.7%).

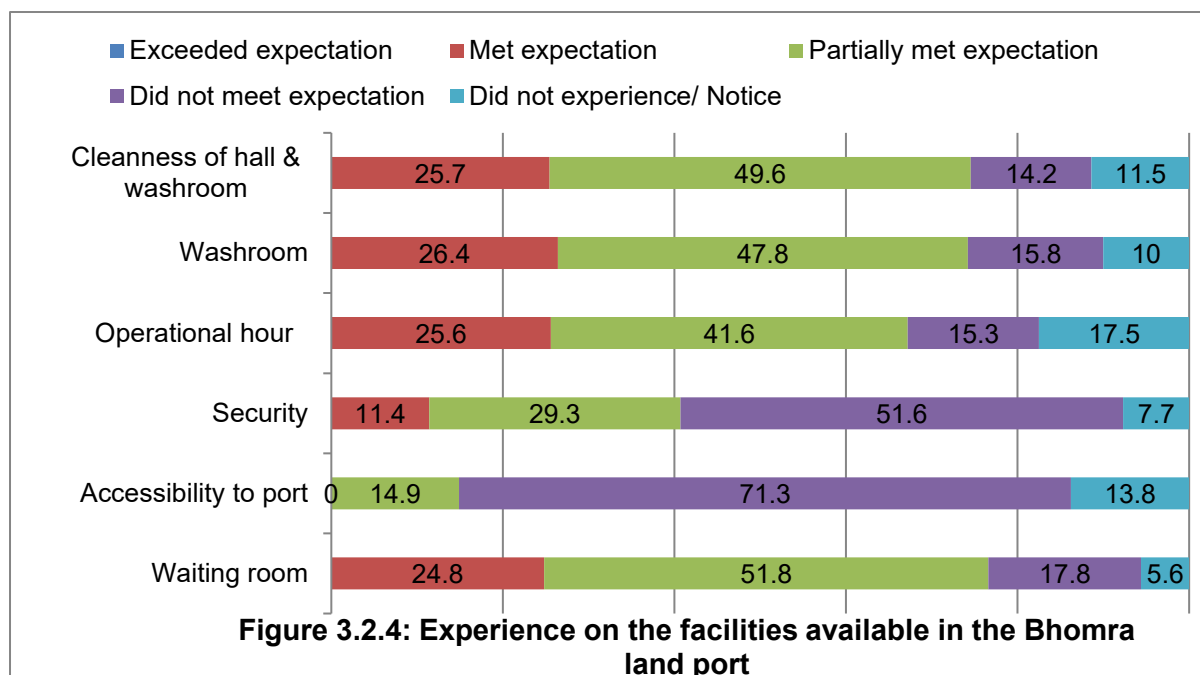


**Sheola:** Regarding Sheola land port that does not have any waiting room or any other facilities for passenger except one small immigration and custom room. As such almost all (88.7%) respondents expressed waiting room facilities did not meet their expectation followed by didn't experience/notice (11.3%). Similar results were also observed in regards of washroom and cleanness of hall and washroom, where 78.3%, and 91.1% of respondents respectively expressed that the facilities didn't meet the expectation while 21.7% and 8.9% didn't experience or notice about this facilities. Some 57.3%, 44.5% and 47.9% respondents reported about meeting their expectation partially about accessibility to port, security and operational hour of land port respectively followed by didn't meet expectation (31.4%, 39.4% and 32.6%). However, 7.3%, 6.1% and 0% expressed that they didn't experience or notice the facilities/services. Sheola is a green and new land port where terminal, land port authority office, custom, and immigration office building as well as road facilities etc. are under construction to create this facility.



**Bhomra:** Some 51.8%, 41.6%, 47.8% and 49.6% respondents expressed about the waiting room, operational hour, washroom and cleanness of hall and washroom facilities at the land port of Bhomra respectively that they had partially meet their expectation followed by met expectation (24.8%, 25.6%, 26.4%, and 25.7%). However, 5.6%, 13.8%, 17.5%, 10% and

11.5% respondents reported that they didn't experience/notice of these facilities followed by didn't meet expectation by 17.8%, 15.3%, 15.8% and 14% respondents respectively. Regarding accessibility to port and security, 71.3% and 51.6% respondents respectively reported that their expectations are not met. 14.9% and 29.3% respondents expressed that their expectations are partially met. Some 13.8% and 7.7% respondents didn't experience/notice the accessibility and security facilities respectively.



### 3.2.6. Experience with the immigration officials

**Regarding Benapole:** The table below showed the findings of passengers' experience with the immigration officials at three land ports. The attributes are strongly agree, somewhat agree, partially agree, disagree and didn't experience/notice. Some 47.5% respondents somewhat agreed that immigration officials were dutiful followed by strongly agree (24.5%). However, 18.3% respondents partially disagreed that immigration officials were dutiful but none of the respondents reported not to experience/notice. Similar results were also found regarding well-mannered and acceptable duty of immigration officials where 43.8% and 47.2% respectively somewhat agree followed by strongly agree (21.4% and 25.9%), disagree (7.2% and 5.4% and didn't experience/notice (5.8% and 4.2%).

**Regarding Sheola,** Some 51.4% respondents somewhat agreed that immigration officials were dutiful followed by strongly agree (29.6%). However, 29.6% respondents strongly agreed that immigration officials were dutiful followed by partially disagree (15.4%) and disagree (3.6%) but none of the respondents reported not to experience/notice. Similar results also found regarding well-mannered and acceptable duty of immigration officials where 41.5% and 47.3% respectively somewhat agree followed by partially agree (26.8% and 21.9%), strongly agree (18.9% and 21.4%, disagree (9.1% and 5.7%) and didn't experience/notice (3.7% and 3.7%).

**Regarding Bhomra,** Some 47.3% respondents somewhat agreed that immigration officials were dutiful followed by partially agree (29.3%). However, 21.8% respondents strongly agreed that immigration officials were dutiful followed by disagree (1.7%) but none of the respondents reported not to experience/notice. Similar results also found regarding well-mannered and acceptable duty of immigration officials where 39.8% and 41.9% respectively somewhat agree followed by partially agree (31.9% and 28.1%), strongly agree (18.9% and 24.6%, disagree (9.4% and 1.7% and didn't experience/notice (0% and 3.7%).

**Table 3.2.8: Experience with the immigration officials**

Land Port	Type of duty	Types of responses (%)				
		Strongly agree	Somewhat agree	Partially disagree	Disagree	Did not experience/ Notice
Benapole	Dutiful	24.5	47.5	18.3	9.7	0
	Well-mannered	21.4	43.8	21.8	7.2	5.8
	Acceptable	25.9	47.2	17.3	5.4	4.2
Sheola	Dutiful	29.6	51.4	15.4	3.6	0
	Well-mannered	18.9	41.5	26.8	9.1	3.7
	Acceptable	21.4	47.3	21.9	5.7	3.7
Bhomra	Dutiful	21.8	47.2	29.3	1.7	0
	Well-mannered	18.9	39.8	31.9	9.4	0
	Acceptable	24.6	41.9	28.1	1.7	3.7

**3.2.7. Experience in the Immigration**

**Benapole:** The findings of the experiences of the respondents with the immigration officials at three land ports are presented below table. The attributes are high, moderate, low, missing and didn't notice. Some 43.5% respondents reported about clear understanding of Do's and Don'ts during immigration process with officials followed by high (31.7%), Low (16.9%) while 4.3% respondents missed to understand while 3.6% didn't notice/experience it. Similar results also found in regards of efficiency & ease of immigration process where 44.9% respondents reported moderate immigration process followed by high (23.5%), Low (18.7%) while 8.6% respondents missed while 4.3% didn't notice/experience it

**Sheola:** Significant number (79.8%) respondents indicated low level understanding of Do's and Don'ts followed by missing (20.2%). In regards of efficiency & ease of immigration process where 53.9% respondents reported moderate followed by high (19.8%), Low (18.4%) while 7.9% respondents missed it.

**Bhomra:** Some 64.3% respondents expressed low level understanding of Don's and Don'ts followed by moderate (21.5%) and missing (14.2%). In regards of efficiency & ease of immigration process where 38.9% respondents reported moderate followed by Low (33.8%), Missing (15.4%) and high (11.9%) but none of the reported that they didn't experience/notice.

**Table 3.2.9: Experience of the respondents in the immigration in Beanpole Land Port**

Land Port	Type of Experience	Types of Responses (%)				
		High	Moderate	Low	Missing	Didn't Notice/ Experience
Benapole	Clear understanding of Do's & Don'ts	31.7	43.5	16.9	4.3	3.6
	Efficiency & Ease of process	23.5	44.9	18.7	8.6	4.3
Sheola	Clear understanding of Do's & Don'ts	0	0	79.8	20.2	0
	Efficiency & Ease of process	19.8	53.9	18.4	7.9	0
Bhomra	Clear understanding of Do's & Don'ts	0	21.5	64.3	14.2	0
	Efficiency & Ease of process	11.9	38.9	33.8	15.4	0

### 3.2.8. Information about Customs Services

**Time required for Custom Clearance:** The findings on the time required for custom clearance is presented in table above. Most (44.49%) of respondents had the experience of reasonable custom clearance followed by slow (40.80%). However, only 7.35% of respondent experienced of very first custom clearance followed by very slow (7.35%). Benepole land port normally provide around 5000-6000 passengers (300-400 in covid19) custom services, which might be the reasons for taking more time compared to other land port.

Most (60.23%) of the respondents of Sheola reported the experience of very fast custom clearance followed by Reasonable (39.77%). None of them reported very slow and slow custom clearance as they used to deal maximum of 35-40 passengers in a day.

Similar trend of result also found in Bhomra where 55.17% of respondents had an experience of Reasonable custom clearance followed by slow custom clearance (24.14%). However, 6.90% of respondents stated very slow custom clearance followed by very fast (1.79%). The mix kind of response were noted which might be the reasons like number of passenger at respective land ports, infrastructure and logistics facilities, manpower, and official attitude etc.

**Table 3.2.10: Response on the time required for custom Clearance**

Sl. No.	Reasons	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Very fast clearance	5	7.35	-	-	9	60.23	4	13.79
02.	Reasonable	37	44.49	-	-	4	39.77	16	55.17
03.	Slow	21	40.80	-	-	0	0	7	24.14
04.	Very slow	5	7.35	-	-	0	0	2	6.90
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100</b>	<b>29</b>	<b>100.00</b>

**Overall satisfaction with the custom services:** The below table shown the finding of satisfaction level of custom services, which attributed in five levels. Most (57.35%) of respondents in Benepole expressed that they were moderately satisfied with custom services followed by satisfied (19.12%) and not satisfied (17.65%). However, the same 2.94% of respondents opined that they were very dissatisfied and very satisfied about custom services.

Regarding Sheola land port, where some 53.85% of respondents were moderately satisfied about the custom services followed by satisfied (30.77%). However, 9.69% of respondents were not satisfied followed by very satisfied (5.69%).

Similar result was also found in Bhomra where some 41.38% of respondents were moderately satisfied about custom services followed by satisfied (27.59%) and not satisfied (17.24%). However only 3.45% of respondent were very dissatisfied followed by very satisfied (10.34%).

**Table 3.2.11: Response on Overall satisfaction with the custom services**

Sl. No.	Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Very Satisfied	2	2.94	-	-	1	5.69	3	10.34
02.	Satisfied	13	19.12	-	-	4	30.77	8	27.59
03.	Moderately Satisfied	39	57.35	-	-	7	53.85	12	41.38
04.	Not Satisfied	12	17.65	-	-	1	9.69	5	17.24
05.	Very Dissatisfied	2	2.94	-	-	0	0.00	1	3.45
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

**Experience with BD Custom Compared to India:** The findings of experience with Bangladesh custom compared to India are presented in table below. Some 45.59% of respondents stated that they had a somewhat better type of experience compared to the

customs of India followed by somewhat similar experiences (33.82%). However, 5.88% of respondents stated that they had a somewhat worse experience compared to India followed by much better (11.76%) and worse (2.94%). The mix kind of results was found as it varies passenger to passenger and official to official at land port.

In regards of Sheola land port, the custom services were somewhat similar to India that expressed by 41.54% respondents which followed by somewhat better (39.38%) and somewhat worse (11.38%). However, 7.69% respondents informed that Bangladesh custom services were worse than Indian custom.

Almost similar results were found in case of Bhomra where 48.62% of respondents expressed that custom services of both countries were somewhat similar followed by somewhat better (30.69%) while the lowest 6.90% respondents expressed that Bangladesh custom service were worse followed by somewhat worse (13.79%). However, none of the respondents reported much better custom services of Bangladesh compared to India. Construction work of Bhomra custom office started recently to provide better services in their 2.24 acre land just before immigration office.

**Table 3.2.11: Experience with BD custom Compared to India**

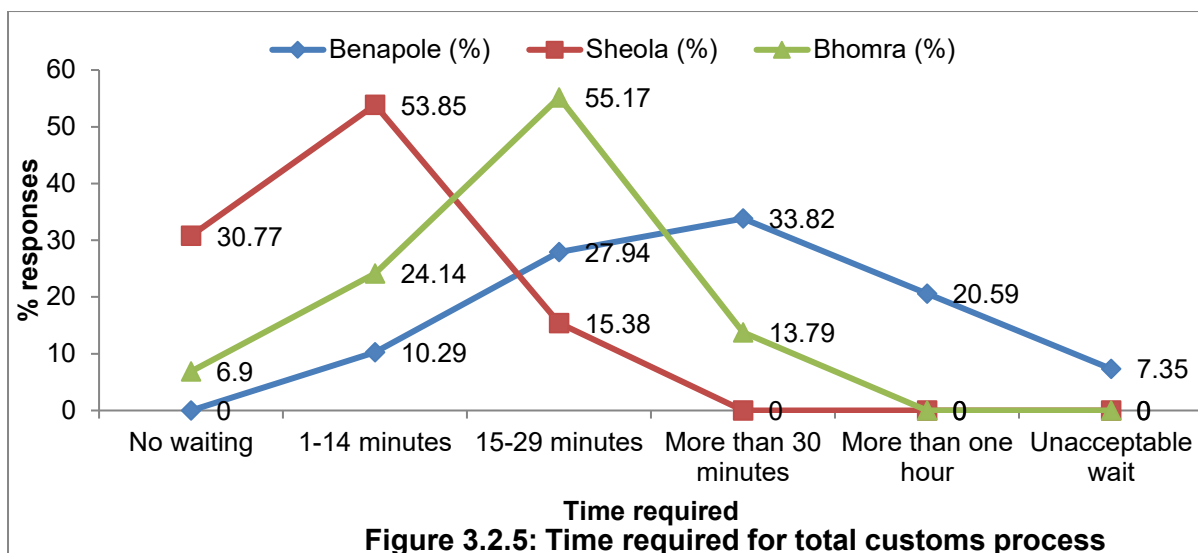
Sl. No.	Experiences	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Much better	8	11.76	-	-	0	0.00	0	0.00
02.	Somewhat better	31	45.59	-	-	2	39.38	6	30.69
03.	Somewhat similar	23	33.82	-	-	8	41.54	17	48.62
04.	Somewhat worse	4	5.88	-	-	2	11.38	4	13.79
05.	Much worse	2	2.94	-	-	1	7.69	2	6.90
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

**Time required for total customs process:** The findings of the duration of the total custom clearance are shown in table below. Some 33.82% respondent of Benepole reported more than 30 minutes are required to complete custom clearance at Bangladesh side followed by 15-29 minutes (27.94%) and more than one hour (20.59%) during rush hour. Some 10.29% respondents expressed completion time of custom clearance is 1-14 minutes while 7.35% expressed that they had to wait to unacceptable time for custom clearance during rush hour. None of the respondents reported to have completed custom clearance without waiting at Benapole land port.

Regarding Sheola land port custom services, significant number (53.85%) of respondent reported to have completed their custom clearance within 1-14 minutes followed by no waiting time by 30.77% respondents. It happens because of travelling of fewer numbers of passengers (maximum 35-40passgenger/day) through this land port to India. However 15.38% of respondents reported to have completed custom services within 15-29 minutes. None of them reported to have completed custom services in the categories of more than 30 minutes, more than one hour and unacceptable wait.

In regards of Bhomra, some 55.17% of respondents reported to have completed custom clearance within 15-29 minutes followed by 1-14 minutes (24.14%) and more than 30 minutes (13.79%). However, only 6.90% of respondents reported to have completed custom clearance without waiting. None of them reported to have completed custom services in the categories of more than one hour. Despite having more infrastructural facilities at Benapole Port, but they have huge pressure of passengers which necessitate more time while Sheola does not have adequate facilities (one rented tin-shed room) but they have fewer number of passengers which allow them to be faster than other land ports.





**Difficulty/Harassment in Custom:** The above table revealed the findings on the difficulty/harassment in custom. Significant proportion (69.12%) of respondents reported to have faced difficulty/harassment in custom services at Benapole while only 30.88% reported to have not faced any difficulty or harassment. Similar results were also found in Sheola land port where 69.23% respondents reported to have faced difficulty/harassment in custom services while 30.77% reported not to have faced any difficulty/harassment in immigration services. In regards of Bhomra almost same results were found where 69.97% respondents reported to have faced difficulty/harassment in immigration services while 31.03% reported not to have faced any difficulty/harassment in immigration services.

**Table 3.2.12: Response on the difficulty/harassment in custom**

Sl. No.	Duration	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	21	30.88	-	-	4	30.77	9	31.03
02.	No	47	69.12	-	-	9	69.23	20	68.97
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>100.00</b>	<b>29</b>	<b>100.00</b>

**Experience with the Custom Officials:** The table below shown the findings of passenger's experience with the custom officials at three land ports. The attributes are strongly agree, somewhat agree, partially agree, disagree and didn't experience/notice. Some 44.3% respondents somewhat agreed that custom officials were dutiful followed by partially agree (21.5%). However, 21.3% respondents strongly agreed that custom officials were dutiful followed by disagreement (9.7%) and didn't experience/notice (3.2%). Similar results also found regarding well-mannered and acceptable duty of custom officials where 42.4% and 43.2% respondents respectively somewhat agreed followed by partially agreement (26.8% and 21.5%), disagreement (6.3% and 7.1% and didn't experience/notice (7.1% and 9.3%).

**Regarding Sheola,** Some 51.4% respondents somewhat agreed that custom officials were dutiful followed by strongly agreed (29.6%). However, 29.6% respondents strongly agreed that custom officials were dutiful followed by partially disagreed (15.4%) and disagreement (3.6%) but none of the respondents reported not to experience/notice. Similar results were also found regarding well-mannered and acceptable duty of custom officials where 41.5% and 47.3% respectively somewhat agreed followed by partially agreed (26.8% and 21.9%), strongly agreed (18.9% and 21.4%, disagreed (9.1% and 5.7%) and didn't experience/notice (3.7% and 3.7%).

**Regarding Bhomra,** Some 46.5% respondents somewhat agreed that custom officials were dutiful followed by partially agree (31.5%). However, 17.3% respondents strongly agreed that custom officials were dutiful followed by disagreed (3%) but none of the respondents reported not to experience/notice. Some 43.8% respondents reported that they partially

disagreed the custom officials well-mannered behaviors followed by somewhat well-mannered (32.7%) and strongly agreed (17.4). Regarding acceptable duty of custom officials where 41.9% respondents somewhat agreed, followed by partially disagreed (28.1), strongly agreed (24.6%), didn't disagree (3.7%) and experience/notice (1.7%).

**Table 3.2.13: Experience with the Custom Officials**

Land Port	Type of duty	Types of Responses (%)				
		Strongly Agree	Somewhat Agree	Partially Disagree	Disagree	Did not Experience/ Notice
Benapole	Dutiful	21.3	44.3	21.5	9.7	3.2
	Well-mannered	17.4	42.4	26.8	6.3	7.1
	Acceptable	18.7	43.2	21.5	7.3	9.3
Ramgarh	Dutiful	-	-	-	-	-
	Well-mannered	-	-	-	-	-
	Acceptable	-	-	-	-	-
Sheola	Dutiful	29.6	51.4	15.4	3.6	0
	Well-mannered	18.9	41.5	26.8	9.1	3.7
	Acceptable	21.4	47.3	21.9	5.7	3.7
Bhomra	Dutiful	17.3	46.5	31.5	3	0
	Well-mannered	11.9	32.7	43.8	9.4	2.2
	Acceptable	24.6	41.9	28.1	1.7	3.7

**Experience with Customs:**

**Beanpole:** The findings of experience of the respondents in the custom in three land ports are presented above table. The attributes are high, moderate, low, missing and didn't notice. Some 51.3% respondents reported about moderate understanding of Do's and Don'ts during custom officials followed by high (19.7%), Low (18.9%) while 4.3% respondents didn't notice/experience it followed by missing (5.8%). Similar results also found in regards of efficiency & ease of custom services where 47.5% respondents reported moderate custom services followed by low (21.8%), high (19.4%) while 7.5% respondents missed while 3.8% didn't notice/experience it

**Sheola:** Significant number (72.9%) respondents indicated low level understanding of Don's and Don'ts followed by missing (27.1%). In regards of efficiency & ease of custom process where 51.4% respondents reported moderate, followed by low (23.5%), High (11.8%) while 9.1% respondents missed it.

**Bhomra:** Some 47.9% respondents expressed low level of understanding of Don's and Don'ts, followed by moderate (29.5%) and missing (13.4%). In regards of efficiency & ease of custom process where 42.1% respondents reported low level efficiency & ease of process of custom followed by moderate (28.9%), High (15.2%), missing (9.3%) and didn't experience/notice (4.5%).

**Table 3.2.14: Experience of the Respondents in the Customs**

Land Port	Type of Experience	Types of Responses (%)				
		High	Moderate	Low	Missing	Don't Notice/ Experience
Benapole	Clear understanding of Do's & Don'ts	19.7	51.3	18.9	5.8	4.3
	Efficiency & Ease of process	19.4	47.5	21.8	7.5	3.8
Ramgarh	Clear understanding of Do's & Don'ts	-	-	-	-	-

Land Port	Type of Experience	Types of Responses (%)				
		High	Moderate	Low	Missing	Don't Notice/ Experience
	Efficiency & Ease of process	-	-	-	-	-
Sheola	Clear understanding of Do's & Don'ts	0	0	72.9	27.1	0
	Efficiency & Ease of process	11.8	51.4	23.5	9.1	4.2
Bhomra	Clear understanding of Do's & Don'ts	13.4	29.5	47.9	9.2	0
	Efficiency & Ease of process	15.2	28.9	42.1	9.3	4.5

### Results of Businessman/C&F agent

**3.3. Findings from Businessman and C&F Agent:** A total of 140 businessman and C&F agents have been interviewed under components 1 & 3. Among the respondents 105 are businessman and 35 are C&F agents. The findings from passenger are given below:

#### 3.3.1. General information of the respondents

**Gender:** The table below showed that out of 140 businessmen and C&F agent, 88.57% of the respondents were male and 11.43% were female. In regards of age distribution, the highest 56.43% respondents' were of 36-60 years while 40% were in 18-35 year and the lowest 3.57% were above 60 years. Regarding marital status of Businessman/C&F agent/Chamber, the data revealed that 86.43% respondents were married while 13.57% were unmarried. As usual, no female and transgender Businessman/C&F agent/Chamber were observed in the survey from the land-port. None of the respondents were interviewed from the Ramgarh (Khargrachhari) as it is yet to start operation as a land port.

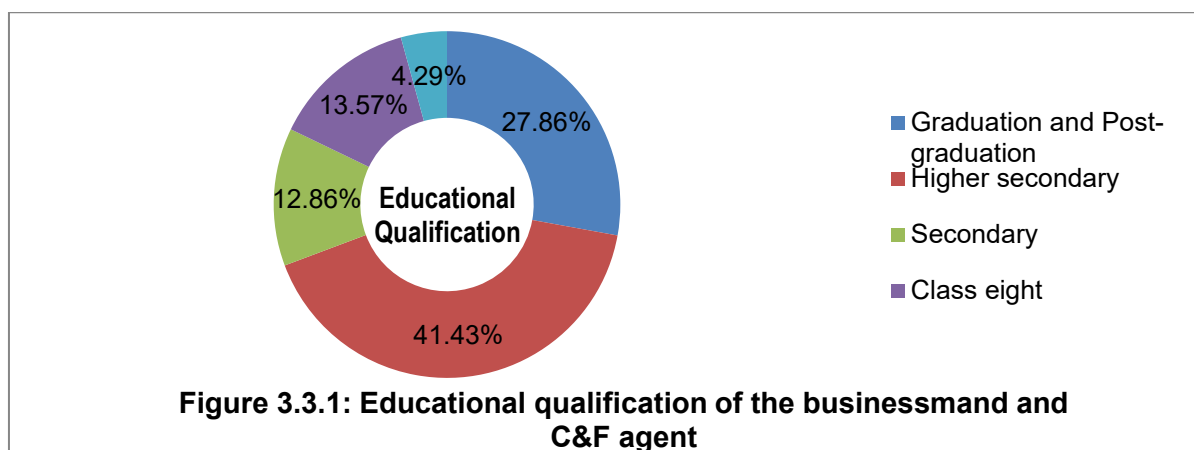
**Table 3.3.1: Demographic information of the respondents**

Gender of the Respondents		
Gender	No. of Respondent	% Respondents
Male	124	88.57
Female	16	11.43
Trans-gender	0	0.00
<b>Total</b>	<b>140</b>	<b>100.00</b>
Age of the Respondents		
Age	No. of Respondent	%
<18 years	0	0.00
18-35 years	56	40.00
36-60 years	79	56.43
>60 years	5	3.57
<b>Total</b>	<b>140</b>	<b>100</b>
Marital status of the Respondents		
Status	No. of Respondents	%
Married	121	86.43
Unmarried	19	13.57
<b>Total</b>	<b>140</b>	<b>100</b>

#### 3.3.2. Educational Qualification

The findings of the educational qualification of the business/C&F agent/chamber revealed that some 41.43% respondents were identified as higher secondary, where 27.86% of the respondent completed graduation and post-graduation degree when 13.57% were found completed lower secondary education (Class 8), 15% completed secondary, 12.86% finished secondary education and 4.29% completed class education. None of them were found in *can read & write and illiterate* category, which is usual for the business/C&F agent/chamber respondents. It reflects that the respondents were quite diverse in terms of

education levels. Education levels are shown in the figure below.



### 3.3.3. Information about the Organization

**Type of Organization:** The type of transport services provider composition of the respondents on total is given in table below. People involved in importing business were 65% in three land ports namely Benepole, Sheola and Bhomra except Ramgarh. The C & F Agent people occupied only 25% followed by Exporter (4.29%) and chamber people (3.57%). However 2.14% were identified as freight forwarding agent. Ramgarh land port is yet to operate as land port for import and export activities thus unable to collect any data.

**Table 3.3.2: Type of Organization**

Sl. No.	Organization	No. of Respondent	% Respondents
01.	C&F agent	35	25.00
02.	Freight forwarding agent	3	2.14
03.	Exporter	6	4.29
04.	Importer	91	65.00
05.	Chamber	5	3.57
<b>Total</b>		<b>140</b>	<b>100.00</b>

**Involvement in the Business:** The data of the table below revealed that some 30% respondent of the business/C&F Agent/Chamber people were involved in more than 1-5 years in import/export business at Benapole, Sheola and Bhomra followed by 6.-10 years (27.86%). The lowest 17.14% respondents were involved in 11-15 years in import/export business followed by above 16 years (25%).

**Table 3.3.3: Involvement period in the business**

Sl. No.	Duration	No. of respondent	% respondents
01.	1-5 years	42	30.00
02.	6-10 years	39	27.86
03.	11-15 years	24	17.14
04.	> 16 years	35	25.00
<b>Total</b>		<b>140</b>	<b>100</b>

**Number of Employee in the Organization:** The finding of the table revealed the information of total number of employees in each business organization. Some 82.14% respondents reported that they have less than 10 number of full-time employee while 13.57% respondents opined that they have 11-25 full-time employee/staffs. However, 4.29% respondents indicated more than 25 full-time employee/staffs in their business organization to running their business.

**Table 3.3.4: Total Number of Employees**

Sl. No.	Employee	No. of Respondent	% Respondents
01.	<10 number	115	82.14
02.	11-25 number	19	13.57
03.	> 25 number	6	4.29
<b>Total</b>		<b>140</b>	<b>100</b>

**Registration Related Information:** The response on the registration of business organization from any government organization has shown in the table below. All (100%) respondents of business organization confirmed that they had a registration of their organization from the authorized government organization to operate business. Some 50.71% respondents of business organization reported to register their organization from the Union Parishad followed by Pourasava (37.14%). However, only 1.43% respondents reported to have registered their organization from Registrar of Joint Stock Company of Bangladesh under the Company Act. 1984 followed by others/ (5%) and City Corporation (5.71%).

**Table 3.3.5: Registration Related Information**

Response on the registration from any government organization			
Sl. No.	Response	No. of Respondent	% Respondents
01.	Yes	140	100
02.	No	0	0
<b>Total</b>		<b>140</b>	<b>100</b>
If yes, Mode of Registration			
01.	City Corporation	8	5.71
02.	Pourashova	52	37.14
03.	Union Parishad	71	50.71
04.	Joint Stock Company	2	1.43
05.	Others (Specify)	7	5.00
<b>Total</b>		<b>140</b>	<b>100</b>

### 3.3.4. Business Chamber Related Information

**Member status and benefits from Chamber:** The member of business chamber and benefits from Chamber data is presented in table where 75% business organization reported that they were members of business chamber while only 25% indicated that they were not a member of business chamber. Some 41.90% respondents reported to be a member of Jashore Chamber of Commerce followed by Satkhira Chamber of Commerce (27.62%). However, 3.81% respondents reported that they are the member of Dhaka Chamber of Commerce & Industry and Sylhet Women Chamber of Commerce & Industry. Some 11.43% respondents opined that they were the member of Jashore Women chamber of Commerce & Industries and Sylhet Chamber of Commerce & Industry.

Regarding findings of the kind of benefits/cooperation received from the chamber, where 41.90% respondents reported not to have received any benefit/cooperation. However 35.24% respondents stated that they had received help when facing trouble followed by advice 13.33% and business help (9.52%).

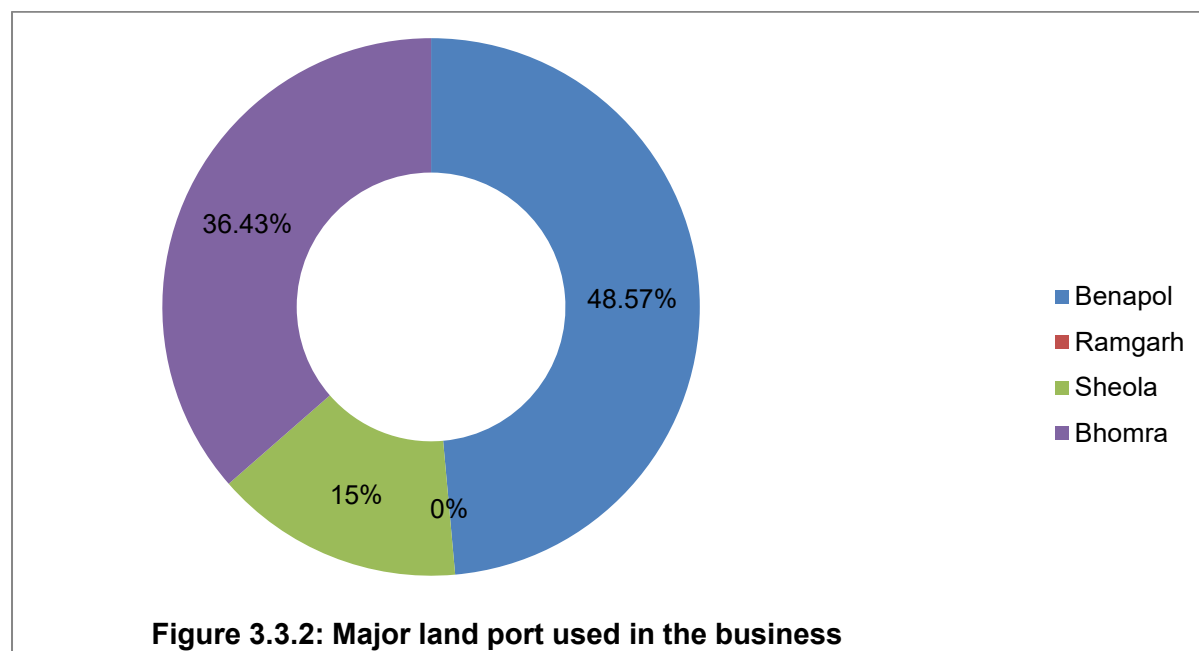
**Table 3.3.6: Member Status and Benefits from Chamber**

Member of a Business Chamber			
Sl. No.	Response	No. of respondent	% respondents
01.	Yes	105	75.0
02.	No	35	25.0
<b>Total</b>		<b>140</b>	<b>100</b>

If yes, name of the Chamber			
01.	Dhaka Chamber of Commerce & Industry (DCCI)	4	3.81
02.	Jashore Chamber of Commerce & Industry	44	41.90
03.	Jashore Women Chamber of Commerce & Industry	12	11.43
04.	Satkhira Chamber of Commerce & Industry	29	27.62
05.	Sylhet Chamber of Commerce & Industry	12	11.43
06.	Sylhet Women Chamber of Commerce & Industry	4	3.81
<b>Total</b>		<b>105</b>	<b>100</b>
Kind of benefits/cooperation received from the chamber			
Sl. No.	Benefits/cooperation	No. of respondent	% respondents
01.	Advice	14	13.33
02.	Business Help	10	9.52
03.	Help when facing trouble	37	35.24
04.	No benefits/cooperation	44	41.90
<b>Total</b>		<b>105</b>	<b>100</b>

### 3.3.5. Business Related Information

Major land used in business: The finding of the major land port used by the respondent is presented in figure. Most (48.57%) respondents reported the use of Benapol land port for export/import business purpose followed by Bhomra (36.43%). The lowest 15% respondents reported using Sheola land port for export/import business purpose.



**Travel from Bangladesh to India with goods:** The Table below showed the responses when goods are exported to India, they visit or not. Most (63.24%) respondents of Benapol didn't travel from Bangladesh to India with their exported goods while 37.25% respondents travelled in India with their exported goods. Similar results were also found in Sheola and Bhomra where 61.90% and 62.75% business persons didn't travel to India while 38.10% and 37.25% of Sheola and Bhomra respondents respectively travelled in India with their goods.



**Table 3.3.7. Response on travel from Bangladesh to India with goods**

Sl. No.	Response	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	25	36.76	0	0	8	38.10	19	37.25
02.	No	43	63.24	0	0	13	61.90	32	62.75
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100.00</b>

**Frequency of Travel:** The data of the table below revealed the findings of frequency of travel in India with their goods. Most 73% respondents expressed to travel 1-2 times in a week in India followed by 3-4 times in a week (12%). However, 4% respondents travelled 5-6 times in a week in India followed by others/occasionally/sometimes (8%). Similar results also recorded in Sheola and Bhomra where 62.5% and 68.42% respondents respectively travelled 1-2 times in a week in India followed by 3-4 times in a week (25% and 21.05%) and 5-6 times (12.5%) in case of Sheola only. The lowest 10.53% respondents of Bhomra reported to travel occasionally in India.

**Table 3.3.8: Frequency of travel**

Sl. No.	Frequency	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	1-2 times in a week	19	76.0	-	-	5	62.5	13	68.42
02.	3-4 times in a week	3	12.0	-	-	2	25	4	21.05
03.	5-6 times in a week	1	4.0	-	-	1	12.5	0	0.00
04.	Others (Specify)	2	8.0	-	-	0	0	2	10.53
<b>Total</b>		<b>25</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>8</b>	<b>100</b>	<b>19</b>	<b>100.00</b>

**Type and volume of export products:** The finding of the types and quantity of products exported from Bangladesh is presented in table. The composition of goods exported from Bangladesh is: Jute and jute products, readymade garments, Multiple (Folded) of cable, Multiple (Folded) of cable, fishes other than Hilsha fish, Hydrogen peroxide and other products. The highest 211,771.97 Metric Ton (MT) of Jute and jute products were exported to India in 2019-20 through Benapole land port followed by Other Products (48,296.10 MT) Hydrogen peroxide (17,888.80 MT) and Multiple (Folded) of cable (15595.98 MT). The lowest quantity of 12731.7 MT Readymade garments were exported to India followed by Other than Hilsha fish (5220.93 MT) and Trunks, Suit-cases (5444.54 MT).

The highest 42,304 MT of Jute Yarns were exported to India in 2019-20 through Bhomra land port followed by Pran Products (37,580 MT) and Rice bran oil (34,780 MT). The lowest quantity of 2030 MT Plastic furniture were exported to India followed by Plastic (19,720 MT) and Fabrics (19720 MT).

Regarding Sheola land port where 19,200 MT cement were exported followed by food products (10,200 MT). However, 50.994 MT wooden furniture were exported through Sheola land port followed by plastic material/door (1554.6 MT) and Cotton waste and cloth (2073 MT).

**Table 3.3.9: Types and Volume of Product Export (MT/year)**

Land Port	Name of Commodities	Volume of the Commodities (MT) per Year
Benapole	Jute and jute products	211771.97
	Readymade garments	12731.7
	Multiple (Folded) of cabled	15595.98
	Trunks, Suit-cases	5444.54
	Other than Hilsha fish	5220.93
	Hydrogen peroxide	17888.80
	Other products	48296.1

Land Port	Name of Commodities	Volume of the Commodities (MT) per Year
Bhomra	Plastic	19,720
	Fabrics	25,595
	Jute yarn	42,304
	Pran products	37,580
	Rice bran oil	34,780
	Plastic furniture	2,030
Sheola	Food products	10,120
	Plastic materials	1554.6
	Cement	19,200
	Wooden furniture	50.994
	Cotton waste and cloth	2073

**Type and Volume of Import Products:** The findings of the types and quantity of products imported from India to Bangladesh is presented in table. The highest 786,500 MT of others goods such as baby/infant food, tractors and their parts, fabrics, chemical, machinery, etc. imported from India to Bangladesh through Benapole land port in 2019-20 fiscal year followed by import of other agricultural products such as all type of vegetable, seeds and planting materials, cotton, betel leaf, herds, maize, wheat, coconut fabrics, rice bran, tobacco etc. (713131 Mt), stone crushed/chips (465,931.21) and fruits (255,980 MT). However, 15,124.82 MT of motor parts were imported from India to Bangladesh through Benapole port followed by spices (30,233 MT) and rice (67,956 MT).

The highest 22,00,264 MT of Stone crush, china clay were imported from India in 2019-20 through Bhomra land port followed by other products (201,507.9 MT), and Rice (37,972 MT). However, 9844.9 MT of fruits were imported from India through this land port followed by other agricultural products (28,892.9 MT).

Only a few numbers of goods are imported through Sheola land port where 85,185 MT of stone were imported from India to Bangladesh in 2019-20 fiscal year followed by ginger (2640.3 MT). The citrus and rice were also imported using this land port which were 1594.62 MT and 700 MT respectively.

**Table 3.3.10: Types and quantity of product import (MT/year)**

Land port	Name of Commodities	Volume of the Commodities (MT) per Year
Benapole	Rice	67,956
	Spices	30,233
	Fruits	255,980
	Other agricultural product <sup>1</sup>	713,131
	Motor and motor parts	15,124.82
	Stone crushed, chips	465,931.21
	Others <sup>2</sup>	786,500
Bhomra	Rice	37,972
	Spices	27,008.8
	Fruits	9844.9
	Other agricultural product	28,892.4
	Stone crush, china clay	22,00,264
	Others	201,507.9

<sup>1</sup>Other agricultural products: All type of vegetable, seeds and planting materials, Cotton, betel leaf, herds, maize, wheat, coconut fabrics, rice bran, tobacco etc.

<sup>2</sup>Other products: Baby/infant food, structure and their parts, fabrics, chemical, machinery, etc.

Land port	Name of Commodities	Volume of the Commodities (MT) per Year
Sheola	Citrus	1594.62
	Ginger	2640.3
	Stone	85,185
	Rice	700

### 3.3.6. Time Required for Truck Clearance

The findings of the time required truck-in and truck-out is presented in table. The attributes are agricultural products, general products and chemical and industrial product. Among the three land ports, Sheola truck-in and truck-out is very fast comparing to the Bhomra and Benapole. Sheola land port truck-in and truck-out completed 1-2 hours in case of imported stone while for agricultural products (citrus, ginger and rice) truck-in and truck-out was completed maximum within 6-12 hours. However, the second fast land port is Bhomra where stone crush, china clay truck-in and truck out completed within 3-6 hours in case of import, while for agricultural products and other goods, truck-in and truck-out was completed within 6-12 hours. This time is considered truck-in and truck-out from Bangladesh in case of imported item. In case of export, around 3-6 hours more is required for truck-in and truck-out from India in case of food, jute and agricultural products due to slow process of custom in India.

Multiple items have been imported through Benapole Port. Thus, time of truck-in and truck-out vary from product to product, as usual, for agricultural product, truck-in and truck-out was completed within 12-24 hours in normal case. Based on the availability of unloading truck, for general goods/chemical items, time taken for truck-in and truck-out is between 25-96 hours. If unloading truck is available, then unloading time becomes faster. In case of any political turmoil and natural hindrance such as hartal/demonstration/fog/or any other restriction of truck movement duty ferry/weather etc. then it takes more than 96 hours which happened frequently in this land port.

**Table 3.3.11: Time required for Truck Clearance (Truck in and out)**

Land port	Types of product	Time required
Benapole	Agricultural product	1 day
	General Product	5-10 day
	Chemical Product	7-21 day
Bhomra	Agricultural product	1 day
	General Product	
	Chemical Product	
Sheola	Agricultural product	3-6 hours
	General Product	
	Chemical Product	-

### 3.3.7. Equipment Facilities

The data of the table revealed the findings on the response of the availability of adequate equipment facilities at the respective land port to provide international standard services. Most (77.94%) of the respondents reported that Benapole land port had adequate equipment facilities to provide international standard services while 22.06% respondents didn't agree about this facilities. Benapole land port authority very recently recruited external operator to provide 8 forklifts and 4 cranes for faster loading and unloading activities. In contrast, 100% respondents reported that Sheola didn't have available logistics facilities as it is a new land port. The similar results also found in case of Bhomra where 100% agreed that land port didn't have adequate equipment facilities to provide international standard services.

The attributes of satisfaction level presented in table where 77.36% respondents reported to moderately satisfied about equipment facilities of Benapole land port followed by not satisfied (11.32%). The lowest 3.77 respondents reported to be very satisfied followed by satisfied (7.55). None of the respondents reported to very dissatisfied. Most of the

respondent moderately satisfied because operators do have skilled manpower to operate forklift and crane thus they are unable to perform well in loading and unloading.

**Table 3.3.12: Equipment facilities in the land port and satisfaction on the Equipment**

Response on the adequate equipment facilities to provide international standard services									
Sl. No.	Response	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	53	77.94	-	-	0	0	0	0
02.	No	15	22.06	-	-	21	100	51	100
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100.00</b>
If yes satisfaction on that equipment									
Sl. No.	Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Very satisfied	2	3.77	-	-	0	0	0	0
02.	Satisfied	4	7.55	-	-	0	0	0	0
03.	Moderately satisfied	41	77.36	-	-	0	0	0	0
04.	Not satisfied	6	11.32	-	-	0	0	0	0
05.	Very dissatisfied	0	0.00	-	-	0	0	0	0
<b>Total</b>		<b>53</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.3.8. Waiting Acceptable for Clearance of Goods

Most (83.32%) respondents reported to have to wait unacceptable period for clearance of goods from the land port while 16.18% respondents expressed to have to wait acceptable time period to clear goods from the land ports.

**Table 3.3.12: Waiting acceptable for clearance of goods**

Sl. No.	Response	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	11	16.18	-	-	18	85.71	8	15.69
02.	No	57	83.82	-	-	3	14.29	43	84.31
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100.00</b>

### 3.3.9. Experience with BGB

**Overall satisfaction with BGB:** The overall experience with BGB findings is presented in table. Some 45.59% respondents of Benapole land port opined to moderately satisfied on the overall experience with BGB during export/import of their goods followed by not satisfied (27.94%) and satisfied (13.24%). However, only 1.47% respondents stated very satisfied followed by very dissatisfied (11.76%). Similar result also found in regards of Sheola and Bhomra where 52.38% and 50.98% respondents respectively reported to moderately satisfied followed by not satisfied by 23.81% and 23.53% respectively and satisfied (15.52% and 15.69%). But only 3.52% and 3.92% respondents of Sheola and Bhomra respondents respectively reported to dissatisfied followed by very satisfied (4.76% and 5.88%)

**Table 3.3.13: Overall experience with the BGB**

Sl. No.	Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Very satisfied	1	1.47	-	-	1	4.76	3	5.88
02.	Satisfied	9	13.24	-	-	2	15.52	8	15.69
03.	Moderately satisfied	31	45.59	-	-	11	52.38	26	50.98
04.	Not satisfied	19	27.94	-	-	5	23.81	12	23.53
05.	Very dissatisfied	8	11.76	-	-	2	3.52	2	3.92
<b>Total</b>		<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100</b>

### 3.3.10. Overall Satisfaction on Security Services

The data of the level of satisfaction on security and surveillance services revealed in the table below where some 42.65% respondents of Benapole land port were moderately satisfied on the security and surveillance services of the land port followed by not satisfied (27.94%) and satisfied (11.76%). However only 2.94% respondents were very satisfied on the security and surveillance services followed by very dissatisfied (14.71%). This land port is comparatively better than other two land ports. Construction/repairing of boundary wall, installation of CCTV and access control of unwanted people to stop robbery at land port are required.

On the other hand, 52.38% respondents were very dissatisfied followed by not satisfied (33.33%) while 9.52% respondents were moderately satisfied. This is due to the fact that at Sheola port, truck terminals with security & surveillance services have not been built and commissioned yet. Similar results were also found in case of Bhomra land port where 54.90% respondents were very dissatisfied on the security and surveillance services of the land port followed by not satisfied (31.37%) while 9.80% respondents were moderately satisfied. This is due to lack of appropriate boundary wall, security system & surveillance system as such frequent robbery and other unwanted activities take place at land port.

**Table 3.3.14: Level of satisfaction on Security Services**

Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Very satisfied	2	2.94	-	-	0	0	0	0
Satisfied	8	11.76	-	-	1	4.76	2	0
Moderately satisfied	29	42.65	-	-	2	9.52	5	9.80
Not satisfied	19	27.94	-	-	7	33.33	16	31.37
Very dissatisfied	10	14.71	-	-	11	52.38	28	54.90
<b>Total</b>	<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100</b>	<b>51</b>	<b>100</b>

### 3.3.11. Satisfaction on the Quality of Infrastructure and Logistics Facilities

The data of the table revealed the information of satisfaction on the quality of infrastructure and logistics facilities in table below. Some 41.18% respondents were moderately satisfied on the quality of infrastructure and logistics facilities at Benapole land port followed by satisfied (27.94%) and very satisfied (11.76%). However 8.82% respondents were very dissatisfied followed by not satisfied (10.29%).

Regarding Sheola land port where 52.38% respondents were not satisfied followed by very dissatisfied (28.57%) and moderately satisfied (14.29%) while only 4.76% respondents were satisfied. Similar results also found in case Bhomra land port where 50.98% respondents were not satisfied followed by very dissatisfied (27.45%) and moderately satisfied (13.73%) but only 7.84% were satisfied.

**Table 3.3.15: Satisfaction on the quality of Infrastructure and Logistics Facilities**

Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Very Satisfied	8	11.76	-	-	0	0.00	0	0.00
Satisfied	19	27.94	-	-	1	4.76	4	7.84
Moderately Satisfied	28	41.18	-	-	3	14.29	7	13.73
Not Satisfied	7	10.29	-	-	11	52.38	26	50.98
Very Dissatisfied	6	8.82	-	-	6	28.57	14	27.45
<b>Total</b>	<b>68</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100</b>

### 3.3.12. Bank related Information

The findings on the response on the availability of bank facilities near the land port are presented in table. Most (97.94%) respondents reported to have bank facilities near the Benapole land port while 02.06% respondents reported that land port did not have available bank facilities. In contrast, some 90.48% respondents reported that land port didn't have

available bank facilities at the Sheola while only 9.52% respondents reported to have bank facilities nearby land port. Similar trend of result also found in Bhomra land port where 92.16% respondents stated that land port didn't have available bank facilities while 7.84% respondents reported to have required and available bank facilities.

The response regarding the type of difficulties faced to get banking services is presented in table. The attributes are lack/shortage of money, insufficient working time, slow services, distance etc. Some 55.56% respondents report to have a lack/shortage of money followed by slow service delivery (40.74%) while 3.70% respondents report to have an insufficient working time of banking hour. In regards of Sheola, where 76.19% respondents reported to the distance of Bank as there was no bank nearby land port followed by slow service delivery (23.81%). Regarding Bhomra, some 47.84% respondents reported about slow service delivery of bank followed by distance (26.67%) and lack/shortage of fund (25.49%).

**Table 3.3.16: Bank related information**

Response on the availability of bank facilities near the land port								
Response	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Yes	53	97.94	-	-	2	9.52	4	7.84
No	15	02.06	-	-	19	90.48	47	92.16
	<b>68</b>	<b>100.00</b>	-	-	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100.00</b>
Response on the difficulties faced to get banking services								
Response	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Yes	27	39.71	-	-	21	100.00	51	100.00
No	41	60.29	-	-	0	0.00	0	0.00
	<b>68</b>	<b>100.00</b>	-	-	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100</b>
If yes, type of difficulties faced to get banking services								
Types of problem	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Lack/shortage of money	15	55.56	-	-	0	0.00	13	25.49
Insufficient working time	1	3.70	-	-	0	0.00	0	0.00
Slow service delivery	11	40.74	-	-	5	23.81	4	47.84
Distance	0	0.00	-	-	16	76.19	34	26.67
<b>Total</b>	<b>27</b>	<b>100</b>	-	-	<b>21</b>	<b>100</b>	<b>51</b>	<b>100</b>

**Overall satisfaction on the bank services:** Some 36.76% respondents were very satisfied on the Bank services at Benapole land port while 27.94% and 22.0% respondents respectively were satisfied and moderately satisfied. However, only 4.41% respondents were very dissatisfied followed by not satisfied (8.82%). Alternatively, 61.90% respondents were not satisfied at the Sheola land port on the Bank facilities followed by very dissatisfied (28.57%). As a whole, only 9.52% respondents were moderately satisfied. This is due to non-availability of Bank at the land port area. Regarding Bhomra, some 64.71% respondents were not satisfied about bank facilities and services followed by very dissatisfied (25.49% and moderately satisfied (9.80%). Bhomra has one bank facility but their services and facilities need to be improved further for utmost satisfaction of the business people.

**Table 3.3.17: Overall satisfaction on the bank services**

Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Very satisfied	25	36.76	-	-	0	0.00	0	0.00
Satisfied	19	27.94	-	-	0	0.00	0	0.00
Moderately satisfied	15	22.06	-	-	2	9.52	5	9.80
Not satisfied	6	8.82	-	-	13	61.90	33	64.71
Very dissatisfied	3	4.41	-	-	6	28.57	13	25.49
<b>Total</b>	<b>68</b>	<b>100.00</b>	-	-	<b>21</b>	<b>100.00</b>	<b>51</b>	<b>100</b>



### 3.3.13. Overall Satisfaction with the Customs/Quarantine

The data of the findings revealed the level of satisfaction with the customs/quarantine is presented table below. Some 36.76% respondents were moderately satisfied on the customs and quarantine services followed not satisfied (26.47%) and satisfied (19.12%). However 2.94% respondents were very satisfied followed by very dissatisfied (14.71%).

Regarding, Sheola, where 57.10% respondents were moderately satisfied followed by satisfied (27.65%). However, 1.96% respondents were very satisfied followed by very dissatisfied (2.84%) and not satisfied (10.45%). Similar results also found in Bhomra where 53.57% respondents were moderately satisfied followed by satisfied (26%) and not satisfied (16.90%) while only 3.52% respondents were very dissatisfied.

**Table 3.3.18: Overall Satisfaction with the Customs/Quarantine**

Satisfaction Level	Benapole		Bhomra		Sheola		Ramgarh	
	No.	%	No.	%	No.	%	No.	%
Very Satisfied	2	2.94	1	1.96	0	0.00	-	-
Satisfied	13	19.12	9	27.65	0	26.00	-	-
Moderately Satisfied	25	36.76	23	57.10	6	53.57	-	-
Not Satisfied	18	26.47	14	10.45	13	16.90	-	-
Very Dissatisfied	10	14.71	4	2.84	2	3.52	-	-
<b>Total</b>	<b>68</b>	<b>100.0</b>	<b>51</b>	<b>100.0</b>	<b>21</b>	<b>100.00</b>	-	-

### 3.3.14. National Single Window (NSW) related information

The data of the table revealed the findings of the National Single Window services. All (100%) respondents stated that they didn't get NSW services yet at any of the land port. Though they have informed that NSW services will start to provide one-stop services but they didn't know about any development of this NSW services. Field officials welcome NSW services and would be happy to receive information and training on service delivery. NBR has just completed the assessment of 38 organization to be integrated in to NSW. The selection of firm is under process to start implementation of NSW.

**Table 3.3.19: NSW Services**

Sl. No.	Response	No. of respondent	% respondents
01.	Yes	0	0
02.	No	140	100.00
<b>Total</b>		<b>140</b>	<b>100</b>

### 3.3.15. Bangladesh Trade Portal (BTP) related Information

The findings of the table represent the idea, use and reasons to use Bangladesh Trade Portal by the business people. Most (65.71%) respondents of business persons expressed that they had no any idea about Bangladesh Trade Portal while 34.28% respondents reported that they had an idea about BTP. Among the 48 respondents who have an idea about Bangladesh Trade Portal, whether they used BTP or not where 77.08% respondents reported to have used Trade Portal for their trade/business related information while 22.91% were not aware of using BTP. Among the 37 respondents who used BTP, some 39.58% respondents reported to use BTP for import and export guidelines purposes followed by updated business related information (33.33%) and foreign business information (14.58%). However, only 2.08% respondents used for other purposes followed by business related information (10.42%). In reply of how easy to manage the business by using BTP, where 58.33% respondents reported moderately easy which followed by very difficult (22.92%) and easy (12.50%). However, 2.08% respondents reported not easy to manage business followed by very easy (4.17%).

**Table 3.3.20: Bangladesh Trade Portal related information**

<b>Idea about Bangladesh Trade portal</b>			
<b>Sl. No.</b>	<b>Response</b>	<b>No. of respondent</b>	<b>% respondents</b>
01.	Yes	48	34.29
02.	No	92	65.71
<b>Total</b>		<b>140</b>	<b>100</b>
<b>If yes, response on the uses of Bangladesh Trade Portal</b>			
01.	Yes	37	77.08
02.	No	11	22.92
<b>Total</b>		<b>48</b>	<b>100</b>
<b>If yes, reasons for using the Bangladesh Trade Portal</b>			
<b>Sl. No.</b>	<b>Reasons</b>	<b>No. of respondent</b>	<b>% respondents</b>
01.	Business related information	4	10.42
02.	Updated business related information	12	33.33
03.	Import and export guidelines	15	39.58
04.	Foreign business information	5	14.58
05.	Others	1	2.08
<b>Total</b>		<b>37</b>	<b>100</b>
<b>Easier to manage the business by using the Bangladesh Trade Portal</b>			
<b>Sl. No.</b>	<b>level</b>	<b>No. of respondent</b>	<b>% respondents</b>
01.	Very easy	2	4.17
02.	Easy	5	12.50
03.	Moderately easy	22	58.33
04.	Not easy	1	2.08
05.	Very difficult	8	22.92
<b>Total</b>		<b>37</b>	<b>100.0</b>

**Search for business information at the Inquiry Point on the Bangladesh Trade Portal:**

The findings of the table revealed the response of searching for any business information at the Inquiry Point on the BTP where 73.58% respondents had not searched at business information at the inquiry point on the BTP but 26.42% respondent confirmed that they had searched business information. Among 37 respondents who searched business information, some 67.56% respondents received their clarification from the inquiry point of BTP but 32.44% respondents stated that they had not received any clarification. Out of 25 respondents who received clarification, some 44% respondents were moderately satisfied followed by satisfied (20%) and very dissatisfied (20%). The lowest 4% respondents were very satisfied followed by not satisfied (12%).

**Table 3.3.21: Search for business information at the Inquiry Point on the Bangladesh Trade Portal (BTP)**

<b>Searching for business information at the Inquiry Point on the Bangladesh Trade Portal?</b>			
<b>Sl.</b>	<b>Response</b>	<b>No. of respondent</b>	<b>% respondents</b>
01.	Yes	37	26.42
02.	No	103	73.58
<b>Total</b>		<b>140</b>	<b>100.00</b>
<b>If yes, have find any answer</b>			
01.	Yes	25	74.47
02.	No	12	25.53
<b>Total</b>		<b>47</b>	<b>100.00</b>
<b>If yes, satisfaction about the answer</b>			
<b>Sl.</b>	<b>Satisfaction level</b>	<b>No. of respondent</b>	<b>% respondents</b>
01.	Very satisfied	1	4
02.	Satisfied	5	20
03.	Moderately satisfied	11	44
04.	Not satisfied	3	12
05.	Very dissatisfied	5	20
<b>Total</b>		<b>25</b>	<b>100</b>

### 3.3.16: Agriculture/Food related Information

Some 50.71% respondents opined that they had not explored the demand of the importing countries regarding the export of agricultural products while 49.29% reported to explore the demand of the importing countries. Among 69 respondents who explored the importing countries demand, some 68.12% respondents reported to do this for fast services followed by fast release order (18.84% and quality of the product (13.04%).

**Table 3.3.22: In case of export of agricultural products, the demand of the importing countries**

<b>Response on the importance of the demand of the importing countries</b>			
<b>Sl. No.</b>	<b>Response</b>	<b>No. of Respondent</b>	<b>% Respondents</b>
01.	Yes	69	49.29
02.	No	71	50.71
<b>Total</b>		<b>140</b>	<b>100</b>
<b>If yes, which things are important</b>			
01.	Fast release order	13	18.84
02.	Fast service	47	68.12
03.	Quality of the product	9	13.04
<b>Total</b>		<b>69</b>	<b>100</b>

**Good Agriculture Practices and Phyto-sanitary related information:** The finding of the table revealed the information of Good Agriculture Practices (GAP). Almost all (76.94%) respondents confirmed that they needed to follow Good Agriculture Practices (GAP) for exporting of agricultural products while 19.05% respondents were not aware of this.

The findings of the table revealed the information of Sanitary and Phyto-Sanitary System (SPS). Almost all (89.47%) respondents confirmed that they needed to follow Sanitary and Phyto-Sanitary System (SPS) for exporting of agricultural products while 3.50% respondents didn't agree to follow where 7.03% respondent were not aware about this.

Multiple response were received in regards of the factors affecting the crop quality, where 94.73% respondents stated that soil is the main factors affecting crop quality which followed by fertilizer (82.45%), water (57.89% and storage (43.85%). However, the lowest 3.50% respondents reported that packaging and transport are the factor to affect the quality of crop products followed by others (8.77%), harvesting time (15.78%) and pesticide (28.07%). It is clear from the above response that multiple factors are involved to ensure quality of the crop products.

**Table 3.3.22: Good Agriculture Practices and Phyto-sanitary related information**

<b>Do you think good agricultural practices should be followed in crop production?</b>			
<b>Sl. No.</b>	<b>Response</b>	<b>No. of respondent</b>	<b>% respondents</b>
01.	Yes	108	76.94
02.	No	6	4.01
03.	Not known	27	19.05
<b>Total</b>		<b>140</b>	<b>100</b>
<b>Do you think phyto-sanitary should be followed in crop production?</b>			
01.	Yes	125	89.47
02.	No	5	3.50
03.	Not known	10	7.03
<b>Total</b>		<b>140</b>	<b>100</b>

<b>Factors Affecting Crop Quality</b>			
<b>Sl. No.</b>	<b>Factors</b>	<b>No. of respondent</b>	<b>% respondents</b>
01.	Soil	102	94.73
02.	Water	63	57.89
03.	Fertilizer	89	82.45
04.	Pesticide	30	28.07
05.	Harvesting time	17	15.78
06.	Storage	47	43.85
07.	Packaging	4	3.508
08.	Transport	4	3.508
09.	Others	9	8.771
<b>Multiple Response</b>			

**GAP & Phyto-Sanitary for Crops Production Related information:** The findings of the knowledge about Sanitary & Phyto-Sanitary (SPS) matters for Exporting/Importing of Fresh Fruit & Vegetables are presented in table. Most (91.23%) respondents stated that they had knowledge about Sanitary & Phyto-Sanitary (SPS) matters for exporting/importing of Fresh Fruit & Vegetables while 8.77% did not have any knowledge about this. In contrast, 80.70% respondents had Knowledge about GMP & HACCP Compliance for Processed Fruits & Vegetables while 19.30% respondents did not have any knowledge about GMP & HACCP Compliance for Processed Fruits & Vegetables.

**Table 3.3.23: Following GAP & Phyto-Sanitary for Crops Production**

<b>Knowledge about Sanitary &amp; Phyto-Sanitary Matters for Exporting/Importing Fresh Fruit &amp; Vegetables</b>			
<b>Sl No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
01	Yes	128	91.23
02	No	12	8.77
<b>Total</b>		<b>140</b>	<b>100</b>
<b>Knowledge about GMP &amp; HACCP Compliance for Processed Fruits &amp; Vegetables</b>			
01	Yes	113	80.7
02	No	27	19.3
<b>Total</b>		<b>140</b>	<b>100</b>

### 3.3.17: Quarantine/BSTI related information

**Quarantine Services:** The data of the table revealed the finding of the separate infrastructural facilities for getting quarantine services at the land port. All (100%) respondents of Beanpole and Bhomra unanimously conformed to have separate infrastructural facilities for getting quarantine services at the land port. However, all (100%) respondents of Sheola land port disagreed about separate quarantine office or BSTI office right now according to their volume and quantity of import and export. Sheola land port does not have any quarantine or BSTI service facilities at land port other than 3 storied livestock quarantine building which is not being used at all. But they are getting quarantine services on call basis from the Tamabil land port quarantine officer.

**Table 3.3.24: Response on the facilities of Quarantine**

<b>Response on separate infrastructural facilities for getting quarantine services at the land port</b>									
<b>Sl. No.</b>	<b>Response</b>	<b>Benapole</b>		<b>Ramgarh</b>		<b>Sheola</b>		<b>Bhomra</b>	
		<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
01.	Yes	68	100	-	-	0	0	51	100
02.	No	0	0	-	-	21	100	0	0
<b>Total</b>		<b>68</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100</b>	<b>51</b>	<b>100</b>

If yes, response on the laboratory facility for quarantine services?									
Sl. No.	Response	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	68	100	-	-	0	0	0	0
02.	No	0	0	-	-	0	0	51	100
<b>Total</b>		<b>68</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>51</b>	<b>100</b>

**BSTI Services:** The findings of the table revealed the information of separate infrastructural facilities for getting BSTI services at the land port. All (100%) respondents of Benapole unanimously stated that they should have separate infrastructural with laboratory facilities for getting BSTI services at the land port considering their multiple products import and export activities. This will reduce their processing time to release goods from the land port. As there are no BSTI infrastructure & laboratory facilities nearby land port, thus BSTI testing clearance required from 5-15 days thus increasing import cost for every single day delay. Currently BSTI is rendering services from Khulna and Dhaka laboratories. Feasibility study is being considered for setting up BSTI infrastructure with laboratories facilities nearby land port, which has been assured from BSTI officials at Dhaka during meeting.

However, respondents of Sheola and Bhomra didn't feel any requirement of BSTI infrastructure and laboratories facilities as they used to import mostly agricultural products and stone which used to inspect through eye observation and no need of laboratory test.

**Table 3.3.25: Response on the facilities of BSTI**

Response on separate infrastructural facilities for getting BSTI services at the land port									
Sl. No	Response	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	68	100	-	-	0	0	0	0
02.	No	0	0	-	-	21	100	51	100
<b>Total</b>		<b>68</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100</b>	<b>51</b>	<b>100</b>
If yes, response on the laboratory facility for BSTI services?									
Sl. No.	Response	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Yes	0	0	-	-	0	0	0	0
02.	No	68	100	-	-	0	0	0	0
<b>Total</b>		<b>68</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Overall Satisfaction with Quarantine and BSTI Services:** Most (69.12%) respondents of Benapole were not satisfied with the BSTI services where 23.53% respondents were very dissatisfied followed by moderately satisfied (7.35%). Similar result found in case of Sheola and Bhomra where 63.15% and 78.94% respondents were respectively not satisfied with the services of quarantine office while 36.85% and 21.06% respondents were very dissatisfied.

**Table 3.3.26: Overall Satisfaction with the Quarantine/BSTI Services**

Sl. No.	Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
01.	Very satisfied	0	0.00	-	-	0	0	0	0
02.	Satisfied	0	0.00	-	-	0	0	0	0
03.	Moderately satisfied	5	7.35	-	-	0	0	0	0
04.	Not satisfied	47	69.12	-	-	13	63.15	40	78.94
05.	Very dissatisfied	16	23.53	-	-	8	36.85	11	21.06
<b>Total</b>		<b>68</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>21</b>	<b>100</b>	<b>51</b>	<b>100</b>

**Experience with Quarantine Officials:** The finding of the table revealed the information of experience with the quarantine officials. Some 40% respondents reported to be strongly satisfied and somewhat agree that quarantine officials were dutiful followed by partial agreement and disagreement (10%). However, 70% respondents reported that quarantine official were somewhat well-mannered followed by strongly agreed (20%), partially disagreed

(10%) and disagreed (10%). In regards of acceptability, where 40% respondents stated that quarantine official's dealing/acceptability was strongly agreed and somewhat agreed followed by partially disagreed (20%).

**Sheola:** Some 57.14% respondents didn't experience or notice the quarantine official whether quarantine officials were dutiful or not followed by somewhat agreed (28.57%) and partially disagreed (14.29%). Similar results also found in regards of well-mannered and acceptable categories.

**Bhomra:** Some 60% respondents somewhat agreed that quarantine officials were dutiful followed by strongly agreed (30%) and partially disagreed (10%). Regarding well-mannered, 54.76% respondents partially disagreed that quarantine officials were well-mannered followed by somewhat agreed (21.43%) and strongly agreed (4.76%) while 19.05% strongly disagreed. However 73.81% respondents stated that quarantine officials were somewhat well acceptable followed by strongly agreed (14.29%) and partially disagreed (7.14%).

**Table 3.3.27: Experience with the Quarantine Officials**

Land Port	Type of Duty	Types of Responses (%)				
		Strongly Agree	Somewhat Agree	Partially Disagree	Disagree	Did not Experience/ Notice
Benapole	Dutiful	40	40	10	10	0
	Well-mannered	20	70	10	0	0
	Acceptable	40	40	20	0	0
Sheola	Dutiful	0	28.57	14.29	0	57.14
	Well-mannered	0	28.57	14.29	0	57.14
	Acceptable	0	28.57	14.29	0	57.14
Bhomra	Dutiful	30	60	10	0	0
	Well-mannered	4.762	21.43	54.76	0	19.05
	Acceptable	14.29	73.81	7.14	0	0

### Results of Local Community

**3.4. Findings from Local Community:** A total of 80 local people who lived near the land port have been interviewed under component 1 & 3. Among the respondents 20 have been interviewed from Benapole, 20 from Sheola, 20 from Ramgarh and 20 from Bhomra land port.

#### 3.4.1. General and Demographic Information

This section gives the analysis of the survey that including demographic and socio-economic characteristic of the respondent households, such as gender, education and occupation and later has discussed the respondents' perspectives on the transport service providers. This section gives the satisfaction level of respondents against the land port facilities.

#### Gender, Age and Marital Status of the Respondents

**Gender:** 80 numbers of local communities of different professions around the four land borders of Benapole, Bhomra, Sheola and Ramgarh were interviewed on different aspects of their lives. The aim was to understand the influence or impact they had experienced in their lives and livelihood due to the border activities in the above-mentioned land ports. The interviewee/respondents comprise of 55 (68.75%) male and 25 (31.25%) female (table 3.4.1).

**Age:** The demographic features of the respondents are shown in table 3.4.1. It is observed that out of 80 respondents, 5 (6.25%) are below the 18 years and 10 (12.5%) are of the age above 60 years, 39 person (48.75%) are of the age group 35-60 years, 26 persons (32.5%) are of 18-35 years. It is evident that information was collected from wide spectrum of population varying from the age below 18 years to above 60 years. But most of the



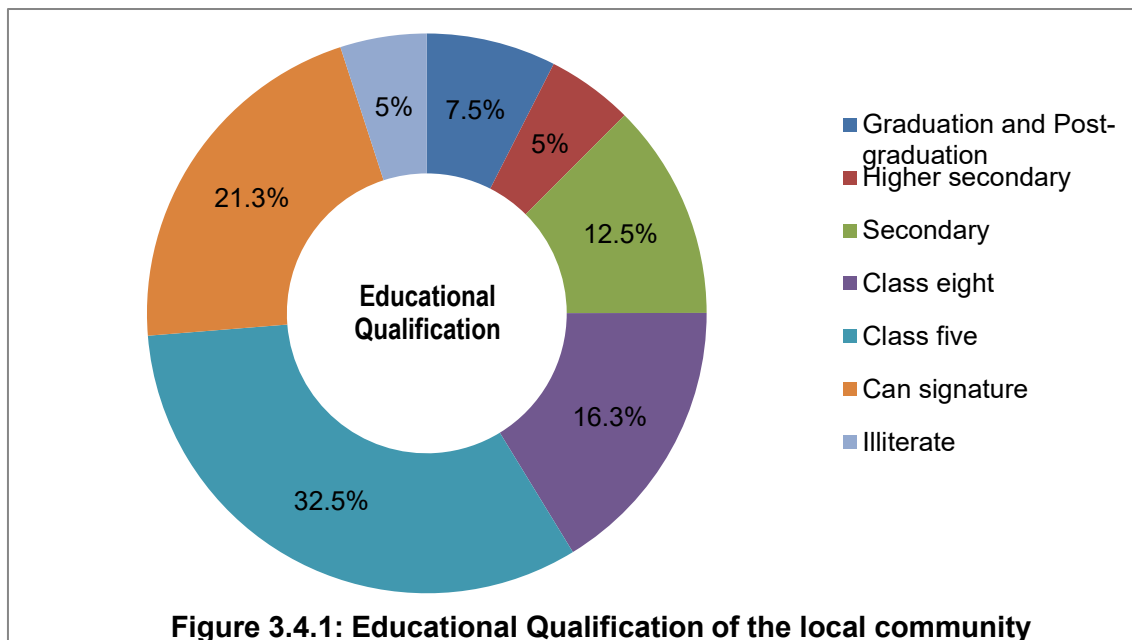
respondent 65 persons (81.25%) fall within the age group 18-60 years, who are really the working class population.

**Marital Status:** The marital status of the respondents are shown in Table 3.4.1 which shows that 73 (91.3%) of the respondents are married and only 7 (8.8%) are unmarried.

**Table 3.4.1: Demographic information of the local community**

Gender of the Respondents		
Gender	No. of respondent	%
Male	55	68.75
Female	25	31.25
<b>Total</b>	<b>80</b>	<b>100</b>
Age of the Respondents		
Age	No. of respondent	%
< 18 years	5	6.25
18-35 years	26	32.5
35-60 years	39	48.75
> 60 years	10	12.5
<b>Total</b>	<b>80</b>	<b>100</b>
Marital Status of the Respondents		
Status	No. of Respondents	% Respondents
Married	73	91.3
Unmarried	7	8.8
<b>Total</b>	<b>80</b>	<b>100.0</b>

**Educational Qualifications:** The figure 3.4.1 describes the educational qualifications of all the 80 respondents. It appears that almost all the respondents in the community around the 4 land ports are literate with only 4 persons (5%) are illiterate. 49 persons (61.3%) have the qualifications ranging from Class viii to Secondary School Certificate level, 4 (5%) are of higher Secondary level and 6 persons (7.5%) have crossed the graduation and post-graduation level. The level of educations of the respondents is depicted below graphically.



**Figure 3.4.1: Educational Qualification of the local community**

### 3.4.2. Economic Impact

#### Benefit as a result of land port construction/rehabilitation

**Benapole** is a township in Sharsha Upazila in the Jashore District of Bangladesh. The Petrapole Customs station of India is situated across the border. On the Bangladesh-India land border, Benapole land port is the most important land port of Bangladesh and about 90% of the imported Indian goods enter Bangladesh through this port. Approximately 90 percent of the total imported items from India come through Benapole.

**Ramgarh land Port** under Khagrachhari Districts of Chittagong Hill tracts, is situated on the left bank of Feni River, and connects Tripura of India through a river bridge of 1.9 Km long. The bridge has already been commissioned. Infrastructure of the Port is under construction.

**Bhomra land Port** situated at Sadar Upazila, Sathkhira District in Bangladesh and connects Gojandanga, 24-Parganas, West Bengal, India, started its operation in 2013,

**Sheola Land Port**, Bianibazar, Sylhet connects Sutarkandi, Karimganj, Assam, India.

Table 3.4.2 demonstrates the different economic benefit created to the community members due to the development of land ports mentioned above. According to the respondents, 75% at Benapole, 45% at Sheola and 80% are of the opinion that job opportunities have been created in those ports. As regards creation of business opportunities 70% at Benapole, 55% at Sheola and 50% at Bhomra opined in favor of this. Among the respondents in different ports, 65% at Benapole, 100% at Ramgarh, 75% at Sheola and 50% at Bhomra believe that Communication facilities around the Ports have improved. On the security issue around the ports, 35% at Benapole, 45% at Sheola and 45% respondents at Bhomra are of the opinion that security has increased. It is evident that Security issue is still a concern to the community people and more steps are required to be taken. Since Ramgarh Port is yet to start its operation, no response was observed regarding job and business opportunities, security enhancement and others. Moreover, when Sheola Port will be fully operational, there are possibilities of enhancement of job and business opportunities as well as security.

**Table 3.4.2: Benefit as a result of land port construction/rehabilitation by Type of opportunity**

Type of Opportunities <sup>3</sup>	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Job opportunities	15	75.00	0	0	9	45.00	16	80.00
Business opportunities	14	70.00	0	0	11	55.00	13	65.00
Communication improvement	13	65.00	20	100.00	15	75.00	10	50.00
Security enhanced	7	35.00	0	0	9	45.00	9	45.00
Others	6	30.00	0	0	8	40.00	3	15.00

**Current Profession:** The community people around the Land Ports are involved in various types' of economic activities for their livelihood. Most of them are involved in Service and business. It is revealed from the table that out of 80 (100%) respondents in the 4 land ports, 33 (41.25%) are involved in service, 35 (44%) are involved in business and 9 (11.25%) are involved in other activities. It appears that at Benapole and Bhomra, 95% are involved in service and Business. These ports are in full operation. But at Ramgarh and Sheola lot of infrastructural activities connected to the ports are going on creating lot of local job and business opportunities. The Table shows that at Sheola, 85% of the respondents are involved in service and petty business and at Ramgarh, 75% are involved in service and business and 25% are doing other economic activities.

<sup>3</sup> Multiple response is considered in the analysis

**Table 3.4.3: Current Profession for the Respondents**

Profession	Benapole		Bhomra		Ramgarh		Sheola	
	No.	%	No.	%	No.	%	No.	%
Service	8	40.00	8	40.00	9	45.00	8	40.00
Business	11	55.00	9	45.00	6	30.00	9	45.00
Others	1	5.00	3	15.00	5	25.00	3	15.00
<b>Total</b>	<b>20</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>20</b>	<b>100</b>

**Types of Services:** It appears from the Table 3.4.4 that services include day laborer, full time job, part time job and others. It is observed from the Table that out of 35 persons involved in service in the four land ports 13 (39.4%) are engaged in as day laborer, 27.3% as full time job, 21.2% as part time job and 12.1% in other activities. Day laborer working at Benapole, Ramgarh, Sheola and Bhomra are 37.50%, 44.44%, 37.50% and 37.50% respectively. Requirement of day laborer at Ramgarh (44.44%) compared to other ports is more because of the construction of Feni Bridge connecting Bangladesh and Tripura, India and lot of ongoing construction work at the port. At Benapole, 25% of the respondents are involved in full time job, 25% are in part time job and 12.5% are in other activities. Similarly, at Ramgarh port, 22.22% are engaged in full time job, 11.11% in part time job and rest 22.22% are engaged in other activities. The reason of the engagement of the higher percentage of community people in other activities may be that the port operation has not yet started. For Sheola, 25% of the respondents are employed in full time job, 25% in part time job and only 12.5% are in other activities. Similarly, at Bhomra, 37.50% of the respondents are doing full time job, 25.00% part time job and there are none engaged in other activities.

**Table 3.4.4: Types of Services Involved by the Local People**

Type of Service	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Day labour	3	37.50	4	44.44	3	37.50	3	37.50
Full time job	2	25.00	2	22.22	2	25.00	3	37.50
Part time job	2	25.00	1	11.11	2	25.00	2	25.00
Others	1	12.50	2	22.22	1	12.50	0	0.00
<b>Total</b>	<b>8</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>	<b>8</b>	<b>100.00</b>	<b>8</b>	<b>100.00</b>

**Types of Business Involved by the local People:** The total number of respondents engaged in business is categorized as Agricultural products, Shopkeeper, Restaurant/Hotel, Photocopy, Money exchange and others. It is observed from the Table 3.4.5 that the respondents engaged in Benapole, Ramgarh, Sheola and Bhomra are 18.88%, 50.00%, 55.56% and 55.56% respectively. Ramgarh is a hilly and sparsely populated area which limits the people's engagement in agricultural products. The Sheola port has not yet come to full operation and there are limited scopes for business in the port area and this may be ascribed as the reason for involvement of more people in the business of agricultural products. Bhomra is situated in Sathkhira District which is famous for salt water Shrimps cultivation. Though Bhomra is a fully functional land port, community people in the land port area may have strong proneness to business related to Agriculture products, particularly business related to shrimps cultivation as it is much profitable than other types of business.

As regards Shop keeping business, respondents engaged in Benapole is 36.36%, Ramgarh 33.33%, Sheola 33.33% and Bhomra 11.11%. Benapole is the busiest land port in Bangladesh in terms of movement of passengers and goods and there is a good prospect for shop keeping business there. This may be a major reason of engagement of higher percentage (36.36%) of people in this business. For obvious reason, this is followed by 18.18% people involved in Hotel/Restaurant business and 9.09% people in money exchange at Benapole.

In Ramgarh, 33.33% are engaged in shop keeping and 16.67% are engaged in other business. In Bhomra, after Agricultural trade (55.56%), the highest percentage of people engaged in shop keeping (22.22%) followed by 11.11% in Money exchange and 11.11% in Restaurant/ Hotel business.

**Table 3.4.5: Types of business involved by the local people**

Type of business	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Agricultural product	2	18.18	3	50.00	5	55.56	5	55.56
Shopkeeper	4	36.36	2	33.33	3	33.33	2	22.22
Restaurant/Hotel	2	18.18	0	0.00	1	11.11	1	11.11
Photocopy	1	9.09	0	0.00	0	0.00	0	0.00
Money exchange	1	9.09	0	0.00	0	0.00	1	11.11
Others	1	9.09	1	16.67	0	0.00	0	0.00
<b>Total</b>	<b>11</b>	<b>100.00</b>	<b>6</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>	<b>9</b>	<b>100.00</b>

**Increasing facilities made easier to sell/market products at land port:** Table 3.4.6 shows the opinion of the community people (Respondents) on influence or impact on the marketing of their products due to the increased facilities of ports. 80% of the respondents at Bhomra port have somewhat agreed, followed by 65% respondents at Sheola, 45% at Benapole and 25% at Ramgarh. 65% respondents at Ramgarh, 20% at Benapole and 5% at Sheola and 5% at Bhomra do not agree on this issue at all. However, overall 43 (54%) respondents out of 80 respondents somewhat agree that increasing the facilities at the ports have made easier in marketing their products and only 24% don't agree. But the scenario might change when the Sheola and Ramgarh will start functioning.

**Table 3.4.6: Increasing the facilities at the land port made easier to sell/market products**

Opinion	Beanpole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Agree	7	35.00	2	10.00	6	30.00	3	15.00
Somewhat agree	9	45.00	5	25.00	13	65.00	16	80.00
Don't agree	4	20.00	13	65.00	1	5.00	1	5.00
<b>Total</b>	<b>20</b>	<b>100.00</b>	<b>20</b>	<b>100.00</b>	<b>20</b>	<b>100.00</b>	<b>20</b>	<b>100.00</b>

**Yearly income and expenditure:** Mean income of Benapole is the highest followed by Bhomra as these two ports are in full operation. Similarly, mean expenditure of Benapole is highest and followed by Bhomra. Standard deviation of income and expenditure of all the ports are very high which indicate that the level of income and expenditures of the four ports are highly skewed.

**Table 3.4.7: Yearly income and expenditure**

Income	Benapole	Ramgarh	Sheola	Bhomra
Mean	213150.00	83570.00	96650.00	190200.00
Std. Deviation	145515.879	41520.485	58594.301	131384.370
Minimum	72000	36000	24000	42000
Maximum	612000	360000	240000	500000
Expenditure				
Mean	188550.00	77890.00	79050.00	155550.00
Std. Deviation	104576.577	36427.522	50447.967	88870.382
Minimum	72000	60000	20000	30000
Maximum	360000	200000	220000	350000

**Current road adjacent land value per decimal:** The table 3.4.8 shows the price of land adjacent to the ports and the standard deviation of the prices. According to the figure, the value of land at Benapole is the highest followed by Bhomra. But the price of land at Sheola and Ramgarh are more or less similar. But the minimum value of land is same for Benapole and Bhomra and same for Ramgarh and Sheola. Standard deviation of the price of land for Benapole is much higher than the Bhomra. On the other hand the standard deviation of the price of land at Ramgarh is higher than the Sheola. From the above figures it is evident that

the price of the land increases with increased activities of the ports. It may be presumed that the land adjacent to the ports may soar high when the infrastructures and the connecting roads to the ports will be developed and the Roads widened and the ports will be made full functional.

**Table 3.4.8: Current road adjacent land value per decimal**

Land price	Benapole	Ramgarh	Sheola	Bhomra
Mean	376500	293000	299250	365350
Std. Deviation	333960	211569	154462	190873
Minimum	50000	30000	30000	50000
Maximum	1500000	700000	500000	677000

### 3.4.3. Social impact

Opinion of the respondents/community people around the four land ports on the Socio economic impact have been gathered through some selected criterion and has been furnished in table 3.4.9. There are 8 numbers of criteria based on which opinions were taken. As regards criteria '**Communications with important cities**' at Benapole 10% agree, 85% somewhat agree, 05% do not agree. At Bhomra, 15% agree, 50% percent somewhat agree, 35% do not agree; At Ramgarh, 35% agree, 50% somewhat agree and 15% do not agree. It appears from the above figures that the establishment of the ports certainly has positive impact in the enhancement of communications with the important cities with the local area. This is obvious due to the fact that the connecting roads towards the land ports have been developed, widened and different mode of transport system have been introduced. In those areas.

The opinion of the respondents on the second criteria '**Strengthened the security as a result of land port improvement**' has been tabulated in the table 3.4.9. It is observed from the table that at Benapole 15% agree, 65% somewhat agree, 20% do not agree. At Bhomra, 15% agree, 45% percent somewhat agree, 40% do not agree; At Ramgarh, 40% agree, 40% somewhat agree and 20% do not agree. At Sheola, 35% agree, 50% somewhat agree and 15% do not agree. It appears that most of the respondents in the above ports agree that security is strengthened due to the ports.

In respect of the criteria '**Kids can go to school easily**' the impressions of the respondents have been furnished in the below table. It is revealed that at Benapole 20% agree, 60% somewhat agree, 20% do not agree. At Bhomra, 15% agree, 40% percent somewhat agree, 45% do not agree; At Ramgarh, 10% agree, 70% somewhat agree and 20% do not agree. At Sheola, 25% agree, 55% somewhat agree and 20% do not agree. Analysis of the above figure shows that most of the respondents are in agreement that that the establishment of the ports has contributed to the accessibility of the kids to educational institutions. This may be ascribed to reasons that the establishments of the ports have created employment opportunities resulting of the income level of the respondents, created social awareness which motivated them to send their children to the schools. Moreover, development of infrastructures, roads bridges, culverts etc. facilitated them to send the kids to schools.

Opinions of the respondents that they '**can easily go the relatives' house**' have been tabulated here. It is found that at Benapole 15% agree, 65% percent somewhat agree, 20% do not agree with this; At Bhomra, 20% agree, 45% somewhat agree and 35% do not agree to this criteria. Similarly, at Ramgarh, 30% respondents agree, 45% somewhat agree and 25% do not agree. At Sheola, 15% respondents agree, 45% somewhat agree and 40% do not agree with this. It appears from the opinion of the respondents in all the four ports that due to the development of infrastructural facilities movement of the residents have increased and their visits to the house of relatives have become easier. It also shows that social interaction of the residents around the ports has increased. The data also shows that social participation of the people has also increased to a greater extent.

From the opinion of the respondents at different Port areas, 45% respondents at Benapole, 15% at Bhomra, 10% at Ramgarh and 20% at Sheola agree that '**Opportunities created for women**'. On the other hand 65% respondents at Benapole, 45% at Bhomra, 45% at Ramgarh and 45% at Sheola somewhat agree to these criteria. As a whole, it may be said that due the development of Port and other infrastructural facilities, opportunities for women have been created.

Regarding the '**possibility of getting the daughters married**', at Benapole, 25% agree, 40% somewhat agree and 35% do not agree. For Bhomra, 25% agree, 40% somewhat agree and 55% disagree; for Ramgarh, 25% agree, 20% somewhat agree and 55% do not agree and for Sheola, 35% agree, 60% somewhat agree and 5% do not agree. It appears from the data that though the Sheola Port has not yet started its operation fully, due to huge infrastructural activities centering round the port lot of employment has been created which resulted enhancement of the income of the community people. Moreover, social interaction has also enhanced. These may be ascribed as the reason of very high number of (95%) of respondent's agreement to this.

As regards '**Availability of daily product increased**' at Benapole 30% agree, 65% percent somewhat agree, 5% do not agree with this; At Bhomra, 30% agree, 60% somewhat agree and 10% do not agree to these criteria. Similarly, at Ramgarh, 30% respondents agree, 30% somewhat agree and 40% do not agree. At Sheola, 30% respondents agree, 55% somewhat agree and 15% do not agree with this. Overall impression of the respondents is that due to the development of land ports availability of daily products have increased.

As regards '**Availability of medical supplies created**' at Benapole 30% agree, 20% percent somewhat agree, 55% do not agree with this; At Bhomra, 20% agree, 25% somewhat agree and 55% do not agree to these criteria. Similarly, at Ramgarh, 20% respondents agree, 30% somewhat agree and 50% do not agree. At Sheola, 10% respondents agree, 65% somewhat agree and 25% do not agree with this. It appears from the above opinion that about 50% of the respondents other than Sheola are of the opinion that availability of medical supply has not been created. But only 25% respondents at Sheola do not agree with this rest 75% more or less agree that medical supplies have increased in the Port area.

However, overall picture of the opinion of the respondents of the four Ports on different criteria or indicators have been graphically shown below. It allows having glimpses of the comparative pictures.

**Table 3.4.9: Level of satisfaction (%) on Social Economic Impact**

Land Port	Indicators	Agree	Somewhat Agree	Disagree	Total
Benapole	Communication with important cities	10.00	85.00	5.00	100
	Strengthened the security as a result of land port improvement	15.00	65.00	20.00	100
	Kids can go to school easily	20.00	60.00	20.00	100
	Easily can go to relatives' house	15.00	65.00	20.00	100
	Social participation of the people increased	20.00	75.00	5.00	100
	Opportunities created for women	45.00	15.00	40.00	100
	Possibility to get the daughters married easily	25.00	40.00	35.00	100
	Availability of daily product increased	30.00	65.00	5.00	100
	Availability of medical supplies created	30.00	20.00	50.00	100
Bhomra	Communication with important cities	15.00	50.00	35.00	100
	Strengthened the security as a result of land port improvement	15.00	45.00	40.00	100
	Kids can go to school easily	15.00	40.00	45.00	100
	Easily can go to relatives' house	20.00	45.00	35.00	100
	Social participation of the people increased	20.00	75.00	5.00	100



Land Port	Indicators	Agree	Somewhat Agree	Disagree	Total
	Opportunities created for women	15.00	45.00	40.00	100
	Possibility to get the daughters married easily	25.00	40.00	35.00	100
	Availability of daily product increased	30.00	60.00	10.00	100
	Availability of medical supplies created	20.00	25.00	55.00	100
Ramgarh	Communication with important cities	40.00	40.00	20.00	100
	Strengthened the security as a result of land port improvement	15.00	30.00	55.00	50
	Kids can go to school easily	10.00	70.00	20.00	100
	Easily can go to relatives' house	30.00	45.00	25.00	100
	Social participation of the people increased	30.00	40.00	30.00	100
	Opportunities created for women	10.00	45.00	45.00	100
	Possibility to get the daughters married easily	25.00	20.00	55.00	100
	Availability of daily product increased	30.00	30.00	40.00	100
	Availability of medical supplies created	20.00	30.00	50.00	100
	Sheola	Communication with important cities	35.00	50.00	15.00
Strengthened the security as a result of land port improvement		10.00	35.00	55.00	105
Kids can go to school easily		25.00	55.00	20.00	100
Easily can go to relatives' house		15.00	45.00	40.00	100
Social participation of the people increased		10.00	65.00	25.00	100
Opportunities created for women		20.00	65.00	15.00	100
Possibility to get the daughters married easily		35.00	60.00	5.00	100
Availability of daily product increased		30.00	55.00	15.00	100
Availability of medical supplies created		15.00	75.00	10.00	100

### 3.4.4. Environmental Impact

Opinion on Environmental impact of the land Ports were assessed in the Ports under study against four different criteria such as green area has been ruined due to the construction of land ports, Flat land of the area damaged, Crop lands and forests were damaged and Area flooded and waterlogged. The opinion of the respondents is shown in table 3.4.10.

As regards the criteria '**Green area has been ruined due to the construction of land ports**' at Benapole 45% agree, 50% somewhat agree and 5% do not agree; at Bhomra 30% agree, 55% somewhat agree and 15% do not agree; at Ramgarh 55% agree, 25% somewhat agree and 10% do not agree; at Sheola 35% agree, 55% somewhat agree and 10% do not agree. It appears from the above that about 90% of the respondents are of the opinion that the construction of ports has ruined the green area of the ports area. This is a very important observation and warrant attention of the decision makers.

Regarding the criteria '**Flat land of the area damaged**' at Benapole 40% agree, 55% somewhat agree and 05% do not agree; at Bhomra 40% agree, 50% somewhat agree and 10% do not agree; at Ramgarh 50% agree, 45% somewhat agree and 05% do not agree; at Sheola 15% agree, 45% somewhat agree and 40% do not agree. It appears from the above data that more than 90% of the respondents other than Sheola believe that flat land has been damaged due to the construction of Ports. At Sheola 60% respondents are in favor of this opinion.

Regarding the criteria '**Crop lands and forests were damaged**' at Benapole 15% agree, 45% somewhat agree and 40% do not agree; at Bhomra 15% agree, 30% somewhat agree and 55% do not agree; at Ramgarh 50% agree, 45% somewhat agree and 05% do not agree; at Sheola 30% agree, 35% somewhat agree and 35% do not agree. It appears from above data that at Ramgarh, about 95% of the respondents expressed that crop land and forests have been damaged due to construction of Ports and in other Port areas on an

average more than 50% of the respondents are in favor of this opinion that crop land and forests have been damaged.

As regards the **criteria 'Area flooded and waterlogged'** at Benapole 5% agree, 50% somewhat agree and 45% do not agree; at Bhomra 15% agree, 30% somewhat agree and 55% do not agree; at Ramgarh 15% agree, 35% somewhat agree and 40% do not agree; at Sheola 10% agree, 25% somewhat agree and 65% do not agree. The above data shows that the construction of Ports have not caused much in having the areas flooded and waterlogged.

However, the above opinions of the respondents on different indicators/criteria have been depicted graphically in the following manner. This demonstrates comparative observations of the responses.

**Table 3.4.10: Level of Satisfaction on Environmental Impact**

Land Port	Environmental Impact	Agree	Some what Agree	Disagree	Total
Benapole	Green area has been ruined due to the construction of land ports	45.00	50.00	5.00	100
	Flat land of the area damaged	40.00	55.00	5.00	100
	Crop lands and forests were damaged	15.00	45.00	40.00	100
	Area flooded and waterlogged	5.00	50.00	45.00	100
Bhomra	Green area has been ruined due to the construction of land ports	35.00	55.00	15.00	100
	Flat land of the area damaged	30.00	55.00	15.00	100
	Crop lands and forests were damaged	40.00	50.00	10.00	100
	Area flooded and waterlogged	15.00	30.00	55.00	100
Ramgarh	Green area has been ruined due to the construction of land ports	55.00	25.00	20.00	100
	Flat land of the area damaged	45.00	45.00	10.00	100
	Crop lands and forests were damaged	50.00	45.00	5.00	100
	Area flooded and waterlogged	15.00	35.00	50.00	100
Sheola	Green area has been ruined due to the construction of land ports	35.00	55.00	10.00	100
	Flat land of the area damaged	15.00	45.00	40.00	100
	Crop lands and forests were damaged	30.00	35.00	35.00	100
	Area flooded and waterlogged	10.00	25.00	65.00	100

### **Results and discussion of Component 2 (Enhance trade sector coordination and economic empowerment and opportunities in trade for women)**

For the quantitative data collection under component 2, a total of 415 producers, 203 ICT Trainee and 409 women trader have been interviewed. The findings from these respondents are given below:

### **3B: Results and Findings of Component # 2: Enhance trade sector coordination and economic empowerment and opportunities in trade for women.**

**Progress to date on baseline survey:** The WTO-Cell, MoC under the component # 2 of BRCP-1 has so far completed 85 batches skills development training for female traders (2125 female traders in agro-processing & cut flower) and planning to complete rest 80 batches training in the year 4 and 5 including pilot activities. In addition, PIU-MoC has provided support to the 10 women chambers (Operational support) so that they can provide required support to the female entrepreneurs in the respective district. Besides, they have also completed two batches foreign training/ workshop/ study tours and four NTTFC meeting/workshop and ten capacity building workshop to traders/associations. PIU has also set up BTP with enquiry point/trade alert for traders where more than 2000-2500 visitors/traders per year are receiving support. Likewise, it has also completed three NTTFC studies, three diagnostic studies, and twenty review of rules/regulations/policy for trade facilitation.

## Results of Producers

**3.5. Findings from producer:** A total of selected 415 producers, among which 208 are vegetable producer and 207 are cut flower producer have been interviewed under this survey.

### 3.5.1. General Information

This section gives the analysis of the survey that including demographic and socio-economic characteristic of the respondent households, such as gender, education and occupation and later has discussed the respondents' perspectives on the producer.

#### Demographic and Socio-economic Characteristic of the Respondents

**Gender:** Table 3.5.1 shows the gender distribution of the respondents. It is observed from the Table that out of these 415 respondents, 311(74.94%) are female and 104(25.06%) are male.

**Marital Status:** Table 3.5.1 shows the marital status of the respondents. It appears that among the 415 respondents, 390 (93.98%) are married and rest 25 (6.02%) are unmarried. It is also observed that almost all the married persons are involved in the business.

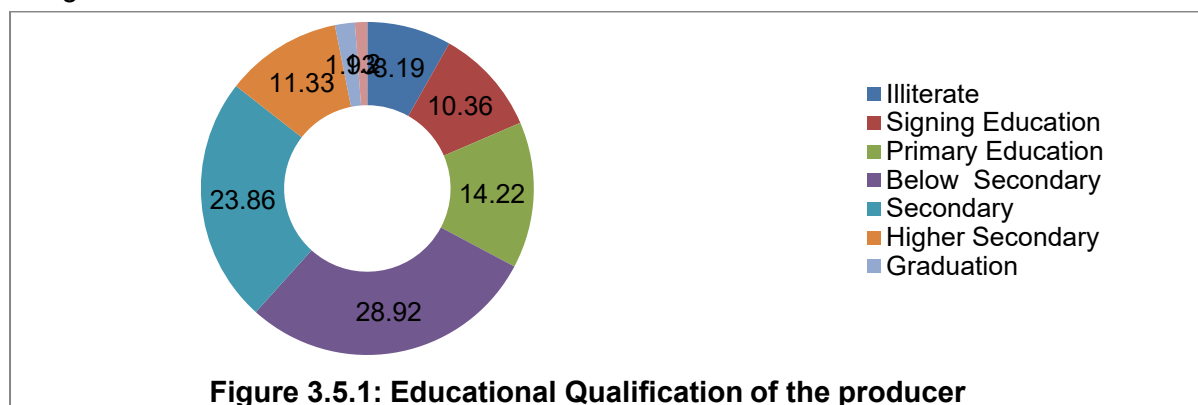
**Occupation of the respondents:** Table 3.5.1 shows that the respondents are all involved in production of Agricultural products, its processing and marketing. But a few others are involved in other professions or activities. Two categories of respondents are involved in the Agro production. 153 (36.87%) respondents are involved in the production of field crops/Vegetables/Fruits and 141 (33.98%) respondents involved in the cut flower production. It is also evident from the above table that 64 (15.42%) are doing Agro processing, 47 (11.33%) in marketing of the products and rest 10(2.41%) in other activities. It appears from the above data that about 294 (70.85%) are involved in production of Agro products and 111 (26.75%) of the respondents are involved in processing and marketing of the products. This indicates that production and marketing people are working in good proportion.

**Table 3.5.1: Gender of the Respondents**

Gender of the Respondents		
Gender	No. of Respondents	%
Male	104	25.06
Female	311	74.94
<b>Total</b>	<b>415</b>	<b>100</b>
Marital status of the Respondents		
Status	No. of Respondents	%
Married	390	93.98
Unmarried	25	6.02
<b>Total</b>	<b>415</b>	<b>100</b>
Occupation of the Respondents		
Occupation	No. of Respondents	%
Producer/Farmer (Field crops/vegetables/Fruits)	153	36.87
Producer/farmer (Cut flower)	141	33.98
Processor	64	15.42
Marketing	47	11.33
Others	10	2.41
<b>Total</b>	<b>415</b>	<b>100.00</b>

**Educational Qualification of the producers:** Figure 3.5.1 shows the educational qualifications of the respondents. It is revealed from the above Table that educational qualifications of 256 (61.69%) respondents are below Secondary level and the rest 38.33% are of Secondary and above Secondary level. 23.86% are in Secondary level and 11.33% are in Higher Secondary level, 1.93% Graduation and 1.20% Post Graduation level. On the hand, 14.22% are in Primary level and 10.36% respondents can put their signature and

8.19% lack literacy knowledge. Data also shows that 302 (81.45%) of the respondents have educational qualifications above Primary level. It is quite impressive figure in the context of Bangladesh.



**Figure 3.5.1: Educational Qualification of the producer**

### 3.5.2. Crop production related information

**Types of crops Producing in a Year:** It is observed from table 3.5.2 those 198 (47.71%) respondents produce 1-2 crops per year, 201 (48.43%) produce 3-4 crops per year and 16 (3.86%) respondents produce 5 or more crops per year. It is apparent from the figures that crop intensity is quite high in case of these respondents. It is also revealed from the Table that out of 415 respondents, 288 (69.40%) are also involved in the production of Vegetables.

**Table 3.5.2: Crops Production**

Types of Crops Producing in a Year		
Type	No. of Respondents	%
1-2 Crops	198	47.71
3-4 Crops	201	48.43
5 & More	16	3.86
<b>Total</b>	<b>415</b>	<b>100.00</b>
Vegetable producers		
Yes	288	69.40
No	127	30.60
<b>Total</b>	<b>415</b>	<b>100.00</b>

### Level of skills on pre-harvest management and Good Agricultural Practices (GAP):

Table below shows the level of skills of the respondents on pre-harvest management and Good Agricultural practices (GAP). It shows that 2.17% are highly skilled, 8.43% are skilled; 25.78% are moderately skilled and maximum numbers of respondents (46.02%) have little knowledge only about this matter. It may be said that, among the respondents, only 36.39% are quite skilled and 46.02% have a little knowledge. Besides this, about 17.59% respondents have zero skilled on pre-harvest management and GAP. The observations indicate that there are scopes for development of skills to those who are moderately skilled, have little knowledge and are devoid of any skill. It is also evident that, since almost 25.78% of the respondents have good level of skill, there is a good prospect of value addition of their products and higher income generation from trading quality products.

**Table 3.5.3: Level of skills on Pre-Harvest Management & GAP (Good Agricultural Practices)**

Levels	No. of Respondents	%
Highly Skilled	9	2.17
Skilled	35	8.43
Moderately Skilled	107	25.78
Little Knowledge Only	191	46.02
Zero Skilled	73	17.59
<b>Total</b>	<b>415</b>	<b>100</b>

**Level of skills on Food safety Aspect for fruits and vegetable production:** Table 3.5.4 shows the level of skills of the respondents on Food safety Aspect for Fruits and Vegetables production. It is observed from the table that 217 (52.29%) respondents had little knowledge only, 66 (15.90%) are moderately skilled, 36 (8.67%) are skilled and 9 (2.17%) are highly skilled and the rest 87 (20.96%) have zero skilled about this matter. It may be noted that only 26.75% of the respondents are quite skilled in food safety aspects which is very important for commercial viability of any Agricultural products.

**Table 3.5.4: Food Safety Aspects for Fruits & Vegetables Production of GAP**

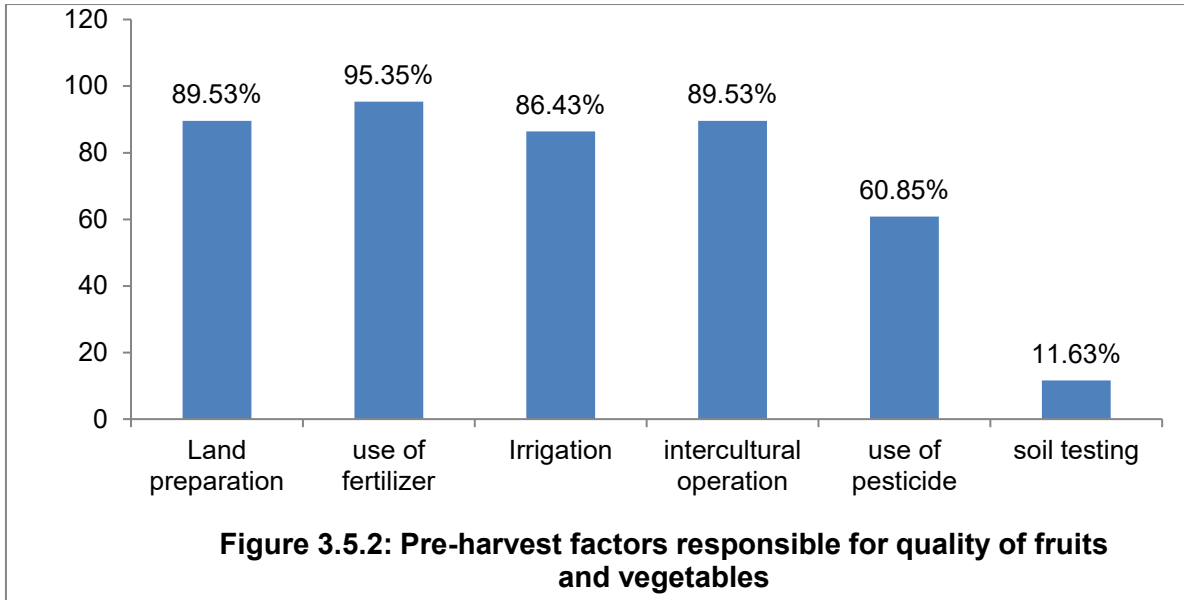
<b>Skill Levels on Food Safety Aspects for Fruits &amp; Vegetables Production of GAP</b>			
<b>SI No.</b>	<b>Levels</b>	<b>No. of Respondents</b>	<b>%</b>
1	Highly Skilled	9	2.17
2	Skilled	36	8.67
3	Moderately Skilled	66	15.90
4	Little Knowledge Only	217	52.29
5	Zero Skilled	87	20.96
<b>Total</b>		<b>415</b>	<b>100</b>

**Skill Levels about Pre-harvest & Harvest Factors Affecting the Post-Harvest Behavior:** Table 3.5.5 explains the skill level of the respondents in regards of Post-Harvest and Post-Harvest factors affecting the Post-Harvest behavior. The responses indicate that, out of 415 respondents, 203 (48.92%) are moderately skilled, 94 (22.65%) skilled and 7(1.69%) are highly skilled about pre harvest and harvesting time factors which affect the post-harvest factors.

**Table 3.5.5: Pre-harvest & Harvest Factors Affecting the Post-Harvest Behavior**

<b>Skill Levels about Pre-harvest &amp; Harvest Factors Affecting the Post-Harvest Behavior</b>		
<b>Levels</b>	<b>No. of Respondents</b>	<b>%</b>
Highly Skilled	7	1.69
Skilled	94	22.65
Moderately Skilled	203	48.92
Little Knowledge Only	68	16.39
Zero Skilled	43	10.36
<b>Total</b>	<b>415</b>	<b>100.00</b>

**Pre-harvest factors responsible for quality of fruits and vegetables:** Figure 3.5.2 shows the views of the respondents on the pre-harvest factors responsible for quality of fruits and vegetables. 231(89.53%) respondents opined on land preparation, 246 (95.35%) emphasized on use of fertilizer, 223 (86.43%) ascribed on irrigation, 231 (89.53%) reflected on intercultural operation. 157 (60.85) respondents attached emphasis on the use of pesticide and 30 (11.63) on soil testing. It is observed from the above data that almost all the respondents attached equal importance on the land preparation, use of fertilizer, Irrigation and intercultural operation for quality production of fruits and vegetables.



### 3.5.3. Post-harvest related information

The table 3.5.6 shows the responses on the skills of the respondents on reduction of post-harvest losses, ways and familiarity with value chain approach for reduction of losses. It appears that 302 (72.77%) of the respondents have the skills for reduction of post-harvest losses and the rest 27.23% do not have that skills.

It appears from the second Table above, that 188 (62.41%) respondents think storage as the ways to reduce post-harvest losses. On the other hand, 87 (28.7%) thinks packaging, 286 (94.78%) emphasized on proper handling and 202 (66.96%) opined on the linkage of Market as the ways for reducing post-harvest losses.

According to the information of the third Table above, it is observed that 251 (60.48%) respondents have the familiarity with the value chain approach in reducing post-harvest losses and the rest 39.52% respondents do not have acquaintance with this approach.

**Table 3.5.6: Post-Harvest Management**

<b>Skills to Reduce Postharvest Losses</b>			
SI no.	Response	No. of Respondents	% Respondents
1	Yes	302	72.77
2	No	113	27.23
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Ways to Reduce Postharvest Losses</b>			
SI no.	Reduction Gateway	No. of Respondents	% Respondents
1	Storage	188	62.41
2	Packaging	87	28.7
3	Proper Handling	286	94.78
4	Linkage to Market	202	66.96
5	Others	7	2.17
<b>Familiarity About Value Chain Approach to reduce Postharvest Losses</b>			
SI no.	Response	No. of Respondents	% Respondents
1	Yes	251	60.48
2	No	164	39.52
<b>Total</b>		<b>415</b>	<b>100.00</b>

**Post-harvest management practices for fresh vegetables:** The table 3.5.7 shows the opinion of the respondents on *Knowledge and skills* about Importance of Postharvest Management Practice for Fresh Vegetables. It appears from the table that 148 (35.66%) respondents have knowledge and the rest 267 (64.34%) do not have any knowledge about



the postharvest management practice of fresh vegetables. Now, out of 148 respondents who have knowledge, 4.73% are highly experienced, 15.54% are experienced, 45.27% are moderately experienced and 22.97% do not have any experience at all.

On the other hand, 107 (25.78%) respondents have skills about the postharvest management practice of fresh vegetables. Out of the 107 respondents, 4 (3.74%) are highly skilled, 11 (10.28%) are skilled, 27 (25.23%) are moderately skilled, 59 (55.14%) had little knowledge and the rest 28(10.65%) do not have any skills on this. It appears from the above that about 25% of the total respondents have appreciable level of knowledge and skills about the postharvest management practice of vegetables. The knowledge and skills of the rest of the respondents may be enhanced through training.

**Table 3.5.7: Postharvest Management Practices for Fresh Vegetables**

<b>Knowledge about Importance of Post-harvest Management Practice of Fresh Vegetables</b>		
<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
Yes	148	35.66
No	267	64.34
<b>Total</b>	<b>415</b>	<b>100.00</b>
<b>Level of knowledge on Post-harvest Management Practice of Fresh Vegetables</b>		
<b>Levels</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
Highly Experienced	7	4.73
Experienced	23	15.54
Moderately Experienced	67	45.27
Zero Experience	34	22.97
Only Little Knowledge	17	11.49
<b>Total</b>	<b>148</b>	<b>100.00</b>
<b>Skills about Importance of Post-harvest Management Practice of Fresh Vegetables</b>		
<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
Yes	107	25.78
No	308	74.22
<b>Total</b>	<b>415</b>	<b>100.00</b>
<b>Level of skills on Post-harvest Management Practice of Fresh Vegetables</b>		
<b>Levels</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
Highly Skilled	4	3.74
Skilled	11	10.28
Moderately Skilled	27	25.23
Little Knowledge Only	59	55.14
Zero Skilled	6	5.61
<b>Total</b>	<b>107</b>	<b>100.00</b>

**Cold Chain Management:** The table 3.5.8 expresses the knowledge of the respondents on shelf-life of fruits and vegetables through Cold Chain Management (CCM) practices. It is revealed that out of 415 respondents, 199(47.95%) respondents have knowledge on this and 216 (52.05%) respondents are not aware of CCM.

Skill level on CCM is divided into five categories. It is observed from the data that 199(47.95%) respondents who have knowledge about CCM for fruits and vegetables, 7 (3.52%) are highly skilled, 19 (9.55%) are skilled, 41 (20.60%) have moderate skill level, 103 (51.76%) have little knowledge and the rest 29 (14.57%) did not have any skill on it.

**Table 3.5.8: Cold Chain Management**

<b>Knowledge on Increase Shelf-life of Fruits &amp; Vegetables through CCM Practices</b>			
<b>Sl no.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	199	47.95
2	No	216	52.05
<b>Total</b>		<b>415</b>	<b>100.00</b>

Level of skill on Cold Chain Management			
Sl no.	Levels	No. of Respondents	% Respondents
1	Highly Skilled	7	3.52
2	Skilled	19	9.55
3	Moderately Skilled	41	20.60
4	Little Knowledge Only	103	51.76
5	Zero Skilled	29	14.57
<b>Total</b>		<b>199</b>	<b>100.00</b>

**Experience on post-harvest matters:** The table 3.5.9 focuses on the expertise of the respondents on post-harvest matters. The above Table shows that 285(68.67%) respondents have knowledge on post–harvest matters and the rest 130 (31.33%) do not have any knowledge on this.

Those who have knowledge on this have been classified into five categories. These are highly experienced, experienced, moderately experienced, have only little skill and no skill. It appears from the above Table that out of the 285 (68.67%) respondents, 107 (37.54%) are moderately experienced, 64 (22.46%) are experienced, only 5 (1.75%) are highly experienced. Capacity development training may contribute in enhancing the level of skill of the respondents.

**Table 3.5.9: Post-Harvesting Matters**

Expertise at Post-Harvest Matters		
Response	No. of Respondents	%
Yes	285	68.67
No	130	31.33
<b>Total</b>	<b>415</b>	<b>100.00</b>
Quality Level of Experience		
Highly Experienced	5	1.75
Experienced	64	22.46
Moderately Experienced	107	37.54
Only Little Knowledge	83	29.12
Zero knowledge	26	9.12
<b>Total</b>	<b>285</b>	<b>100.00</b>

### 3.5.4. Food Safety & Quality

**Idea or perception about Food Safety & Quality:** Table 3.5.10 portrays the respondents' idea or *perception about Food Safety & Quality, Pathways to ensure quality and food safety and Opinion on Growers' and Handlers' Need to ensure Quality*. It appears from the above Table that out of 415 respondents, 201 (48.43%) respondents' have ideas or concepts about the safety and quality of food. The second Table shows that out of these 201 respondents, 36.82% had little idea, 25.37% respondents have moderate idea, 15.42% have high level idea, 6 (2.99%) have very high level of ideas about food safety and security. On the other hand, 39 (19.40%) have very little idea about food safety and security. From the above figure it is observed that those 88 respondents out of 201 or 45% of the respondents who have ideas on food safety have moderate to very high level of ideas or knowledge about food safety and security this reflects that the rest 21% respondents do require some kind of training about food safety.

**Table 3.5.10: Quality and Food Safety**

<b>Conception about Food Safety &amp; Quality</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	201	48.43
2	No	214	51.57
<b>Total</b>		<b>415</b>	<b>100</b>
<b>Level of Conception</b>			
1	Very High	6	2.99
2	High	31	15.42
3	Moderate	51	25.37
4	Little	74	36.82
5	Very Little	39	19.40
<b>Total</b>		<b>201</b>	<b>100</b>
<b>Pathways to ensure quality and food safety</b>			
<b>SI No.</b>	<b>Methods</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Judicial application of insecticide	187	93.03
2	Judicial use of chemical fertilizer	189	94.03
3	Using mechanical method	181	90.05
4	Biological control	169	84.08
5	Soil Treatment	96	47.76
6	Use of disease free seed	158	78.61
7	Others	5	2.49
<b>Opinion on Growers and Handlers Need to Ensure Quality</b>			
<b>SI No.</b>	<b>Opinion</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Agreed	373	89.88
2	Partially Agreed	39	9.40
3	Not Agreed	3	0.72
<b>Total</b>		<b>415</b>	<b>100.00</b>

**Good Agricultural Practice (GAP) & Phyto-Sanitary for Crops Production & processing:** The Table 3.5.11 shows the opinion of the respondents on the following up of Good Agricultural Practice (GAP) for Crops Production, Phyto-Sanitary for Crops Production, Knowledge about Sanitary & Phyto-Sanitary matters for exporting/importing Fresh Fruit & Vegetables, Knowledge about Good Manufacturing Practices (GMP) & Hazards Analysis Critical Control Point (HACCP) Compliance for Processed Fruits & Vegetables, Factors those Affecting Crops Quality etc.

It appears from the Table that 19.52% respondents follow the GAP for crops production and the rest do not follow. Table reveals that 22.41% respondents follow Phyto-Sanitary aspects for Crops Production and the rest do not. It is understood that some form of training is required for 81% respondents on Good Agricultural Practices (GAP) for crops production and 78% respondents on Phyto-Sanitary matters.

On the other hand, only 22.21% respondents have Knowledge about Sanitary & Phyto-Sanitary matters for exporting/importing Fresh Fruit & Vegetables and the rest 77.59% respondents are not aware of this. This is very crucial for carrying out international trade, particularly for border trade. Hence, it may be considered for creating awareness or build up the capacity through appropriate training of the respondents on Phyto-Sanitary aspects for exporting and importing of fruits and vegetables.

From the Table it is evident that only 14.46% respondents have knowledge about GMP & HACCP Compliance for Processed Fruits & Vegetables and the rest 85.54% respondents are not aware of this. It seems to be essential that proper training should be provided to these respondents for carrying out Export-Import business on processed fruits and vegetables.

Table shows the respondents' views on the factors that affect the crop quality. According to the given opinion, 62.41% respondents believe that the quality of crop is affected due to use of chemical fertilizers, 58.31% respondents believe that damage is caused due to use of chemical pesticides, 60.72% respondents maintains that crop quality is also affected due to

water and 54.94% make soil condition responsible the for-crop quality. On the other hand, 33.73% respondents think that time of harvesting also affect crop quality; 22.41% respondents describe storage and packaging as the cause, 17.11% opined transportation as the factors for affecting crop quality. From these observations, valuable decisions may be adopted for quality crop production through curtailing the influence of the factors responsible for affecting the crop quality.

**Table 3.5.11: Following Good Agricultural Practice (GAP) & Phyto-Sanitary for Crops Production & processing**

<b>Following GAP for Crops Production</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	81	19.52
2	No	293	70.60
3	Unknown	41	9.88
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Following Phyto-Sanitary for Crops Production</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	93	22.41
2	No	223	53.73
3	Unknown	99	23.86
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Knowledge about Sanitary &amp; Phyto-Sanitary Matters for Exporting/Importing Fresh Fruit &amp; Vegetables</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	93	22.41
2	No	322	77.59
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Knowledge about GMP &amp; HACCP Compliance for Processed Fruits &amp; Vegetables</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	60	14.46
2	No	355	85.54
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Factors those Affecting Crops Quality</b>			
<b>SI No.</b>	<b>Methods</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Soil	228	54.94
2	Water	252	60.72
3	Fertilizer	259	62.41
4	Chemical Pesticide	242	58.31
5	Time of harvesting	140	33.73
6	Storage	93	22.41
7	Packaging	53	12.77
8	Transportation	71	17.11
9	Others	3	0.72
<b>Multiple response</b>			

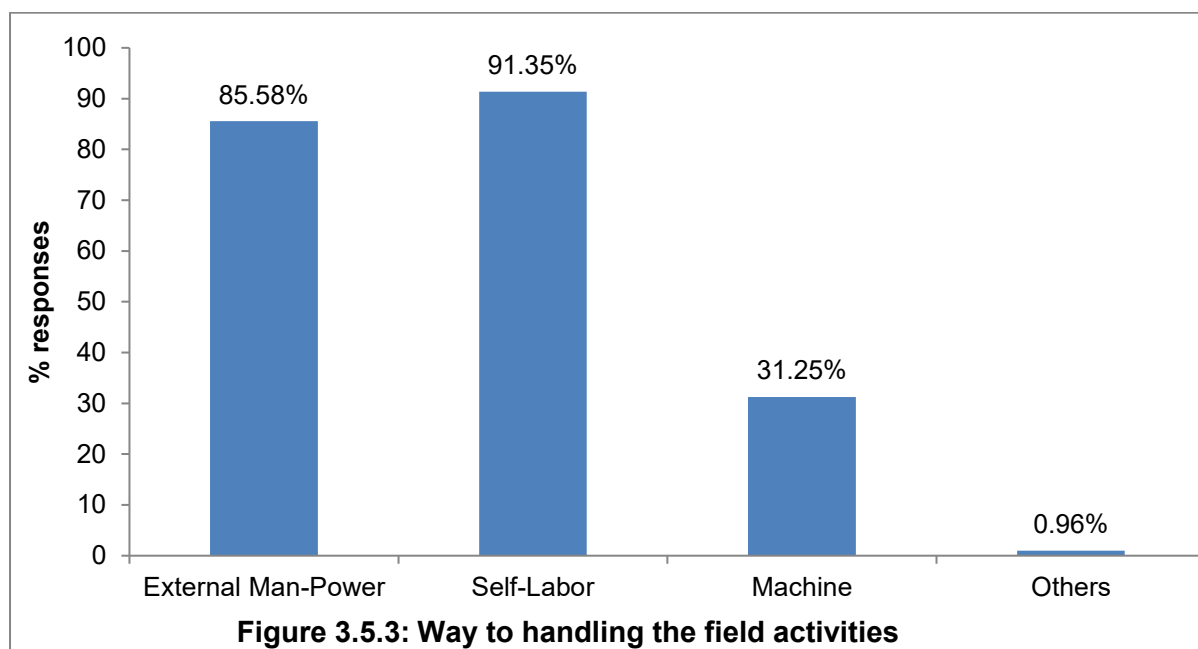
### 3.5.5. Harvesting related information

Table 3.5.12 describes opinion of the 208 producers on harvesting after maturity, determining the time of harvest and harvesting methods. The above table shows that 90.87% of the farmers believe that crops are harvested after maturity. From the above Table it is observed that 76.19% respondents are of the opinion that the time of harvest is determined through eye observation. According to 21.69% respondents harvesting time is determined through counting days. The above Table also shows that 60.32% respondents harvest their crops through hand picking, 39.15% use equipment/machine. From this observation it is evident that there are lots of scopes for mechanization in harvesting of crops.

**Table 3.5.12: Harvesting related information**

Harvesting after Maturity			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	189	90.87
2	No	19	9.13
<b>Total</b>		<b>208</b>	<b>100.00</b>
Determining the Time of Harvest			
SI No.	Method	No. of Respondents	% Respondents
1	Counting Days	41	21.69
2	Eye Observation	144	76.19
3	Others	4	2.12
<b>Total</b>		<b>189</b>	<b>100.00</b>
Harvesting Method			
SI No.	Path	No. of Respondents	% Respondents
1	Hand Picking	114	60.32
2	Equipment Using	74	39.15
3	Others	1	0.53
<b>Total</b>		<b>189</b>	<b>100.00</b>

**Handling of Field Activities:** Figure 3.5.3 explains the handling of field activities. It appears from the table that 91.35% of the respondents manage fields activities by themselves, 85.58% manage by engaging external manpower and 31.25% by using machine. It shows that there are ample scopes for modernization/mechanization of field activities.



**Usages of Ripping Chemical:** The Table 3.5.13 shows the views of the respondents on the use of ripping chemicals and level of experiences of the chemical users. It is observed that only 17 (8.17%) of the respondents have experience on the use of ripping chemicals and the rest 191 (91.83%) of the respondents do not have any such experience.

It is observed that out of these 17 respondents (8.17%), 6 (35.29%) respondents are moderately experienced, 1(5.88%) are experienced and 5 (29.42%) are highly experienced and rest have a little or no experience. In other words, it may be said that out of 208 respondents, only 12 (5.76%) respondents are experienced in ripping chemical use. It shows that this technique of use of chemicals are almost new to the respondents and in order to acquaint them with this method or technique, the respondents may be imparted proper training.

**Table 3.5.13: Usages of Ripping Chemical**

<b>If the Producers uses Ripping Chemical</b>			
<b>SI no.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	17	8.17
2	No	191	91.83
<b>Total</b>		<b>208</b>	<b>100.00</b>
<b>Level of Experiences for the Chemical Users</b>			
<b>SI no.</b>	<b>Feedback</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Highly Experienced	5	29.41
2	Experienced	1	5.88
3	Moderately Experienced	6	35.29
4	Zero Experience	3	17.65
5	Only Little Knowledge	2	11.76
<b>Total</b>		<b>17</b>	<b>100</b>

**3.5.6. Flower production related information:** The Table 3.5.14 explains the expertise and the level of skills on post flower harvesting. It appears from the Table that out of 208 respondents, 139 (66.83%) respondents have experiences and the rest 69 (33.17%) do not have any experience. It also appears from the table that out of these 139 (66.83%) respondents who have experiences on post flower harvesting, 67 (48.20%) are moderately skilled, 30 (21.58%) are skilled and 4 (2.88) are highly skilled. The rest 38 (28%) have a lit bit or no skills at all. Hence, it may be said that out of total 207 respondents, 72% respondents have skills on post flower harvesting. The above analysis demand that for more value addition to cut flower business the 28% of the respondents who lacks skill may be offered training on post flower harvesting along with more training to the 72% respondents who has some skills on this.

**Table 3.5.14: Post Flower Harvesting**

<b>Expertise at Post Flower Harvesting</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	139	66.83
2	No	68	33.17
<b>Total</b>		<b>207</b>	<b>100.00</b>
<b>Skill Levels of positive respondents on Post Flower Harvesting</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Highly Skilled	4	2.88
2	Skilled	30	21.58
3	Moderately Skilled	67	48.20
4	Only Bit Knowledge	25	17.99
5	Zero Skills	13	9.35
<b>Total</b>		<b>139</b>	<b>100.00</b>

**Self-Life Enhancing of Processed Crops:** The table 3.5.15 shows the respondents' experience on processed self life enhancement and the level of skills of the positive respondents or those having experiences. It appears that out of 415 respondents, 77 (18.55%) have experience on this and the rest 338 (81.45%) do not have any experience on self life enhancement of Agricultural products. Out of these 77 (18.55%) respondents, 27.27% respondents have moderate skill level, 16.88% are skilled and 2.60% are highly skilled level. The rest 48.05% have a little skill and 5.19% have no skill. It is evident that out of 415 respondents only 18.55% have skills on self life enhancement. This requires sufficient training of the respondents on self life enhancement which is very important for value addition of Agricultural products.



**Table 3.5.15: Self Life Enhancing of Processed Crops**

If the Respondents' experience on Processed Shelf Life Enhancement			
SI No.	Answer	No. of Respondents	% Respondents
1	Yes	77	18.55
2	No	338	81.45
<b>Total</b>		<b>415</b>	<b>100.00</b>
Level of skills of the positive respondents on shelf life Enhancement			
SI No.	Replay	No. of Respondents	% Respondents
1	Highly skilled	2	2.60
2	Skilled	13	16.88
3	Moderately skilled	21	27.27
4	Only a Little skill	37	48.05
5	No skill	4	5.19
<b>Total</b>		<b>77</b>	<b>100.00</b>

**Shelf Life Enhancement for Processed Vegetables & Green Fruits:** Table 3.5.16 shows the respondents experience and skills on the shelf life enhancement of processed vegetables and fruits. It appears that out of 415 respondents, 101 (24.34%) have experience on enhancement of shelf life of vegetables and fruits and the rest 314 (75.66%) respondents do not have. It is also observed from the table that out of 415 respondents, 117 (28.19%) have experience on shelf life enhancement for green fruits and the rest 298 (71.81%) do not have any experience on this. The data shows that those who have experiences on shelf life enhancement for green fruits, many of them not necessarily have experiences on shelf life enhancement for vegetables.

The skill levels of the respondents 117 (28.19%) who have experiences on shelf life enhancement of green fruits have been shown in the above table. It shows that, 28.21% respondents are moderately skill, 16.24% skilled and 2.56% are highly skilled, 45.30% have little bit knowledge and the rest do not have any such skill. Overall it is revealed that 46% of the respondents possesses some skills on shelf life enhancement of green fruits. In order to develop the skill of the rest 64% respondents may be provided appropriate training for value addition of green fruits.

**Table 3.5.16: Shelf Life Enhancement for Processed Vegetables & Green Fruits**

If the Respondents experience on Shelf Life Enhancement for Processed Vegetables & Fruits			
SI no.	Answer	No. of Respondents	% Respondents
1	Yes	101	24.34
2	No	314	75.66
<b>Total</b>		<b>415</b>	<b>100.00</b>
If the Respondents experience Shelf Life Enhancement for Processed for Green Fruits			
SI No.	Answer	No. of Respondents	% Respondents
1	Yes	117	28.19
2	No	298	71.81
<b>Total</b>		<b>415</b>	<b>100.00</b>
Skill Levels of the Positive Respondents			
SI No.	Response	No. of Respondents	% Respondents
1	Highly Skilled	3	2.56
2	Skilled	19	16.24
3	Moderately Skilled	33	28.21
4	Only Bit Knowledge	53	45.30
5	Zero Skills	9	7.69
<b>Total</b>		<b>117</b>	<b>100.00</b>

**Pre-harvest Management of Cut Flowers:** The Table 3.5.17 reflects the opinion of the respondents on the experience and level of skills on land selection, land preparation, seedling transplantation, and fertilizer application for flower cultivation. It is observed from the above Table that out of out of 207 respondents, 181 (87.44%) have the requisite experiences and the rest 26 (12.56%) do not have.

From the above Table it is also reflected that out of 181(87.44%) respondents, 96 (53.04%) respondents are moderately skilled, 65 (33.51%) are skilled, 8 (4.42%) are highly skilled on pre-harvest management skills on flower cultivation and the rest 12 (6.63%) respondents do not have any skill. It is also revealed that overall; out of 207 respondents', 169 (81.64%) respondents have some skills on pre-harvest flower cultivation. More training is required for the respondents on flower cultivation

**Table 3.5.17: Pre-Harvest Management for Cut Flowers**

<b>Skill on land selection, land preparation, seedling transplantation, and fertilizer application for flower cultivation</b>			
<b>SI no.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	181	87.44
2	No	26	12.56
<b>Total</b>		<b>207</b>	<b>100.00</b>
<b>Quality Level of Experience</b>			
<b>SI no.</b>	<b>Levels</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Highly skilled	8	4.42
2	Skilled	65	35.91
3	Moderately Skilled	96	53.04
4	Not skilled	12	6.63
5	Only Little skill	0	0.00
<b>Total</b>		<b>181</b>	<b>100.00</b>

**Skills on Intercultural Operation:** Table 3.5.18 shows the opinion of the respondents on the experience and skills of the respondents on intercultural operation such as irrigation, pruning and weeding etc. for flower cultivation. It is indicated in the above table that out of 207 respondents' 182 (87.92%) respondents have experiences on intercultural operation and the rest respondents do not have. It is evident from the above Table that 68 (37.36%) respondents are moderately skilled, 20.33% are skilled and 4.95% are highly skilled, 24.73% have little knowledge and the rest 12.64% do not have any skill. It is clear from the above that out of total 207 respondents, 63% respondents have skills on intercultural operations of flower cultivation.

**Table 3.5.18: Skills on Intercultural Operation**

<b>If the Respondents Skilled on Irrigation, Pruning, Weeding etc. for Flower Cultivation</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	182	87.92
2	No	25	12.08
<b>Total</b>		<b>207</b>	<b>100.00</b>
<b>Type of Positives Responses</b>			
<b>SI No.</b>	<b>Responses</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Highly Experienced	9	4.95
2	Experienced	37	20.33
3	Moderately Experienced	68	37.36
4	Only Little Knowledge	45	24.73
5	Zero Experience	23	12.64
<b>Total</b>		<b>182</b>	<b>100</b>

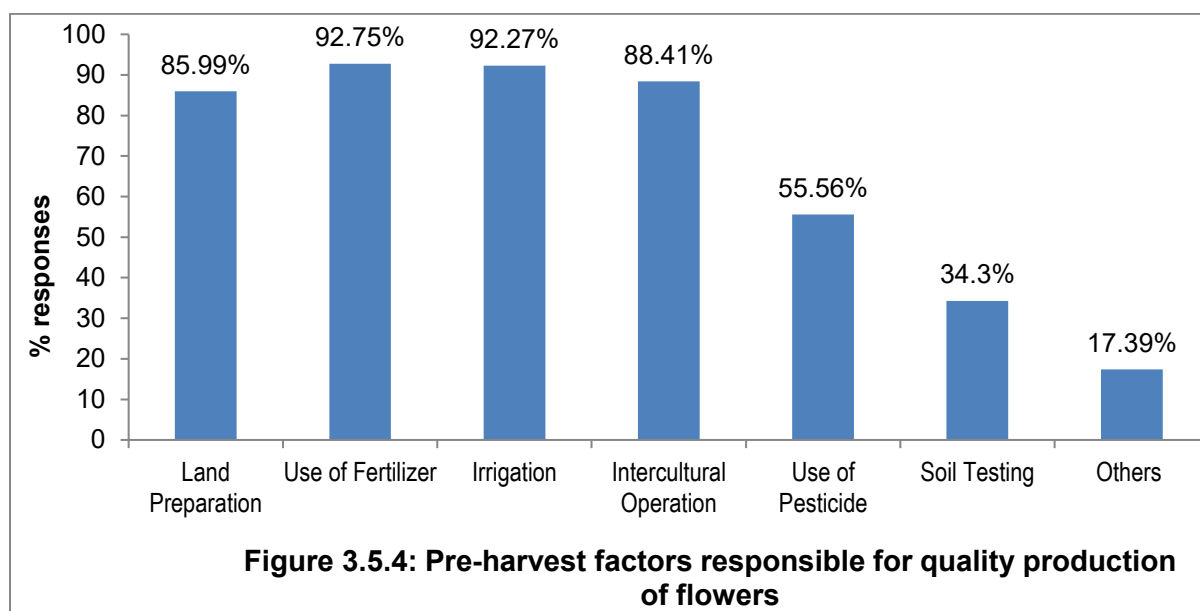
**Factors affecting the postharvest behavior of flower cultivation:** Table 3.5.19 shows the pre-harvest and harvesting time factors affecting the behavior of flower cultivation. It appears from above Table that 93 (44.93%) respondents have experiences on pre-harvesting time factors that affect the post-harvest behavior of floriculture and the rest 114 (55.07%) do not have any experience on this.

It is also observed from the above table that out of 93 (44.93%) respondents, 44 (47.31%) are moderately skilled, 19 (20.43%) skilled and 4 (4.30%) are highly skilled, 3 (3.23%) had only little knowledge and the rest 23 (24.73%) do not have any skill though they have some working experiences. From the above table it is also evident that out of 207 respondents, 67 respondents have this skill and the rest do not have any skill on this. Hence, for better post-harvest behavior of flower cultivation, the unskilled respondents are to be provided training.

**Table 3.5.19: Pre-harvest & Harvesting time Factors Affecting the Postharvest Behavior of Flower cultivation**

Experience about Pre-harvest & Harvest Factors Affecting the Postharvest Behavior of Flowers			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	93	44.93
2	No	114	55.07
<b>Total</b>		<b>207</b>	<b>100.00</b>
Type of Positives Responses			
SI No.	Responses	No. of Respondents	% Respondents
1	Highly skilled	4	4.30
2	Skilled	19	20.43
3	Moderately Skilled	44	47.31
4	Not skilled	23	24.73
5	Only Little Knowledge	3	3.23
<b>Total</b>		<b>151</b>	<b>100</b>

**Pre-harvest factors responsible for quality production of flowers:** Figure 3.5.4 reflects the opinion of the respondents on gateways of pre-harvest factors responsible for quality production of flowers. Views of the respondents on different factors have been tabulated above. It is observed that among the 36 respondents, 85.99% attached importance on land preparation, 92.75% on use of fertilizers, 92.27% on irrigation, 88.41% on inter-cultural operation, 55.56% on use of pesticide, 34.30% on soil testing and 17.39% on other factors. Soil testing is important as it helps to understand the condition of soil nutrients and help application of required fertilizers along with the doses. It may also help avoid the unnecessary use of fertilizers which causes degradation of soil fertility. From the above observations, it is also evident that the respondents have more or less given equal importance on the pre-harvest and harvest time factors for better post-harvest production.



**Harvesting method of cut flower:** Table 9.0-9.2 explains the flower harvesting methods used by the respondents. As regards determining the time of harvesting flowers, it is observed from the above Table that 189 (91.30%) use eye estimation for harvesting flowers from the field and the rest 60 (28.99%) do this on counting days.

On the other hand, as harvesting method, 86.96% respondents use hand picking and 59.42% use machine for picking flowers.

**Table 3.5.20: Flower Harvesting Methods**

<b>Determining the Time of Flower Harvest<sup>4</sup></b>			
<b>SI No.</b>	<b>Method</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Counting Days	60	28.99
2	Eye Observation	189	91.30
<b>Multiple response</b>			
<b>Harvesting Method</b>			
<b>SI No.</b>	<b>Path</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Hand Picking	180	86.96
2	Equipment Using	123	59.42
3	Others	2	0.97
<b>Multiple response</b>			

**Handling the field activities:** Table 3.5.21 portrays the views of the respondents about handling of field activities for flower cultivation. It appears from the table that 187 (90.34%) work themselves in the field, 68 (32.85%) engage external labour and 68 (32.85%) takes the help of machines for flower cultivation. Use of machinery in flower cultivation could save lot of time of the respondents who work themselves in the field and engage external labour. They could use the saved time for other productive purposes related flower business or other purposes.

**Table 3.5.21: Handling the Field Activities for Cut Flowers**

<b>Gateways</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
External Man-Power	68	32.85
Self-Labor	187	90.34
Machine	68	32.85
<b>Multiple response</b>		

**Post-harvest technique of cut flower:** Table 3.5.22 shows the expertise and its level of the respondents on post flower harvesting such as grading, separation, classification, wrapping and packaging of cut flowers. It is observed that 177 (77.29%) respondents have the expertise on post flower harvesting and 47 (22.71%) do not have that expertise.

It is also seen that out of 160 (77.29%), 91 (56.88%) are moderately skilled, 33.75% skilled, 5(3.13%) are highly skilled. On the contrary, 10(6.26%) have no skill but has some working knowledge. Hence, altogether, 150 (93.75%) of the respondents having expertise are skilled and the rest are not. Or, in other words, out of all the respondents 207, 150(72.46%) respondents are skilled in post-harvest flower cultivation.

**Table 3.5.22: Post Flower Harvesting**

<b>Expertise at Grading, Separation, Classification, wrapping , Packing, etc.</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	160	77.29
2	No	47	22.71
<b>Total</b>		<b>207</b>	<b>100</b>
<b>Skilling Levels for the Positive Respondents</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Highly Skilled	5	3.13
2	Skilled	54	33.75
3	Moderately Skilled	91	56.88
4	Zero Skills	9	5.63
5	Only Bit Knowledge	1	0.63
<b>Total</b>		<b>160</b>	<b>100.00</b>

<sup>4</sup> Multiple Answer

**3.5.7. Pack house operation and packaging:** Table 3.5.23 shows the pack house and pack house operation of cut flower business. The opinions of different respondents are tabulated above. The table shows that out of 415 respondents, 289(69.64%) respondents follow sorting and grading of products before selling and rest 126 (30.36%) do not follow these.

Table denotes that 330 (79.52%) respondents clean the products before packing and the rest 85 (20.48%) do not maintain the cleaning process. It is observed from Table that 175 (42.17%) respondent's follow treatment process before packing whereas 240 (57.83%) do not follow the process.

It is revealed from Table that 113 (27.23%) respondents properly pack before transportation and 72.77% do not do that. It is evident from Table that 21 (5.06%) respondents do the Control Modified Atmosphere Packaging (MAP) whereas 394 (94.94%) do not do that.

It appears from the above analysis that lot of attention is required to be given towards the respondents in the areas of pack house and pack house operation such as proper grading and sorting of products, cleaning of the products, follow the necessary treatment process, proper packing before transportation and undertake control Modified Atmospheric packaging etc. which are essential for better marketing and value addition.

### 3.5.23: Pack House Operations & Packaging

<b>If the Respondents Follow Sorting &amp; Grading of Products before Selling</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	289	69.64
2	No	126	30.36
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Respondents Clean the Products</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	330	79.52
2	No	85	20.48
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>If the Respondents Follow Treatments before Packing</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	175	42.17
2	No	240	57.83
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>If the Respondents Properly Pack before Transportation</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	113	27.23
2	No	302	72.77
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>If the Respondents do Control Modified Atmosphere Packaging (MAP)</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	21	5.06
2	No	394	94.94
<b>Total</b>		<b>415</b>	<b>100.00</b>

**3.5.8. Transportation of products:** Table 3.5.24 shows the mode of transportation of product, problems confronted during transportation and the problems observed by the respondents themselves. Table indicates that most of the transportation is done by Truck (91.33%), by Van (82.41%) and by Rickshaw (16.39%). Except these, transportations are also done by Bus, Freezing Van, Train, Boat and other means.

Table shows that 334 (80.48%) respondents do not face any problem during transportation but 81 (19.52%) face some sort of problems.

Personal views expressed by the respondents are shown in Table. According to 28.40% respondents' transportation price is quite high, 39.51% thinks that there is scarcity of transport and 17.28% feel the absence of any specialized transport for marketing.

**Table 3.5.24: Transportation**

<b>Transportation Using for Marketing</b>			
<b>SI No.</b>	<b>Type of Transports</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Truck	379	91.33
2	Van	342	82.41
3	Rickshaw	68	16.39
4	Bus	2	0.48
5	Freezing Van	3	0.72
6	Train	12	2.89
7	Boat	10	2.41
9	Others	44	10.60
Multiple response			
<b>If the Respondents Face Any Problem during Product Transportation</b>			
1	Yes	81	19.52
2	No	334	80.48
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Problems for the Positive Respondents</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	High Price of Transport	23	28.40
2	Scarcity of Transport	32	39.51
3	No Specialized Transport for Marketing	14	17.28
4	Other	12	14.81
<b>Total</b>		<b>81</b>	<b>100.00</b>

### 3.5.9. Entrepreneurship and business-related information

**Knowledge about Entrepreneurship Development:** Table 3.5.25 explains the knowledge about entrepreneurship development such as knowledge on preparing a business plan, procedure for starting up Agro-Processing Farm and level of business idea or conception etc. It appears from Table that out of 415 respondents, 164 (39.52%) respondents have knowledge about preparing business plan but rest 251(60.48%) do not have any knowledge.

According to Table, 53 (32.32%) respondents have knowledge about the procedure for starting up Agro-Processing business and 111 (67.68%) do not have that knowledge.

Table describes the level of knowledge or conception of the respondents on Agro business. It is observed that out of 164 respondents, who have the knowledge of starting up Agro business, 27.44% respondents have moderate knowledge, 22.56% have much knowledge and 1.83% have very much knowledge on business. On the other hand 39.02% respondents have little knowledge 9.15% very little knowledge. Hence for entrepreneurship development, sufficient training on 'doing business' to be provided to the respondents.

**Table 3.5.25: knowledge about Entrepreneurship Development**

<b>Any Knowledge on Preparing a Business Plan</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	164	39.52
2	No	251	60.48
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Any Knowledge about the Procedure for Starting-up Agro-processing Firms</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	53	32.32
2	No	111	67.68
<b>Total</b>		<b>164</b>	<b>100.00</b>



Knowledge Level of the Conception			
SI No.	Levels	No. of Respondents	% Respondents
1	Very Much	3	1.83
2	Much	37	22.56
3	Moderate	45	27.44
4	Little	64	39.02
5	Very Little	15	9.15
<b>Total</b>		<b>164</b>	<b>100.00</b>

**Concept about business development:** Table 3.5.26 delineates the conception of business by the respondents. It is observed that out of 415 respondents, 147 (35.42%) have ideas on business development and rest 268 (64.58%) does not have any idea. The above table also indicate that out of these 147 respondents, 33.33% are moderately experienced, 12.93% experienced, 3.40% highly experienced, 45.58% have zero experience and the rest 4.76% have no or a little experience on business development. It is evident from the above figure that out of the total 415 respondents, 73 have some form of experiences in business development. Hence, to transform the respondents as good entrepreneur training on business development is a precondition.

**Table 3.5.26: Conception about Business Development**

Any Idea on Business Development			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	147	35.42
2	No	268	64.58
<b>Total</b>		<b>415</b>	<b>100.00</b>
Type of Positives Responses			
SI No.	Responses	No. of Respondents	% Respondents
1	Highly Experienced	5	3.40
2	Experienced	19	12.93
3	Moderately Experienced	49	33.33
4	Zero Experience	67	45.58
5	Only Little Knowledge	7	4.76
<b>Total</b>		<b>147</b>	<b>100.00</b>

**3.5.10. Customer Relationship Management:** Table 3.5.27 explains the respondents' qualities on customer relationship management such as skill on communication, negotiation techniques, time management, leadership qualities, sales and customer relationship etc. and the level of their skill in the above aspects. Table shows that out of 415 respondents, 219 (52.77%) respondents have communication skills and the rest 47.23% do not have those skills.

Out of 219 (52.77%) respondents, 58.9% have moderate skill, 25.57% skilled and 5.48% are highly skilled and the rest 10.05% have no skill. Hence, out of 415 respondents 197 (47.46%) respondents the communication skills. It is essential that the respondents are provided extensive training on different aspects of communication skills for doing effective business.

**Table 3.5.27: Customer Relationship Management**

Any skill on Communication, Negotiation, Time Management, Leadership Qualities, Sales and Customer Relationship			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	219	52.77
2	No	196	47.23
<b>Total</b>		<b>415</b>	<b>100.00</b>

<b>Kinds of Positives Responses</b>			
<b>SI No.</b>	<b>Responses</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Highly Skilled	12	5.48
2	Skilled	56	25.57
3	Moderately Skilled	129	58.9
4	Zero Skill	22	10.05
5	Only Little Knowledge	0	0
<b>Total</b>		<b>219</b>	<b>100</b>

**3.5.11. Loss/profit analysis in agribusiness:** Table 3.5.28 shows the understanding of the respondents on the profitability of Agro business. It shows from the Table that out of 415 respondents, 151 (36.39%) of the respondents have the understanding of the loss and profit of the business and rest 164 (63.61%) respondents do not have any good understanding. It also appears from the Table 12.10 that out of 151 respondents, 62 (41.06%) have moderate knowledge on profit and loss accounting, 33 (21.85%) are experienced and 9 (5.96%) are highly experienced. The rest 26 (17.22%) have no experience and 21 (13.91%) have only little knowledge on this. Hence, it may be said that as a whole, out of all the 415 respondents, 104 respondents have understanding on profit and loss of the business.

**Table 3.5.28: Loss-profit at Agribusiness**

<b>If the Respondents Experienced in Agribusiness Loss-profit</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	151	36.39
2	No	264	63.61
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Type of Positives Responses</b>			
<b>SI No.</b>	<b>Responses</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Highly Experienced	9	5.96
2	Experienced	33	21.85
3	Moderately Experienced	62	41.06
4	Zero Experience	26	17.22
5	Only Little Knowledge	21	13.91
<b>Total</b>		<b>151</b>	<b>100</b>
<b>If the Respondents Analyze the profitability of Their Agri-business Enterprise</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	117	28.19
2	No	298	71.81
<b>Total</b>		<b>415</b>	<b>100.00</b>

**3.5.12. Training & Skills about Marketing of Products:** Table 3.5.29 shows the respondents' opinion skill on crop marketing, sources of crop marketing, necessity of more training on processing and marketing and duration of the training. According to Table, out of 415 respondents, 213 (51.33%) respondents have skill on crop marketing and the rest 202 (48.67%) do not have experience in this regard. According to Table, as the sources of training on marketing, 150 (70.42%) respondents identify NGOs, 94 (44.13%) respondents opined for GOs and 10 (4.69%) respondents preferred others. About 44.13% respondent got two types of training from the project. The training is: 1) Agro-processing, and 2) Cutflower. The training firm conducted the training and prepared informative training module for each type of training. The participants expressed their satisfaction on the training and traing module.

It is observed from Table, that 340 (81.93%) respondents need more training on processing and marketing of Agro products. About the duration of training, 273 (80.29%) respondents prefer 1 Week long training, 45 (13.24%) optioned for 2 Weeks training and 22 respondents opined for more than 2 Weeks long training.

**Table 3.5.29: Training & Skills about Product Marketing**

<b>If the Respondents Skilled at Crop Marketing</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	213	51.33
2	No	202	48.67
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Crop Marketing Training Sources</b>			
<b>SI No.</b>	<b>Sources</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	GO	94	44.13
2	NGO	150	70.42
3	Others	10	4.69
<b>If the Respondents Need more Training on Processing &amp; Marketing</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	340	81.93
2	No	75	18.07
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Needed Training Duration for the Positive Respondents</b>			
<b>SI No.</b>	<b>Duration</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	1 Week	273	80.29
2	2 Weeks	45	13.24
3	More than 2 Weeks	22	6.47
<b>Total</b>		<b>340</b>	<b>100.00</b>

**3.5.13. Crop Selling Information:** Table 3.5.30 show the views of the respondents' on crop selling information such as the location of the crop sold, problems faced by the respondents during selling and the nature of the problems encountered by the respondents. As regards selling locations, 327 (78.80%) respondents sell in the local market, 119 (28.67%) sell directly from the field, 84 (20.24%) sell in the Union/Upazila market, 22 (5.30%) in the District market, 1 (0.24%) in the central market and 2 (0.48%) export and 28 (6.75%) sell to others. The above figure shows that most of the products are sold locally. The respondents do not have market chain outside the local areas or they do not have any advantage of exporting goods. Assistance in marketing of their products may bring more benefits to the respondent farmers.

**Table 3.5.30: Crops Selling Information**

<b>Location of Crop Selling<sup>5</sup></b>			
<b>SI No.</b>	<b>Location</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Direct from Field	119	28.67
2	Local Market	327	78.80
3	Union/Upazila Market	84	20.24
4	District Market	22	5.30
5	Central Market	1	0.24
6	Export	2	0.48
7	Others	28	6.75
<b>Total</b>			
<b>If the Respondents Face Any Problem during Selling</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	112	26.99
2	No	303	73.01
<b>Total</b>		<b>415</b>	<b>100.00</b>

<sup>5</sup> Multiple Answer

<b>Problems for the Positive Respondents</b>			
<b>SI No.</b>	<b>Problems<sup>6</sup></b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Difficult to Establish Market Linkage	17	15.179
2	Difficult to Get Access to Market	45	40.179
3	Need to Pay Commission	32	28.571
4	Transportation Problem	40	35.714
5	Low Price in the Market	94	83.929
7	Others	10	8.929

**Value Chain Management:** In Table 3.5.31, respondents' knowledge or perception on value chain and the level of knowledge is shown. It appears that out of 415 respondents, only 109 (25.54%) respondents have the knowledge of value chain and the rest 309 (74.46%) have no knowledge about this.

It is also revealed from the data that out of 106 respondents, 56 (52.83%) respondents have little knowledge, 25 (23.58%) have moderately knowledge, 19 (17.92%) have much knowledge and 1 (0.94%) have much better knowledge. The rest have little or very little knowledge about value chain. Hence, it appears from the analysis of the table that respondents need good understanding of the value chain which may be ensured through providing appropriate training to them.

**Table 3.5.31: Value Chain Management**

<b>If the Respondents Know about Value Chain, Major Problems &amp; its Solutions</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Yes	106	25.54
2	No	309	74.46
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Knowledge Level of the Conception</b>			
<b>SI No.</b>	<b>Levels</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Very Much	1	0.94
2	Much	19	17.92
3	Moderate	25	23.58
4	Little	56	52.83
5	Very Little	5	4.72
<b>Total</b>		<b>106</b>	<b>100</b>

**3.5.14. Domestic Market Access & Marketing of Fruits and Vegetables:** The table 3.5.32 indicates the idea of the respondents about idea of domestic market access and marketing of fruits and vegetables, contract farming and group based marketing. It appears from the Table that out of 415 respondents, 144 (34.70%) have ideas and 271 (65.30%) do not have any idea about this.

It is observed that out of 144 (34.70%) respondents who have ideas on domestic market access and marketing of fruits and vegetables, contract farming and group based marketing, 57 (39.58%) have moderate idea or concept, 31 (21.53%) have much idea and 34 (23.61%) have little idea and 20 (13.89%) respondents have very little idea/conception on the above. Analysis shows that the respondents need training on marketing and market access.

<sup>6</sup> Multiple answer

**Table 3.5.32: Idea about Domestic Market Access & Marketing of Fruits and Vegetables, Contract Farming and Group-based Marketing**

SI No.	Response	No. of Respondents	% Respondents
1	Yes	144	34.70
2	No	271	65.30
<b>Total</b>		<b>415</b>	<b>100.00</b>
Idea Level of the Conception			
SI No.	Levels	No. of Respondents	% Respondents
1	Very Much	2	1.39
2	Much	31	21.53
3	Moderate	57	39.58
4	Little	34	23.61
5	Very Little	20	13.89
<b>Total</b>		<b>144</b>	<b>100</b>

**3.5.15. Usages of ICT on Fresh & Processed Fruits and Vegetables:** Table 3.5.33 shows the use of ICT on fresh and processed fruits and vegetables. It appears from the Table that out of 415 respondents, only 31 (7.47%) respondents have the knowledge of using ICT for their business and majority of the respondents 384 (92.53%) do not have that knowledge. It is evident that out of 31 (7.47%) respondents who use the ICT tool for networking and marketing of fresh and processed fruits and vegetables, 10 (32.26%) have moderately experienced, 7 (22.58%) are experienced and 1 (3.23%) is highly experienced. The rest 13 (41.94%) have no or a little experience.

**Table 3.5.33: Usages of ICT on Fresh & Processed Fruits and Vegetables**

If the Respondents Use the ICT Tools in Relation to Networking towards Marketing of Fresh and Processed Fruits & Vegetables			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	31	7.47
2	No	384	92.53
<b>Total</b>		<b>415</b>	<b>100.00</b>
Kind of Positive Responses			
SI No.	Responses	No. of Respondents	% Respondents
1	Highly Experienced	1	3.23
2	Experienced	7	22.58
3	Moderately Experienced	10	32.26
4	Zero Experience	12	38.71
5	Only Little Knowledge	1	3.23
<b>Total</b>		<b>31</b>	<b>100</b>

**3.5.16. Ideas about International Trade Centre:** Table 3.5.34 refers to the respondents idea about International Trade Center (ITC), It is observed from the Table that 374 (90.12%) respondents do not have any idea about ITC and only 41 (9.88%) respondents have ideas about ITC.

Out of 41 (9.88%) respondents who have ideas on ITC, 19 (46.34%) have moderate knowledge or ideas, 3 (7.32%) have much ideas and 1 (2.44%) has very little ideas on ITC. The above analysis necessitates more exposure on ITC by the respondents.

**Table 3.5.34: Ideas about International Trade Centre**

If the Respondents have any Idea about ITC			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	41	9.88
2	No	374	90.12
<b>Total</b>		<b>415</b>	<b>100.00</b>

Idea Level of the Conception			
SI No.	Levels	No. of Respondents	% Respondents
1	Very Much	0	0
2	Much	3	7.32
3	Moderate	19	46.34
4	Little	18	43.9
5	Very Little	1	2.44
<b>Total</b>		<b>41</b>	<b>100</b>

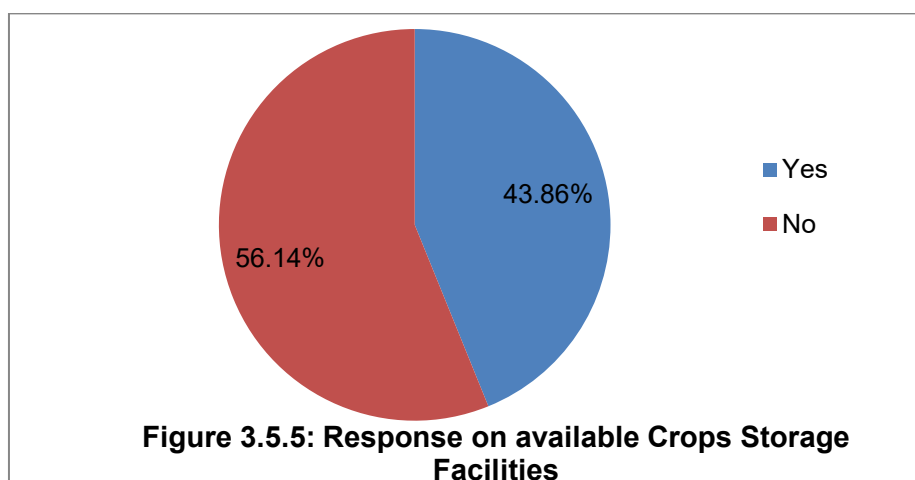
**Skills on Using the ITC Market Analysis Tools:** Table 3.5.35 expresses the opinion of the respondents on the use of ITC Market Analysis Tool for finding out the potential market & buyers for fresh and processed fruits & vegetables. It appears from the Table that out of 415 respondents only 16 (3.86%) respondents have the experience of using ITC as a market analysis tool and most of the respondents 399 (96.14%) respondents do not have the capacity to use that tool.

It is observed from the above table that out of 16 (3.86%) respondents, 10 (62.5%) respondents are zero experienced, 5 (31.25%) moderately experienced and the rest have little knowledge. Hence, according to the above analysis it is important that the respondents who are involved in the business of flowers, processed fruits and vegetables and have the required educational level, are provided necessary training on ITC Market Analysis Tool for marketing their products.

**Table 3.5.35: Skills on Using the ITC Market Analysis Tools**

If the Respondents have any Skills on Using the ITC Market Analysis Tool for Finding out the Potential Market & Buyers of Fresh and Processed Fruits & Vegetables			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	16	3.86
2	No	399	96.14
<b>Total</b>		<b>415</b>	<b>100.00</b>
Types of Positive Responses			
SI No.	Responses	No. of Respondents	% Respondents
1	Highly Experienced	0	0
2	Experienced	0	0
3	Moderately Experienced	5	31.25
4	Zero Experience	10	62.5
5	Only Little Knowledge	1	6.25
<b>Total</b>		<b>16</b>	<b>100</b>

**3.5.17. Crops Storage Facilities:** It is observed from figure 3.5.5 that out of 415 respondents, 182 (43.86%) respondents have crops storage facilities and the rest 233 (56.14%) do not have any such facilities. For better preservation of crops, crops storage facilities may be developed by the respondents who do not have such facilities.





**3.5.18. Export related information:** Table 3.5.36 describes the respondents' experiences/skills and level of skills on the export of fresh and processed fruits and vegetables. It appears from the above Table that out of 415 respondents, only 50 (12.05%) respondents have experiences on the export of fresh and processed fruits and vegetables and the rest 365 (87.95%) respondents do not have such skills.

The above Table also shows that out of these 50 (12.05%) who have experiences on the export of fresh and processed fruits and vegetables, only 2 (4.00%) are skilled, 9 (18%) are moderately skilled and 29 (58%) respondents are zero skilled and the rest 10 (20.00%) have only little knowledge. Hence, it may be said that out of 415 respondents only 11 have some skills on export of fresh and processed fruits and vegetables.

**Table 3.5.36: Skills on Fresh & Processed Fruits and Vegetables Exporting**

Sl no.	Response	No. of Respondents	% Respondents
1	Yes	50	12.05
2	No	365	87.95
<b>Total</b>		<b>415</b>	<b>100.00</b>
<b>Types of Positives Responses</b>			
Sl no.	Responses	No. of Respondents	% Respondents
1	Highly Skilled	0	0
2	Skilled	2	4.00
3	Moderately Skilled	9	18.00
4	Zero Skill	29	58.00
5	Only Little Knowledge	10	20.00
<b>Total</b>		<b>50</b>	<b>100</b>

**Problems during export at land port:** Table 3.5.37 indicates the problems and the nature of problems encountered by the respondents during export of their products through land ports. It appears from the above Table that out of 415 respondents 367 (88.43%) face some kind of problems during export of their goods and the rest 48 (11.57%) respondents could export their products.

Out of 367 respondents who faced different problems at the land port during export of products, 67 (18.26%) respondents mentioned about the long time taken for Custom clearance, 102 (27.79%) respondents opined about the long time needed to get quarantine clearance, 85 (23.16%) stated about long time taken for loading and unloading time due to shortage of equipment, 39 (10.63%) respondents informed that the quality of products deteriorated due to long processing time of clearance, 36 (9.81%) ascribed security as problem and rest 38 (10.35%) identified limited bank facilities as the problem in the land ports. Hence, based on the observations of the respondents, the different organizations working at the land ports may take appropriate measures in the interest export business of Bangladesh.

**Table 3.5.37: Problems during Export at Land Ports**

<b>If the Respondents Face any Problem during Export at Land Ports</b>			
Sl No.	Response	No. of Respondents	% Respondents
1	Yes	367	88.43
2	No	48	11.57
<b>Total</b>		<b>415</b>	<b>100.00</b>

<b>Kinds of Problems Respondents Typically Face</b>			
<b>SI No.</b>	<b>Responses</b>	<b>No. of Respondents</b>	<b>% Respondents</b>
1	Long Time Need to Wait for Custom Clearance	67	18.26
2	Quarantine Clearance Need Long Time	102	27.79
3	Loading and Unloading Equipment Insufficient thus Take Time	85	23.16
4	Deteriorate the Quality of Products due to Long Processing Time	39	10.63
5	Security	36	9.81
6	Limited Bank facilities/ services	38	10.35
<b>Total</b>		<b>367</b>	<b>100.00</b>

**3.5.19. Crops Production Related information from Women:** Table 3.5.38 shows (the participation of women in the crop production and the training received by them on crop production. The Table shows that out of 311 women respondents, 231(74.28%) respondents are involved in the production and processing of crops and the rest 80 (25.72%) are not involved in this sector.

It appears from the Table that maximum number of women 231 (47.58%) are involved in vegetable cultivation followed by 141 (45.34%) respondents in flower cultivation. 16 (5.15%) respondents are engaged in fruit cultivations and the rest 6 (1.93%) respondents engaged in other Agricultural activities. It is reflect from the Table that out of 311 respondents who are engaged in crop production and processing, 182 (58.52%) respondents got some training and the rest 126 (41.48%) did not receive any training on crop production and processing.

**Table 3.5.38: Crops Production Related Questions towards Women**

<b>If the Respondents Involved in Production and Processing of Crops</b>			
<b>SI No.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>%</b>
1	Yes	231	74.28
2	No	80	25.72
<b>Total</b>		<b>311</b>	<b>100</b>
<b>Types of Positives Responses</b>			
<b>SI No.</b>	<b>Responses</b>	<b>No. of Respondents</b>	<b>%</b>
1	Vegetable	148	47.58
2	Fruits	16	5.15
3	Flower	141	45.34
4	Others	6	1.93
<b>Total</b>		<b>311</b>	<b>100</b>
<b>If the Respondents Got any Training</b>			
<b>SI no.</b>	<b>Response</b>	<b>No. of Respondents</b>	<b>%</b>
1	Yes	182	58.52
2	No	129	41.48
<b>Total</b>		<b>311</b>	<b>100</b>

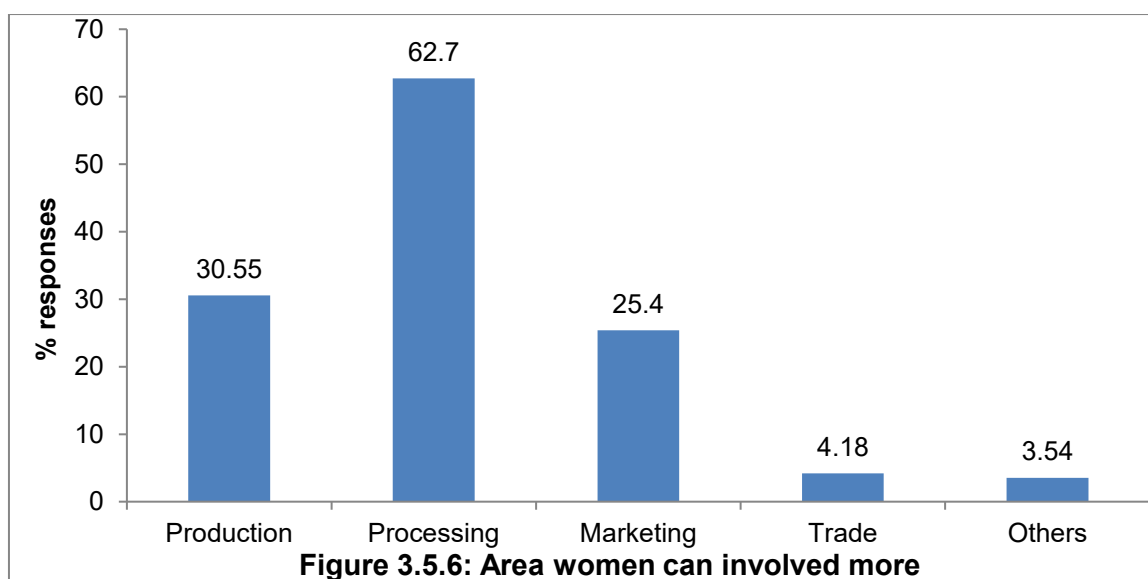
**Women Entrepreneurship:** Table 3.5.39 shows the respondents idea about entrepreneurship and special facilities required for the women entrepreneurs. It appears from the above Table that out of 311 respondents, 185 (59.49%) have some ideas on entrepreneurships and the rest 126 (40.51%) respondents do not have any idea.

It is observed from that above Table that 261 respondents need training, 183 requires loan support, 117 feels that there should be special desk for Women, 56 respondents feel that transportation facilities to be arranged for Women entrepreneurs. It is observed from the above responses that Women entrepreneurs have more willingness to have appropriate training and financial support to carry out their activities. It seems from the responses that there are multiplicities of answers by the respondents.

**Table 3.5.39: Women Entrepreneurship**

If the Respondents have any Idea about Entrepreneurship			
SI No.	Response	No. of Respondents	% Respondents
1	Yes	185	59.49
2	No	126	40.51
<b>Total</b>		<b>311</b>	<b>100</b>
Special Facilities Need to Ensure Women Entrepreneurship <sup>7</sup>			
1	Training	261	83.92
2	Loan	183	58.84
3	Special desk for women	117	37.62
4	Transportation	56	18.01
5	Others	34	10.93

**Area women can involve more:** Figure 3.5.6 delineates the areas of the involvement of Women. It appears from the above Table that 95 women respondents feel their involvement in production, 195 in processing, 79 in marketing, 13 in trading and 11 in other activities. It is evident that women respondents are more inclined to processing of agro products rather than any other activities. In this Table there are multiplicities of answers by the respondents.



### Results of ICT Beneficiaries

**3.6. Findings from ICT Trainee:** A total of 203 ICT trainees were interviewed under component 2 of the project. The findings from the trainee are given below:

#### 3.6.1. General Information

This section gives the analysis of the survey that including demographic and socio-economic characteristic of the respondent households, such as gender, education, occupation, etc.

#### Demographic and Socio-economic Characteristic of the Respondents

**Gender:** The table (3.6.1) below revealed the information of gender and age of the ICT beneficiaries. Some 76.85% respondents of the ICT beneficiaries were male where only 23.15% respondents were female.

**Age:** Most (64.53%) respondents were in between the age of 18-35 years where 32.51% were 35-60 year old. However only 2.96% were also identified above 60 years old.

**Marital Status:** Most (61.58%) respondents were married where only 38.42% were unmarried.

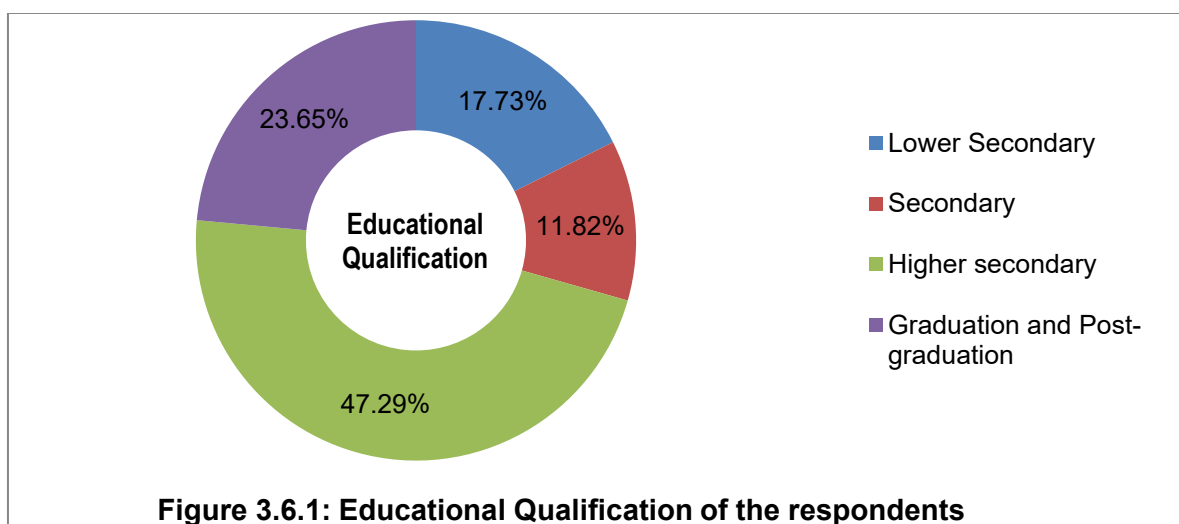
<sup>7</sup> Multiple Answer

**Occupation:** The data of the table revealed the finding of occupation, member/owner of a business organization and duration of involvement in the organization. Some 69.46% respondents stated that they had their own business while 23.15% respondents reported to render service to other business organization as employee followed by others (7.88%).

**Table 3.6.1: Demographic information of the respondents**

<b>Gender of the respondents</b>		
<b>Gender</b>	<b>No. of respondent</b>	<b>%</b>
Male	47	23.15
Female	156	76.85
<b>Total</b>	<b>203</b>	<b>100.00</b>
<b>Age of the respondent</b>		
<b>Age</b>	<b>No. of respondent</b>	<b>%</b>
< 18 years	0	0
18-35 years	131	64.53
35-60 years	66	32.51
> 60 years	6	2.96
<b>Total</b>	<b>203</b>	<b>100.00</b>
<b>Marital Status of the respondents</b>		
<b>Status</b>	<b>No. of Respondents</b>	<b>%</b>
Married	125	61.58
Unmarried	78	38.42
<b>Total</b>	<b>203</b>	<b>100.00</b>
<b>Occupation of the respondents</b>		
<b>Occupation</b>	<b>No. of Respondents</b>	<b>%</b>
Business	141	69.46
Service	47	23.15
Others	16	7.88
<b>Total</b>	<b>203</b>	<b>100</b>

**3.6.2. Educational qualification:** The findings of the figure represent the information of educational qualification of the ICT beneficiaries where 47.29% respondents reported to complete higher secondary education followed by graduation and post-graduation (23.65%) and lower secondary education (17.73%). However 11.82% respondents stated to complete secondary education where none them reported under the category of illiterate, literate, primary education which usual as computer trainees need certain level of educational background.



**Figure 3.6.1: Educational Qualification of the respondents**

**3.6.3. Members of a business chamber/trade:** Only 22.66% respondents informed that their business organizations are the member of business chamber/trade while 77.34% respondents stated that their business organizations are not the member of business chamber/trade.

**Table 3.6.2: Members of a business chamber/trade**

Response	No. of Respondents	%
Yes	46	22.66
No	157	77.34
<b>Total</b>	<b>203</b>	<b>100.00</b>

**3.6.4. Involvement in the Organization:** In regards of duration of involvement in the organization, most (56.52%) respondents reported to involve 1-3 years in the organization to render services followed by 4-6 years (28.26%). However, only 4.35% respondents reported to involve more than 11 years in the organization while 1087% respondents involved in 7-10 years.

**Table 3.6.3: Duration of involvement in the organization**

Duration	No. of Respondent	%
1-3 years	26	56.52
4-6 years	13	28.26
7-10 years	5	10.87
> 11 years	2	4.35
<b>Total</b>	<b>46</b>	<b>100.00</b>

### 3.6.5. ICT related Information

**Skill on computer operation:** The findings of the table indicated the information of skills on computer operation of the ICT beneficiaries where 66.50% (135) respondents reported that they had previous computer operation skills while 33.50% respondents had not any computer operation skills before this ICT training. Among the 135 respondents, who had previous computer operation skills, some 42.96% respondents had a MS office operation skill followed by web/Facebook/e-mail/YouTube browsing skills (33.33%). However only 9.63% had other skills which followed by graphic design skills (14.07%). Data revealed that most of them had only basic skills on computer operation before this ICT training.

**Table 3.6.4: Skill on Computer Operation**

Have any skills in computer operation			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	135	66.50
2	No	68	33.50
<b>Total</b>		<b>203</b>	<b>100.00</b>
If yes, Proficient Subject			
1	MS office	58	42.96
2	Web/Facebook/E-mail/YouTube	45	33.33
3	Graphics	19	14.07
4	Others	13	9.63
<b>Total</b>		<b>135</b>	<b>100.00</b>

**Training Related Information:** The findings of the table stated the ICT training related information. Some 57.15% respondents opined that they didn't receive any training on computer/ICT while 42.85% respondents expressed to receive training on computer. Among 87 respondents, 27.81% respondents received computer training from educational institute followed by NGOs (22.46%) and IT organization (21.39%). However, 12.30% respondents received training from others (brother/friend/relative) followed by 16.04% respondents received computer training from the project. Among the 87 respondents who had received

computer training where 31.55% respondents received training on the web page/graphic design followed by computer operation and MS office (28.88%) and software (26.20%). However, 2.67% respondents received training on other areas and data analysis followed by online business (8.02%). Some 38.50% respondents reported to receive training for two-week period which followed by one week (32.62%) and four weeks (20.86%), 5.88% and 3.21% respondents training for the period of others (less than a week) and four weeks respectively.

**Table 3.6.5: ICT training related information**

<b>Received any ICT training</b>			
<b>Sl. No.</b>	<b>Response</b>	<b>No. of respondent</b>	<b>% respondents</b>
1	Yes	87	42.85%
2	No	116	57.15%
<b>Total</b>		<b>203</b>	<b>100.00</b>
<b>If yes, Getting Training from</b>			
1	From any Govt. project	14	16.04
2	From IT organization	19	21.39
3	From NGOs	20	22.46
4	From educational institution	24	27.81
5	Others	11	12.30
<b>Total</b>		<b>87</b>	<b>100.00</b>
<b>If yes, Topics of the Training</b>			
1	Computer operating and MS office	25	28.88
2	Software	23	26.20
3	Web page/ Graphic design	27	31.55
4	Data analysis	2	2.67
5	Online business	7	8.02
6	Others	2	2.67
<b>Total</b>		<b>87</b>	<b>100.00</b>
<b>Duration of the Training</b>			
1	One week	28	32.62
2	Two week	33	38.50
3	Four week	18	20.86
4	Twelve week	3	3.21
5	Others	5	5.88
<b>Total</b>		<b>87</b>	<b>100</b>

**E-commerce related Training:** The findings of the table indicated the E-commerce related training information of the ICT beneficiaries where 79.32% respondents informed that they didn't receive any training on e-commerce while only 20.68% respondents informed to receive some basic training on e-commerce. Among 42 respondents, 26.95% respondents received training from IT organization, followed by training from Govt. project (24.82%), and from educational institute (22.705). However, 6.38% respondents received e-commerce training from others (brother/friend/relative) followed by NGOs (19.15%).

**Table 3.6.6: E-commerce related Training**

<b>Received any E-commerce training</b>			
<b>Sl. No.</b>	<b>Response</b>	<b>No. of respondent</b>	<b>% respondents</b>
1	Yes	42	20.68
2	No	161	79.32
<b>Total</b>		<b>203</b>	<b>100.00</b>



<b>If yes, getting training from</b>			
1	From any Govt. project	10	24.82
2	From IT organization	11	26.95
3	From NGOs	8	19.15
4	From educational institution	10	22.70
5	Others	3	6.38
	<b>Total</b>	<b>42</b>	<b>100.00</b>

### 3.6.6. Uses of IT Knowledge

The findings of the table revealed the uses of IT knowledge. Most 74.88% respondents reported to use their IT knowledge for rendering their services while 25.12% respondents stated that they had used their IT knowledge for their own business organization purpose.

**Table 3.6.7: Uses of IT knowledge**

Sl. No.	Uses	No. of respondent	% respondents
1	Own business	51	25.12
2	In service	152	74.88
	<b>Total</b>	<b>203</b>	<b>100.00</b>

### 3.6.7. Information about the product selling in online

The findings of the table revealed the information whether beneficiaries sold their product using online platform or not where 88.18% respondents stated not to sell their products using online platform while 11.82% (24) respondents reported to sell their products using online platform. Among 24 respondents who sold their products through online platform, where 45.83% respondents expressed to sell cloths followed by footwear (25%) and handicraft (12.50%). However 8.33% respondents reported to sell computer hardware and electric goods through online platform.

According to satisfaction of selling the product in online, some 54.17% respondents were moderately satisfied while 25% respondents were not satisfied followed by satisfied (12.50%). However, 4.17% respondents were very satisfied as well as very dissatisfied. Some 79.17% respondents stated that they had faced problems during online business such internet, transportation, money transaction, security etc. while 20.83% respondents didn't face any problem during online business. 31.58% respondents faced problem to find the Right products to sell and retaining the customer followed by attracting the perfect Customer (15.79%) and Capturing Quality Products (15.79%) and delivery time (5.26%).

**Table 3.6.8: Information about the product selling in online**

<b>Selling Products in Online</b>			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	24	11.82
2	No	179	88.18
	<b>Total</b>	<b>203</b>	<b>100.00</b>
<b>If yes, types of products sell</b>			
1	Handicrafts	3	12.50
2	Computer Hardware	2	8.33
3	Electronic Goods	2	8.33
4	Footwear	6	25.00
5	Clothing	11	45.83
	<b>Total</b>	<b>24</b>	<b>100.00</b>

<b>Satisfaction of selling the product in online</b>			
Sl. No.	Satisfaction level	No. of respondent	% respondents
1	Very satisfied	1	4.17
2	Satisfied	3	12.50
3	Moderately satisfied	13	54.17
4	Not satisfied	6	25.00
5	Very dissatisfied	1	4.17
<b>Total</b>		<b>24</b>	<b>100.00</b>
<b>Problems faced during online business</b>			
1	Yes	19	79.17
2	No	5	20.83
<b>Total</b>		<b>24</b>	<b>100.00</b>
<b>If yes, types of problem faced</b>			
Sl. No.	Problem	No. of respondent	% respondents
1	Finding the Right products to sell	6	31.58
2	Attracting the perfect Customer	3	15.79
3	Capturing Quality Products	3	15.79
4	Retaining Customer	6	31.58
5	Delivery Time	1	5.26
<b>Total</b>		<b>19</b>	<b>100.00</b>

### 3.6.8. Exporting/importing of goods by using ICT

The table below stated about the information of the exporting/importing of goods by using ICT. Some (22.66%) respondents expressed to use ICT for their goods importing and exporting purposes while 77.34% respondents expressed not to use ICT for exporting and importing of goods.

Out of 46 respondents who use ICT to export/import products, among them 23.91% respondents used ICT for textile and worn clothing followed by Clothing, accessories (19.57%), Agro-processing (10.87%), Plastic and plastic articles (10.87%), Knit or crochet clothing, accessories (8.70%). However, 2.17% respondents reported to use ICT for footwear, paper yarn, woven fabric, leather/animal gut articles, headgear, raw hides, skins not furskins, leather products.

According to the information on satisfaction level of exporting/importing of goods by using ICT, some 53.28% respondents were moderately satisfied while 15.33% respondents were not satisfied followed by satisfied (12.41%). However, 8.03% respondents were very satisfied and 10.95% were very dissatisfied.

**Table 3.6.9: Information about the exporting/importing of goods by using ICT**

<b>Exporting/importing of goods by using ICT</b>			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	46	22.66
2	No	157	77.34
<b>Total</b>		<b>203</b>	<b>100</b>
<b>If yes, types of products export/import</b>			
1	Knit or crochet clothing, accessories	4	8.70
2	Clothing, accessories (not knit or crochet)	9	19.57
3	Footwear	1	2.17
4	Textiles, worn clothing	11	23.91
5	Paper yarn, woven fabric	1	2.17
6	Leather/animal gut articles	1	2.17
7	Headgear	1	2.17
8	Raw hides, skins not furskins, leather	1	2.17
9	Plastics, plastic articles	5	10.87
10	Fish	4	8.70

11	Cut flower	3	6.52
12	Agro-processing	5	10.87
<b>Total</b>		<b>46</b>	<b>100</b>
<b>Satisfaction on exporting/importing goods by using ICT</b>			
Sl. No.	Satisfaction level	No. of respondent	% respondents
1	Very satisfied	4	8.03
2	Satisfied	6	12.41
3	Moderately satisfied	7	15.33
4	Not satisfied	25	53.28
5	Very dissatisfied	5	10.95
<b>Total</b>		<b>46</b>	<b>100.00</b>

### 3.6.9 Purpose of use ICT for export activities

Out of 4 knit or crochet clothing exporters who use ICT to export/import products, among them 25% used ICT for online payment and E-commerce. On the other hand, 50.0% used it in other purposes like using in E-attendance, You-tube advertisement, Facebook advertisement, Whatsapp, We-chat and other apps for product advertisement.

Similarly, out of 9 clothing and accessories importer/exporter who use ICT to export/import products, among them 22.22% used for online payment, 11.11% used for tracking of buyer/shipment, 33.33% used ICT in E-commerce and rest 33.33% used it in other purposes.

On the other hand, 33.36% of textiles exporters used ICT for E-commerce and other purposes which was followed by online payment (18.18%). Besides this, 9.09% of textiles exporters used ICT for tracking of buyer/shipment.

Furthermore, 100% paper yarn, leather/animal gut articles, headgear and rawhides, leather exporters/importers used ICT for other purposes.

In the agro-processing sector, 60.00% of exporters/importers used ICT for other purposes. On the other hand, the rest 20% of agro-processing exporters/importers used it for online payment and 20% used for tracking of buyer/shipment.

**Table 3.6.10: Purpose of use of ICT for export/import activities**

	Sector	Online Payment	Tracking of buyer/ Shipment	Clear of Shipment	E-Commerce	Others <sup>8</sup>
1	Knit or crochet clothing, accessories	25.0	0	0	25.0	50.0
2	Clothing, accessories	22.22	11.11	0	33.33	33.33
3	Footwear	0	0	0	0	100
4	Textiles, worn clothing	18.18	9.09	0	36.36	36.36
5	Paper yarn, woven fabric	0	0	0	0	100
6	Leather/animal gut articles	0	0	0	0	100
7	Headgear	0	0	0	0	100
8	Raw hides, skins not furskins, leather	0	0	0	0	100
9	Plastics, plastic articles	20.00	0	0	40.00	40.00
10	Fish	25.0	0	0	0	75.0
11	Cut Flower	33.33	0	0	0	66.67
12	Agro-processing	20.00	20.00	0	0	60.00

<sup>8</sup> Other: E-attendance, You-tube using, We-chat using, Whatsapp using, Facebook add)

### 3.6.10. Knowledge about National Single Window (NSW)

All respondents unanimously informed that they didn't have any knowledge about National Single Window as it is not starting its operation.

**Table 3.6.11: National Single Window (NSW) related information**

Knowledge about National Single Window (NSW)			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	0	0
2	No	203	100
<b>Total</b>		<b>203</b>	<b>100.00</b>

### 3.6.11. Income of the ICT beneficiaries

Income of the ICT beneficiaries represent the following table where maximum income were 224,000 per annum and minimum 100,200 per annum where average income were 167,861.50 per annum.

**Table 3.6.12: Yearly income**

Topics	Amount of Money
Mean	167861.5
Std. Deviation	39039.1
Minimum	100200.0
Maximum	224000.0

### 3.6.12. Impact of IT knowledge on business/employment

Most (72.41% respondents agreed that there is a positive impact of IT knowledge on business while 26.60% respondents somewhat agreed while 0.99% didn't agree about positive impact of IT knowledge on business.

**Table 3.6.13. Positive impact of IT knowledge on business/employment**

Sl. No.	Response	No. of respondent	% respondents
1	Agree	147	72.41
2	Somewhat agree	54	26.60
3	Not agree	2	0.99
<b>Total</b>		<b>203</b>	<b>100.00</b>

### 3.6.12. Requirement of ICT training

The finding of the table revealed the information of requirement of ICT related training of the beneficiaries where 87.19% (177) respondents strongly agreed the requirement of ICT training for business purposes while 12.81% respondents didn't agree the requirement of ICT training for operation of business. Among 177 respondents who had agreed the requirement ICT training, where 25.99% respondents reported that they need web page and MS office operation training followed by e-mail/YouTube operation and others (23.73%). Regarding training duration, 41.24% respondents expressed need have two weeks training followed by one week (28.25% and four weeks (15.25%). However, 4.52% respondents stated need other training for (less than 1 week/more than 12 weeks) followed by twelve week (10.73%).

**Table 3.6.14: Training related information**

Need any ICT training			
Sl.	Response	No. of respondent	%
1	Yes	177	87.19
2	No	26	12.81
<b>Total</b>		<b>203</b>	<b>100.00</b>

If yes, then which type of training required			
1	Web page/e-commerce platform	46	25.99
2	E-mail/Social media	42	23.73
3	MS office	46	25.99
4	Others (digital tracking/online payment/searching etc.)	42	23.73
	<b>Total</b>	<b>177</b>	<b>100.00</b>
Training duration			
1	One week	<b>50</b>	28.25
2	Two week	<b>73</b>	41.24
3	Four week	<b>27</b>	15.25
4	Twelve week	19	10.73
5	Others	8	4.52
	<b>Total</b>	<b>177</b>	<b>100.00</b>

### Results of Small & Women Traders

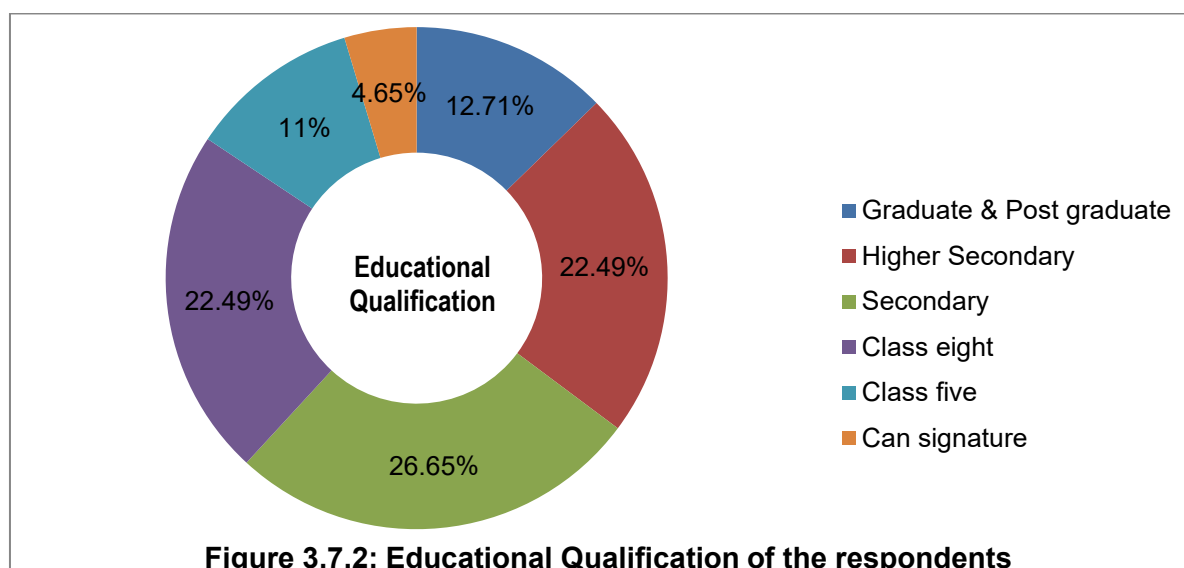
**3.7. Findings from Small & female traders:** A total of 409 women traders were interviewed under component 2 of the project. The findings from the trainee are given below:

#### 3.7.1. General Information

This section gives the analysis of the survey that including demographic and socio-economic characteristic of the respondent households, such as gender, education, occupation, etc.

#### 3.7.2. Educational Qualification

The table below revealed the information of educational qualifications and experience in business and number of employees in your organization. Some 26.65% respondents expressed to complete secondary education followed by higher secondary (22.49%) and class eight (22.49%). Only 4.65% respondents indicated to sign only followed by class five (11%) and graduate and post graduate (12.71%). None of the respondents were illiterate.



#### 3.7.3. Travel related information

**Reasons of travel:** The data of the table revealed the findings of reasons for travelling of the respondents where 70.42% respondents stated that they had not travelled in India in the past one year while 23.23% respondents reported to travel in India for business purposes followed by medical (4.65%) and seminar/meeting (1.22%). However, 0.49% respondents reported to travel in India for education purposes. But none of the respondents travelled to India for tourism purposes due to restriction of Indian High Commission for covid19 situation.

**Table 3.7.1: Reasons for traveling**

Reasons	No. of respondent	%
Business	95	23.23
Tourism	0	0.00
Medical	19	4.65
Education	2	0.49
Seminar/Meeting	5	1.22
Others	0	0.00
Don't travel	288	70.42
<b>Total</b>	<b>409</b>	<b>100.00</b>

**Frequency of travel:** The findings of the table stated the information of frequency of travel, major land port used to travel, and reasons for using the respective land port by the small and female traders. Some 25.18% (103) respondents informed to travel in India for the first time while 4.40% (18) respondents reported to travel more than one time but 70.41% respondents informed that that it was not applicable for them. Among 121 respondents, who had travelled India where 33.33%, 33.33% and 33.33% respondents opined to travel India occasionally, once in a year and twice in a year respectively? None of them travelled more than three times in a year. Among them highest 60.33% respondents used Benapole land port where 26.45% and 13.22% respondents used Bhomra and Sheola land port respectively. Among the passengers of Benapole, some 80.82% respondents stated to use Benapole land port due to easy movement as all type of communication facilities such as bus, train, car, and others facilities are easily available in this land port while 16.44% stated to use for fast services followed by others such as better infrastructure facilities, better security, and well connected to all districts (2.74%). Among the users of Sheola, 56.25% respondents used this land port for easy movement followed by fast services (31.25%). However, 12.50% respondents used this land port for others such as less number of passengers, close to their resident etc. Similar results also found for Bhomra where 50% respondents used this land port easy movement followed by fast services (28.13%) and others such as less number of passengers, and close to their location etc. (21.87%).

**Table 3.7.2: Frequency of Travel**

Is this your first trip?			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	103	25.18
2	No	18	4.40
3	Not applicable	288	70.41
<b>Total</b>		<b>409</b>	<b>100</b>
Frequency of travel			
1	Occasionally	7	33.33
2	Once in a year	5	33.33
3	Twice in a year	6	33.33
4	Three or more than three times a year	0	0
<b>Total</b>		<b>18</b>	<b>100</b>
Major land port used by the respondents			
Sl. No.	Name of the land port	No. of respondent	% respondents
1	Benapole	73	60.33
2	Ramgarh	0	0.00
3	Sheola	16	13.22
4	Bhomra	32	26.45
<b>Total</b>		<b>121</b>	<b>100.00</b>



Reasons for using the land port									
Sl. No.	Reasons	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
1	Easy movement	59	80.82	-	-	9	56.25	16	50
2	Fast service	12	16.44	-	-	3	31.25	14	28.13
3	Others	2	2.74	-	-	2	12.5	7	21.87
<b>Total</b>		<b>73</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>100</b>	<b>32</b>	<b>100</b>

### 3.7.4. Business related information:

**Experience in business:** Most (68.46%) respondents were not engaged in business, where 12.71% were in 1-5 years followed by 6-10 years (8.31%), 11-15 years (6.11%) and more than 16 years (2.44%).

**Table 3.7.3: Experience in the business**

Year of experience	No. of respondent	% respondents
Not involved in business	288	70.42
1-5 years	52	12.71
6-10 years	34	8.31
11-15 years	25	6.11
More than 16 years	10	2.44
<b>Total</b>	<b>409</b>	<b>100.00</b>

**Number of employee in organization:** Some 74.57% respondents reported to manage their organization by themselves or without any employee while 24.94% reported to have less than 10 number of employees followed by less than 25 (0.49%).

**Table 3.7.4: Number of employees**

Number of employees	No. of Respondent	%
Less than 10	102	24.94
Less than 25	2	0.49
More than 25	0	0.00
No employee	305	74.57
<b>Total</b>	<b>409</b>	<b>100</b>

### 3.7.5. Registration related information

The findings of the table indicated the information of registration of organization, mode of registration and member of business chambers etc. where 90.22% respondents stated that they had no registration of their organization while 9.78% (40) had registration. Among (40) respondents who had registration, 50% registered their organization from Pourashava followed by union parishad (35%). However each of the 7.50% respondents registered from city corporation and others. Some 95.11% respondents reported that they were not a member of any business organization while 4.89% respondent reported that they were a member of business organization. Among the 40 respondents, Sreemangal Business Society (45%), Puthiaja Business Society (25%), Chambers of Commerce Tangail (15%), Tangail Business Society (15%). In regards of the type of facilities received from the chamber, where 45% respondents reported to have received services from the chamber to fix the goods price followed by arrangement of the Logistic support (35%) and others (20%).

**Table 3.7.5: Registration of the organization**

Response on registration from a government organization			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	40	9.78
2	No	369	90.22
<b>Total</b>		<b>409</b>	<b>100.00</b>

<b>If yes, mode of registration</b>			
1	City corporation	3	7.50
2	Pourashova	20	50.00
3	Union Parisod	14	35.00
4	Joint stock company	0	0.00
5	Others	3	7.50
<b>Total</b>		<b>40</b>	<b>100.00</b>
<b>Members in a business chamber</b>			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	20	4.89
2	No	389	95.11
<b>Total</b>		<b>409</b>	<b>100.00</b>
<b>If yes, name of the chamber</b>			
Sl. No.	Name of the chamber	No. of respondent	% respondents
1	Sreemongol Business Society	9	45.00
2	Tangail Chambers of Commerce & Industry	3	15.00
3	Tangail Business Society	3	15.00
4	Puthiaja Business Society	5	25.00
<b>Total</b>		<b>20</b>	<b>100.00</b>
<b>Type of facilities received from the chamber</b>			
Sl. No.	Facilities	No. of respondent	% respondents
1	Fixing the Goods Price	9	45.00
2	Arrange the Logistic support	7	35.00
3	Others	4	20.00
<b>Total</b>		<b>20</b>	<b>100</b>

### 3.7.6. Training on Business

It is evident from the Table that 67.97% respondents received training on the development of business skills while 32.03% respondents didn't receive any training. Among the trained respondents, most (97.48%) respondents received training on agro-processing followed by others such as marketing (1.80%) and business management. Regarding effectiveness of the training in developing the business skill, some 49.28% respondents expressed that it was very much effective to develop their business skills followed by effective (35.61%) while 15.11% reported that it was moderately effective.

**Table 3.7.6: Training on Business Skill**

<b>Response on the training received for development of business skill</b>			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	278	67.97
2	No	131	32.03
<b>Total</b>		<b>409</b>	<b>100.00</b>
<b>Type of training received</b>			
Sl. No.	Training	No. of respondent	% respondents
1	Agro-processing	271	97.48
2	ICT	0	0.00
3	Business management	2	0.72
4	Others	5	1.80
<b>Total</b>		<b>278</b>	<b>100.00</b>
<b>Effectiveness of the training in developing the business skill</b>			
Sl. No.	Response	No. of respondent	% respondents
1	Very much effective	137	49.28
2	Effective	99	35.61
3	Moderately effective	42	15.11
4	Non-effective	0	0.00
<b>Total</b>		<b>278</b>	<b>100.00</b>

### 3.7.7. Condition of Available Facilities

The findings of the table stated the conditions of the available facilities at the land port where 62.5% respondents indicated that land port were fairly good conditions followed by good (16.67% and very good (10.31%). However 4.17% respondents reported that the conditions of the available facilities at the land port were very bad followed by bad (6.35%).

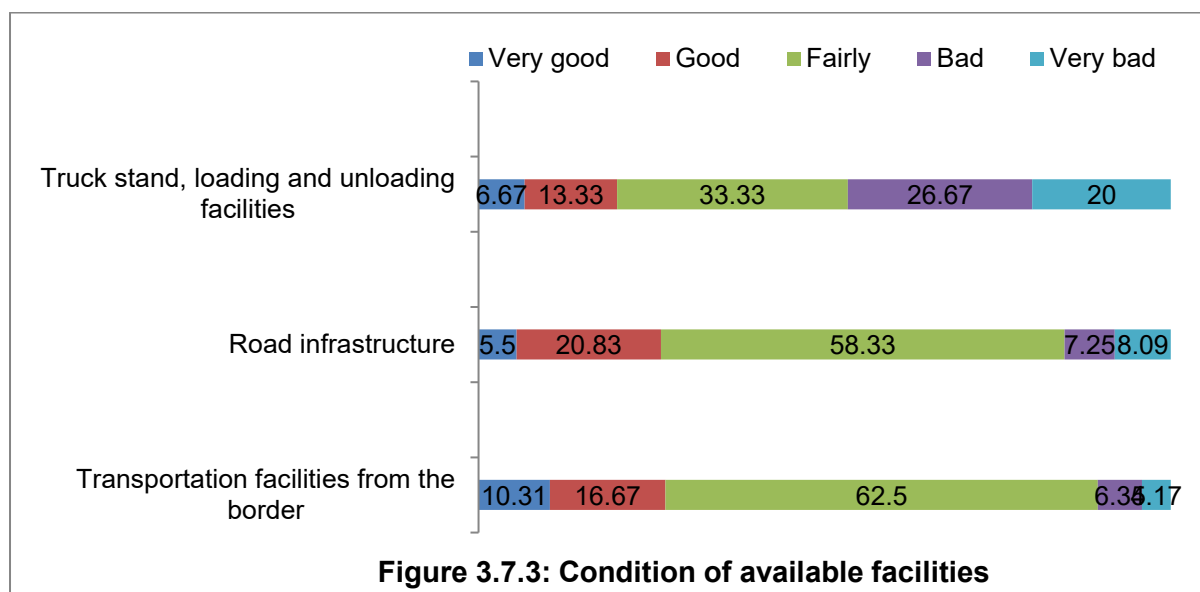


Figure 3.7.3: Condition of available facilities

### 3.7.8. Special Facilities for Women at the Land Port

The data of the table revealed the findings of the special facilities/reception desk for women traders at the land port where 93.89% respondents indicated that they had not any special desk or facilities at the land port while 6.11% (25%) respondents reported that they had special facilities at the land port. Regarding type of facilities available for the women, 40% respondents opined that they had a separate toilet and waiting room followed by quick service (28%) and separate desk for custom and immigration (24%) while only 8% respondents reported others facilities like special privilege.

Table 3.7.7: Special facilities/reception desk for women traders at the land port

Response on the special facilities for women traders			
Sl. No.	Response	No. of respondent	% respondents
1	Yes	25	6.11
2	No	384	93.89
<b>Total</b>		<b>409</b>	<b>100.00</b>
If yes, types of facilities			
Sl. No.	Type of facilities	No. of respondent	% respondents
1	Separated desk for custom and immigration	6	24.00
2	Quick service	7	28.00
3	Separate toilet and waiting room	10	40.00
4	Others (Specify)	2	8.00
<b>Total</b>		<b>25</b>	<b>100.00</b>

### 3.7.9. Experience with BGB

**Overall Experience:** It was observed from the Table below that 56.16% respondents of Benapole land port were moderately satisfied followed by not satisfied (19.18%) and very satisfied (12.33%) on the overall experience with BGB. However, only 2.74% respondents were very dissatisfied followed by satisfied (9.59%). Almost similar results were also found at Sheola and Bhomra, where 37.50% and 46.88% respondents respectively were moderately satisfied followed by very satisfied by 18.75% and 12.50% and satisfied by 18.75% and

15.63%. However, 12.50% and 12.50% respondents of Sheola were not satisfied and very dissatisfied respectively while Bhomra 9.38% respondents were not satisfied and 15.63% respondents were very dissatisfied.

**Table 3.7.8: Overall experience with the BGB**

Satisfaction level	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Very satisfied	9	12.33	-	-	3	18.75	4	12.50
Satisfied	7	9.59	-	-	3	18.75	5	15.63
Moderately satisfied	41	56.16	-	-	6	37.50	15	46.88
Not satisfied	14	19.18	-	-	2	12.50	3	9.38
Very dissatisfied	2	2.74	-	-	2	12.50	5	15.63
<b>Total</b>	<b>73</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>100.00</b>	<b>32</b>	<b>100.00</b>

**Difficulty/harassment with BGB:** The findings on response on the difficulties/harassment with BGB at the land port are showed in the Table below. It was observed that 57.53% respondents of Benapole faced difficulties/harassment with BGB while 42.47% respondents didn't face any difficulties/harassment. Similar results were also found in Sheola where 56.25% respondents faced difficulties/harassment with BGD while 43.75% didn't face any difficulties/harassment. However, 68.75% respondents of the Bhomra land port reported not to face any difficulties/harassment while 31.25% respondents indicated that they faced difficulties/harassment with BGB.

**Table 3.7.9: Response on the difficulty/harassment with BGB**

Duration	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Yes	42	57.53	-	-	9	56.25	21	31.25
No	31	42.47	-	-	7	43.75	11	68.75
<b>Total</b>	<b>73</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>100.00</b>	<b>32</b>	<b>200.00</b>

### 3.7.10. Difficulties to become an Entrepreneur

The findings of the table stated the information about the entrepreneurship. 27.38% respondents stated that they didn't face any difficulties to be an entrepreneurship while 72.62% respondents indicated to have faced difficulties. Training was the way to overcome the problems which has been confirmed by all the respondents who faced difficulties to run their business followed by government support (83.16%), support from the society (66.67%) and fund management (68.35%). Some 81.91% respondents indicated to have faced tax and VAT related problems to operate their business while 18.09% respondents stated that they didn't have any problem of Tax and VAT to operate their business. Regarding the response on the problems related to tax, VAT and license to become an entrepreneur and ways to resolve the problems most (33.77%) respondents showed interest about getting training on Tax and VAT while (26.41%) respondents indicated for the waiver the tax and VAT from their organization followed by relaxation of the tax and VAT rate (23.38), and 16.45% respondents advocated for initiating easy process for payment of Tax and VAT without involvement of broker/middleman.

**Table 3.7.10: Information about the response on the difficulties to be an entrepreneurship**

Response on the difficulties to be an entrepreneurship		
Response	No. of respondent	% respondents
Yes	297	72.62
No	112	27.38
<b>Total</b>	<b>409</b>	<b>100.00</b>

<b>If yes, ways to resolve the problem</b>		
<b>Ways</b>	<b>No. of respondent</b>	<b>% respondents</b>
Training	297	100
Fund management	203	68.35
Government support	247	83.16
Support from the society	198	66.67
<b>Multiple response</b>		
<b>Response on the problems related to tax, VAT and license to become an entrepreneur</b>		
<b>Ways</b>	<b>No. of respondent</b>	<b>% respondents</b>
Yes	335	81.91
No	74	18.09
<b>Total</b>	<b>409</b>	<b>100.000</b>
<b>If yes, ways to resolve the problem</b>		
Training on Tax and VAT	113	33.77
Waiver the Tax and VAT from their organization	88	26.41
Relax the Tax and VAT rate	78	23.38
Easy process and payment of Tax and VAT without involvement of broker/middleman	55	16.45
<b>Total</b>	<b>335</b>	<b>100.00</b>

### 3.7.11. Quarantine/BSTI related information

The data of the table indicated the findings on the response of facilities of quarantine at the land port where all (100%) respondents of Benapole indicated to have adequate facilities of agriculture (DAE) and Fisheries (DoF) and Livestock (DLS) at the land port. However, Bhomra has only DAE and DLS quarantine facilities but only DAE quarantine facilities are being used. Similarly, Sheola has DLS quarantine facilities but it is not used. However, DAE quarantine office facilities was not available there though agricultural products are imported everyday using this land port.

**Table 3.7.11: Response on the facilities of Quarantine/BSTI**

<b>Response on separate infrastructural facilities for getting quarantine at the land port</b>									
<b>Sl. No.</b>	<b>Response</b>	<b>Benapole</b>		<b>Ramgarh</b>		<b>Sheola</b>		<b>Bhomra</b>	
		<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
01.	Yes	73	100	-	-	-	-	32	100
<b>Response on separate infrastructural facilities for getting BSTI services at the land port</b>									
<b>Sl. No.</b>	<b>Response</b>	<b>Benapole</b>		<b>Ramgarh</b>		<b>Sheola</b>		<b>Bhomra</b>	
		<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
01.	Yes	73	100	-	-	-	-	-	-

**Satisfaction BSTI/quarantine:** The findings of the table indicated the information of the overall satisfaction level with the quarantine/BSTI services. Some 63.01% respondents were moderately satisfied with quarantine services at Benapole land port followed by very satisfied (10.96%) and not satisfied (9.59%) However, 8.22% respondents were either satisfied or very dissatisfied. Alternatively, 56.25% respondents were very dissatisfied with quarantine services at Sheola land port followed by not satisfied (43.75%) as Sheola land port does not have any DAE quarantine offices or official. However 59.37% respondents of the Bhomra were moderately satisfied followed by not satisfied (40.63%).

**Table 3.7.12: Overall Satisfaction with the Quarantine/BSTI Services**

Sl. No.	Satisfaction Level	Benapole		Ramgarh		Sheola		Bhomra	
		No.	%	No.	%	No.	%	No.	%
1	Very Satisfied	8	10.96	-	-	0	0	0	0
2	Satisfied	6	8.22	-	-	0	0	0	0
3	Moderately Satisfied	46	63.01	-	-	0	0	19	59.37
4	Not satisfied	7	9.59	-	-	7	43.75	13	40.63
5	Very Dissatisfied	6	8.22	-	-	9	56.25	0	0
<b>Total</b>		<b>73</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>100</b>	<b>32</b>	<b>100</b>

The findings of the table revealed the information of experience with BD quarantine compared to India/Nepal and Bhutan where 50.68% respondents reported somewhat similar type of experience while 30.14% respondents indicated worse experience compared to India/Nepal/Bhutan. However, 5.48% respondents reported much better experience followed by somewhat better (9.59%) and much worse (4.11%). However, all (100%) of the respondents of Sheola land port indicated much better compared to India/Nepal/Bhutan. Regarding Bhomra, where 50% respondents reported somewhat similar type of experience while 28.12% respondents indicated worse experience compared to India/Nepal/Bhutan. However, 6.25% respondents reported much better and much worse experience followed by somewhat better (9.4%).

**Table 3.7.13: Experience with BD quarantine/BSTI compared to India/Nepal/Bhutan**

Experiences	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Much better	4	5.48	-	-	16	100	2	6.25
Somewhat better	7	9.59	-	-	0	0	3	9.375
Somewhat similar	37	50.68	-	-	0	0	16	50
Somewhat worse	22	30.14	-	-	0	0	9	28.125
Much worse	3	4.11	-	-	0	0	2	6.25
<b>Total</b>	<b>73</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>100</b>	<b>32</b>	<b>100</b>

**Difficulty/harassment in quarantine/BSTI:** The data of the table revealed the findings on the response of the difficulty/harassment in quarantine/BSTI where 80.82% respondents reported not to have faced any difficulties/harassment while 19.18% respondents reported to have faced difficulties/harassment. Similar results were also found in Sheola and Bhomra where 68.75% and 71.88% respondents respectively reported not to have faced any difficulties/harassment while 31.25% and 28.13% respondents reported to have faced difficulties/harassment.

**Table 3.7.14: Response on the difficulty/harassment in quarantine/BSTI**

Response	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
Yes	14	19.18	-	-	5	31.25	9	28.13
No	59	80.82	-	-	11	68.75	23	71.88
<b>Total</b>	<b>73</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>100</b>	<b>32</b>	<b>100.00</b>

**Experience with Quarantine Officials:** The table below indicated the findings of the experience with the quarantine officials. The attributes are strongly agreed, somewhat agree, partially disagree and disagree etc. Some 49.32% respondents somewhat agree that quarantine official were dutiful followed by partially disagreed (15.07%), strongly agreed (12.33%) and disagreed (12.33%) while 10.96% expressed that they didn't not experience it. Similar trend of results also found in case of well-mannered where 63.01% and respondents somewhat agreed followed by disagreed (10.96%), strongly agreed (9.59%), partially disagreed (8.22%) and didn't experience/notice (8.225). Regarding acceptable type of duty,



53.42% respondents somewhat agreed followed by partially disagreed (15.07%), didn't experience/notice (13.70%), disagreed (12.33%) and strongly agreed (5.48%). Similar results also found in regards of Sheola and Bhomra.

**Table 3.7.15: Experience with the quarantine officials**

Land port	Type of duty	Types of responses (%)				
		Strongly Agree	Somewhat Agree	Partially Disagree	Disagree	Did not Experience/ Notice
Benapole	Dutiful	12.33	49.32	15.07	12.33	10.96
	Well-mannered	9.59	63.01	8.22	10.96	8.22
	Acceptable	5.48	53.42	15.07	12.33	13.70
Sheola	Dutiful	6.25	18.75	25.00	37.50	12.50
	Well-mannered	12.50	31.25	12.50	37.50	6.25
	Acceptable	18.75	25.00	25.00	18.75	12.50
Bhomra	Dutiful	12.50	37.50	9.38	21.88	18.75
	Well-mannered	15.63	40.63	6.25	9.38	28.13
	Acceptable	6.25	46.88	12.50	15.63	18.75
Total	Dutiful	11.57	42.15	14.88	18.18	13.22
	Well-mannered	11.57	52.89	8.26	14.05	13.22
	Acceptable	7.44	47.93	15.70	14.05	14.88

### 3.7.12. Times required for rules and regulation for unloading goods

**Benapole:** The table below the indicate the finding of time required to complete all the rules and regulations for unloading goods from quarantine.34.25% respondents indicated the time required is 24 hours followed by more than 48 hours (28.77%) and more than 96 hours (21.92%). However 4.11% respondents reported about no waiting time and 4.11% also respondents also reported the waiting time to be more than 144 hours followed by more than 120 hours by 6.85%. Mix responses were observed at Benapole as various type of agricultural goods were imported/exported through this land port. It was also observed that all perishable agricultural products were released between 24 hours and 48 hours. But for release of seeds and plants item etc. Laboratory test are required which may take 48 hours to 144 hours or so.

**Sheola:** According to 68.75% respondent's time taken for completing all the rules and regulations for unloading goods from quarantine between 24 hours and 48 hours while 31.25% respondents indicated the completion time without any waiting time or less than one hour.

**Bhomra:** It was observed from the data that at Bhomra, 46.87% respondents expressed that the clearance time after completing all formalities for unloading goods from quarantine were done within 24 hours or more but within less than 48 hours followed by above 48 hours (28.13%) and 96 hours (15.62%). However, 3.12% respondents indicated the time of clearance to be more than 120 hours followed by no waiting time or within one hour (6.25%). This land port also is involved in the export/import of various types of products thus processing time of quarantine vary from product to product.

**Table 3.7.16: Time required completing all the rules and regulations for unloading goods from quarantine**

Duration	Benapole		Ramgarh		Sheola		Bhomra	
	No.	%	No.	%	No.	%	No.	%
<No waiting	3	4.11	-	-	5	31.25	2	6.25
> 24 hours	25	34.25	-	-	11	68.75	15	46.875
> 48 hours	21	28.77	-	-	0	0	9	28.125
> 96 hours	16	21.92	-	-	0	0	5	15.625
>120 hours	5	6.85	-	-	0	0	1	3.125
> 144 hours	3	4.11	-	-	0	0	0	0
<b>Total</b>	<b>73</b>	<b>100.00</b>	<b>-</b>	<b>-</b>	<b>16</b>	<b>100</b>	<b>32</b>	<b>100</b>

### 3.8. Qualitative Findings

To find out the qualitative data of the baseline survey of the Bangladesh Regional Connectivity Project-1, a total of thirty (30) Focus Group Discussion (FGD), Key Informant Interview (KII), six (6) Public Consultation (PC) and physical observations had been done. In the FGD, mainly the beneficiaries including traders, passengers, cut flowers, vegetable/fruits farmers, ICT trainees, and local community and transport service providers participated. But in the public consultation, the main participants were the exporters and importers, C & F agents and Freight Forwarders, Passengers, traders/women traders, producers/local businessmen, transport service providers, officials and local elites. KIIs were conducted with the land port officer, immigration officer, custom officers, Phyto-sanitary officer, livestock officer, C& F agents, etc. from each land port. Besides this, at the head office of BSTI and BCSIR, KII was also conducted with concerned officials. The baseline information obtained from different stakeholders has been illustrated below:

#### 3.8.1 Findings from KII, physical observation and public consultation

##### A. Benapole Land Port

On the Bangladesh-India land border, Benapole land port is the most important land port of Bangladesh and is operated by the Bangladesh Land Port Authority (BLPA). It handles more than 80% of cross border trade with India owing to its proximity to West Bengal. About 90% of the imported Indian goods enter Bangladesh through this port. Average 2000 passengers and 350-400 trucks with goods moved through this point every day in an unorganized manner. Moreover, Kolkata is connected with Dhaka by road through Benapole. So maximum tourists use this port as their entry and exit point for India. According to Land Port Authority, approximately 90 percent of the total imported items from India come through Benapole. Benapole had witnessed a rise of imports by 15-20 percent each year. Primarily Benapole land port was a Land Customs station and gradually it turned into a Customs Division (1984), later Custom House (1997) and in 2009 new buildings were constructed in the location and Benapole Customs and Immigration Check post started its operation since then in response to its rising importance as in terms of import volume.



**Benapole Land Port**

Benapole land port is also lucrative for Indian exporters for its cheaper service and equipment charges. Indian goods receive duty exemption advantage in this land port. The Indian Government has also decided to give priority to export in Bangladesh through Benapole-Petrapole border. Kolkata, one of the commercial hubs of India, is only 84 kilometers away from the Petrapole-Benapole border and is involved in development in the

area.

1. **Security System:** Ansar-163  
APBN-22  
Private-108

2. **Cleaning Staff:** 46

3. **Total land Area:** 86.68 Acre.

4. **Passenger:** In 2019-20 fiscal years, around 77,890 passengers per month used this land port. It is to be noted that at present the corona virus has affected the movement of passengers through the port.

5. **Immigration Service Desk:** The Immigration officers said that they have 31 desks to render the services but right now 16 desks are working properly for departure passenger and 11 booths are working properly for arrival passenger. They also added that every desk officer handles approximately 80-90 passengers per day. Most of the passengers said that it takes a maximum of 30 minutes to complete all the immigration procedures in Bangladesh. However, according to them, immigration of India takes more time.

6. **Facilities for Passenger:** Number of waiting room-2; Number of chair-48; Number of toilet-16, Number of female toilet-6. There is an X-ray screening machine to detect the materials with the passenger baggage and a full body X-ray scanner to scan the whole human body.



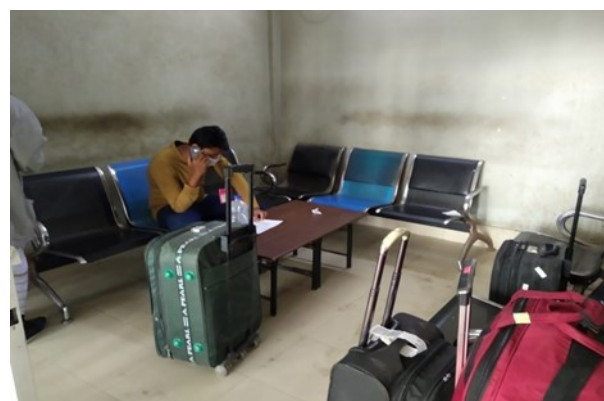
Pic 1: International Passenger Terminal at Benapole Land Port



Pic 2: Service Desk



Pic 3: X-ray Screening Machine and Full Body X-ray Scanner Facilities at the Benapole Port



Pic 4: Waiting Room Facilities for the Passenger at Benapole Port

7. **Operational hours for passenger:** According to the immigration officer, the operational time starts at 6:30 am and ending time at 6:30 pm. But they also said that, as long as the Indian immigration is open, they have to keep it open.

8. **Infrastructure facilities of the land port:** Warehouse-32, Warehouse-cum-yard-5, Open stack yard-2, Transshipment yard-1, Transshipment shed-5, Weighbridge Scale (100 MT)-5, Truck terminal-2 (Export-1 & Import-1), International passenger terminal-1, Standby power generator-4, Fire hydrant-1, Water reservoir-2, Administrative building, Office building, Dormitory, residential building, rest house.





Pic 5: Transshipment Shed Facilities



Pic 6: Weighbridge Scale Facilities



Pic 7: Warehouse Facilities



Pic 8: Open Stack Yard



Pic 9: Standby Power Generator Facilities



Pic 10: Boundary Wall at Benapole Land Port

**9. Major imported items:** Cotton, chemical, motor car, motor cycle, tire-tube, machinery & spare parts, food grains, fish, spices, sugar, egg, aluminum, refrigerator, paper etc. The major imported items during the fiscal year 2019-2020 are given below:

Sl. No.	Item name	Volume (MT)
01.	Rice	67956
02.	Spices	30233
03.	Vegetable	30701
04.	Seeds and nursery plant	2507
05.	Fruits	2,55,980
07.	Other agricultural product <sup>9</sup>	3,83,131
08.	Motor and motor parts	15124.82
09.	Stone crushed, chips	4,65,931.21
10.	Others <sup>10</sup>	7,86,500
<b>Total</b>		<b>2038064</b>

**10. Major export items:** Jute & jute goods, fish, honey, plastic goods, battery, construction materials etc. The major exported items during the fiscal year 2019-2020 are given below:

<sup>9</sup>Other agricultural products: Cotton, betel leaf, herds, maize, wheat, coconut fabrics, rice bran, tobacco etc.

<sup>10</sup> Other products: Baby/infant food, structure and their parts, fabrics, chemical, machinery, etc.

Sl. No.	Item Name	Volume (MT)
01.	Jute and jute products	211771.97
02.	Readymade garments	12731.7
03.	Multiple (Folded) of cabled	15595.98
04.	Trunks, Suit-cases	5444.54
05.	Other than Hilsha fish	5220.93
07.	Hydrogen peroxide	17888.80
08.	Other products	48296.1
<b>Total</b>		<b>316950</b>

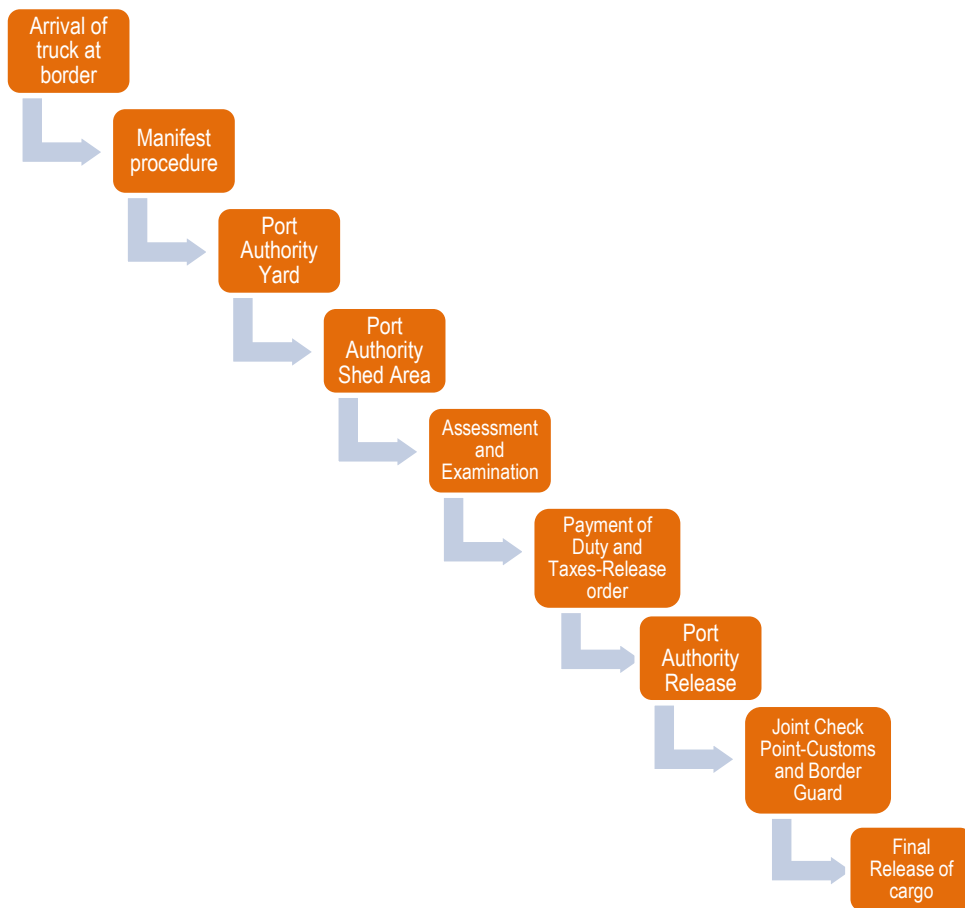
**11. Customs Processing:** Customs processes at Benapole Custom house are a combination of manual and automated procedures. This applies to both import and export regimes. Clearing and Forwarding Agents (C&F Agents) play a major role in clearing shipments. The release and clearance processes rely on reviews by Customs of hard copies or documentation. Almost in every step in the process, the hard copies are returned by Customs to the C&F Agent for physical transferring of the documents to the next step in the process.

A) Import Cargo Processing: In order for an Indian truck carrying import cargo to enter Bangladesh at Benapole, its cargo must undergo several procedures administered by various border agencies. These are broadly categorized as procedures relating to the arrival of the truck at the border which are handled by the Clearing and Forwarding Agents, BLPA and Customs; BLPA procedures concerning shed allocation, unloading of the truck and warehousing of the goods; procedures relating to Customs-manifesting procedures, assessment and examination of the cargo; the payment of duty at the Sonali Bank; the BLPA release procedures and the release procedures conducted by Customs and the Border Guard of Bangladesh. The major steps involved in these procedures are detailed below:

- On arrival of import cargo at Indian side of the border area, the Border man of C&F Agencies crosses over to Indian side, collects car pass and manifest from the carrier;
- Submission of driver, truck and manifest information for recording in ledgers at the Tong House;
- The Border man again crosses over to Indian side and shows manifest and car pass to the Indian border outpost and truck is then permitted to enter Bangladesh;
- Submission by the Agent of manifests to the Manifest Branch; manifest processing by customs and subsequent transfer of the manifest to the Cargo Branch;
- Truck proceeding to the BLPA Truck Terminal India (TTI) yard to await assignment of appropriate shed-truck carrying cargo that is subject to simplified procedures proceed directly to the shed area;
- The unloading of Indian trucks and warehousing the imported cargo;
- Customs processing of the Bills of entry-printing Bill and entering data for assessment and examination;
- Payment of duty;
- Customs release order produced;
- Loading of Bangladeshi trucks and completion of BLPA release procedures including payment of port charges; and
- Verifying the bona fides of the release documentation at the Joint Check point by Customs and the Bangladesh Border Gourd.

There are 71 discrete steps involved from the arrival of import cargo at the border to its final release at the Customs and Border Guard Joint Check Post. If there are errors on documentation submitted there is an additional 11 steps needed to correct the errors.

## Overview of Import process maps at Benapole land port



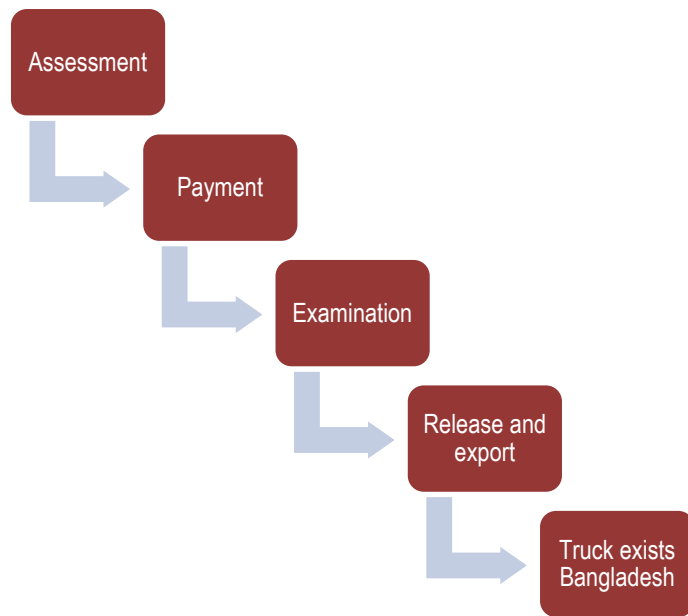
B) Export Cargo Processing: Export cargo processing is less complicated than the import processes. It consists primarily of Customs assessment; payment of any assessment; Customs examination and Customs and BLPA release procedures and export. The main steps involved are:

- Submission of export documentation by the Agent;
- Customs assessment;
- Payment of applicable fees;
- Customs examination-completed during transfer of cargo from Bangladeshi trucks to Indian trucks;
- Issuance of car pass; gate pass and release order;
- Recording of Export General Manifest information in ledgers maintained by Customs and BLPA; and
- Customs verification of documentation and subsequent export.

Export processing involves 42 discrete steps for normal processing with an additional 10 steps needed to correct any errors.



**Overview of Export Process Maps at Benapole Land Port**



Pic 11: Indian Vehicle Waiting for Border Crossing



Pic 12: Bangladeshi Vehicle Waiting for Border Crossing

- 12. Truck clearance per day:** Import: 400-450 nos./day  
Export: 100-130 nos./day
- 13. Loading and unloading Systems:** Manual: About 70%  
Equipment: About 30%
- 14. Handling labor:** 2000 persons
- 15. Cargo handling equipment:** Crane: 8 nos (outsourcing)  
Fork lift: 10 nos (5, 10 & 15 ton)



Pic 13: Crane Facilities for unloading the Goods at Benapole Land Port



Pic 14: Forklift Facilities at Benapole Land Port

**16. Storage capacity: 65000 MT****17. Processing time by phase at Benapole land port:**

Import Procedure	Average time
Port Authority Processing after arrival Indian truck (Pre Customs)	16 hours 3 minutes
Customs Procedures	13 hours 54 minutes
Banking Procedures	12 minutes
Port Authority Clearance Procedures (Post Customs)	
Non Regulatory/Agent Procedures	4 days 10 hours 35 minutes
Total time from arrival of Indian truck to release of Goods	5 days 18 hours 24 minutes

*Source: prepared by the study team*

Export Procedure	Average time
Customs Procedure	4 hours 49 minutes
Banking Procedures	13 minutes
Port Authority Clearance Procedures (post customs)	5 minutes
Non Regulatory/Agent Procedures	4 days 12 hours 24 minutes
Total time from submission of customs documentation to release of goods	5 days 16 hours 31 minutes

*Source: prepared by the study team*

But depending on the types of goods, the released time may vary from time to time. The release time for perishable products is not more than 24 hours. But for the chemical products the release time is not more than 15 days. On the other hand, in case of cement product the release time is more than 24 days.

Product	Release time
Agricultural product except seed and planting materials	One day
Seed and planting materials	3-5 days
General products	5-10 days
Chemical products	7-21 days

**Truck in and out time:** When an Indian truck enters Bangladesh land port with goods then it is truck in and after unloading the goods when the truck enters into the Indian port then it is called truck out. Similarly, when a Bangladeshi truck with goods enter into Indian port and after unloading the goods came back to Bangladesh is called truck in and out.

**For Indian truck:** Depending on the exported product, the truck in and out time of an Indian vehicle may vary. For perishable product the entry and exit time of an Indian truck is not more than 6 hours. But for other products it takes 72 hours.

**For Bangladeshi truck:** Around 120 hours

**18. Freight volume (Tons/year)**

## a) Import freight volume (Tons/year)

Fiscal year	2015-16	2016-17	2017-18	2018-19	2019-20
Volume	1298983	1393329	1988357	2181123	2038064

## b) Export volume (Tons/year)

Fiscal year	2015-16	2016-17	2017-18	2018-19	2019-20
Volume	475739	325381	352963	401177	316950

## d) Income (Lakh)

Fiscal year	2015-16	2016-17	2017-18	2018-19	2019-20
Amount	3406.74	4396.57	4872.72	8236.68	8377.59

## 19. Train Facilities:

- a) Parcel train: Everyday one parcel train (32 containers) from India comes in Bangladesh. About 2 days required to unload the train. Generally cotton, fabrics and similar products; New motor car, Pickup, van, etc. are unloaded in Beanpole. Others products/goods like rice, pulses, onion, garlic, maize, etc. are unloaded at different locations in Bangladesh by this train. After unloading the goods, the parcel train returns back to India. Though no Bangladeshi Parcel trains enters into India, so there is no loading activities in Benapole.
- b) Passenger train: Dhaka to Benapole-6 trains per week (Benapole Express)  
Khulna to Benapole-14 trains per week (Benapole Commuter & Khulna Commuter)  
India to Khulna-1 trains per week (Bandhan Express)  
About 8000 passengers per week use these trains.
- c) Station facilities: 60 chairs for passengers, 3 washrooms and one breastfeeding room but there is no chair. The entire station is secured by CCTV coverage.



Pic 15: Train facility at Benapole Land Port

## 20. Tariff Schedule-2021: **For Benapole Land Port**

### Other Charges:

(All Charges are in Taka)

SL. No.	Particulars of charges	Basis of Charges	Rate of Charges	Rate of Charges 2021
a	Entrance Fee:			
	(i) Truck/Bus & Lorry	Per unit per entry	137.81	144.70
	(ii) Motor Car, Jeep, Pick-up & Three Wheeler etc.	do	82.69	86.82
	(iii) Motor Cycle/Bi-cycle, Push cart/Rickshaw/Van etc.	do	27.56	28.94
b	Carpenter Charge:			
	(i) For opening & closing of package/cases for Appraisement/Inspection	Per package/case	8.36	8.78
	(ii) For repairing of damaged packages/case etc. (materials will be supplied by the party)	do	20.82	21.86
c	Weightment/Measurement Charge (Where weightment/measurement is applicable)	Per Truck/Lorry	66.15	69.46
f	Documentation Charge (for preparation of additional documents viz., Warehouse charges, Challan/Release order etc. when any consignment is not taken delivery by the party on due date)	Per document	145.56	152.84
g	Haltage Charge (if any transport stay in the warehouse are?)	Per transport per night	83.18	87.34

h	Hire charge of Tarpaulins if applied for by the party (subject to availability)	Per Piece per diem or part	187.13	196.49
i	(i) Hire charge of Mobile Crane for use outside Warehouse premises	Per hour or part thereof	727.67	764.05
	(ii) Haulage charge of Mobile Crane	Per Km or part thereof	187.13	196.49
j	(i) Hire charge of Forklift for use outside Warehouse premises	Per hour or part thereof	311.86	327.45
	(ii) Haulage charge of Forklift	Per Km or part thereof	103.97	109.17

### Warehouse & Open Yard Space Charges

SL No.	Particulars of Goods	Basis of Charges	Year	Slab: First 3 (Three) days free, Slab-1: 1 <sup>st</sup> to 21 <sup>st</sup> day, Slab-2: 22 <sup>nd</sup> to 50 <sup>th</sup> day, Slab-3: 51 <sup>st</sup> and onward					
				Rate of Charge in Shed			Rate of Charge in Open Yard		
				1 <sup>st</sup> to 21 <sup>st</sup> day	22 <sup>nd</sup> to 50 <sup>th</sup> day	51 <sup>st</sup> day & onward	1 <sup>st</sup> to 21 <sup>st</sup> day	22 <sup>nd</sup> to 50 <sup>th</sup> day	51 <sup>st</sup> day & onward
				a	All general goods on which freight charge by weight	Per Ton or part thereof per diem & part thereof	2021	10.95	21.86
			2020	10.43	20.82	31.23	6.26	14.58	20.82
b	Cotton Yam Fabrics, Tea, Fridge (Refrigerator), Paper pulp, Tissue paper, Napkin, PPC fabrics, skins, hides, leather (Tea/Coffee per chest/bag of 45 kgs/100 lbs per diem and part thereof) etc.	Per package/case or part thereof per diem & part thereof	2021	3.32	6.57	8.78	2.76	4.92	9.88
			2020	3.16	6.26	8.36	2.63	4.69	9.41
c	Wood & all goods on which freight is charged by measurement	Per cubic meter or part thereof per diem or part thereof	2021	10.95	21.86	34.95	8.78	21.86	28.42
			2020	10.43	20.82	33.29	8.36	20.82	27.07

### Tire, Tube etc.

S.L No.	Particulars of Goods	Basis of Charges	Year	Rate of Charges (Shed)			Rate of Charges (Open Yard)		
				1 <sup>st</sup> to 21 <sup>st</sup> day	22 <sup>nd</sup> to 50 <sup>th</sup> day	51 <sup>st</sup> day & onward	1 <sup>st</sup> to 21 <sup>st</sup> day	22 <sup>nd</sup> to 50 <sup>th</sup> day	51 <sup>st</sup> day & onward
1	Cycle, Rickshaw Tire & Tube	Per Piece per diem & Dart thereof	2021	0.27	0.56	0.76	0.20	0.27	0.38
			2020	0.26	0.53	0.72	0.19	0.26	0.36
2	Baby Taxi, Three wheeler, Scooter, Motor Cycle & Motor Car Tire & Tube (Size: below-7-00)	-Do-	2021	0.56	1.02	1.52	0.27	0.56	0.76
			2020	0.53	0.97	1.45	0.26	0.53	0.72

3	Truck, Lorry, Tractor Tire & Tube (size: up to	Per Piece per diem & part thereof	2021	1 1.58	23.15	34.73	81.04	11.58	20.84	28.94	57.89
			2020	11.03	22.05	33.08	77.18	11.03	19.85	27.56	55.13
4	Truck, Lorry, Tractor Tire & Tube (size: above 9-	-Do-	2021	23.15	46.31	92.61	173.65	23.15	40.52	75.24	138.92
			2020	22.05	44.10	88.20	165.38	22.05	38.59	71.66	132.30
5	Cycle on wheel or semi knocked down condition	Per unit, per diem & part thereof	2021	7.49	14.99	22.47	5.03	10.00	14.99		
			2020	7.13	14.28	21.40	4.79	9.52	14.28		

**(Car/Chassis etc.):**

S.L No.	Particulars of Goods	Basis of Charges	Year	Rate of Charges				Rate of Charges			
				1 <sup>st</sup> to 10 <sup>th</sup> day	11 <sup>th</sup> to 20 <sup>th</sup> day	21 <sup>th</sup> to 41 <sup>th</sup> day	42 <sup>th</sup> day & onward	1 <sup>st</sup> to 10 <sup>th</sup> day	11 <sup>th</sup> to 20 <sup>th</sup> day	21 <sup>th</sup> to 41 <sup>th</sup> day	42 <sup>nd</sup> day & onward
6	Baby Taxi, Three wheeler, Scooter, Motor Cycle	Per unit, per diem & part thereof	2021	46.31	92.61	231.53	463.05	34.73	57.89	173.65	347.29
			2020	44.10	88.20	220.50	441.00	33.08	55.13	165.38	330.75
7	Motor car & Jeep on wheel	-Do-	2021	219.95	277.83	347.29	578.81	173.65	231.53	289.41	578.81
			2020	209.48	264.60	330.75	551.25	165.38	220.50	275.63	551.25
8	Lorry, Truck, Bus, Trailer, Tractor, Mobile workshop & such other on wheels	-Do-	2021	289.41	578.81	868.22	1157.63	231.53	520.94	810.34	1157.63
			2020	275.63	551.25	826.88	1102.50	220.50	496.13	771.75	1102.50
9	Trailer, Mobile workshop & such other on wheels	-Do-	2021	405.17	810.34	1736.44	3472.88	370.44	694.58	1389.15	2778.30
			2020	385.88	771.75	1653.75	3307.50	352.80	661.50	1323.00	2646.00

**Note:** In respect of SI. Nos. (1) to (4) above if the Tire and Tubes are packed to go piece, if not they will be treated as separate pieces for assessment of charges oversized (above 9-20) Tires shall be charged at double the rate.

**Handling Charges**

SI No	Particulars of Charges	Basis of Charges	Rate of Charges 2020	Rate of Charges 2021
1	Off-loading from any kind of transport & stacking/re-stacking inside Shed/Yard by manual labour	Per ton or part thereof	41.61	43.69
2	Loading from Shed/Yard into road transport by manual labour	do	41.61	43.69
3	Loading/off-loading by equipment	do	99.81	104.80

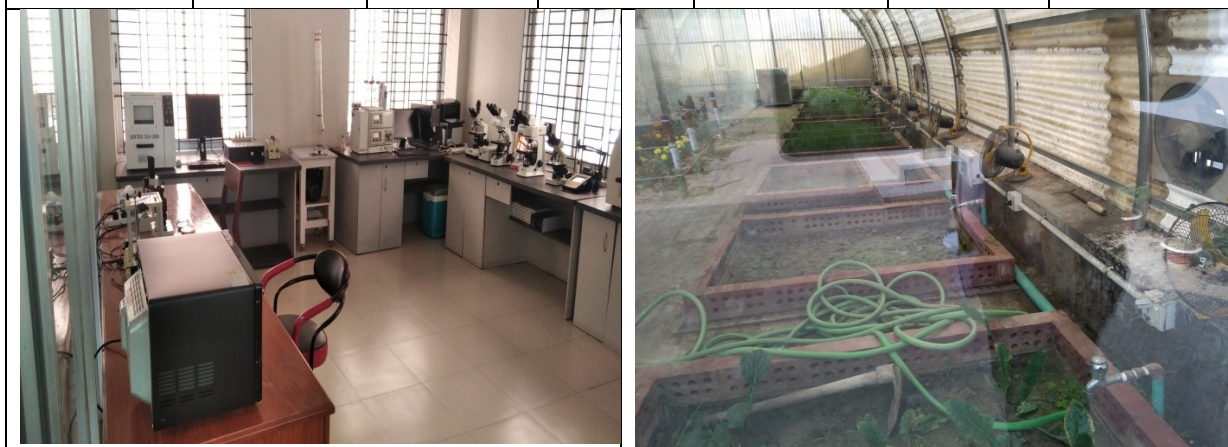
**Passenger Facilities Charges:**

SL. No.	Particulars of Charges	Basis of Charges	Rate of Charges 2020	Rate of Charges 2021
1	Entry Fee	Per Person	11.48	12.05
2	Waiting Charges	do	11.48	12.05
3	Service Charges	do	4.60	4.83
4	Terminal Charges	do	11.48	12.05
	<b>Total</b>	<b>do</b>	<b>39.04</b>	<b>40.98</b>



**21. Plant Quarantine Center:** There is a plant quarantine center in Benapole. For importing and exporting of agricultural commodities a quarantine certificate is mandatory. In Benapole, most of the agricultural commodities are tested through on spot visual inspection. But lab testing is done only for seeds. However, it takes about 48-62 hours to get the results of the lab test. Generally rice, wheat, maize, cotton, orange, grape, sunflower, tomato, chilli, capsicum, drumstick, medicinal plant, tobacco, fig, oregano, etc. are imported by this land port. On the other hand, jute and jute products are mainly exported by using land port. The quarantine charge per metric ton of agricultural commodities is 300 tk. In the month of December 2020, the total quarantine fee was received from the land port was 2173150.00 taka, which was 1404525.00 taka in February 2020. The plant quarantine activities of Benapole during December 2020 are given below:

Name of the Imported Products			Name of the Exported Products			Total Taka
Item	Quantity (MT)	Taka	Item	Quantity (MT)	Taka	
Rice	1913	2122490	Raw Jute	1674	50660	2173150
Vegetable	1037.8		Jute Yarn	240		
Seeds and Nursery Plant	565.76		Jute Carpet	60		
Fruits	16975.8					
Other Agricultural Products	31561.1					



Pic 16: Plant Quarantine Lab Facilities at Benapole Land Port

Various type of equipment required to test the products. The present functional status of these equipment is given below:

#### **Current functional Status of Lab Equipment**

Sl. No.	Name of the Equipment	Quantity	Comments
01.	Moisture Meter	1	Functional
02.	Seed Germinator	1	Functional
03.	Laboratory Incubator	2	Functional
04.	Hot Air Oven	2	Functional
05.	Compound Microscope	2	1-Functional, 1-Need to repair
06.	Fluorescent Microscope	2	1-Functional, 1-Need to repair
07.	Stereo Microscope	2	Functional
08.	Balance	2	Functional
09.	Handy Microscope	2	Functional
10.	Distill Water plant	1	Not connected till now
11.	SOFTEX	2	1-Functional, 1-Need to repair
12.	Seed Analyzer (Laptop+Scanner)	1	Need to repair



Sl. No.	Name of the Equipment	Quantity	Comments
13.	Microplate Reader (ELISA)	1	Need to repair
14.	HPLC	1	Need to repair
15.	Seed counter-INDOSAW	2	1-Functional, 1-Need to repair
16.	Autoclave	2	1-Functional, 1-Need to repair
17.	Stirrer	2	Functional
18.	Multimedia (with screen)	1	Functional
19.	Leminar air flow	1	Functional
20.	Seed Blower	1	Functional
21.	Inspection Table	1	Functional
22.	Micro oven	1	Functional
23.	pH meter	1	Functional
24.	Dehumidifier	1	Need to repair

**22. Livestock Quarantine Center:** There is a livestock quarantine center in Benapole. All the work of the center is carried out under the supervision of an Assistant Director. The livestock officer said that recently some horses and dogs were imported by using this land port. He further said that in case of import of livestock, the animals are kept in quarantine for 21 days. When the quarantine period is over, the animals are released. The livestock quarantine activities of Benapole during 2020 and 2021 are given below:

Sl. No.	Date	Services provided by Quarantine Center		Quarantine Fee
		Name of the Animal	Quantity	
01.	05/02/2021	Horse	6	6000
02.	10/11/2020	Horse	20	20000
03.		Dog	10	5000
04.	18/01/2021	Dog	5	2500



Pic 17: Livestock Quarantine Center at Benapole Land Port

### Current functional Status of Lab Equipment

Sl. No.	Name of the Equipment	Quantity	Comments
01.	Laboratory Incubator	2	Functional
02.	Autoclave	2	Functional
03.	Centrifuge	2	Functional
04.	Refrigerator	3	Functional
05.	Stethoscope	2	Functional
06.	AC	1	Need to repair
07.	Microscope	2	Functional
08.	Post mortem apparatus	1	Functional
09.	Stabilizer	1	Functional
10.	Weight machine	1	Functional
11.	Post mortem set	1	Functional

SI. No.	Name of the Equipment	Quantity	Comments
12.	Soleplate	2	Functional
13.	Scissors	3	Functional

**23. BSTI:** Bangladesh Standards and Testing Institution (BSTI) has set mandatory certification marking for 55 items at import stage Importers need to submit certificate from the BSTI to the Customs Authority to clear these products from Customs, if their consignments do not have certificates from accredited laboratories from the exporting countries.

There is a BSTI office in Benapole land port, but no lab facilities there. Most of the exported items are tested in Khulna BSTI office. About 90-95% exported products are tested there. Rests 5-10% are tested in Dhaka head office. It takes about 7-14 days to get BSTI certificate depending on the type of product. The concerned officials said that at present BSTI is able to test about 227 types of good. They also said that they have enough manpower and equipment to test the goods. Regarding the reason for the delay in getting the results of lab tests, they said that products that do not require microbiology tests can give results very quickly. But those that require microbiology testing are time consuming.

**24. Bank Facilities:** In Benapole land port, both national (Sonali Bank) and private bank (One bank) service are available in the international passenger terminal.



Pic 18: Bank Facilities at Benapole Port

**25. Road Facilities:** The road used for the Benapole land port with Jashore Sadar is well developed and the connecting road inside the port is also good.



Pic 19: Access Roads Border on Bangladesh Side



Pic 20: Road Extension Activities at Benapole Land Port



## B. Bhomra Land Port:

Bhomra land port is considered by the Government of Bangladesh as a potentially major crossing point with India. It would also relieve some of the pressure on the Benapole border station, which is currently Bangladesh's most important point of entry for trade through land routes.

Bhomra land port is an existing facility located in Sadar Upazila of Satkhira district, 15 km from Satkhira town, 75 km from Khulna and 85 km from Jashore. Located about 285 km from Dhaka. The land port on Indian side is Ghojadanga in Chhabish Paragarans district of West Bengal. The land port in Bhomra was established in 2013 in a 15.7298 acres of land. Average annual imports are 1.8 million tons (mainly building chips, rice, wheat, fruits, onions, garlic, etc.). Average annual exports are: 0.06 million tons (jute, fish, cotton waste, etc.).



Pic 21: Bhomra Land Port, Satkhira

### 1. Security System: APBN-35

Private-28 (02 supervisors)

### 2. Cleaning Staff: 06 (01 supervisor)

### 3. Total land Area: 15.73 acre.

**4. Passenger:** In 2019-20 fiscal year, around 16000 passenger per month used this land port. It is to be noted that at present the corona virus has affected the movement of passengers through the port.

**5. Immigration Service Desk:** The immigration officers said that they have 6 desks to render the services. They also added that every desk officer handles approximately 80-90 passengers per day. Most of the passengers said that it takes a maximum of 15-20 minutes to complete all the immigration procedures in Bangladesh. But due to internet failure, sometimes it take around 2-3 hours. However, according to them, immigration of India takes

more time.

**6. Facilities for Passenger:** Number of waiting room-1; Number of chair-11; Number of toilet-4, Number of female toilet-2, wheel chair for the disable passenger. There is a full body X-ray scanner to scan the whole human body.



Pic 22: Immigration Service Desk



Pic 23: Full Body X-ray Scanner at Bhomra Immigration Check Post



Pic 24: Wash Room Facilities



Pic 25: Ramp Facilities for Disable Passengers

**7. Operational Hours for Passenger:** According to the immigration officer, the operational time starts at 6:00 am and ending time at 6:00 pm. But they also said that, as long as the Indian immigration is open, they have to keep it open.

**8. Infrastructure Facilities of the Land Port:** Warehouse-2, Transshipment shed-1, Open stack yard-4, Transshipment yard-1, Weighbridge-3 (100 MT), open yard-1, security barrack-1, power house-1, watch tower-3, deep tube-well for safe drinking water-2, Standby power generator-2, weighing scale-8, security room-03, flat light tower-7, office, Dormitory, toilet complex.





Pic 26: Warehouse Facilities



Pic 27: Weighbridge Facilities



Pic 28: Transshipment Shed Facilities



Pic 29: Open Stack Yard Facilities

**9. Major imported items:** Onion, fruits, rice, wheat, fish, cotton, dry fish, stone, dry chilli, sand stone, china clay, sugar, spices, motor parts, tobacco, turmeric, etc. are the major imported items in this land port. The major imported items during the fiscal year 2019-2020 are given below:

Sl. No.	Item Name	Volume (MT)
01.	Rice	37972
02.	Spices	27008.8
03.	Fruits	9844.9
04.	Other agricultural product	28892.4
05.	Dry fish	10580
06.	Stone crush, china clay	2200264
10.	Others	201507.9
<b>Total</b>		<b>2353271</b>

**10. Major export items:** Jute & jute goods, cleaning cloth, plastic products, food items, fabrics etc. The major exported items during the fiscal year 2019-2020 are given below:

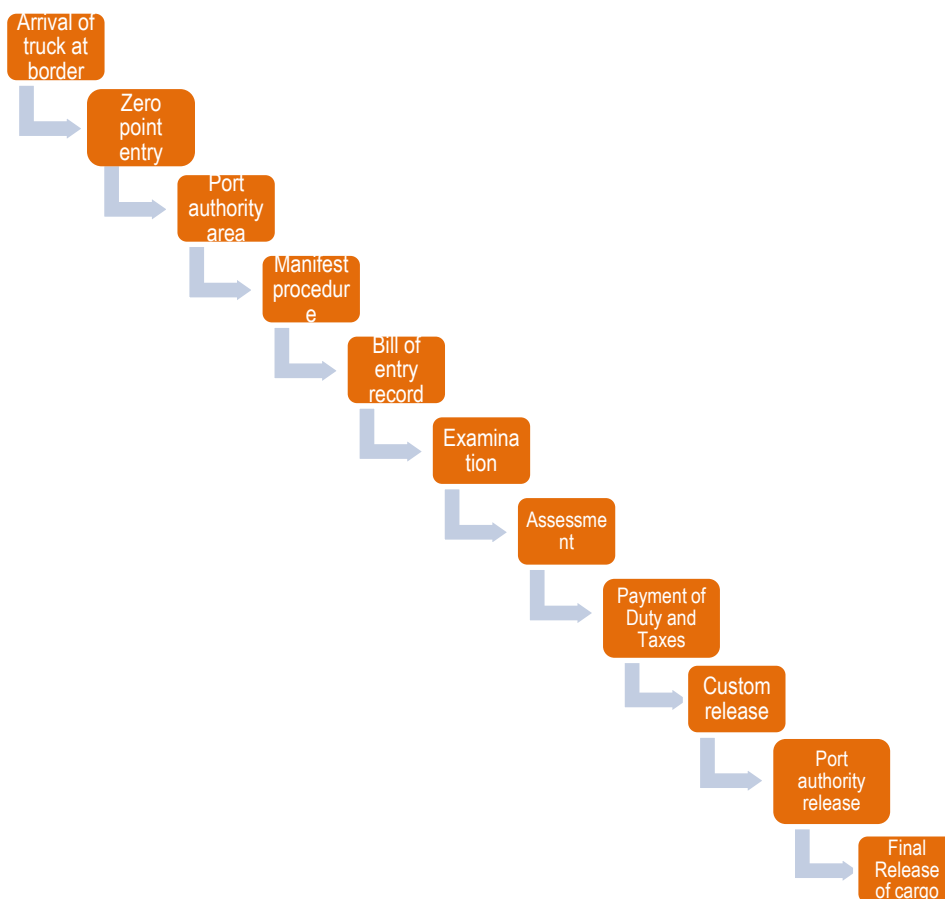
Sl. No.	Item Name	Volume (MT)
01.	Yarn waste	2854
02.	Plastic	19720
03.	Fabrics	25595
04.	Jute yarn	42304
05.	Pran products	37580
07.	Rice bran oil	34780
08.	Plastic furniture	2030
09.	Cotton waste	24031
10.	Fatty acid	1800
11.	Other	15633
<b>Total</b>		<b>206328</b>

**11. Customs Processing:** Customs processes at Bhomra customs house are a combination of manual and automated procedures. This applies to both the import and export customs clearance process. Clearing and Forwarding Agents (C&F Agents) play a major role in clearing shipments. The release and clearance processes rely on reviews by Customs of hard copies or documentation. At almost every step in the process the hard copies are returned by Customs to the C&F Agent for physical transferring of the documents to the next step in the process.

A) Import Cargo processing: An Indian truck carrying import goods to enter Bangladesh by Bhomra Land Port has to undergo several procedures administered by various border agencies. The major steps involved in these procedures are detailed below:

- On arrival of import cargo at Zero point of the border area, the Border man of C&F agencies collects import manifest from the carrier;
- Entry of manifest and information about truck and driver for recording Manifest ledger at Tong house at the Zero point;
- Entry of import cargo at the gate of BLPA and weighing of loaded truck at the weigh bridge;
- Submission of manifests by the C&F agent to the Manifest branch and subsequent processing by customs;
- Submission of Bill of Import to customs clerk and entry;
- Examination and assessment of Import goods as per declaration by customs officials;
- Assessment of duties and taxes by Customs officials;
- Payment of duty and taxes;
- Unloading of import goods and loading to Bangladeshi trucks;
- Providing customs release order;
- Completion of BLPA release procedures including payment of port charge; and
- Final exit of import goods from land port.

**Overview of Import Process Maps at Bhomra Land Port**

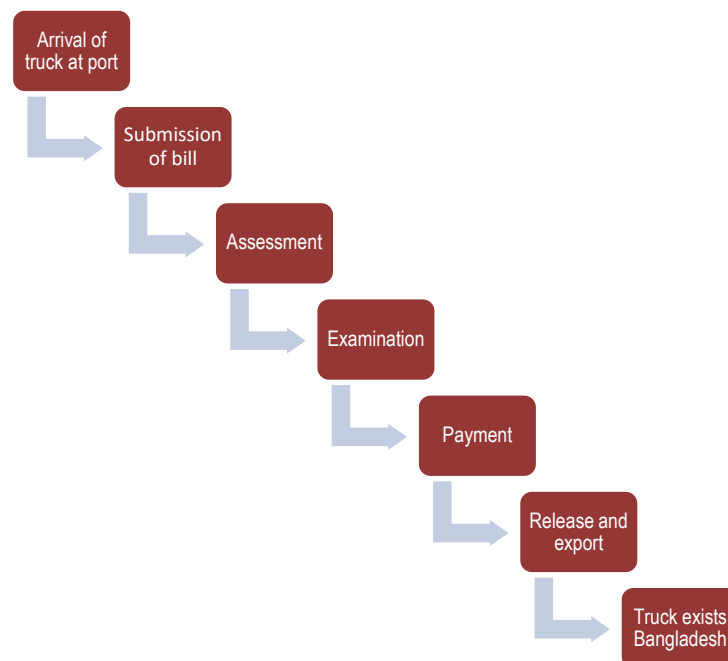




b) Export Cargo processing: Export consignment processing at the Bhomra land port is less complicated than the import process. It comprises primarily of submission of the Bill of export. entry in ledger and processing; customs examination and assessment; payment of any duties and taxes; customs and BLPA release and export. The main steps involved are:

- Arrival of export consignment at the land port and entry at the gate;
- Submission of bill of export and export documentation by the C&F agent to customs clerk and entry;
- Customs examination and assessment;
- Payment of applicable fees, duties and taxes (if any); and
- Customs and BLPA release and subsequent export.

**Overview of Export Process Maps at Bhomra Land Port**



**12. Truck clearance per day:** Import: 350-400 Nos./day  
Export: 50 Nos./day

**13. Loading and unloading Systems:** Manual: About 100%



Pic 30: Transfer of Load from One Vehicle to the Other

**14. Handling Labour:** 1800 persons

**15. Storage capacity:** 1600 MT

## 16. Processing time by phase at Bhomra Land Port:

Average time for cargo processing from arrival to release

Interval	Type of cargo	Average time
Average time taken in Bhomra for release of all types of Import cargo	Import	6 hours 54 minutes
Average time taken in Bhomra for release of all types of Export cargo	Export	2 hours 14 minutes

Source: prepared by the study team

### Average Time for Import Cargo Processing

Import Procedure	Average Time
Port Authority Area-weighing and unloading (some activities are done parallel to the customs procedures) (Pre Customs)	4 hours 53 minutes
Customs Procedures	2 hours 10 minutes
Banking Procedures	30 minutes
Port Authority Clearance Procedures (Post Customs)	45 minutes
Total time from arrival of Indian truck to release of Goods	6 hours 54 minutes

Source: prepared by the study team

### Average Time for Export Cargo Processing

Import Procedure	Average Time
Customs Procedure	1 hours 20 minutes
Banking Procedures	30 minutes
Port Authority Clearance Procedures (post customs)	50 minutes

Source: prepared by the study team

But depending on the types of goods, the released time may vary from time to time.

### Truck- in and Truck out- Time:

For Indian truck: Mainly rice, fruits and stone crush are imported through this port. The truck-in and Truck-out time for stone is around 6 hours. But, for rice and fruits it is around 5 hours.

For Bangladeshi truck: The truck- in and Truck-out time is almost 24 hours for Bangladeshi truck.



Pic 31: Bangladeshi Truck waiting for Border Crossing



Pic 32: Indian Truck after unloading waiting for Border Crossing

## 17. Freight volume (Tons/year)

a) Import freight volume (Tons/year)

Fiscal year	2015-16	2016-17	2017-18	2018-19	2019-20
Volume	1816930	2254764	4656415	2201557	2516070

b) Export volume (Tons/year)

Fiscal year	2015-16	2016-17	2017-18	2018-19	2019-20
Volume	91109	127430	119510	311771	206328

c) Income (Lakh)

Fiscal year	2015-16	2016-17	2017-18	2018-19	2019-20
Amount	1329.37	1687.19	2104.07	1873.84	1684.66

**18. Plant Quarantine Center:** There is a plant quarantine center in Bhomra. For importing and exporting of agricultural commodities a quarantine certificate is mandatory. In Bhomra, all of the agricultural commodities are tested through on spot visual inspection. Generally fruits, rice, dry chilli, turmeric, ginger, dry fish, wheat, capsicum, stone, cotton, etc. are imported by this land port. On the other hand, jute and jute products are mainly exported by using land port.

**19. Livestock Quarantine Center:** There is a livestock quarantine center in Bhomra. But the Livestock quarantine center is almost inactive as no livestock is imported and exported through this port.

**20. BSTI Office:** There is no BSTI office in Bhomra land port. Most of the exported items are tested in Khulna BSTI office.

**21. Bank facilities:** In Bhomra land port, both national (Sonali bank) and private bank (Southeast bank) services are available. But it is about one kilometer away from the custom office.

**22. Road Facilities:** The road facilities from Satkhira to Bhomra land port and Jashore to Bhomra land port is developed but about 6 km road at Bhomra land port end is very bad. Beside this, the connecting road inside the port is very bad. Due to which there is always a serious traffic jam in this port. The port and surrounding areas are highly polluted by the road dust. Unpaved sidewalks and transshipment yards are the major sources of dust. The access roads near the border area also not paved.



Pic 33: Suspension of Dust on the Roads



Pic 34: Unpaved Yard in the Land Port



Pic 35: Road Dust from the Vehicles



Pic 36: Loose Material Placed next to the Road



### C) Sheola Land Port

The sheola land port is developing around an existing land custom station, which is functioning since 1948. It is located 13 km from Biyanibazar, the sub-district head quarter, 45 km from Sylhet and 290 km from Dhaka. The land port on Indian side is Sutarkandi (in the state of Assam), located about 15 km from Karimganj, 241 km from Shiiiong and 341 km from Guwahati.



Pic 37: Sheola Land Port

**Current Facilities:** The existing facilities include an immigration building in 1.3 acre land and a rented building for customs office. The station is connected to Sylhet through a 5.5 m wide asphalt road.

**Proposed Facilities:** About 22.02 acres of land is already acquired for the development of the land port. A transshipment yard, administration offices, truck terminals, dump yard, open stack yard, barrack, rest house, internal roads and drainage facilities, drinking water and sanitation facilities and facilities for women (waiting rooms) and disable people (ramps) will be developed in this land port.

**Passenger:** Around 7000-10000 passenger per year used this land port.

**Immigration Service Desk:** Only one desk is used to render the services to the passenger. The immigration officer said that about 20-30 passengers used the land port. As the numbers of passengers is very limited so one desk is enough.

**Facilities for Passenger:** There is no waiting room, no toilet facilities for the passenger in Shoela. However, there is a bench for passengers to sit on where 4-5 people can sit together.



Pic 38: Bench Facilities for the Passenger

**Operation Hour for Passenger:** According to the immigration officer, the operational time starts at 9:00 am and ending time at 5:00 pm.

**Major Imported Items:** Citrus, ginger, apple, orange, pomegranates, grapes, tomato, coal, lime stone, onion, musk melon and rice are the major imported items by using this land port. The major imported items during the fiscal year 2019-2020 are given below:

Sl. No.	Item Name	Volume (MT)
01.	Citrus	1594.62
02.	Ginger	2640.3
03.	Stone	85185
04.	Rice	700

**Major Export Items:** Packaged food products, plastic materials, cement, wooden furniture, cotton waste, etc. are the main export items by using this land port. The major exported items during the fiscal year 2019-2020 are given below:

Sl. No.	Item Name	Volume (MT)
01.	Food products	10120
02.	Plastic materials	1554.6
03.	Cement	19200
04.	Wooden furniture	50.994
05.	Cotton waste and cloth	2073

**Custom Processing:** Average annual customs revenue on the imports at this station is about 200 million BDT. The current traffic levels are about 70 trucks per day of which 50 are exported and 20 are imported truck. Clearing and Forwarding Agents (C&F Agents) play a major role in clearing shipments. The release and clearance processes rely on reviews by Customs of hard copies or documentation. At almost every step in the process the hard copies are returned by Customs to the C&F Agent for physical transferring of the documents to the next step in the process. The customs clearance process is almost same with the Bhomra port. The truck-in and Truck-out time taken in Shoela for release of all types of export cargo is about 24 hours (depending on the labour availability) and import cargo is about 1 hours for stone, 4-5 hours for agricultural products.



**Pic 39: Bangladeshi Truck Crossing the Border for Unloading the Materials**



**Pic 40: Vehicles Waiting for Border Crossing**

**Truck clearance per day:** Import-50 nos. /day  
Export-20 nos. /day

**Loading and unloading systems:** 100% manual

**Plant Quarantine Center:** There is no quarantine center in Sheola. If a quarantine certificate is required, the officer is called from Zakiganj by phone call. The distance between Zankiganj and Sheola port is about 29 km. All the agricultural commodities are tested through on spot visual inspection.

**Livestock Quarantine Center:** There is a livestock quarantine center in Sheola. But the Livestock quarantine center is almost inactive as no livestock is imported and exported through this port.

**Bank Facilities:** There is no bank facility in this port. Almost all of the businessman/C&F agents pay their taxes and dues at the Biyanibazar, which is about 13 km away from the port.

**Road Facilities:** The road from Sylhet to Sheola port is constructed by the LGED and it is almost paved and developed. It is expected to be adequate for at least the first 5 years of port operations, but the road connectivity needs to be strengthened and widened for heavy vehicles as traffic volumes increase.



Pic 41: Road Improvement Activities



Pic 42: Stone Materials Storage on the Road Side

**Tariff Schedule-2021**  
**All Land Ports except Benapole Land Port**

**1.1 Port Dues: (All charges are in Taka)**

Sl. No.	Vessels working within port Limits	Basis of Charges	Rate of Charges 2020	Rate of Charges 2021
a.	Not exceeding 10 GRT	Per vessel on each entry	68.76	72.20
b.	Exceeding 10 GRT but not exceeding 100 GRT	-do-	573.01	601.66
c.	Exceeding 100 GRT & upto 200 GRT	-do-	1260.62	1323.65
d.	Exceeding 200 GRT	Per GRT	11.48	12.05
e.	Barge and Flat	Per 10 Tons or part thereof	6.88	7.22
f.	Country Boat	Per 200 kgs or part thereof	2.29	2.40

Note: Entry takes place when the vessel enters into the limits.



## 1.2 Shifting Fees:

a.	Fees for shifting vessels from one berth or mooring or swinging her to another	Per Movement	458.41	481.33
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## 1.3 Detention Fees:

a.	Detention fees for failure of a arriving at or sailing from the time	Per day or part thereof during which detention	Equivalent to berthing	
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## 3.2 Space Rent Charges (inside port protected area)

a.	First Month	Per square meter or part thereof per month or part	91.68	96.26
b.	Second Month	-do-	114.61	120.34
c.	Third month and Subsequent Months	-do-	137.53	144.41

### Note:

- If any cargo (consignment) detained above 45 days, in that case space rent will be applicable;
- Open areas will be charged space rent at half rate;
- Time is counted after the issue of a storage order by BLPA or its representative. The day on which the storage order issued in not counted for space rent;
- For the period before space rent charged, the cargo will be charged as store rent;
- For the purpose of the space rent "Month" means a Calendar month or part thereof;
- For the period before space rent is charged, the cargo will be charged wharf rent according to tariff schedule; and
- Movement of cargo between the place of wharf rent and the place of space rent is the responsibility of the shipper/consignee.

## Landing Charges:

S.L	Particulars of Charges	Basis of Charges	Rate of Charges 2020	Rate of Charges 2021
a.	All general goods on which freight is charged by weight and any single package does not exceed 500 kgs. such as Rubber, Sandal, Torch Light, Lock, Cigarette paper, Cane, Umbrella & Fland Bag etc.	Per ton or part thereof	57.33	60.20
b.	All bag cargo, Wheat, Rice, Sugar, Maize & all kinds of Pulse, Turmeric, Betel nut, Pickle, Ginger, Coriander Seeds, Dry Chili, Cumin Seeds, Cinnamon, Cardamom, Tamarine, Cloves etc.	Per ton or per case	57.33	60.20
c.	Cotton yarn. Fabrics, Hand Towel, Leather etc.	Per bale or per case	57.33	60.20
d.	Frozen fish (Packet)	Per ton or part thereof	57.33	60.20

e.	Raw fish' & Dry fish etc. (Loose)	-do-	91.67	96.25
f.	Wood & all other goods on which freight is charged by	-do-	57.33	60.20
g.	<b>All bulk cargo</b>	-do-	57.33	60.20

**Other Charges:**

S.L	Particulars of Charges	Basis of Charges	Rate of Charges 2020	Rate of Charges 2021
1	<b>Entrance Fee:</b>			
	(a) Truck/Bus & Lorry	Per unit per	114.60	120.33
	(b) Motor Car, Jeep, Pick-up & Three Wheeler etc.	-do-	57.33	60.20
	(c) Motor Cycle/Bi-cycle, Push cart/Rickshaw/Van etc.	-do-	13.74	14.43
2	<b>Carpenter Charge:</b>			
	(a) For opening & closing of package/cases for appraisal/ inspection	Per package/case	16.04	16.84
	(b) For repairing of damaged packages/ case etc. (materials will be supplied by the party.)	-do-	34.39	36.11
3	Weightment/Measurement Charge (Where weightment/ measurement is applicable)	Per Truck/Lorry	57.33	60.20
4	Holiday charge for working on holiday (if applicable)	Per diem or part thereof per consignment or	1604.42	1684.64
5	Night charge for working during night (For unloading only)	Per night/per consignment or part thereof	1031.43	1083.00
6	Documentation Charge (for preparation of additional documents viz., Warehouse charges, Challan/Release order etc. when any consignment is not taken delivery by the party on due date	Per document	252.12	264.73
7	Haltage Charge (if any transport stay in the warehouse area)	Per transport per night	149.01	156.46
8	Hire charge of Tarpaulins if applied for by the party (subject to availability)	Per piece per diem or part thereof	252.13	264.74
9	(a) Hire charge of Mobile Crane for use outside Warehouse premises.	Per hour or part thereof	1260.62	1323.65
	(b) Haulage charge of Mobile Crane.	Per Km or part thereof	343.79	360.98
10	(a) Hire charge of Forklift for use outside Warehouse remises.	Per hour or part thereof	687.6 L	721.99

(b) Haulage charge of Forklift.	Per Km or part thereof	177.90	180.50
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6.00 Warehouse & Open Yard Space Charges :									
SL No	Particulars of Goods	Basis of Charges	Year	Rate of Charges (Shed)			Rate of Charges (Open Yard)		
				1 <sup>st</sup> to 10 <sup>th</sup> day	11 <sup>th</sup> to 20 <sup>h</sup> day	21 <sup>th</sup> day & onward	1 <sup>st</sup> to 10 <sup>th</sup> day	11 <sup>th</sup> to 20 <sup>h</sup> day	21 <sup>th</sup> day & onward
1	All General Goods on which freight charge by weight	Per Ton or part thereof per diem &	2021	16.85	33.72	50.55	12.02	24.07	36.13
			2020	16.05	32.11	48.14	11.45	22.92	34.41
2	Cotton Yarn Fabrics, Tea, Pulp & Leather etc.	Per Package/Case or part thereof per diem & part thereof	2021	4.82	9.65	14.45	4.83	7.22	12.04
			2020	4.59	9.19	13.76	4.60	6.88	11.47
3	Wood & all goods on which freight is charge by measurement	Per cubic meter or part thereof per diem & part	2021	14.45	28.90	43.34	12.06	24.07	36.11
			2020	13.76	27.52	41.28	11.49	22.92	34.39
4	Frozen Fish (a) Loose	Per ton or part thereof/per diem & part thereof	2021	19.24	36.11	52.97			
			2020	18.32	34.39	50.45			
	(b) Packet	Per ton or part thereof/per diem & part thereof	2021	16.84	34.52	48.14			
			2020	16.04	32.88	45.85			

#### Tire, Tube etc.:

S.L No.	Particulars of Goods	Basis of Charges	Rate of Charges (Shed)				Rate of Charges (Open Yard)		
			Year	1 <sup>st</sup> to 10 <sup>th</sup> day	11 <sup>th</sup> to 20 <sup>th</sup> day	21 <sup>st</sup> day & onward	1 <sup>st</sup> to 10 <sup>h</sup> day	11 <sup>th</sup> to 20 <sup>th</sup> day	21 <sup>st</sup> day & Onward
1	Cycle, Rickshaw Tire & Tube	Per Piece per diem & part thereof	2021	0.27	0.56	0.76	0.19	0.27	0.38
			2020	0.26	0.53	0.72	0.18	0.26	0.36
2	Baby Taxi, Three Wheeler, Scooter, Motor Cycle & Motor Car Tire & Tube (Size: below-	-Do-	2021	0.56	1.02	1.52	0.27	0.56	0.76
			2020	0.53	0.97	1.45	0.26	0.53	0.72
3	Truck, Lorry, Tractor Tire & Tube (size: upto 9-20)	-Do-	2021	1.29	2.51	3.77	0.65	1.29	1.90
			2020	1.23	2.39	3.59	0.62	1.23	1.81
4	Truck, Lorry, Tractor Tire & Tube (size: above)	-Do-	2021	2.49	5.03	7.49	1.29	2.51	3.77
			2020	2.37	4.79	7.13	1.23	2.39	3.59
5	Cycle on wheel or semi knocked down (SKD)	Per unit, per diem & part thereof	2021	7.49	14.99	22.47	5.03	10.00	14.99
			2020	7.13	14.28	21.40	4.79	9.52	14.28
6	Baby Taxi, Three	-Do-	2021	37.47	74.84	112.29	24.99	49.91	74.84

	Wheeler, Scooter, Motor Cycle		2020	35.69	71.28	106.94	23.80	47.53	71.28
7	Motor Car & Jeep on wheel	-Do-	2021	74.84	149.72	224.55	49.91	99.81	149.73
			2020	71.28	142.59	213.86	47.53	95.06	142.60
8	Lorry, Truck, Bus, Trailer, Tractor, Mobile workshop & such other on	-Do-	2021	124.75	249.48	374.20	99.81	199.61	299.39
			2020	118.81	237.60	356.38	95.06	190.10	285.13

Note: In respect of SL No. (1) to (4) above if the Tire and Tube are packed together they will be treated as single piece, if not they will be treated as separate pieces for assessment of charges provided that tractor and other oversized (above 9^20) Tires shall be charged at double the rate.

### 7.1 Handling Charges:

S.L	Particulars of Charges	Basis of Charges	Rate of Charges 2020	Rate of Charges 2021
a.	Off-loading from any kind of transport & stacking/re-stacking inside Shed/Yard by manual labour	Per ton or part thereof	57.33	60.20
b.	Loading from Shed/Yard into road transport by manual labour	Do	57.33	60.20
c.	Loading/Off-loading by equipment	Do	114.57	120.30
d.	Frozen Fish:			
	(i) Packet	Do	57.33	60.20
	(ii) Loose	Do	68.76	72.20

### 7.2 Shore Handling Charges:

SL. No	Particulars of Charges	Basis of Charges	Rate of Charges 2020			Rate of Charges 2021		
			Normal Working Hours	Holidays	After working Hours	Normal Working Hours	Holidays	After working Hours
<b>7.2.1</b>	<b>Import Cargo:</b>							
a.	<b>Bagged Cargo</b>							
	(i) Salt, Sugar, Mastered, Cement, Fertilizer etc.	Per M.Ton or part	109.67	197.47	220.04	115.15	207.34	231.04
	(ii) Shoda Ash, Milk Powder, Lentils etc.	-do-	152.72	248.65	332.34	160.36	261.08	348.96
	(iii) Food Grains	-do-	170.23	217.50	0.00	178.74	228.38	0.00
b.	Heavy goods like Cement Clinker, Lime Stone, Iron and Steel materials, B.P. Sheet, C.I Sheet, G.P. Sheet, Coals, Stones, Boulders etc.	-do-	128.35	218.47	263.57	134.77	229.39	276.75
c.	All other general cargo including scrap	-do-	299.08	490.42	618.85	314.03	514.94	649.79
<b>7.2.2</b>	<b>Export Cargo:</b>							
a.	Bagged Cargo	-do-	109.39	197.40	217.76	114.86	207.27	228.65

b.	Jute, Gunny, Jute Bale, Jute Goods and Jute Product, Crash Bone etc.	-do-	159.29	263.69	355.26	167.25 /	276.87	373.02
c.	Tea, Tea Chest	-do-	182.21	303.84	343.81	/191.32	319.03	361.00

<b>8.0 Removal Charges:</b>				
	<b>Particulars</b>	<b>Basis of charges</b>	<b>Rate of charges 2020</b>	<b>Rate of charges 2021</b>
1	Drums by rolling (Manually)	Per M. Ton or part thereof	300.26	315.27
2	<b>Bag Cargo:</b>			
	(a) By manual labour	do	131.60	138.18
	(b) By port transport (Manually)/Uploading	do	100.97	106.02
3.	Frozen Fish as by manual labour	do	137.53	144.41
4.	Frozen Fish with hand trolley etc.	do	105.98	111.28
5.	<b>Frozen Fish:</b>			
	(a) Loose	do	151.63	159.21
	(b) Packet	do	111.33	116.90
<b>9.0 Stevedoring Charges:</b>				
1.	General Cargo	Per ton or part thereof	128.34	134.76
2.	Bagged Cargo	do	72.42	76.04
3.	Heavy Cargo	do	121.03	127.08
4.	Pig Iron	do	72.42	76.04
5.	Refer Cargo	do	132.03	138.63
<b>10.00 Passenger Facilities Charges :</b>				
1	Entry fee	Per person	11.48	12.05
2	Waiting charges	do	11.48	12.05
3	Service charges	do	4.60	4.83
4	Terminal charges	do	11.48	12.05
	<b>Total</b>		39.04	40.98

NB: This charge schedule will be effective for goods received/stored on and from 01/01/2021

#### **D) Ramgarh Land Port:**

The location of the proposed land port is in Ramgarh, an upazila (sub-district) in Khagrachari to the northeastern corners of the district and shares common border with Sabrum sub-division of the state of Tripura (India) and Fatikchari upazila of Chattogram district. Ramgarh Customs Station was declared a land port on 7/11/2010 with the aim of facilitating import and export activities by land. The Ramgarh Land Port is being constructed on the left bank of the Feni River in the ward no 9 of Ramgarh municipality in Khagrachhari district of the Chattogram Hill Tracts.





**Pic 43: The Indo-Bangla Maître Bridge 1 over the River Feni**

**Present Facilities:** The inauguration of the 1.9-kilometre-long Indo-Bangla Maître Bridge 1 over the River Feni, which connects Tripura of India with Ramgarh of Bangladesh, has opened a new horizon of possibilities for bilateral trade between the two countries. The bridge will reduce the cost and time of transporting goods as Bangladesh will have direct connectivity with seven states, including Tripura and Mizoram, in India. However, the benefits of this bridge cannot be fully enjoyed as the construction of Ramgarh Land Port has yet to be completed.

**Present Activities:** In the meantime, 10 acres of land were acquired for the construction of all facilities including land port infrastructure. No development work has been carried out yet. Of these, 0.27 acres are residential land and the remaining 9.73 acres are agricultural land. There are 61 affected families in this acquired 10 acres of land. The cost of rehabilitation is around Tk150 crore. About 60% of the compensation has already been paid and the full amount of compensation will be paid to the victims soon.

The infrastructure to be built at the land port includes: a boundary wall and gate houses, a one-stop port building, dormitories, toilets, a labour shed, a watchtower, a transshipment shed and warehouses, RCC pavement, stack yards, and a pedestrian overpass. It also includes internal electrification and sanitation work as well as the installation of necessary electrical equipment and utilities.



**Pic 44: Road Improvement Activities**

**Table 3.8.1 Four Land Port at a Glance**

Sl. No.	Topics	Benapole Land Port	Bhomra Land Port	Sheola Land Port	Ramgarh Land Port
01	Bangladesh Side	Benapole, Sharsha, Jashore	Sadar Upazila, Satkhira	Sheola, Bianibazar, Sylhet	Ramgarh, Khagrachhari
02	Indian Side	Petrapole, Bongaon, 24-Parganas, West Bengal, India	Gojadanga, 24-Parganas, West Bengal, India	Sutarkandi, Karimganj, Assam	Sabroom, Tripura, India
03	Operator	Bangladesh Land port Authority	Bangladesh Land port Authority	Bangladesh Land port Authority	Bangladesh Land port Authority
04	Total Land area	86.68 Acre	15.73 Acre	22.02 Acre	10 Acre
05	Storage Capacity	65000 MT	1600 MT	-	-
07	Loading/unloading system	Manual: About 70% Equipment: About 30%	100% Manual	100% Manual	-
08	Cargo handling equipment	Crane: 8 nos (outsourcing) Fork lift: 10 nos (5, 10 & 15 ton)	-	-	-
09	Principal Imports	Cotton, chemical, motor car, motor cycle, tire-tube, machinery & spare parts, food grains, fish, spices, sugar, egg, aluminum, refrigerator, paper etc.	Onion, fruits, rice, wheat, fish, cotton, dry fish, stone, dry chilli, sand stone, china clay, sugar, spices, motor parts, tobacco, turmeric, etc.	Citrus, ginger, apple, orange, pomegranates, grapes, tomato, coal, lime stone, onion, musk melon, rice, etc.	-
10	Principal Exports	Jute & jute goods, fish, honey, plastic goods, battery, construction materials etc.	Jute & jute goods, cleaning cloth, plastic products, food items, fabrics etc.	Packaged food products, plastic materials, cement, wooden furniture, cotton waste, etc.	-
11	Freight volume at land port per year	Export Volume: 316950 Tons/year Import Volume: 2038064 Tons/year	Export Volume: 206328 Tons/year Import Volume: 2516070 Tons/year	Export Volume: 32998.59 Tons/year Import Volume: 90119.6 Tons/year	
12	Truck clearance per day	Import: 400-450 nos./day Export: 100-130 nos./day	Import: 350-400 nos./day Export: 50 nos./day	Import-50 nos./day Export: 20 nos./day	
13	Truck in and truck out time	<b>For Indian truck:</b> Perishable product: 6 hr Other product: 72 hr  <b>For Bangladeshi truck:</b> Almost: 120 hr	<b>For Indian truck:</b> Perishable product: 6 hr Other product: 8 hr  <b>For Bangladeshi truck:</b> Almost: 24 hr	<b>For Indian truck:</b> Perishable product: 6 hr Stone, coal: 1 hr  <b>For Bangladeshi truck:</b> Almost: 24 hr	

Sl. No.	Topics	Benapole Land Port	Bhomra Land Port	Sheola Land Port	Ramgarh Land Port
14.	<b>Average time taken to meet regulatory Requirements</b>	Agricultural product except seed and planting materials: 1 day Seed and planting materials: 3-5 days General products: 5-10 days  Chemical products: 7-21 days	import procedure: 6 hrs and 54 minutes Average time for export procedure: 2 hrs and 14 minutes	Average time for import procedure: 1 hr for stone and coal and 4 hr for agricultural goods Average time for export procedure: 3 hrs and 24 minutes	
15	Security System	Ansar: 163, APBN: 22, Private: 108 and Benapole Port Thana	APBN-35  Private-28 (02 supervisors)	-	-
16	<b>Facilities for Passenger</b>	Number of waiting room-2; Number of chair-48; Number of toilet-6, Number of female toilet-16. There is an X-ray screening machine to detect the materials with the passenger baggage and a full body X-ray scanner to scan the whole human body.	Number of waiting room-1; Number of chair-11; Number of toilet-4, Number of female toilet-2, wheel chair for the disable passenger. There is a full body X-ray scanner to scan the whole human body.	There is no waiting room, no toilet facilities for the passenger in Shoela. However, there is a bench for passengers to sit on where 4-5 people can sit together.	
17	Infrastructure				
	a) Warehouse:	32	2	A transshipment yard, administration offices, truck terminals, dump yard, open stack yard, barrack, rest house, internal roads and drainage facilities, drinking water and sanitation facilities and facilities for women (waiting rooms) and disable people (ramps) will be developed in this land port.	A boundary wall and gate houses, a one-stop port building, dormitories, toilets, a labour shed, a watchtower, a transshipment shed and warehouses, RCC pavement, stack yards, and a pedestrian overpass will be developed in this land port.
	b) Warehouse cum Yard:	5	-		
	c) Open stack yard	2	4		
	d) Transshipment yard:	1	1		
	e) Transshipment shed:	5	1		
	e) Truck terminal:	2 (Export-1+Improt-1)	-		
	g) Weighbridge scale:	5 (100 MT/scale)	3 (100 MT/Scale)		
	h) International passenger terminal:	1	-		
	i) International bus terminal:	1	-		
	j) Fire hydrant:	1	-		
	k) Standby power generator:	4	2		
	l) Water reservoir	2	-		
18	Activities under the project	CCTV security, gate pass and 6000 m boundary wall	9.83 acres of land have been acquired under this project. Out of which, 2 acres of land will be used for zero point passenger terminal building, one-	A transshipment yard, administration offices, truck terminals, dump yard, open stack yard, barrack, rest house, internal roads and drainage facilities,	A boundary wall and gate houses, a one-stop port building, dormitories, toilets, a labour shed, a watchtower, a transshipment shed and

Sl. No.	Topics	Benapole Land Port	Bhomra Land Port	Sheola Land Port	Ramgarh Land Port
			stop services and bridge purpose and rest 7.83 acres land will be used for port operation like heavy stack yard, labor shed and overpass preparation	drinking water and sanitation facilities and facilities for women (waiting rooms) and disable people (ramps) will be developed in this land port.	warehouses, RCC pavement, stack yards, and a pedestrian overpass will be developed in this land port.

**3.8.2 KII with MoC Officials:** An online zoom meeting was conducted with the project personnel of the Ministry of Commerce under the Bangladesh Regional Connectivity project. The honorable Director General, WTO cell also participated in this meeting. Type of beneficiaries, facilities for female traders and entrepreneurs, business-friendly laws/rules/regulations for better management of borders, the role of NTTFC and TFA, status and challenges, the status of cross border support, type of support available for women traders, challenges and opportunities for further improvement, etc. were emphasized in the meeting. Findings from the key informant interview are given below-

- A total of 3000 beneficiaries are directly benefited under component-2 from the project. Among the 3000 beneficiaries, one thousand will get five days agro producer training, one thousand will get five days cut flower training and one thousand will get five days ICT training. On the other hand, among the beneficiaries at least 25% will be female.
- They also said that in trade, there are no separate facilities for women entrepreneurs. For this reason, there will be a separate section and a separate database for the women in the trade portal. They added that in NTTFC there is a separate working group (Sub-committee) for women.
- To increase women's participation in trade, women's corners have been set up in 10 women's chambers. Computer, photocopier, manpower are provided from the project. Per year 43000 taka are given to this chamber for maintenance purposes.
- They also added that now Bangladesh Trade portal (BTP) is operated from the national server instead of the World Bank. As a result, it is updated regularly. There is an e-trade alert system in this portal by which the beneficiaries regularly updated.
- Bangladesh ratified the agreement on September 27, 2016 as the 94<sup>th</sup> member of WTO and 12<sup>th</sup> LDC member. A total of 146 or 89 per cent of members of the WTO have ratified the TFA. The Agreement has three specific sections that deal with different TF meanings and obligation (section I), responsibilities and capacity building needs (Section II) and institutional arrangement (Section III). Member countries can notify based on their needs and supports from donor organizations. The progress of Section-I and Section-II are satisfactory but Section-III is lagging behind in terms of progress.
- Women training center, product wise women database, women involvement in e-commerce, separate women corner in the economic zone, etc. are required to increase the women involvement in trade.
- Institutional development, automation, and on-time service delivery are some other pre-conditions to be capable of gaining a good pie from enormous opportunities available in the global trade. Some project activities need to be taken proper care so that they are really helpful for capacity building.

**3.8.3. KII with BLPA Officials:** An online zoom meeting was conducted with the project personnel of the Bangladesh Land Port Authority under the Bangladesh Regional Connectivity project. Current status, future development, truck in and out time, truck stand and land port infrastructure and future improvement, major import and export items, coordination and collaboration among the border agencies and recommendations for ensuring effectiveness and efficiency in border management system, etc. were emphasized in the meeting. Findings from the key informant interview are given below-

- The key informants said that there are 40 warehouse, Indian truck terminal, Bangladesh truck terminal, weighbridge scale, paved area, etc. are available in the Benapole land port.
- All the land port area under CCTV security, gate pass and 6000 m boundary wall will be constructed under this project. The tender of these works was already done but the contractor selection is under process.
- Once these activities are completed under the project, the security of Benapole land port will improve.
- At present 24.98 acres of land have been acquired for cargo vehicle operation at zero point and another 15.6 acres are being acquired.
- The Benapole land port has developed messily. Due to which many problems are created in the smooth implementation of all the activities. To address this issue, efforts are underway to bring the port within a Boundary Wall.
- In Bhomra land port, 9.83 acres of land have been acquired under this project. Out of which, 2 acres of land will be used for zero point passenger terminal building, one-stop services and bridge purpose and rest 7.83 acres land will be used for port operation like heavy stack yard, labor shed and overpass preparation. The tender of these works was already done but the contractor selection is under process.
- Respondents also said that the 10 acres of land acquired under this project are not sufficient enough for truck handling smoothly in the Bhomra land port. It should be expanded immediately because after the completion of the Padma Bridge the export and import volume of this port will be tripled.
- A total of 22 acres of land have been acquired at Sheola land port development under this project. Already the contractor for the development work have been selected and the development activities is ongoing. Rehabilitation activities with landowners are very slow in the DC office, as a result, the progress of land port improvement activities is also slow. Besides this, some area of the land port is near the zero point, which makes some obstacles in the development work.
- A new land port will be set up in Ramgarh under this project. In the meantime, 10 acres of land were acquired for the construction of all facilities including land port infrastructure. No development work has been carried out yet. Of these, 0.27 acres are residential land and the remaining 9.73 acres are agricultural land. There are 61 affected families in this acquired 10 acres of land. The cost of rehabilitation is around Tk 150 crore. Already the compensation of the landowners of 9.5 acres had been done but the rest 0.5 acres of land have not been compensated due to land ownership problem.
- The infrastructure to be built at the land port includes: a boundary wall and gate houses, a one-stop port building, dormitories, toilets, a labour shed, a watchtower, a transshipment shed and warehouses, RCC pavement, stack yards, and a pedestrian overpass. The tender process of the development activities is ongoing. They also added that to complete all the development activities, the implementation period of the project needs to be increased.
- They said that to get better services from the land port, all the land port should be automated, NSW services should be switch on immediately, yard expansion and road extension should be needed, loading and unloading equipment should be increased, the land port should be started at zero point, bypass should be needed



for the passenger, old warehouse should be rehabilitated, paperless and e-port management should be activated in every land port, local harassment should be removed immediately. To resolve the labour problem, the wages of the labour should be paid directly by the land port authority to the labour.

**3.8.4 KII with NBR:** An online zoom meeting was conducted with the project personnel of the National Board of Revenue (NBR) under the Bangladesh Regional Connectivity project. Current status of NSW system, its importance, benefits from NSW and Average time taken to meet regulatory requirements associated with import and export, etc. were emphasized in the meeting. Findings from the key informant interview are given below:

- In NSW systems a total of 38 agencies will be connected to the NSW systems. At present, feasibility study was done under this project. All the requirement of these agencies were identified.
- At present, an RFP preparation activity is running to outsourcing a website development company that is experienced to make an NSW website.
- After completion of NSW system, the cost and time of an importer/exporter will save. Bangladesh will get a good ranking in world business.

### **3.8.5. Major Findings of the Land Port:**

#### **A) Benapole:**

- The current chemical storage facilities in the shed are about 1200 MT, which should be extended up to 3600 MT. So, chemical shed should be increased;
- Four normal shed and one AC should be increased;
- To meet up the demand of warehouse facilities four new warehouses should be needed;
- The boundary wall needs to be high to enrich the security;
- All ports should be covered by CCTV cameras to strengthen port security;
- Cumbersome customs procedure;
- Lack of automation;
- Absence of single window;
- Exporters complained that goods are stolen or damaged from the ports due to inadequate security;
- Bangaon municipality used to detain to consignment products for 30-40 days and taken Taka 2000 for per truck per night. This is a huge loss for Bangladeshi importer;
- To reduce the detention period, the rail cargo services should be continued;
- It is very essential to build Rail ICD and container terminal in Benapole;
- To ease manpower-related problems for loading-unloading, number of cranes, forklifts, forklifts trucks should be increased;
- To reduce the BSTI regulatory process, testing should be done at Jashore University of Science & Technology;
- In Benapole, private ICD policies should be announced like Chattogram port;
- The importers are facing a problem due to shortage of space in the Benapole port. To resolve this problem more warehouses and open yards need to be built; and
- Need to appoint skilled entomologist and pathologist at the plant quarantine station of Benapole land port.

#### **B) Bhomra:**

- Adverse road condition and lack of space for transshipment;
- In the rainy season, lack of sheds creates severe problem for exporters and importers as their goods get damaged and they suffer from financial losses;
- To ease manpower-related problems for loading-unloading, number of cranes, forklifts, forklifts trucks should be introduced;
- Boundary wall should be improved to ensure security;
- Road and open stack yard should be paved immediately;

- In order to reduce the unloading time, two weighbridge scales are needed at the port very soon;
- The area of the land port should be extended;
- Truck terminal should be established;
- A scanner should be set up immediately;
- Parking space should be extended; and
- Need to appoint skilled entomologist and pathologist at the plant quarantine station of Bhomra land port.

#### C) Sheola:

- Lack of warehousing facilities;
- Lack of custom automation;
- Importers complained that goods are stolen or damaged from the ports due to inadequate security;
- Road need to improve
- Toilet, waiting room facilities for the truck driver should be established;
- Plant quarantine office with lab facilities should be established;
- Bank facilities should be established at near the land port; and
- Weighbridge scale facilities should be established as early as possible.

#### D) Ramgarh:

- Construction works should be started as soon as possible;
- All the construction works should be completed within the project implementation period; and
- Truck terminal should be established.

### 3.8.6. Major findings of public consultation (pc)

#### Public Consultation-01

Place: Land port, Upazila: Benapol, District: Jashore

Department: Conferencr Room of C & F Agent, Benapol Landport

Participants Number: 26; Male: 25; Female: 1

#### Summary of Discussions:

- ✚ Height of the boundary wall of the Benapole land port needs to be increased. This works need to be completed immediately
- ✚ CCTV and gate pass systems should be introduced to stop stealing of goods. Security and surveillance system should be completed without any delay
- ✚ Improve skills of the operators
- ✚ Set up lab test facilities at the Jashore Science and Technology University for faster release of the goods from the land port
- ✚ Introduce container handling facilities
- ✚ Introduce multimodal transportation system including cargo train
- ✚ Further development of Benapole land port should be under master plan
- ✚ Trucks carrying goods bound for Benapole are forced to wait 20-25 days for extortion in Kalitala under Bongaon municipality in the Indian part of the port under Bongaon of West Bengal. Bangladesh bound trucks are officially supposed to be parked at Petrapole's Central Warehouse Corporation Terminal. However, Bangladeshi importers and traders alleged they need to pay Tk 20,000-30,000 to Indian truck parking syndicates in Bongaon in order to get their goods released on an emergency basis. This extortion needs to be stopped immediately.
- ✚ Construct more shed and warehouse
- ✚ Construct/reconstruct passenger terminal in light with the Civil Aviation at the zero point for providing one umbrella services at the land port
- ✚ Separate women desk need to be introduced for women entrepreneurs

## Public Consultation-02

Upazila: Ramgarh, District: Khagrachari;

Venue: Zila Parishad Meeting Room

Participants Number: 11; Male: 10; Female: 1;

### Summary of Discussions:

- ✚ Land requisition efforts at Ramgarh land port are yet to complete. This needs to be completed immediately. DC office are trying their level best to resolve all dispute with the landowners to settle this issues
- ✚ Construction of the India-Bangladesh Friendship Bridge 1 is completed over the Feni River
- ✚ Ramgarh land port will serve as a link between India (Tripura) and the Chattogram Hill Tracts of Bangladesh
- ✚ Land port users will be able to save time and money for their businesses by using Chattogram International Seaport and airport facilities
- ✚ Tourism sector of both the countries will also thrive
- ✚ Road widening work is under progress in another project of RHD
- ✚ Once new land port is under operation, employment and new job opportunities will be created
- ✚ Focus should be given to damage minimal level of forest/trees and replantation measures should be taken to protect nature
- ✚ Land port construction and all facilities as need to be completed on time without any delay as per international standard and quality

## Public Consultation-03

Upazila: Sheola, District: Sylhet

Participants Number: 9; Male: 9; Female: 0;

### Summary of Discussions:

- ✚ Acquisition of land at Sheola land port is almost completed except zero point areas under BGB and BSF part he
- ✚ Earth filling is nearly in the completion stage. Sands/earth used for filling the lowland
- ✚ Focus should be given on acquisition of low land, small part of agricultural land and structure
- ✚ Sheola customs station is very close to the Indian state of Assam. As the communication with the seven states of India is easier from there thus export and import will increase
- ✚ Land port developments will improve export/import efficiency
- ✚ Contribution of improvement of traffic communication system
- ✚ Due to development of land port, socio-economic benefit, job facility and communication will improve
- ✚ Land port construction and all facilities need to be completed on time without any delay as per international standard and quality

## Public Consultation-04

Upazila: Bhomra, District: Satkhira

Participants Number: 14; Male: 12; Female: 2;

### Summary of discussions:

- ✚ Acquisition of land at Bhomra land port is almost completed. This need to be completed immediately
- ✚ Custom building construction work has just started and need to be completed on time
- ✚ Selection of contractor and supervision consultant is under process which need to be completed immediately so that land port construction work can start immediately
- ✚ Land port developments will improve export/import efficiency
- ✚ After the construction of the Padma Bridge, communication and traffic through this port will be increased for less distance with Kolkata than Benapole land port.

Therefore focus need to give to handle more goods/passenger within a limited space improving efficiency and using new technology

- ✚ Contribution of improvement of traffic communication system. All land port connecting road need to be widen and improved for easy movement
- ✚ Dust need to be controlled for environmental and health hazards
- ✚ Modern handling system need to be introduced for the improvement of efficiency of the land port
- ✚ Multimodal transportation system should be introduced for faster releasing of goods
- ✚ Due to further development of land port, socio-economic benefit, job facility and communication will improve
- ✚ Land port construction and all facilities need to be completed on time without any delay as per international standard and quality.
- ✚ International standard passenger terminal facilities at zero point should ensure one umbrella service. This needs to be completed on time.

### **Public Consultation-05**

Upazila: Savar, District: Dhaka

Participants Number: 12; Male: 0; Female: 12;

#### **Summary of Discussions:**

- ✚ Difficulties in registering a company as an entrepreneur. As such government need to ease the process of registration for women entrepreneurs
- ✚ VAT and Tax process need to be simple and easy
- ✚ Training is needed on how to search buyer using online platform
- ✚ Training is required in the field of pre and post-harvest management of products, HACCP, GAP, GMP etc. for producing international standard products
- ✚ Training is required for entrepreneurship development and management
- ✚ Value chain development and cold chain management skills is needed
- ✚ Infrastructure facilities like cold chain, cold storage, processing etc. is needed
- ✚ High yielding and demand driven varietal development is needed for exporting
- ✚ Dedicated agro-product export processing zone is required
- ✚ International standard accredited testing laboratories and certification agency is essential
- ✚ Fund support and easy process of loan is essential for becoming a entrepreneurs
- ✚ Social and family support is required
- ✚ Follow-up training and practical lessons learning system should be introduced
- ✚ Respective district women chambers should be supported more for providing more support to the women entrepreneurs in regular basis

### **Public Consultation-06**

BRCP-1, WTO Cell, PIU, Zoom Platform, District: Dhaka

Participants Number: 16; Male: 12; Female: 4;

#### **Summary of discussions:**

- ✚ Database of the contract farmers involved in exporting of agro-products need to be developed
- ✚ Research and Development Wing under BARI need to be set up immediately so that they can engage agro-products exporting varietal development and other new technology as per requirement of the importing countries
- ✚ Exclusive Agro-Product Economic Zone is needed
- ✚ Direct connection through Air, Land and Sea cargo facilities is essential to increase export
- ✚ Nodal agency to provide authenticated laboratories test certificates is important. As such country need to set up international standard accredited laboratories acceptable to importing countries with all parameters of Maximum Residual Level (MRL) testing facilities

- ✚ Tax and VAT waiver to set up cold chain, cold storage and agro-processing industries is required
- ✚ More training and study visit is required for the farmers and entrepreneurs
- ✚ In-house capacity of exporters to ensure quality of the agro-products from production to shipment is very important. All exporters should have a required number of qualified subject matter specialists to ensure HACCP, Traceability, GAP, GMP, and SPS etc.
- ✚ Dedicated women desk is needed in land, sea and airport port to encourage women entrepreneurs
- ✚ Easy process of fund support with minimum interest is very important. Bangladesh Bank need necessary step to provide such facilities



## Section-4

### User Satisfaction Index (USI)

#### 4.1 User Satisfaction Index (USI) on the Security and Surveillance

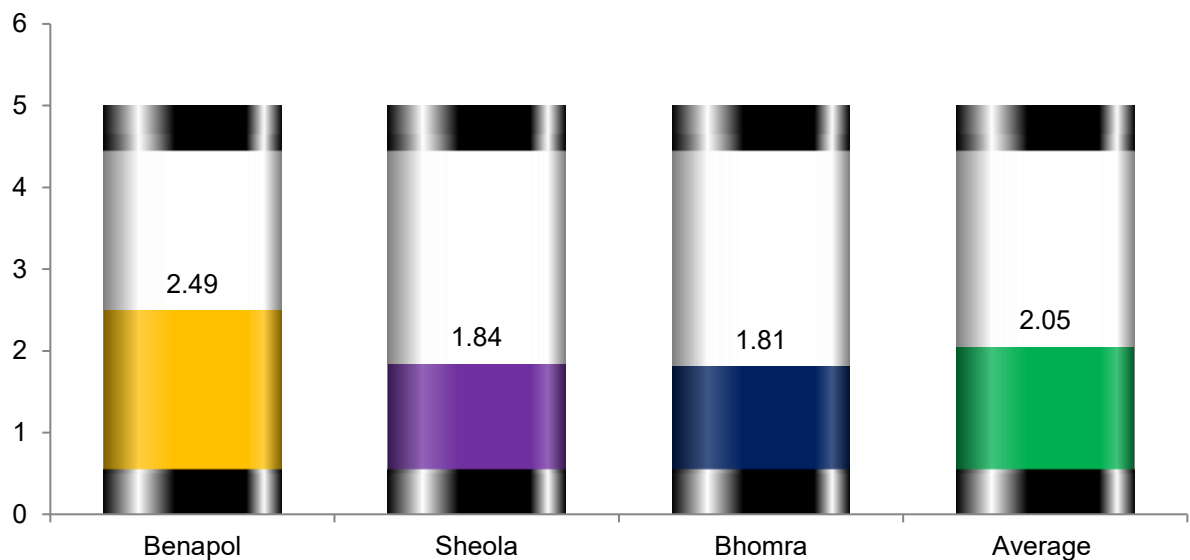
The data of the User Satisfaction Index on surveillance services at the respective land ports is furnished in the table below. The satisfaction index on surveillance of the Benapole was 2.64 which are slightly better than the Sheola (1.96) and Bhomra (1.92), respectively.

The User Satisfaction Index on security services at the respective land ports is furnished in the table below. The user satisfaction index of the respondents in Benapole land port was 2.09 that followed by Sheola (1.78) where the user satisfaction index of the respondents in Bhomra was 1.75, which is slightly below than the Benapole and Sheola.

The data of the average User Satisfaction Index on the security and surveillance services at the respective land port is furnished in the figure below. The satisfaction index on security and surveillance of the Benapole was 2.49 which are slightly better than the Sheola (1.84) and Bhomra (1.81), respectively.

**Table 4.1: Overall User Satisfaction Index (USI) on Security and Surveillance at respective land port**

	Security and Surveillance	USI
Benapole	satisfaction on surveillance	2.64
	satisfaction on Security Services	2.09
	Average	2.49
Sheola	satisfaction on surveillance	1.96
	satisfaction on Security Services	1.78
	Average	1.84
Bhomra	satisfaction on surveillance	1.92
	satisfaction on Security Services	1.75
	Average	1.81
	Overall Average Satisfaction	2.05



**Figure 4.1: User Satisfaction Index (USI) on security and surveillance in respective land port**

## 4.2 User Satisfaction Index (USI) on the regulatory process

The data of the User Satisfaction Index on time required for truck clearance at the respective land ports is furnished in the table below. The satisfaction index on time required for truck clearance of the Sheola was 4.03 which are better than the Benapole (2.08) and Bhomra (1.71), respectively.

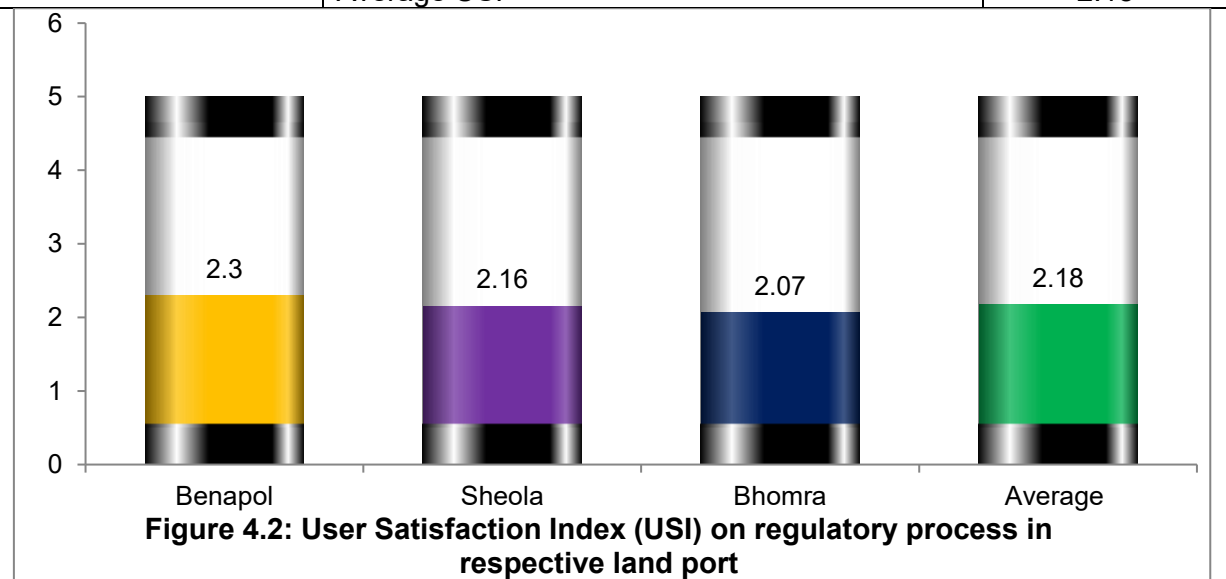
The User Satisfaction Index on quarantine services at the respective land ports is furnished in the table below. The user satisfaction index of the respondents in Benapole land port was 3.25 that followed by Bhomra (2.9). Where the user satisfaction index of the respondents in Sheola was 1.44, which is far below than the Benapole and Bhomra.

The satisfaction index on BSTI services of the Benapole was 1.58 which is better than the Sheola (1.0) and Bhomra (1.0), respectively.

The data of the average User Satisfaction Index on the regulatory process at the respective land port is furnished in the figure below. The satisfaction index on regularity process of the Benapole was 2.30 which are slightly better than the sheola (2.16) and Bhomra (2.07), respectively.

**Table 4.2: Overall User Satisfaction Index (USI) on regularity process at respective land port**

	Regularity Processing	USI
Beanpole	Time required for truck clearance	2.08
	Satisfaction with the quarantine service	3.25
	Satisfaction with BSTI services	1.58
	Average	2.30
Sheola	Time required for truck clearance	4.03
	Satisfaction with the quarantine service	1.44
	Satisfaction with BSTI services	1.00
	Average	2.16
Bhomra	Time required for truck clearance	1.71
	Satisfaction with the quarantine service	2.9
	Satisfaction with BSTI services	1.00
	Average	2.07
	Average USI	2.18



### 4.3. User Satisfaction Index (USI) on the infrastructure facilities

The data of the User Satisfaction Index on the quality of infrastructure and logistics facilities at the respective land ports is furnished in the table below. The satisfaction index on the quality of infrastructure and logistics facilities of the Benapole was 3.26 which are better than the Bhomra (2.10) and Sheola (1.17), respectively.

The User Satisfaction Index on truck stand at the respective land ports is furnished in the table below. The user satisfaction index of the respondents in Benapole land port was 3.34 that followed by Bhomra (1.14). Where the user satisfaction index of the respondents in Sheola was 1.08, which is slightly below than the Bhomra land port.

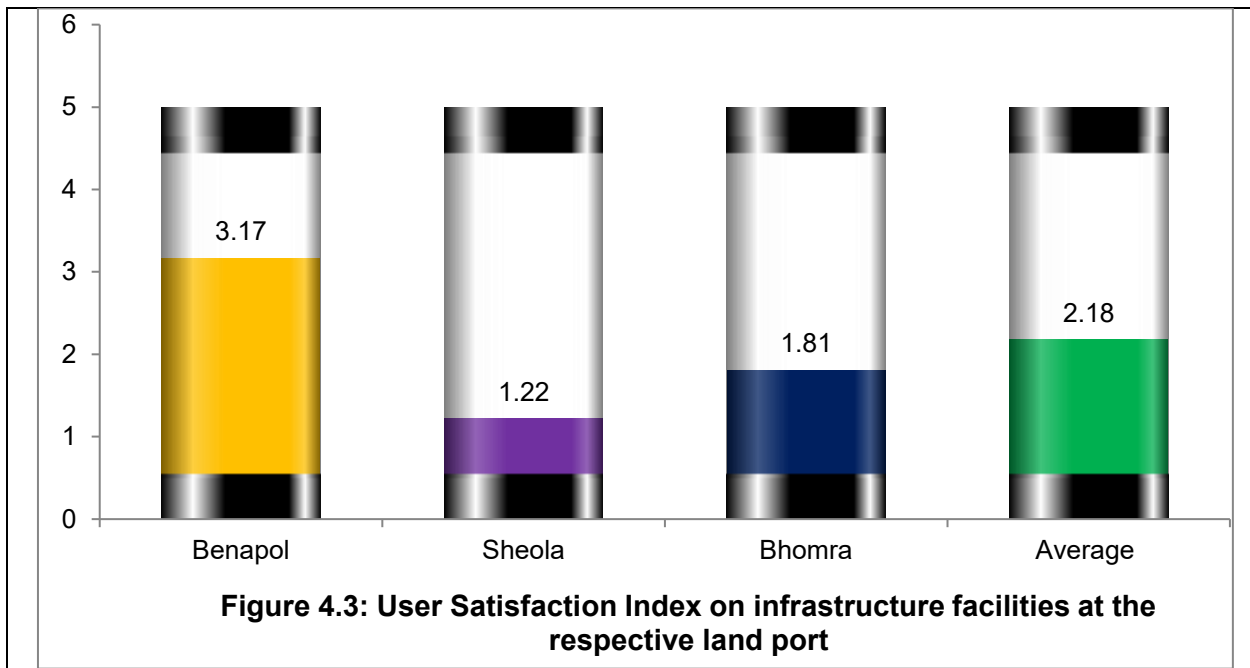
The satisfaction index on loading and unloading facilities of the Benapole was 2.75 which is better than the Bhomra (1.55) and Sheola (1.06), respectively. As because the Benapole land port authority very recently recruited external operator to provide 8 forklifts and 4 cranes for faster loading and unloading activities.

The data of the User Satisfaction Index on the bank services facilities at the respective land ports is furnished in the table below. The satisfaction index on bank services facilities of the Benapole was 3.32 which are better than the Bhomra (2.47) and Sheola (1.59), respectively. As because, there was no bank facilities at the land port of Sheola and Bhomra has one bank facility but their services and facilities need to be improved further for utmost satisfaction of the business people.

The data of the average User Satisfaction Index on the infrastructure facilities at the respective land port is furnished in the figure below. The satisfaction index on infrastructure facilities of the Benapole was 3.17 which are better than the Bhomra (1.81) and Sheola (1.22), respectively.

**Table 4.3: Overall User Satisfaction Index (USI) on infrastructure facilities at respective land port**

Infrastructure Facilities		USI
Beanpole	Satisfaction on the quality of infrastructure and logistics facilities	3.26
	Truck stand	3.34
	Loading and unloading facilities	2.75
	Satisfaction on the Bank services	3.32
	Average	3.17
Sheola	Satisfaction on the quality of infrastructure and logistics facilities	1.17
	Truck stand	1.08
	Loading and unloading facilities	1.06
	Satisfaction on the Bank services	1.59
	Total	1.22
Bhomra	Satisfaction on the quality of infrastructure and logistics facilities	2.10
	Satisfaction on the Bank services	2.47
	Truck stand	1.14
	Loading and unloading facilities	1.55
	Total	1.81
<b>Overall Average Satisfaction</b>		<b>2.18</b>



#### 4.4. User Satisfaction Index (USI) on truck in and truck out time

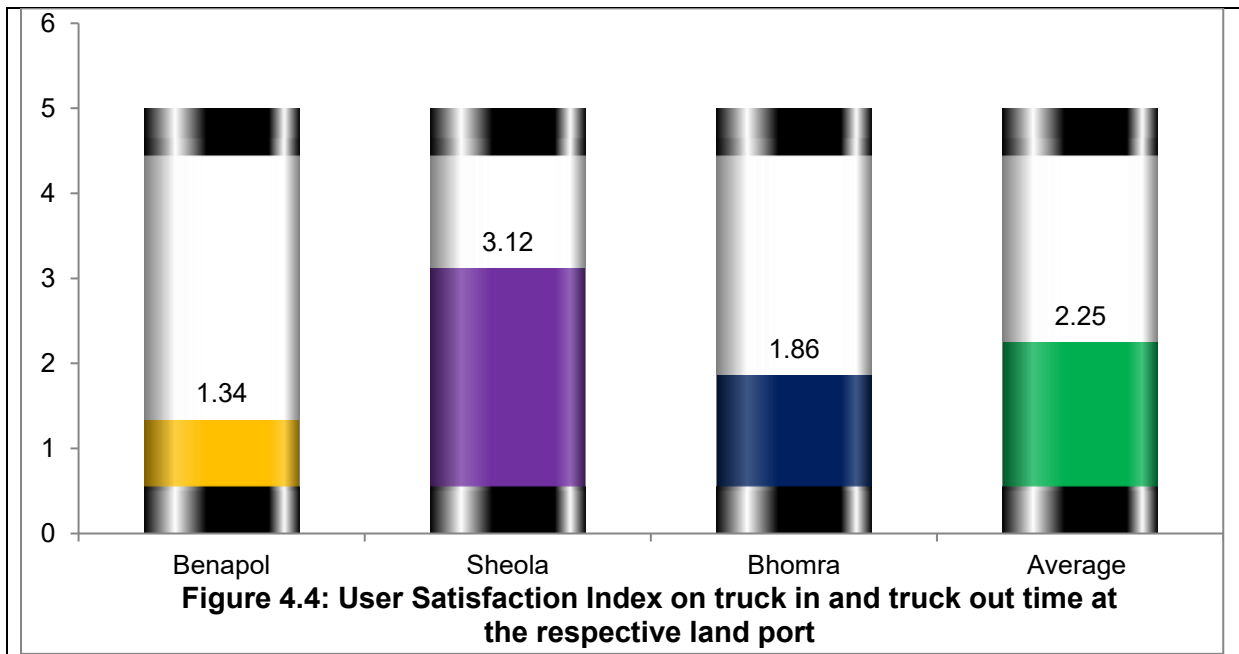
The data of the User Satisfaction Index on the adequate equipment facilities to provide international standard services at the respective land ports is furnished in the table below. The satisfaction index on the adequate equipment facilities to provide international standard services of the Benapole was 2.96 which are better than the Bhomra (2.51) and Sheola (1.17), respectively.

The User Satisfaction Index on truck in and truck out time at the respective land ports is furnished in the table below. The user satisfaction index of the respondents in Sheola land port was 3.36 that followed by Bhomra 1.49 where the user satisfaction index of the respondents in Benapole was 1.27, which is slightly below than the Sheola and Bhomra.

The data of the overall User Satisfaction Index on the truck in and truck out and its procedure at the respective land ports is furnished in the table below. The satisfaction index at Sheola land port was 3.12 which are better than the Bhomra and Benapole which were 1.86 and 1.34, respectively.

**Table 4.4: Overall User Satisfaction Index (USI) on truck in and truck out time at respective land port**

Satisfaction in Truck and Truck Out		USI
Beanpole	Satisfaction on the adequate equipment facilities to provide international standard services	2.96
	Satisfaction on truck in and truck out time	1.27
	Average	2.87
Sheola	Satisfaction on the adequate equipment facilities to provide international standard services	1.17
	Satisfaction on truck in and truck out time	3.36
	Average	1.88
Bhomra	Satisfaction on the adequate equipment facilities to provide international standard services	2.51
	Satisfaction on truck in and truck out time	1.49
	Average	1.86
Overall Average Satisfaction		2.25



#### 4.5 User Satisfaction Index (USI) on Road and communication facilities

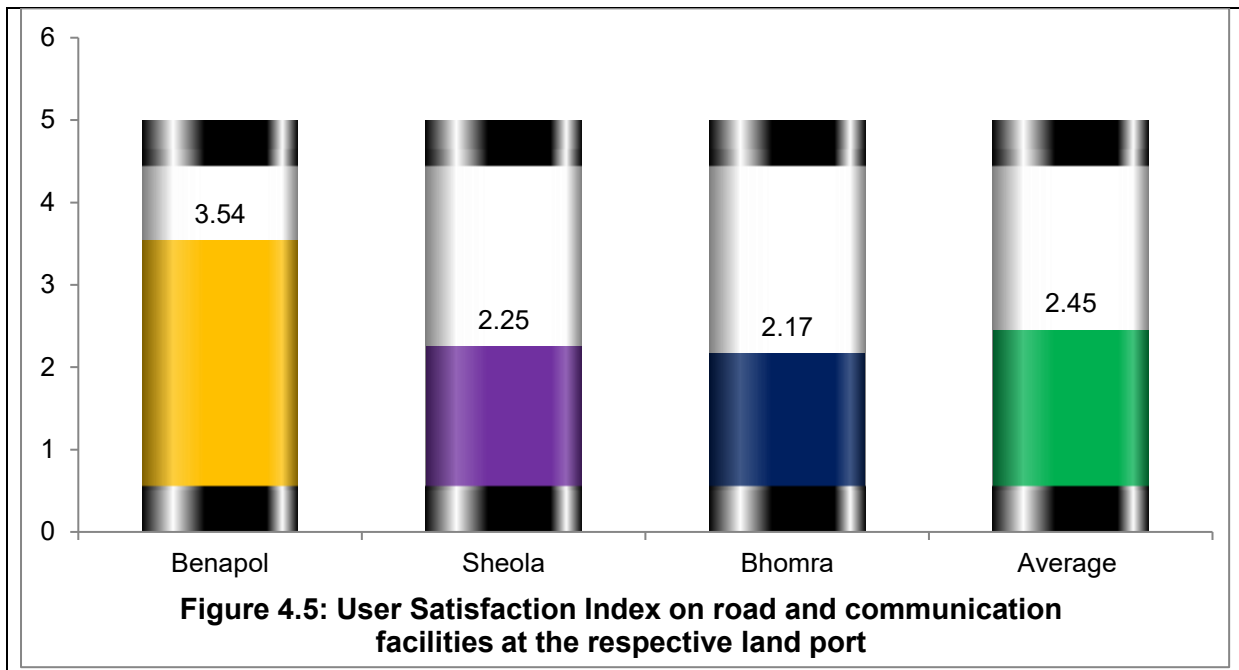
The data of the User Satisfaction Index on the road infrastructure inside the port at the respective land ports is furnished in the table below. The satisfaction index on the road infrastructure inside the port of the Benapole was 3.74 which are better than the Sheola (2.50) and Bhomra (1.61), respectively.

The User Satisfaction Index on transportation facilities from the border at the respective land ports is furnished in the table below. The user satisfaction index of the respondents in Benapole land port was 3.34 that followed by Bhomra (2.94). Where the user satisfaction index of the respondents in Sheola was 2.00, which is slightly below than the Bhomra and Benapole.

The data of the average User Satisfaction Index on the road and communication facilities at the respective land port is furnished in the figure below. The satisfaction index on road and communication facilities of the Benapole was 3.54 which are better than the Sheola (2.25) and Bhomra (2.17), respectively.

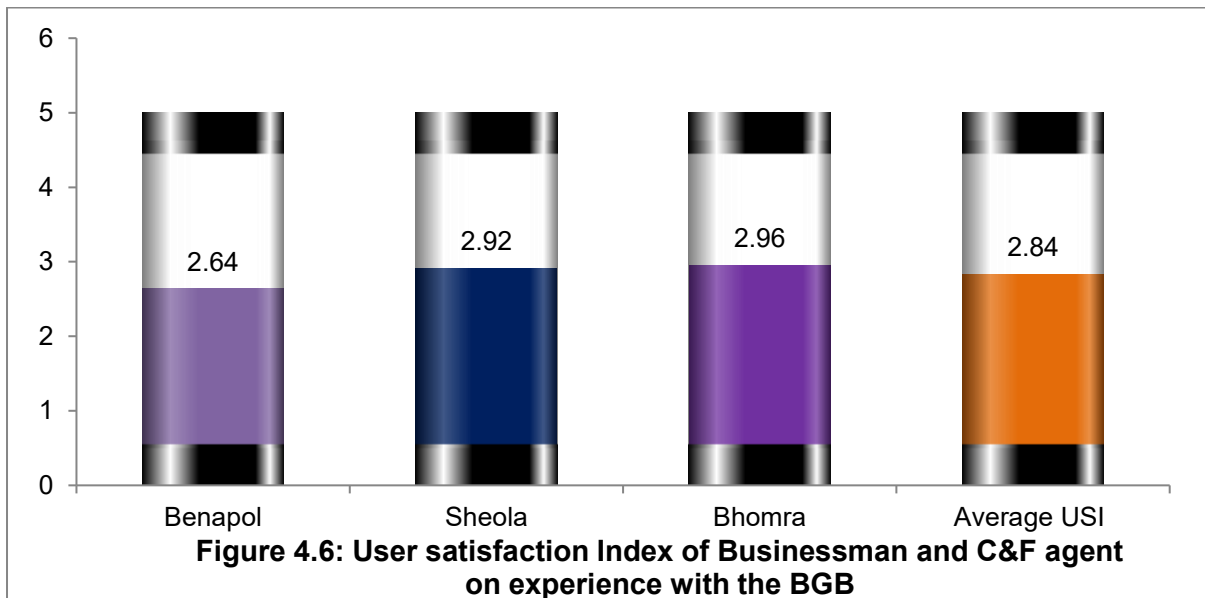
**Table 4.5: Overall User Satisfaction Index (USI) on road and communication facilities at respective land port**

	Road Communication	USI
Benapole	Road infrastructure inside the port	3.74
	Transportation facilities from the border	3.34
	Average	3.54
Sheola	Road infrastructure inside the port	2.50
	Transportation facilities from the border	2.00
	Average	2.25
Bhomra	Road infrastructure inside the port	1.61
	Transportation facilities from the border	2.94
	Average	2.17
<b>Overall Average Satisfaction</b>		<b>2.45</b>



#### 4.6 User satisfaction Index of Businessman and C&F agent on experience with the BGB

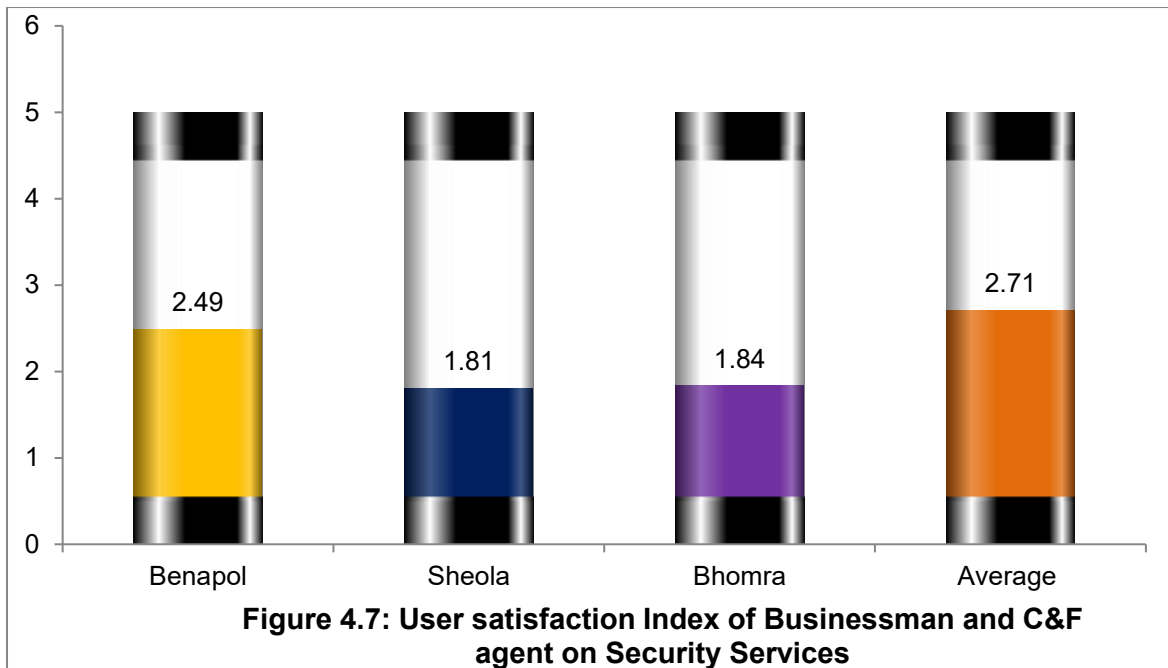
The user satisfaction Index on experience with the BGB presented in figure below. The respondents of the Bhomra user satisfaction index were 2.96 followed by Sheola 2.92 where Benapole respondents satisfaction index were 2.64 which is slightly below the Sheola and Bhomra.



#### 4.7 User satisfaction Index of Businessman and C&F agent on Security Services

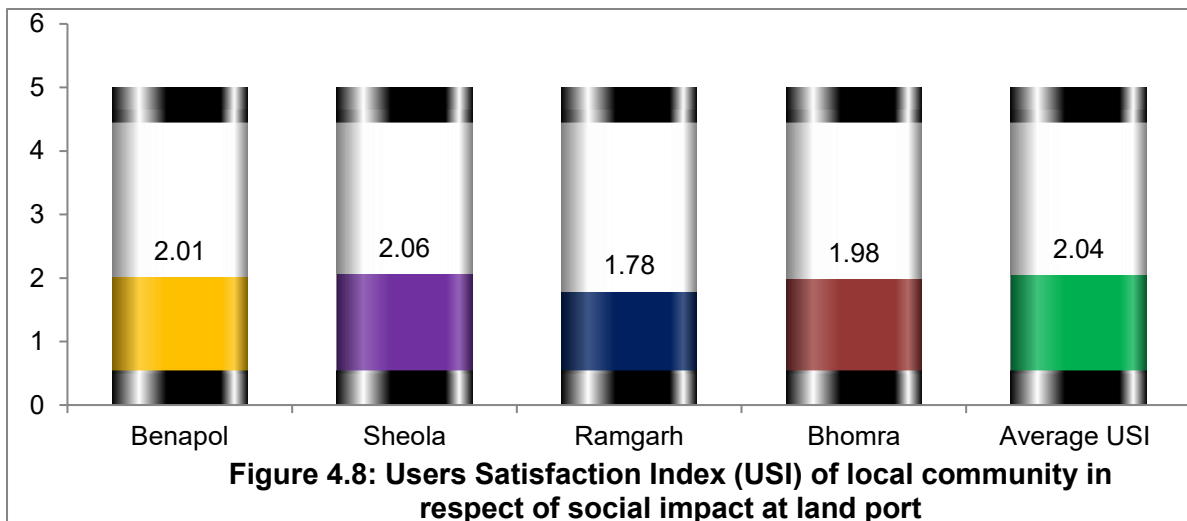
The data of the user satisfaction index on security & surveillance services at the respective land ports are furnished in the figure below. The satisfaction index on security & surveillance of the Benapole were 2.49 which is slightly better than the Sheola and Bhomra which were 1.81 and 1.84.





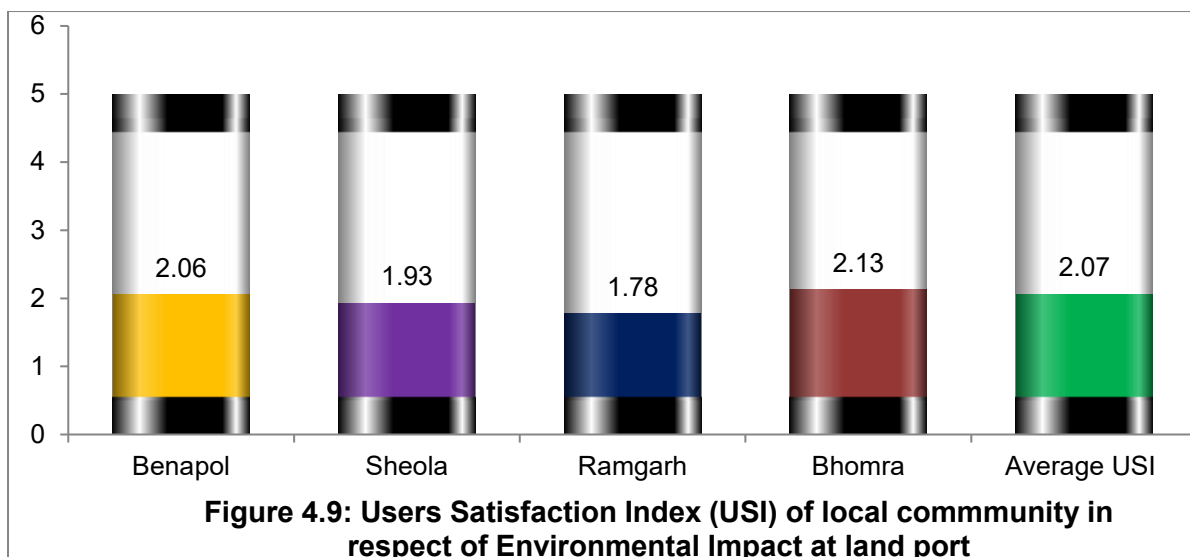
#### 4.8 Users Satisfaction Index (USI) of local community in respect of social impact

Users Satisfaction Index of increasing this facility for all the four land ports has been enumerated and an average score of satisfaction level has been determined. It is observed that Users Satisfaction Index (USI) for different criteria are more than 2.0 at Benapole (2.01) and Sheola (2.06) followed by Bhomra (1.98) and Ramgarh (1.78). Though the Sheola Port is yet to start its operation, the development work centering round Sheola has impacted positively to the community people and their satisfaction level is quite high compared to others. For Ramgarh, development work has not much impacted to their satisfaction level.



#### 4.9 Users Satisfaction Index (USI) of local community in respect of environmental impact

Users Satisfaction Indicators (USI) has been shown in the above table. It appears USI of respondents of Bhomra is 2.13 which indicates that the environment at Bhomra Port is highest affected due to the construction of Port, followed by Benapole, Sheola and Ramgarh. Ramgarh is least affected among the four ports.



#### 4.10 User Satisfaction Index (USI) on the facilities for female entrepreneur at the land port

The data of the User Satisfaction Index on the facilities for female entrepreneur at the respective land ports is furnished in the table below. The satisfaction index on separate desk for the female entrepreneur at the Benapole land port was 3.50 which are much better than the Sheola (1.00) and Bhomra (1.00), respectively.

The User Satisfaction Index on quick services at the respective land ports is furnished in the table below. The user satisfaction index of the respondents regarding these aspects in Sheola land port was 3.00 that followed by Benapole (1.75) and Bhomra (1.75).

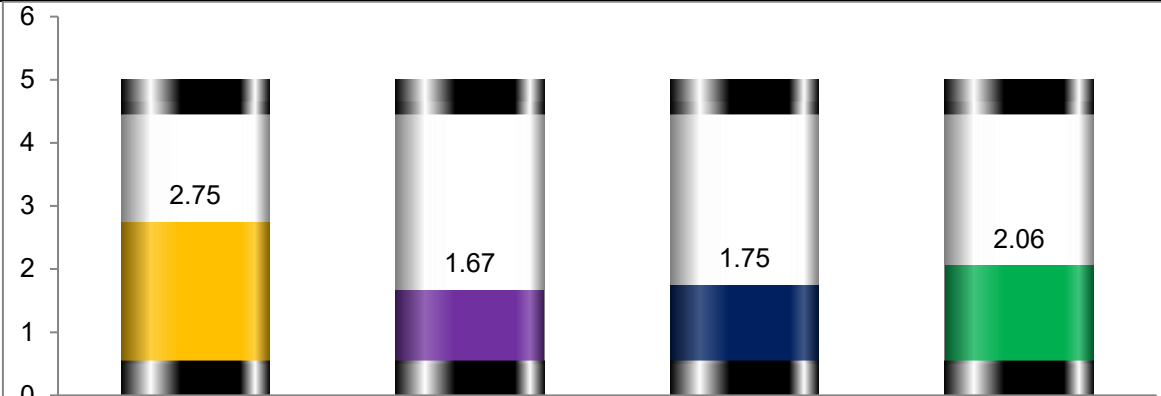
The User Satisfaction Index (USI) regarding the availability of separate waiting room and toilet facilities for the female entrepreneur in the land ports is furnished in the table below. The highest user satisfaction index of the respondents regarding the availability of separate waiting room and toilet facilities was found in Benapole land port (3.00) followed by Bhorma land port (2.50). On the other hand, the lowest user satisfaction index regarding these aspects was found in Sheola land port (1.00).

The data of the average User Satisfaction Index on the facilities for female entrepreneur at the respective land port is furnished in the figure below. The satisfaction index on the facilities for female entrepreneur at the Benapole was 2.75 which are slightly better than the Bhomra (1.75) and Sheola (1.67), respectively.

**Table 4.6: Overall User Satisfaction Index (USI) on facilities for the female entrepreneur at the landport**

Land port	Facilities	USI
Beanpole	Satisfaction on separate desk	3.50
	Quick service	1.75
	Separating waiting room & toilet facilities	3.00
	Average	2.75
Sheola	Satisfaction on separate desk	1.00
	Quick service	3.00
	Separating waiting room & toilet facilities	1.00
	Average	1.67
Bhomra	Satisfaction on separate desk	1.00

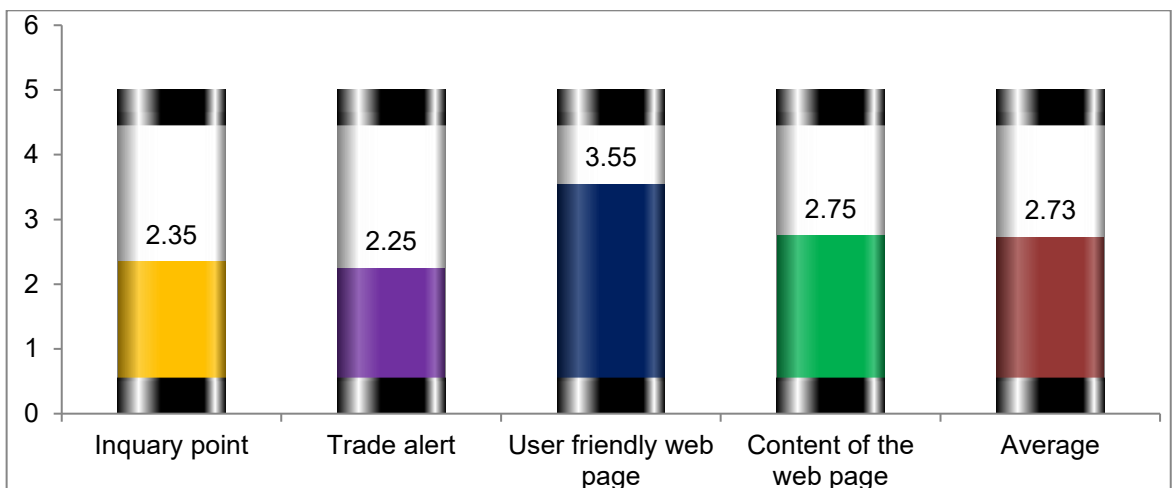
Land port	Facilities	USI
	Quick service	1.75
	Separating waiting room & toilet facilities	2.50
	Average	1.75
	Overall Average Satisfaction	2.06



**Figure 4.10: User Satisfaction Index on the facilities for female entrepreneur at the respective land port**

#### 4.11 User Satisfaction Index (USI) on the Bangladesh Trade Portal (BTP) Services/Facilities

The businessman participated in the survey expressed their satisfaction on the Bangladesh Trade Portal services/facilities. According to the respondents' opinion, the overall User Satisfaction Index (USI) for the BTP services/facilities was 2.73, of which 2.35 for inquiry point of BTP, 2.25 for trade alert, 3.55 for user friendly web page and 2.75 for content of the web page.



**Figure 4.11: User Satisfaction Index (USI) on the Bangladesh Trade Portal (BTP) Services/Facilities**

## Section 5

### Revised Result and Monitoring Framework

#### 5.1 General

A comprehensive monitoring framework is a necessity to undertake monitoring of the results towards realizing the desired objectives of the project. It will work as a guiding tool as well to consolidate the efficiency and effectiveness of the project management in initiating need based decisions to acquire the project success.

#### 5.2. Revised Results and Monitoring Frameworks

The revised results and monitoring framework is divided by components. Considering the above the following framework is being proposed for monitoring as per target of the each component indicators:

**Table 5.1: Results and Monitoring Frameworks**

Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
<b>Project Beneficiaries</b>  Target total  Direct: 163268  Indirect:88000	<b>Component 1:</b> BLPA: Direct: 0 Indirect: 0	BLPA: Direct: 0 Indirect: 0	BLPA: Direct: 0 Indirect: 0	BLPA: Direct: 0 Indirect: 0	BLPA: Direct: 0 Indirect: 0	BLPA: Direct: 1,60,230 Indirect: 30,000	BLPA: Direct: 1,60,230 (C&F agent: 230; Truck driver: 40000; Passenger: 1,20,000) Indirect: 30,000 (Approx.)	Baseline survey, MoC, BLPA, NBR database	<b>Key Indicators</b>  Tentative direct and indirect beneficiaries will get benefit at the last year of the project subject to completion of land port facilities by
	<b>Component 2:</b> MoC: Direct: 0 Indirect: 0	MoC: Direct: 0 Indirect: 0	MoC: Direct: 0 Indirect: 0	MoC: Direct: 2125 (Agro producer: 1125, Cut flower: 1000) Indirect:	MoC Direct: - 1600 (ICT-1000, Regulatory issues for trade-	MoC Direct: - 400 (Regulatory issues on trade-400)	MoC: Direct: 3125 Indirect: 20000 (Approx.)		

<sup>11</sup> Baseline survey period (Nov. 2020-April 2021)-FY 2020-21

Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
					600) (Among agro processing, cut flower and ICT-3125) Indirect: 11000	Indirect: 20000			2022
<b>Component 3:</b> NBR: Direct: 0 Indirect: 0	NBR: Direct: 0 Indirect: 0	NBR: Direct: 0 Indirect: 0	NBR: Direct: 0 Indirect: 0	NBR: Direct: 0 Indirect: 0	NBR: Direct: 0 Indirect: 0	NBR: Direct: 38 Indirect: 38,000	NBR: Direct: 38 Indirect: 38,000 (Approx.)		
<p><b>Description:</b> Direct beneficiaries are people or groups who directly derive benefits from an intervention (i.e., children who benefit from an immunization program; families that have a new piped water connection). Please note that this indicator requires supplemental information. Supplemental Value: Female beneficiaries (percentage). Based on the assessment and definition of direct project beneficiaries, specify what proportion of the direct project beneficiaries are female. This indicator is calculated as a percentage.</p>									
<p><b>Component 1: Invest in infrastructure, systems and procedures to modernize key selected land ports essential for trade with India, Bhutan and Nepal: PIU-BLPA</b></p>									
Freight volume at land ports supported by project (Ton/Year)	<b>Benapole:</b> Export: 352963 Import: 1988357	<b>Benapole:</b> Export: 401177 Import: 2181123	<b>Benapole:</b> Export: 316950 Import: 2038064	<b>Benapole:</b> Export: 338900 Import: 2138073	<b>Benapole:</b> Export: 416957 Import: 2483046	<b>Benapole:</b> Export: 529445 Import: 2982535	<b>Benapole:</b> Export: 529445 Import: 2982535	Baseline,  BLPA	Key Indicators  Need to complete land port infrastructure facilities by 2022
	<b>Bhomra:</b> Export: 119510 Import: 4656415	<b>Bhomra:</b> Export: 311771 Import: 2201557	<b>Bhomra:</b> Export: 206328 Import: 2516070	<b>Bhomra:</b> Export: 293382 Import: 2867100	<b>Bhomra:</b> Export: 326328 Import: 3517094	<b>Bhomra:</b> Export: 358530 Import: 6984622	<b>Bhomra:</b> Export: 358530 Import: 6984622		
	<b>Sheola:</b> Export: 48383 Import: 122322	<b>Sheola:</b> Export: 46743.2 Import: 117764	<b>Sheola:</b> Export: 32998.59 Import: 90119.6	<b>Sheola:</b> Export: 42292 Import: 933392	<b>Sheola:</b> Export: 48828 Import: 98119	<b>Sheola:</b> Export: 145149 Import: 366966	<b>Sheola:</b> Export: 145149 Import: 366966		
	<b>Ramgarh:</b> Export:-0 Import:-0	<b>Ramgarh:</b> Export: - Import: -	<b>Ramgarh:</b> Export:-0 Import:-0	<b>Ramgarh:</b> Export:-0 Import:-0	<b>Ramgarh:</b> Export:-0 Import:-0	<b>Ramgarh:</b> Export:45173 Import: 89023	<b>Ramgarh:</b> Export: 45173 Import:89023		

Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
Speed of truck clearance at land ports supported by the Project (truck in truck out)	<b>Benapole:</b> For Indian Truck: perishable product: 6 hr Other: 72 hr For Bangladeshi Truck: 120 hr	Benapole: For Indian Truck: perishable product: 6 hr Other: 72 hr For Bangladeshi Truck: 120 hr	Benapole: For Indian Truck: perishable product: 6 hr Other: 72 hr For Bangladeshi Truck: 120 hr	Benapole: For Indian Truck: perishable product: 6 hr Other: 48 hr For Bangladeshi Truck: 108 hr	Benapole: For Indian Truck: perishable product: 6 hr Other: 24 hr For Bangladeshi Truck: 72 hr	Benapole: For Indian Truck: perishable product: 6 hr Other: 12 hr For Bangladeshi Truck: 24 hr	Benapole: For Indian Truck: perishable product: 6 hr Other: 12 hr For Bangladeshi Truck: 24 hr	BLPA	<b>Key Indicators</b>  Need to complete land port infrastructure facilities by 2022
	<b>Bhomra:</b> For Indian Truck: perishable product: 6 hr Other: 8 hr For Bangladeshi Truck: 24 hr	Bhomra: For Indian Truck: perishable product: 6 hr Other: 8 hr For Bangladeshi Truck: 24 hr	Bhomra: For Indian Truck: perishable product: 6 hr Other: 8 hr For Bangladeshi Truck: 24 hr	Bhomra: For Indian Truck: perishable product: 6 hr Other: 7.30 hr For Bangladeshi Truck: 24 hr	Bhomra: For Indian Truck: perishable product: 6 hr Other: 7 hr For Bangladeshi Truck: 24 hr	Bhomra: For Indian Truck: perishable product: 6 hr Other: 6 hr For Bangladeshi Truck: 12 hr	Bhomra: For Indian Truck: perishable product: 6 hr Other: 6 hr For Bangladeshi Truck: 12 hr		
	<b>Sheola</b> For Indian Truck: perishable product: 6 hr Other: 1 hr For Bangladeshi Truck: 24 hr	Sheola For Indian Truck: perishable product: 6 hr Other: 1 hr For Bangladeshi Truck: 24 hr	Sheola For Indian Truck: perishable product: 6 hr Other: 1 hr For Bangladeshi Truck: 24 hr	Sheola For Indian Truck: perishable product: 6 hr Other: 1 hr For Bangladeshi Truck: 24 hr	Sheola For Indian Truck: perishable product: 6 hr Other: 1 hr For Bangladeshi Truck: 24 hr	Sheola For Indian Truck: perishable product: 6 hr Other: 1 hr For Bangladeshi Truck: 24 hr	Sheola For Indian Truck: perishable product: 6 hr Other: 1 hr For Bangladeshi Truck: 12 hr		



Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
	<b>Ramgarh:</b> For Indian Truck:- For Bangladeshi Truck: -	Ramgarh: For Indian Truck: For Bangladeshi Truck:	Ramgarh: For Indian Truck: For Bangladeshi Truck:	Ramgarh: For Indian Truck: For Bangladeshi Truck:	Ramgarh: For Indian Truck: For Bangladeshi Truck:	Ramgarh: For Indian Truck: For Bangladeshi Truck: 6 hr	Ramgarh: For Indian Truck: For Bangladeshi Truck: 6 hr		
<b>Description:</b> Measuring entry and exit times of trucks from the land port clearance area (truck in truck out) will provide indications of the capacity and efficiency of the infrastructure as well as clearance processes. This indicator combined with freight volume will inform the Government and stakeholders on whether the infrastructure is adequate or whether processes require reform.									
Number of Land Ports Built or Improved/Rehabilitated <b>Total 4 land ports</b>	<b>Benepole:</b> Boundary Wall			Selection of firm under process				Baseline +BLPA	<b>Intermediate Indicators</b>
	CCTV			do					
	<b>Bhomra:</b> Land acquisition			Acquisition of 9.87 acre out of 10 acre land is completed					
	Construction of new passenger & truck terminal			Selection of firm under process					
	Construction of Official Quarters			do					
	<b>Sheola:</b> Land Avulsion			Acquisition of 10.02 acre land is almost completed except dispute with BGB & BSF land at zero point					
	Construction of new terminal with custom, passenger and truck terminal			Contractor and Supervision consultant has already (Feb,21) mobilized at the site					
	Construction of officer quarter			do					
<b>Ramgarh:</b> Land acquisition			Acquisition of 10.02 acre land is almost completed						

Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
	Construction of new terminal with custom, immigration, passenger and truck terminal			Selection of firm under process					
	Construction of Guest house			do					
<b>Component 2: Enhance trade sector coordination and economic empowerment and opportunities in trade for women.: PIU-MoC</b>									
Number of programs instituted to facilitate female traders and entrepreneurs	0	0	0	2.00	3.00	2.00	5.0		Intermediate
	Skill Deve. Training for women traders	-	-	85 batches (2125 female traders in agro-processing & cut flower)	64 batches (1600 female traders)	16 batches (400 women traders)	165 batch	Baseline/PIU-MoC	Four type of training on Agro-product, ICT, Cut Flower and regulatory issues on trade
	Piloting activities for women traders	-	-		80 batch	do	80 batch	do	
	Women traders business center support	8 women chambers	2 women chambers	10 women chambers (Operational support)	10 women chambers (Operational support)	do	10	do	
Foreign training/workshop/study tours	-	2 batches	2 batches	-	1 batch	-	5 batch	do	Intermediate
NTTFC meeting/workshop	-	3	3	4	4	4	18	do	Intermediate
Capacity building workshop to traders/associations	-	10	10	10	10	10	50	do	Intermediate

Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
Set up BTP with enquiry point/trade alert	-				1	Continued	1		Intermediate
No. of visitors visit BTP	-	2016 persons/month	2200 persons/month	2317 persons/month	2665 persons/month	3665 persons/month	3665 persons/month	do	Intermediate
NTTFC studies	-	-	3	3	4	-	10	do	Intermediate
Diagnostic studies	-	-	-	3	-	-	3	do	Intermediate
Review Rules/Regulations/Policy	-	-		22	30	8	60	do	Intermediate
<b>Component 3: Implement National Single Window and Customs Modernization Plan: NBR-PIU</b>									
Average time taken to meet regulatory requirements associated with export activities	Benapole: Average time: 147 hr	Benapole: Average time: 147 hr	Benapole: Average time: 124 hr	Benapole: Average time: 124 hr	Benapole: Average time: 124 hr	Benapole: Average time: 88 hr	Benapole: Average time: 88 hr	NBR	<b>Key Indicators</b>
	Bhomra: Average time: 4 hr 14 min	Bhomra: Average time: 4 hr 14 min	Bhomra: Average time: 4 hr 14 min	Bhomra: Average time: 4 hr 14 min	Bhomra: Average time: 4 hr 14 min	Bhomra: Average time: 2 hr	Bhomra: Average time: 2 hr		
	Sheola: Average time: 4 hr	Sheola: Average time: 4 hr 24 min	Sheola: Average time: 3 hr 24 min	Sheola: Average time: 3 hr 24 min	Sheola: Average time: 3 hr 24 min	Sheola: Average time: 2 hr	Sheola: Average time: 2 hr		
						Ramgarh: Average time: 3 hr	Ramgarh: Average time: 3 hr		
Average time taken to meet regulatory requirements associated with import	<b>Benapole:</b> Agricultural product except seeds and planting materials- 6 hr	Benapole: Average time: 187 hr	Benapole: Average time: 138 hr	Benapole: Average time: 138 hr	Benapole: Average time: 138 hr	Benapole: Average time: 112 hr	Benapole: Average time: 112 hr	Baseline, BLPA, NBR	Based on the type of goods time used to vary at Benepole. If some of the

Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
activities	Seed and planting materials- 3-5 day General product- 5-10 day Chemical Product: 7-21 day Average time: 187 hr								goods/product needs testing from BSTI, Dhaka and BCSIR then it will take at least 15-30 days.
	<b>Bhomra</b> Average time: 7 hr	<b>Bhomra</b> Average time: 7 hr	Bhomra Average time: 7 hr	Bhomra Average time: 7 hr	Bhomra Average time: 7 hr	Bhomra Average time: 6 hr	Bhomra Average time: 6 hr		
	<b>Sheola:</b> Stone and coal: 1 hr 30 min Agricultural product: 4 hr	<b>Sheola:</b> Stone and coal: 1 hr 30 min Agricultural product: 4 hr	<b>Sheola:</b> Stone and coal: 1 hr 30 min Agricultural product: 4 hr	<b>Sheola:</b> Stone and coal: 1 hr 30 min Agricultural product: 4 hr	Sheola: Stone and coal: 1 hr 30 min Agricultural product: 4 hr	Sheola: Stone and coal: 1 hr 30 min Agricultural product: 4 hr	Sheola: Stone and coal: 1 hr 30 min Agricultural product: 4 hr		
<b>Description:</b> This indicator measures the burden on private sector users of the regulatory and process requirements of the Government, which should be reduced with the implementation of the National Single Window and Customs Modernization activities.									
Number of agencies connected to the National Single Window	Need assessment study for integration of 38 organizations into NSW	0	Completed					Baseline, NBR	<b>Key</b>
	Selection of firm	-	-	Shortlisting completed & RFP to		38	38	Baseline	Proactive action is needed for

Key Indicators	Baseline	Year-1 (2018-19)	Year-2 (2019-20)	Year-3 <sup>11</sup> (2020-21)	Year-4 (2021-22)	Year-5 (2022-23)	End Target	Data source	Assumption
				be issued					NSW
Percentage of grievances related to Project implementation addressed	0	0	0	0.0	0.0	100.00	100.00	PIU	Last year of the project <b>Intermediate</b>

## Section-6

# Conclusion and Recommendations

### 6.1 Conclusion

These Survey beneficiaries include exporters and importers, C&F Agents and Freight Forwarders, Local businessmen, Officials of different departments and others, passengers, producers, traders and transport services providers with a view to carry trade in Bangladesh, India, Bhutan and Nepal, as well as communities living around the Regional Corridors in Bangladesh. The survey focuses on key development and improvement works at four land ports, direct female beneficiaries and entrepreneurs who directly derive benefits from an intervention and the national Single Window (NSW), its rate of electronic, online facilities and reduce transaction costs of the private sector along the supporting policies and investments to remove bottlenecks experienced by women in trade and business, facilitate skills development and bringing in more women traders into formal trade networks and global value chains.

Major findings of the Land Ports shows that infrastructure and integration of connectivity through all possible mode of transport enhance trade. Connectivity through land routs offers quickest and cheapest mode for movement of goods and services and it also helps to serve as life line to neighboring countries. The success of mutual trade between Bangladesh and its neighboring countries is largely dependent on the success of collaborative border management with modern infrastructure and automation. Better cooperation and coordination among the relevant public and private sector agencies acting in the land ports could be ensured through bringing the activities of these organizations under a single authority. Expanded Warehouse facilities along with modern equipment for faster loading and unloading of goods along with sufficient testing facilities and certification authority should be in place for trade facilitation. Port connected roads should be widened and regularly maintained for faster movement of transport to and away from the ports. It has been observed that Bangladesh Standards and Testing Institution (BSTI), Sanitary and Phyto-sanitary (SPS) officers at the land ports, bank facilities is essential and should function round the clock at all the four land ports. Provision may be made for the establishment of appropriate warehouse equipped with all modern facilities by the Land port authority. Full-fledged operation of NSW program at LPs and LCs is to be ensured for establishment of digital corridor with a view to save time and cost. To meet up the demand of warehouse facilities, four new warehouse should be needed, eliminate cumbersome custom procedure, more space for the land port need to be developed. To empower women traders/ entrepreneurs through connecting the domestic as well as international markets more support and finance are required for arranging capacity building and for business model development and development of pilot activities for enhancing their export potential and economic opportunities.

In order to coordinate and eliminate the trade barriers among trade related organizations, the National Trade Facilitation Committee (NTFC) in Bangladesh was established in January 2018 and reformed in January 2021 under the Chairmanship of the Minister of Commerce and its 44 members including high-level officials and representatives of relevant ministries, departments and trade bodies with a view to provide policy direction. While the NTFC meetings has had high level participation and provided useful guidance for advancing the trade and transport related activities, it has been recognized that there is scope for making it a more efficient trade and transport coordination mechanism, based on good international practice and in line with what is envisioned in the World Trade Organization (WTO) Trade Facilitation Agreement (TFA). Ministry of Commerce MoC has faced challenges with coordinating feedback from various stakeholders, follow-up on the short, medium and long-term decisions taken in NTTFC meetings and the absence of appropriate tool to monitor them. The 4th NTFC meeting decided on the immediate formation of the NTTFC Secretariat which can play a key role in supervising and monitoring the trade facilitation implementation



procedures of the trade related agencies. It would strengthen the coordination of major trade stakeholders and defining an action plan, policies, procedures, roles and responsibilities for each of these agencies.

The project will support the activities of Bangladesh's National Trade Facilitation Committee (NTFC) to facilitate active and sustainable cooperation between multiple trade-related stakeholders and finance on-demand technical studies and regulatory review for specific topics that enhance trade. A 44 members committee has been formed for this purpose with the Minister of Commerce as Chair and Senior Secretary/Secretary, Ministry of Commerce as Alternate Chair and members from relevant ministries/agencies. A preliminary structure of this committee has been incorporated in the approved TAPP. Ministry of Commerce will have flexibility to include members from relevant agencies and they will be invited in the meeting as and when necessary. The NTFC will act as an advisory body for the umbrella project (BRCP-1) and coordinate activities of working groups formed/to be formed under other components of the umbrella project being implemented in the Ministry of Commerce ( MOC ), BLPA and National Board of Revenue (Bangladesh Customs). The four working groups formed/to be formed in the BLPA and National Board of Revenue are as follows:

1. Working Group on National Trade Facilitation Committee ( NTFC )
2. Working Group on Border Management and Infrastructure led by Ministry of Shipping through BLPA;
3. Working Group on National Single Window led by NBR.

In addition to the above mentioned two working groups following working groups are also proposed to be formed:

- i. Working Group on BBIN Motor Vehicle Agreement led by Roads and Highways Department;
- ii. Working Group for Women's Trade/Economic Empowerment;
- iii. Working Groups for implementation of other technical measures WTO TFA.
- iv. Working Group for Bangladesh Trade Portal for continuous activities with the 44 trade enquiry points for the upload the real time data.
- v. Working Group on Connectivity to enhance the multi-modal transport system
- vi. Working Group on Standard to address the Sanitary and Pyto-sanitary ( SPS ) and Technical Barriers to Trade (TBT ) and conformity Assessment
- vii. Working Group on Intellectual Property Rights to address the TRIPS agreements

The above-mentioned working Groups (WGs) need to be active for fully affective the National Trade Facilitation Committee.

Bangladesh Trade Portal (BTP) needs skilled manpower and institutional support for its sustainability and converts it into Next generation version that will have the capabilities of feasibility study of various trade agreements and top export destination analysis and regular updates of regulatory information. Given that successful functioning of National Trade Single Window is dependent on regular updating and operations of the Trade Portal data with the support of 44 enquiry points. It can be proposed to continue portal up gradation and management in the BTP, so that a strong linkage can be developed with the domestic and international trade promotion and latest happening in the international trade. By activating and operationalize the focal persons group from concerned border clearance agencies so that they can provide regular inputs for necessary changes in policies and processes, regular update and alert of product specific SPS/TBT categorization.

As a continuation of the initiatives taken up in BRCP1 to empower Women Traders/ Entrepreneurs through connecting the domestic as well international markets by value addition cut flower, agro-processing, ICT subsectors, it can be proposed to continue this activity under the MoC. This will include capacity building support from the production point to domestic market and export. MoC aims to implement scaling up activities through involving at least Women Entrepreneurs. Besides more training programs on regulatory regime and procedural aspects of trade is proposed for Women Traders.

## 6.2 Recommendations

### Component # 1: BLPA-Part

#### Land Acquisition

- ✚ Land acquisition and selection of supervision firms and contractors need to complete immediately so that construction/re-construction works of the four selected land ports can complete within the project period thus achieve project objective. BLPA has taken necessary measures to resolve all land avulsion but still there is a challenge due to lack of required land related documents of the land owner. BLPA authority has already allocated required fund for land settlement to the District Commissioner (DC) office. As soon as land owner produce required documentation of land, DC office will be able to complete the land avulsion process. Despite these challenges, BLPA has taken necessary measures to complete all selection process of contractors and supervision consultant, so that they can start land port development/improvement work by July 2021;
- ✚ Upon construction of the Padma Bridge, communication and traffic through Bhomra land port will be increased for less distance with Kolkata than Benapole land port as such BLPA need to improve efficiency of port management for handling more import/export pressure in a limited space.
- ✚ Charges should be increased and penalty should be imposed, if the importer/exporter delay to clear the product from the land port.
- ✚ Proactive role of respective ministries/department is needed to complete land acquisition and resettlements work, recruitment of contractors and supervision consultants etc. to complete all construction/ reconstruction work of the land port. NTFC can play vital role in this regard;

#### Infrastructure Facilities

- a) All infrastructural facilities of the land ports should be developed with the need of time as such selection of supervision firm and contractor for construction/re-construction of four selected land port need to be completed immediately. All the roads connecting to the land ports should be widened and made suitable for faster movement of heavy and light transports. For transshipment of goods and easy movement of transports, pavement of the roads, along with expansion of transshipment yard and open stack yard, should be made both at Benapole and Bhomra Ports. Separate Truck terminal with sufficient parking space should be developed for import and export of goods. Moreover, for better handling of the present volume of cargoes and considering handling of enhanced volume of cargoes in future cross border trade, the areas of the land port should be extended. Requisite number of Warehouse facilities, normal shed with AC facilities, separate storage facilities for chemicals etc. (at Benapole land Port) should be constructed. Internal Container Depot (ICD) for Railway with container terminal at Benapole should be established. Moreover, ICD may be developed in the land ports through Public Private Partnership (PPP) modalities ensuring government participation and control. In order to strengthen and ensure the security of the goods and properties of the Ports, it is recommended to increase the height of the boundary wall of the Ports. Moreover, sufficient number of quality waiting room and fresh room facilities with AC facilities should be developed for the drivers and passengers with separate facilities for women and children. Appropriate facilities for the patients and physically challenged persons (Ramps) should be developed at all the ports. Special arrangements may be made for patients, elderly people, children and physically challenged person for cross border Ports movement. Port facilities to be developed in pairs.
- b) Special arrangement such as conveyor belt may be introduced between the immigration facilities of the land ports of Bangladesh and India for easy movement of luggage of the passengers. Moreover, moving walkway (similar to International Airports) for the passengers between the immigration areas of the two countries may

- be introduced for faster and comfortable movement of the passengers, particularly by the women and children, elderly people, patients and physically challenged persons.
- c) Facilities such as independent waiting room, fresh room, children's corner, restaurant etc., with AC facilities should be made available for the women traders and tourists in all the land Ports in Bangladesh.
  - d) Train services from Benapole to inland stations should be developed for movement of passengers and cargoes. Similarly train service may be introduced from Sheola and Bhomra land ports too. Assam, Meghalaya, Tripura and Mizoram are very potential for our export business and hence development of sufficient communication facilities may be thought off to enhance connectivity to these states of India. These Indian states should also take similar steps at their end to boost up their trade.
  - e) All port infrastructural facilities to be developed at the zero point of the border and a perspective plan for 50-100 years should be prepared and all facilities of international standard (Like facilities of Civil Aviation) to be developed gradually according to need and demand.
  - f) For sustainable port management and to increase the ranking of ease of doing business, automated cargo looking system, Vehicle scanning system, fork lever crane, container services can be introduced to save time and cost.

### Equipment

- a) In order for faster loading-unloading and transshipment of goods sufficient number of cranes, forklifts, forklifts trucks with efficient handling persons should be deployed in all the ports. In order to reduce the unloading time, requisite number of weigh bridge scales should be installed at the ports.

### Testing and Certification

- a) To reduce the BSTI regulatory process, testing and certification should be done at **Jashore University of Science & Technology** (For Benapole and Bhomra Ports), until BSTI set up its own laboratory facilities at the ports. Plant quarantine office with lab facilities should be established at the Ports along with appointment of skilled entomologist and plant pathologist at the plant quarantine station (Particularly at Benapole land port) and in other ports gradually. BCSIR should have its office at the Port site for reducing processing and testing time (Presently it takes 21-30 days) of Chemicals and Industrial items.

### One Stop Border Post (OSBP) (being used by number of best practicing countries):

- a) One stop Border Post (OSBP) may be established in the cross-border posts between Bangladesh and India which would bring benefits such as (i) improve Clearance time, (ii) reduced cost of doing business, (iii) information sharing among border agencies and (iv) drastic reduction of fraud, among several other benefits.
- b) The main objectives of the OSBP is to improve efficiency in border management and operations, thus reducing the time and cost of crossing the border. Its specific objectives are the following:
  - ✓ To combine the activities of Bangladesh and Indian border agencies at a single location by redesigning the border infrastructure and establishing a Common Management Zone (CMZ);
  - ✓ To reduce the number of stops and period of stopping in cross-border trade and transit transactions;
  - ✓ To streamline procedures and systems and establish a framework for joint processing, thereby enhancing trade facilitation and reducing the waiting time and cost of passing through the borders; and
  - ✓ To simplify traffic flow and facilitate easy movement of both commercial and passenger traffic, thereby preventing traffic jams
  - ✓ To make the cross-border trade and travel faster, more reliable and cost-effective.

It will reduce the complexity of cross-border trade and logistics by harmonizing regulations concerning food and agricultural products, simplifying certificates of origin

and by establishing a trade helpdesk.

### **Security**

- a) Proper security and surveillance system to check the loss/damage/stealing of imported product/goods from the land port should be established at the ports. All ports should be covered by CCTV cameras to strengthen port security. Scanners should be set up immediately. Barrack of BGB should be established in each land port to improve the security.

### **Security Infrastructure development:**

- a) Equipment and tools such as : (i) scanners, X-ray machines and other non-intrusive inspection equipment that will enhance the government's ability to detect illicit goods such as narcotics, weapons, explosives, ammunition, currency at internal checkpoints and ports of entry should be installed. Adequate security measures should be taken in all the ports to check the stealing and damaging of export goods.

### **Component # 2: WTO Cell, MoC-Part**

- ✚ More capacity building program to the selected trainees of pilot program on searching of buyers of exporting countries, quality assurance and packaging of products including credit and ease of registration support is needed for the women traders of agro-processing, cut flower and ICT sub-sectors with the involvement of women chambers;
- ✚ The National Trade Facilitation Committee (NTFC) should be activated by operationized it's Working Committee on MoC, NBR and BLPA and member from the BGB and Police can be incorporated in the National Trade Facilitation Committee (NTFC).
- ✚ Mutually compatible electronic certification systems for plants and animals may be developed and put in place by both the countries to provide increased compliance for the import and export of agricultural products and enhance food safety and bilateral trade.
- ✚ Establishment of international standard accredited laboratories for testing and certification of agro-products
- ✚ Ensure capacity of exporter for quality assurance of the products from the production to shipment and quality testing
- ✚ Establish database of the farmers who will be involved in production of export products by exporters for quality assurance through HACCP and Traceability
- ✚ Develop export processing zone for agro-products for getting access of super shop of the importing countries
- ✚ Develop more specialize packaging, cold chain and storage facilities to maintain quality of the products
- ✚ Increase support in air, sea and land freight with competitive price for exporting of agro-products

### **Agro processing and Woman Entrepreneurship Development:**

- a) The BRCP-1 project has an extensive plan to enhance the capacity of women traders who have potential to promote export in regional and international markets. The training conducted on three specialized sectors-Agro-processing, Cut flower and ICT. This sectoral training will be supplemented with a crosscutting area-trade procedure and access to resources and technologies including project management and other relevant issues that are critical for trade facilitation. The capacity building activities will have concentration on successful promotion of export in the three specialized sectors through enhancing capacity of female traders. The major focus of training will include but not limited to ICT based solutions, obtaining licenses and permits for doing business, introduction of intermediate technology and productivity enhancement;
- b) For value addition and higher income earnings from quality Agricultural products (particularly fruits, vegetables and cut flowers), farmers should be provided training on pre-harvest management and Good Agricultural Practices (GAP) and Phyto-Sanitary knowledge on crop/vegetable and flower cultivation, as Phyto-Sanitary

aspects matters for exporting of fruits and vegetables. Skills should also be developed on Good Manufacturing Process (GMP) and Hazards Analysis Critical Control Point (HACCP) compliance for processed fruits and vegetables as these are a very important factor for exporting of fruits and vegetables.

- c) Arrangement should be made for development of skills of the farmers regarding food safety and quality aspects of fruits and vegetable production as it is very important for commercial viability of the products; Moreover, skill development training is also necessary about pre-harvest and harvesting time and intercultural operation such as land preparation, soil testing for use of correct dose fertilizer, limited use of pesticides (Organic fertilizer and pesticides are preferred) and ripening chemical use as it affects the post-harvest factors.
- d) Capacity of the farmers on shelf-life enhancement of green fruits and vegetables should also be enhanced through Cold Chain Management (CCM) system for better preservation and better earning of the produces.
- e) Training should be provided to the farmers on the skills of pre-harvest (such as land preparation, soil test etc.), inter cultural operation (proper weeding, use of requisite fertilizers, pesticide if necessary), harvesting time and ways and means of harvesting (hand picking or using machine) and post flower harvesting, Pack house operation (such as sorting and grading of flowers, cleaning process and proper treatment and packing and Control Modified Atmospheric Packaging (CMAP) and then transportation.
- f) Proper training on entrepreneurship development, communication skills, and use of ICT, accountancy (loss and profit calculations), marketing and marketing access, contract and group-based marketing techniques and understanding of value chain should be provided.
- g) Training should also be provided on ICT, ITC and ITC market analysis tool for finding out potential market and buyers for fresh and processed fruits, vegetables and cut flowers.
- h) Special desk for women may be set up for women entrepreneurs for having appropriate training on different aspects Agro business and financial support for doing business.

### **Component # 3: NBR-Part**

✚ **Process of Automation:** Selection of firms for integration of 38 agencies need to be completed immediately for the implementation of National Single Window System (NSW) Interface for reducing the time of clearance of goods to improve the ease of doing business;

As part of the government's agenda to improve the ease of doing business, the National Single Window Interface for facilitating trade (NSWI) should be made operational at all the LPs within a specific time frame. Necessary digital and physical facilities along with all equipment and machinery should be in place in all the land ports. Moreover, sufficient capacity building training should also be imparted to the concerned officials (38 Agencies involved) for acquaintance with the NSW system for effective and efficient service delivery.

The following features of NSW have the potential to make a significant impact on trade facilitation and may be considered for inclusion in the Bangladesh NSW system (Best practicing countries have included these):

- ✓ **Integrated Declaration:** Information required for import clearance by government agencies should be s electronically submitted by importers through an integrated declaration at a single-entry point. Various forms required by different agencies may be merged into a single form, eliminating duplication and reducing the compliance burden on traders. In addition to alleviating the compliance burden on traders through the reduction of physical visitation with each agency, NSW may also reduce manual labor required by border and customs agents.
- ✓ **Automated Routing:** NSW will automatically identify goods that require clearance by participating government agencies and routes them online to the relevant agencies for regulatory clearance.

- ✓ **Integrated Risk Assessment:** The implementation of NSW may be accompanied by the use of risk-based selective examination and testing, significantly reducing the number of consignments that need mandatory testing or certification.
- ✓ **Online Release:** The trader will file a single declaration in NSW and the system routes this information to the relevant agencies (38 Agencies) based on HS code, country of origin, and value, among other factors. Based on the declaration filed (i.e., commodity, HS code, benefits claimed), the system will decide whether a sample must be drawn by a sanitary and Phyto-Sanitary (SPS) agency, whether it must be visually inspected and released, or whether customs can decide without referring to the SPS agency. NSW then may convey the decision of the regulatory agencies on the release of goods as a single decision, including the results of inspection and testing. Additional initiatives may have been planned, as part of the NSW program which include the development of a compliance information portal, an automatic license verification system, an event notification system, and a coordinated inspection online payment
- ✚ **Working principles and practices:** To realize the cooperation between the Bangladeshi and Indian Customs as well as with other authorities in the two countries, multiple approaches to organize the work may be introduced and implemented:
  - a) Placing officers from all authorities physically together to handle the work. Each party will establish an Inter-Agency Management Station (IAMS) and a Common Management Area (CMA) for conducting documentary and physical inspections of goods, passengers and vehicles crossing the shared border. Personnel from the two countries assigned to work at CMA include personnel from (i) Customs, Plant Guarantee and Animal Guarantee (ii) Customs, Immigration Police and Quarantine Officers (CIQ). For the goods and vehicles inbound to Bangladesh, joint inspections are conducted by the Customs, border guard officers, immigration police officers of both the countries.
- ✓ Joint examinations and accepting each other's work. Documentation and certificates marked by one of them after examinations are accepted by the other authority. Submission, lodgment of customs declaration form and other supporting documents and conducting of customs clearance procedures of customs administrations are to be done at the Inter-Agency Management Station (IAMS) in the country of entry, instead of the IAMS in the country of exit. If goods and vehicles are subjected to physical inspection by customs administration of one party, the customs administration of the other party will conduct the joint physical inspection simultaneously or almost simultaneously at the Common Management Area (CMA). This is enabled by the harmonized legislation among the countries.
- ✓ Towards regional e-clearance systems: Automated Customs Electronic Data Interchange System (ACEDIS) may be introduced in all the land ports in Bangladesh to bring efficiency to cargo clearance processes. ACEDIS may be designed for the exchange and transaction of customs clearance information using electronic data interchange for the management of international trade. ACEDIS automates business processes by acting as a real-time nodal electronic interface with different agencies to facilitate customs clearance for imported and exported cargo through the Automated Customs Electronic Data Interchange System Gateway (ACEDISG) portal. ACEDISG offers e-filing services to various stakeholders involved in the customs clearance process by linking NBR with different agencies using electronic data interchange. This includes the secure exchange of messages through the e-filing of bills of entry, shipping bills, and other related information between NBR and other agencies involved in trade. Various regulatory and licensing agencies; including the EPB and Bangladesh Bank may also be able to exchange data with NBR through ACEDISG.
- ✓ **Technology Solutions:** There are a wide range of technology solutions that support modern smart borders. These can facilitate secure and fast movement across



borders by supporting better risk management and reducing the amount of paperwork required: A fully electronic environment: requiring the electronic submission and receipt of documents and payments. This creates a more secure environment by reducing the amount of paper as well as the faster processing of goods and passengers at a border. e-Passports: The use of ePassports with biometric capabilities can facilitate the faster movement of persons across borders. The international standard for ePassports is governed by the International Civil Aviation Organization. Automatic Number Plate Recognition (ANPR): ANPR allows the reading of number plates and the use of this information to link to customs pre-arrival information or a declaration for a truck arriving at a border, which can allow faster or even no processing at a border. It can also facilitate the movement of passenger vehicles through risk assessment if it is possible to access data on vehicles in other government databases. Enhanced Driver's License: with biometric or other personal identification cards with biometric or other identifying data. This facilitates fast identification of people at the border through quick scanning and can be used instead of a passport. Smartphone apps: Information for goods and passengers can be exchanged through Smartphone apps. This can include the provision of minimum information from driver's approaching a border and the receipt of information (e.g. a barcode) by drivers to facilitate passing the border. Barcode scanning: To facilitate the movement of goods across a border, the Provision of a barcode by customs or other border agencies can allow documentation to be scanned and released quickly on arrival. Smart Gates: The use of smart gates or fast-scanning or machine reading technologies to facilitate the fast movement of persons through the border and to support risk management. Non-intrusive inspection technologies: Where controls on goods or vehicles are required, the use of scanners and other non-intrusive technologies for inspections.

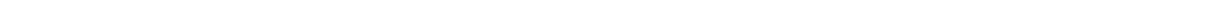
#### **Miscellaneous:**

- a) Bank facilities with on line Bank facilities should be established at or near the land ports. Railway cargo services should be strengthened from Bangladesh to India through Benapole for faster and uninterrupted movement of goods. All non-tariff and Para-tariff barriers faced by the exporters & importers should be abolished for smooth cross border trade.
- b) Custom sub-Group and Land Port sub-Group across the border should be more active about the overlapping of checking by customs, BGB, BSF and other agencies, which causes more time and costs.
- c) Multi-Modal Transit/Transshipment and linkage with land port, road, rail, sea and air connectivity is necessary. In this regard adequate policy/regulation may be formulated to facilitate Multi-modal transport system.
- d) Joint initiatives can be taken with the neighboring for pairing of Benapole and Petrapole digitization for improvement of port infrastructure and explore the other land ports as well.
- e) Co-location of the offices of the different agencies under one roof, such as Benapole land port could be a model for the other land ports.
- f) TFA implementation roadmap can be developed by setting appropriate indicators and Regional TFA Support scheme can be initiated at the regional meeting.
- g) Bangladesh has signed to implement the Paperless Trade at the border point. Strengthen the institutional mechanisms for coordinating stakeholders of (cross-border) paperless trade may be a solution for Facilitation of Cross-border Electronic Data Exchange.
- h) Cross border paperless trade system may be introduced.
- i) External economic Integration with India, Nepal and Bhutan and BBIN Motor Vehicle Agreement can be implemented.
- j) Short term, Medium term and long term robust Master Plan and investments are needed to improve the port management.
- k) A Guideline/Standard Operating Procedure for cross border Land Port Management can be formulated

### **Socio-economic Impact of Ports:**

- a) Lot of opportunities in the field of temporary and permanent jobs along with business opportunities are created due to the establishment of Land Ports. Congenial environment should be created for fair jobs both for male and female of different educational level in and around the LPs;
- b) Appropriate measures to be taken enabling the businessmen, particularly for the women, involved in the business of Agricultural products, shop keeping, Restaurant/Hotel, Photo copying, Money Exchange and others in the ports for smooth running of their business. Bangladesh Land Port Authority may build up some market facilities or Super Market in and around the Port for encouraging/creating business opportunities. Duty free shops may be organized in the Land Ports similar to the Airports;
- c) Facilities at the Land Ports should be increased to encourage and facilitate the local entrepreneurs to sell their products;
- d) Land development and land use plan should be prepared by the competent Authority keeping provision for residential, recreational, educational, health, commercial and Industrial facilities for the best, planned and optimal utilization of land around the port as the value of land enhances with the construction of different infrastructures such as roads, culverts, bridges and other infrastructures. Development of Township may be planned in the vicinity of LPs;
- e) Security measures should be strengthened with the development and enhancement of the activities of the Ports and socio-economic development around the ports;
- f) Appropriate remedial measures should be taken to compensate the environmental effect caused such as the loss of green area, damage of the cultivable land and forests and flat land etc. and water logging etc. due to the establishment of Ports;
- g) Proper dust control measures should be taken inside the port to control the Air pollution which is very hazardous for all working inside the ports as well as for the passengers;
- h) Sufficient budgetary allocation may be provisioned in the 8th Five Year Plan for infrastructural development and digitalization of ports.

# **Annexure**



Appendix-1: যাত্রী/ব্যবসায়ীদের জন্য প্রশ্নাবলী

ক্রমিক নং:

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গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১  
বেজলাইন সমীক্ষা  
যাত্রী/ব্যবসায়ীদের জন্য প্রশ্নাবলী

১.০ উত্তরদাতার পরিচিতিঃ

১.১ উত্তরদাতার নামঃ .....

১.২ লিঙ্গঃ (কোড: ১= পুরুষ, ২= নারী, ৩= তৃতীয় লিঙ্গ)

১.৩ ঠিকানাঃ

গ্রামঃ....., উপজেলাঃ.....জেলাঃ .....

১.৪ ভ্রমণের উদ্দেশ্যঃ (কোড: ১= ব্যবসা, ২= পর্যটন, ৩= চিকিৎসা, ৪= পড়াশুনা, ৫= সেমিনার/সভা, ৬=অন্যান্য)

১.৫ যোগাযোগের ই-মেইল  
নাম্বারঃ..... ঠিকানাঃ.....

১.৬ এটি কি আপনার প্রথম ভ্রমণ? (কোড: ১= হ্যাঁ, ২=না)

১.৭ উত্তর না হলে, আপনি কি প্রায়ই ভ্রমণ করেন?  
(কোড: ১= মাঝে মাঝেই, ২= বছরে ১ বার, ৩= বছরে ২ বার, ৪= বছরে ৩ বার বা তার অধিক)

১.৮ সাধারণত যে স্থলবন্দরটি আপনি ব্যবহার করেনঃ (কোডঃ ১= বেনাপোল, ২= রামগড়, ৩= শ্যাওলা, ৪= ভোমরা)

১.৯ এই স্থলবন্দরটি ব্যবহার করার কারণ কি? (কোড: ১=যাতায়াতের সুবিধা, ২=দ্রুত সেবা, ৩=অন্যান্য)

২.০ ইমিগ্রেশন সেবাসমূহ

২.১ ইমিগ্রেশন ক্লিয়ারেন্সের জন্য অতিবাহিত সময় সম্পর্কে আপনার মতামত? (কোড: ১=দ্রুত সম্পন্ন হচ্ছে, ২=মোটামুটি, ৩=ধীর গতি সম্পন্ন, ৪=অতি ধীর গতি সম্পন্ন)

২.২ সর্বোপরি, ইমিগ্রেশন সেবার মান নিয়ে আপনি কতটুকু সন্তুষ্ট?  
(কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)

২.৩ ভারতের ইমিগ্রেশনের সেবার তুলনায় বাংলাদেশের ইমিগ্রেশন সেবার মান কেমন?  
(কোডঃ ১=অনেক ভালো, ২=কিছুটা ভালো, ৩=মোটামুটি একই রকম, ৪=কিছুটা খারাপ, ৫=অনেক খারাপ)

২.৪ ইমিগ্রেশনে আপনাকে কতক্ষণ অপেক্ষা করতে হয়েছে?  
(কোডঃ ১= অপেক্ষা করতে হয়নি; ২= ১-১৪ মিনিট; ৩= ১৫-২৯ মিনিট; ৪= ৩০ মিনিটের বেশি; ৫= ১ ঘন্টার বেশি; ৬= অনেকক্ষণ অপেক্ষা করতে হয়েছে)

২.৫ ইমিগ্রেশনের সময় আপনি কি কোন সমস্যা/হয়রানির শিকার হয়েছিলেন? (কোডঃ ১=হ্যাঁ, ২=না)

২.৬	নিম্নলিখিত বিষয়ে স্থলবন্দরে আপনার প্রত্যাশা অনুযায়ী সন্তুষ্টির মাত্রা উল্লেখ করুন:	
	সুবিধাসমূহের ধরণ	(কোড: ১= প্রত্যাশার চেয়েও বেশি, ২= প্রত্যাশা পূরণ হয়েছে, ৩= প্রত্যাশা কিছুটা পূরণ হয়েছে, ৪= প্রত্যাশা পূরণ হয়নি, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	বিশ্রামাগার	
	বন্দরে প্রবেশের সুযোগ সুবিধা	
	নিরাপত্তা	

	পরিষেবার সময়	
	ওয়াশরুম	
	হল ও ওয়াশরুমের পরিষ্কার পরিচ্ছন্নতা	
২.৭	ইমিগ্রেশনে দ্বায়িত্বরত কর্মকর্তাদের সম্পর্কে আপনার মতামত উল্লেখ করুনঃ	
	দায়িত্বের ধরণ	(কোড: ১=দৃঢ়ভাবে একমত, ২=মোটামুটি একমত, ৩=কিঞ্চিৎ দ্বিমত, ৪= একমত নই, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	কর্তব্যপরায়ণ	
	ভালো আচরণ	
	গ্রহণযোগ্য	
২.৮	অনুগ্রহ করে ইমিগ্রেশনে আপনার অভিজ্ঞতা উল্লেখ করুনঃ	
	অভিজ্ঞতার ধরণ	(কোড: ১= অনেক ভালো, ২=মোটামুটি, ৩=খারাপ, ৪=অনুপস্থিত, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	করণীয় এবং নিষেধ সম্পর্কে সুস্পষ্ট ধারণা	
	দক্ষতা ও দ্রুত পরিষেবা	

### ৩.০ কাস্টমস পরিষেবা

- ৩.১ কাস্টমস ক্লিয়ারেন্সের জন্য অতিবাহিত সময় সম্পর্কে আপনার মতামত? (কোড: ১=দ্রুত সম্পন্ন হচ্ছে, ২=মোটামুটি, ৩=ধীর গতি সম্পন্ন, ৪=অতি ধীর গতি সম্পন্ন)
- ৩.২ সর্বোপরি, কাস্টমসের সেবার মান নিয়ে আপনি কতটুকু সন্তুষ্ট? (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)
- ৩.৩ ভারতের কাস্টমস সেবার তুলনায় বাংলাদেশের কাস্টমস এর সেবার মান কেমন? (কোডঃ ১=অনেক ভালো, ২=কিছুটা ভালো, ৩=মোটামুটি একই রকম, ৪=কিছুটা খারাপ, ৫=অনেক খারাপ)
- ৩.৪ কাস্টমসে আপনাকে কতক্ষন অপেক্ষা করতে হয়েছে? (কোডঃ ১= অপেক্ষা করতে হয়নি; ২= ১-১৪ মিনিট; ৩= ১৫-২৯ মিনিট; ৪= ৩০ মিনিটের বেশি; ৫= ১ ঘণ্টার বেশি; ৬= অনেকক্ষণ অপেক্ষা করতে হয়েছে)
- ৩.৫ কাস্টমসে আপনি কি কোন সমস্যা/হয়রানির শিকার হয়েছিলেন? (কোডঃ ১=হ্যাঁ, ২=না)

৩.৬	কাস্টমসে দ্বায়িত্বরত কর্মকর্তাদের সম্পর্কে আপনার মতামত উল্লেখ করুনঃ	
	দায়িত্বের ধরণ	(কোড: ১=দৃঢ়ভাবে একমত, ২=মোটামুটি একমত, ৩=কিঞ্চিৎ দ্বিমত, ৪= একমত নই, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	কর্তব্যপরায়ণ	
	ভালো আচরণ	
	গ্রহণযোগ্য	
৩.৭	অনুগ্রহ করে কাস্টমসে আপনার অভিজ্ঞতার উল্লেখ করুনঃ	
	অভিজ্ঞতার ধরণ	(কোড: ১= অনেক ভালো, ২=মোটামুটি, ৩=খারাপ, ৪=অনুপস্থিত, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	করণীয় এবং নিষেধ সম্পর্কে সুস্পষ্ট ধারণা	
	দক্ষতা ও দ্রুত পরিষেবা	

### ৪.০ ব্যবসা সম্পর্কিত তথ্যাবলি (শুধুমাত্র ব্যবসায়ীদের জন্য)

- ৪.১ ব্যবসা প্রতিষ্ঠানের নামঃ
- ৪.২ প্রতিষ্ঠান শুরুর সালঃ
- ৪.৩ শিক্ষাগত যোগ্যতাঃ (কোড: ১=< ৮ম শ্রেণি, ২=<এস.এস.সি, ৩=<এইচ.এস.সি, ৪=<স্নাতক, ৫=<স্নাতকোত্তর, ৬=<স্নাতকোত্তর এর অধিক, ৭=অন্যান্য (উল্লেখ করুন.....))
- ৪.৪ ব্যবসায় অভিজ্ঞতাঃ (কোড: ১=১-৫ বছর, ২=৬-১০ বছর, ৩=১১-১৫ বছর, ৪=১৬ বছরের অধিক)
- ৪.৫ সর্বমোট কর্মচারীর সংখ্যা: (কোড: ১=<১০ জন, ২=<২৫ জন, ৩=>২৫ জন)
- ৪.৬ আপনি কি কোন সরকারি প্রতিষ্ঠান থেকে রেজিস্ট্রেশন করেছেন? (কোডঃ ১=হ্যাঁ, ২=না)

- 8.৭ যদি হ্যাঁ হয়, তবে কোন প্রতিষ্ঠান থেকে রেজিস্ট্রেশন করেছেন? (কোড: ১=সিটি করপোরেশন, ২=পৌরসভা, ৩=ইউনিয়ন পরিষদ, ৪=জয়েন্ট স্টক কোম্পানী, ৫=অন্যান্য (উল্লেখ করুন).....)
- 8.৮ আপনি কি কোন ব্যবসায়িক চেম্বারের সদস্য? (কোডঃ ১=হ্যাঁ, ২=না)
- 8.৯ যদি হ্যাঁ হয়, তবে ব্যবসায়িক চেম্বারের নাম বলুন:.....
- 8.১০ চেম্বার থেকে আপনি কি ধরনের সুবিধা/সহযোগীতা পেয়েছেন?  
১)....., ২).....
- 8.১১ আপনি কি প্রকল্প থেকে কোন ধরনের সহযোগীতা পেয়েছেন? (কোডঃ ১=হ্যাঁ, ২=না)
- 8.১২ যদি হ্যাঁ হয়, তবে কি ধরনের সহযোগীতা পেয়েছেন/পাবেন?  
১)....., ২).....
- 8.১৩ ব্যবসার ক্ষেত্রে দক্ষতা বিকাশের জন্য কোন প্রশিক্ষণ পেয়েছেন কি? (কোড: ১= হ্যাঁ, ২= না)
- 8.১৪ যদি হ্যাঁ হয়, তাহলে কোন ধরনের প্রশিক্ষণটি পেয়েছেন? (কোড: ১=কৃষি প্রক্রিয়াজাতকরণ, ২=আইসিটি, ৩=ফুল পরিচর্যা, ৪=অন্যান্য (উল্লেখ করুন).....)
- 8.১৫ ব্যবসার ক্ষেত্রে আপনার দক্ষতা বিকাশে প্রশিক্ষণটি কতটুকু কার্যকর ভূমিকা পালন করেছে? (কোড: ১= খুবই কার্যকর, ২=কার্যকর, ৩= মোটামুটি কার্যকর, ৪=মোটাই কার্যকর ছিলো না)
- 8.১৬ আপনি কি কোন ব্যবসা প্রতিষ্ঠানের সাথে সম্পৃক্ত আছেন? (কোড: ১= হ্যাঁ, ২= না)
- 8.১৭ যদি হ্যাঁ হয়, তবে প্রতিষ্ঠানের নামগুলো উল্লেখ করুন?  
.....

- 8.১৮ আপনি কি মনে করেন যে, কোন ব্যবসা প্রতিষ্ঠানের সাথে যোগসূত্র থাকলে তা আপনার ব্যবসার ক্ষেত্রে সহায়ক ভূমিকা পালন করে? (কোড: ১=সহায়ক, ২=মোটামুটি সহায়ক, ৩=সহায়ক না, ৪=জানি না)
- 8.১৯ ব্যবসার ধরনঃ (কোড: ১=রপ্তানিকারক, ২=আমদানিকারক, ৩= উভয়ই)
- 8.২০ যে ধরনের পণ্য আপনি আমদানি/রপ্তানি করছেনঃ  
রপ্তানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩=অন্যান্য, উল্লেখ করুন.....  
আমদানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩=অন্যান্য, উল্লেখ করুন.....

8.২১	পণ্য আমদানি/রপ্তানির পরিমাণঃ পণ্যের নাম এবং পরিমাণ (কেজি)	
	পণ্যের নাম	পরিমাণ (কেজি)
রপ্তানি	১.	
	২.	
আমদানি	১.	
	২.	

- 8.২২ সীমান্ত থেকে গন্তব্য পর্যন্ত পরিবহন সুবিধা কেমন?  
(কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)
- 8.২৩ সীমান্ত থেকে গন্তব্য পর্যন্ত রাস্তার অবকাঠামো কেমন?  
(কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)
- 8.২৪ ট্রাক স্ট্যান্ড এবং মালামাল উঠানো/নামানোর সুযোগ সুবিধা কেমন?  
(কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)
- 8.২৫ স্থলবন্দরে নারী ব্যবসায়ীদের জন্য কোন বিশেষ সুযোগ সুবিধা/অভ্যর্থনা ডেস্ক আছে কি? (কোডঃ ১= হ্যাঁ, ২= না)
- 8.২৬ যদি হ্যাঁ হয়, তবে সেখানে কেমন সুযোগ সুবিধা আছে? (কোডঃ ১=কাস্টম এবং ইমিগ্রেশনের জন্য আলাদা ডেস্ক, ২ = দ্রুত পরিষেবা, ৩ = আলাদা টয়লেট এবং বিশ্রামাগার, ৪ = অন্যান্য, (উল্লেখ করুন).....)
- 8.২৭ সর্বোপরি, সিঅ্যান্ডএফ/ফ্রেইট ফরওয়ার্ড প্রতিনিধির সেবার মান নিয়ে আপনি কতটুকু সন্তুষ্ট?  
(কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)
- 8.২৮ সিঅ্যান্ডএফ/ফ্রেইট ফরওয়ার্ড প্রতিনিধির নিকট থেকে ট্রাকের মালামালের ছাড়পত্র পেতে আপনাকে কতক্ষণ অপেক্ষা করতে হয়েছিলো উল্লেখ করুনঃ  
(কোডঃ ১= >২৪ ঘণ্টা; ২=>৪৮ ঘণ্টা, ৩=>৭২ ঘণ্টা, ৪=>৯৬ ঘণ্টা, ৫=তেমন অপেক্ষা করতে



- হয়নি; ৬= অনেকক্ষণ অপেক্ষা করতে হয়েছে)
- ৪.২৯ সর্বোপরি, বিজিবি'র সাথে আপনার অভিজ্ঞতা কেমন ছিলো?  
(কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)
- ৪.৩০ বিজিবি'র কারণে আপনি কি কোন সমস্যা/হয়রানির শিকার হয়েছিলেন? (কোডঃ ১=হ্যাঁ, ২=না)
- শুধুমাত্র কৃষি বাগিচা সম্পর্কিত তথ্য**
- ৪.৩১ সর্বোপরি, কোয়ারেন্টাইন/বিএসটিআই সেবা নিয়ে আপনি কতটুকু সন্তুষ্ট?  
(কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)
- ৪.৩২ ভারতের কোয়ারেন্টাইন সেবার সাথে বাংলাদেশের কোয়ারেন্টাইন/বিএসটিআই সেবার মান কেমন সে ব্যাপারে আপনার মতামত দিন?  
(কোডঃ ১. অনেক ভালো, ২. কিছুটা ভালো, ৩. অতটা ভালো না, ৪. বেশ খারাপ, ৫. মোটামুটি একই)
- ৪.৩৩ কোয়ারেন্টাইন থেকে মালামাল খালাসের জন্য যাবতীয় নিয়ম কানুনগুলো সম্পন্ন করতে আপনার কত সময় লেগেছিল? (কোডঃ ১= অপেক্ষা করতে হয়নি; ২=>২৪ ঘণ্টা; ৩=>৪৮ ঘণ্টা; ৪=>৯৬ ঘণ্টা; ৫=>১২০ ঘণ্টা; ৬=>১৪৪ ঘণ্টা)
- ৪.৩৪ কোয়ারেন্টাইন/বিএসটিআই সেবা দানকারী কর্মকর্তাদের কাছে কোন সমস্যা/হয়রানির শিকার হয়েছিলেন কি? (কোডঃ ১= হ্যাঁ, ২=না)

৪.৩৫	কোয়ারেন্টাইনে সেবা দানকারী কর্মকর্তাদের সম্পর্কে আপনার মতামত উল্লেখ করুনঃ	
	দায়িত্বের ধরণ	(কোড: ১=দৃঢ়ভাবে একমত, ২=মোটামুটি একমত, ৩=কিঞ্চিৎ দ্বিমত, ৪= একমত নই, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	কর্তব্যপরায়ণ	
	ভালো আচরণ	
	গ্রহণযোগ্য	
৪.৩৬	অনুগ্রহ করে কোয়ারেন্টাইন আপনার অভিজ্ঞতা উল্লেখ করুনঃ	
	অভিজ্ঞতার ধরণ	(কোড: ১= অনেক ভালো, ২=মোটামুটি, ৩=খারাপ, ৪=অনুপস্থিত, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	করণীয় এবং নিষেধ সম্পর্কে সুস্পষ্ট ধারণা	
	দক্ষতা ও দ্রুত পরিষেবা	

- ৪.৩৭ সীমান্তে আরো উন্নত সেবা প্রাপ্তির জন্য আপনার সুপারিশ প্রদান করুন:
- ইমিগ্রেশনঃ
- ১.....,
- ২.....
- কাস্টমসঃ
- ১.....,
- ২.....

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

## Appendix-2: ক্ষুদ্র ব্যবসায়ীদের জন্য প্রশ্নাবলী

ক্রমিক নং:

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গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১  
**বেজলাইন সমীক্ষা**  
**ক্ষুদ্র ব্যবসায়ীদের জন্য প্রশ্নাবলী**

### ১.০ উত্তরদাতার পরিচিতিঃ

- ১.১ উত্তরদাতার নামঃ .....
- ১.২ লিঙ্গঃ (কোড: ১= পুরুষ, ২= নারী, ৩= তৃতীয় লিঙ্গ)
- ১.৩ ঠিকানাঃ  
গ্রামঃ....., উপজেলাঃ.....জেলাঃ .....
- ১.৪ ভ্রমণের উদ্দেশ্যঃ (কোড: ১= ব্যবসা, ২= পর্যটন, ৩= চিকিৎসা, ৪= পড়াশুনা, ৫= সেমিনার/সভা, ৬=অন্যান্য)
- ১.৫ যোগাযোগের ই-মেইল  
নাম্বারঃ..... ঠিকানাঃ.....
- ১.৬ এটি কি আপনার প্রথম ভ্রমণ? (কোড: ১= হ্যাঁ, ২=না)
- ১.৭ উত্তর না হলে, আপনি কি প্রায়ই ভ্রমণ করেন?  
(কোড: ১= মাঝে মাঝেই, ২= বছরে ১ বার, ৩= বছরে ২ বার, ৪= বছরে ৩ বার বা তার অধিক)
- ১.৮ সাধারণত যে স্থলবন্দরটি আপনি ব্যবহার করেনঃ (কোডঃ ১= বেনাপোল, ২= রামগড়, ৩= শ্যাওলা, ৪= ভোমরা)
- ১.৯ এই স্থলবন্দরটি ব্যবহার করার কারণ কি? (কোড: ১=যাতায়াতের সুবিধা, ২=দ্রুত সেবা, ৩=অন্যান্য)
- ### ২.০ ব্যবসা সম্পর্কিত তথ্যাবলি (শুধুমাত্র ক্ষুদ্রব্যবসায়ীদের জন্য)
- ২.১ ব্যবসা প্রতিষ্ঠানের নামঃ
- ২.২ প্রতিষ্ঠান শুরুর সালঃ
- ২.৩ শিক্ষাগত যোগ্যতাঃ (কোড: ১=< ৮ম শ্রেণি, ২=<এস.এস.সি, ৩=<এইচ.এস.সি, ৪=<স্নাতক, ৫=<স্নাতকোত্তর, ৬=<স্নাতকোত্তর এর অধিক, ৭=অন্যান্য (উল্লেখ করুন.....))
- ২.৪ ব্যবসায় অভিজ্ঞতাঃ (কোড: ১=১-৫ বছর, ২=৬-১০ বছর, ৩=১১-১৫ বছর, ৪=১৬ বছরের অধিক)
- ২.৫ সর্বমোট কর্মচারীর সংখ্যা: (কোড: ১=<১০ জন, ২=<২৫ জন, ৩=>২৫ জন)
- ২.৬ আপনি কি কোন সরকারি প্রতিষ্ঠান থেকে রেজিস্ট্রেশন করেছেন? (কোডঃ ১=হ্যাঁ, ২=না)
- ২.৭ যদি হ্যাঁ হয়, তবে কোন প্রতিষ্ঠান থেকে রেজিস্ট্রেশন করেছেন? (কোড: ১=সিটি করপোরেশন, ২=পৌরসভা, ৩=ইউনিয়ন পরিষদ, ৪=জয়েন্ট স্টক কোম্পানী, ৫=অন্যান্য (উল্লেখ করুন).....)
- ২.৮ আপনি কি কোন ব্যবসায়িক চেম্বারের সদস্য? (কোডঃ ১=হ্যাঁ, ২=না)
- ২.৯ যদি হ্যাঁ হয়, তবে ব্যবসায়িক চেম্বারের নাম বলুন:.....
- ২.১০ চেম্বার থেকে আপনি কি ধরনের সুবিধা/সহযোগীতা পেয়েছেন?  
১)....., ২).....
- ২.১১ আপনি কি প্রকল্প থেকে কোন ধরনের সহযোগীতা পেয়েছেন? (কোডঃ ১=হ্যাঁ, ২=না)
- ২.১২ যদি হ্যাঁ হয়, তবে কি ধরনের সহযোগীতা পেয়েছেন/পাবেন?  
১)....., ২).....
- ২.১৩ ব্যবসার ক্ষেত্রে দক্ষতা বিকাশের জন্য কোন প্রশিক্ষণ পেয়েছেন কি? (কোড: ১= হ্যাঁ, ২= না)

২.১৪	যদি হ্যাঁ হয়, তাহলে কোন ধরনের প্রশিক্ষণটি পেয়েছেন? (কোড: ১=কৃষি প্রক্রিয়াজাতকরণ, ২=আইসিটি, ৩=ফুল পরিচর্যা, ৪=অন্যান্য (উল্লেখ করুন).....)	
২.১৫	ব্যবসার ক্ষেত্রে আপনার দক্ষতা বিকাশে প্রশিক্ষণটি কতটুকু কার্যকর ভূমিকা পালন করেছে? (কোড: ১=খুবই কার্যকর, ২=কার্যকর, ৩= মোটামুটি কার্যকর, ৪=মোটাই কার্যকর ছিলো না)	
২.১৬	আপনি কি কোন ব্যবসা প্রতিষ্ঠানের সাথে সম্পৃক্ত আছেন? (কোড: ১= হ্যাঁ, ২= না)	
২.১৭	যদি হ্যাঁ হয়, তবে প্রতিষ্ঠানের নামগুলো উল্লেখ করুন? .....	
২.১৮	আপনি কি মনে করেন যে, কোন ব্যবসা প্রতিষ্ঠানের সাথে যোগসূত্র থাকলে তা আপনার ব্যবসার ক্ষেত্রে সহায়ক ভূমিকা পালন করে? (কোড: ১=সহায়ক, ২=মোটামুটি সহায়ক, ৩=সহায়ক না, ৪=জানি না)	
২.১৯	ব্যবসার ধরনঃ (কোড: ১=রপ্তানিকারক, ২=আমদানিকারক, ৩= উভয়ই)	
২.২০	যে ধরনের পণ্য আপনি আমদানি/রপ্তানি করছেনঃ রপ্তানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩=অন্যান্য, উল্লেখ করুন..... আমদানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩=অন্যান্য, উল্লেখ করুন.....	
২.২১	পণ্য আমদানি/রপ্তানির পরিমাণঃ পণ্যের নাম এবং পরিমাণ (টন)	
		পরিমাণ (টন)
	রপ্তানি	১.
		২.
	আমদানি	১.
		২.
২.২২	সীমান্ত থেকে গন্তব্য পর্যন্ত পরিবহন সুবিধা কেমন? (কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)	
২.২৩	সীমান্ত থেকে গন্তব্য পর্যন্ত রাস্তার অবকাঠামো কেমন? (কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)	
২.২৪	ট্রাক স্ট্যান্ড এবং মালামাল উঠানো/নামানোর সুযোগ সুবিধা কেমন? (কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)	
২.২৫	স্থলবন্দরে নারী ব্যবসায়ীদের জন্য কোন বিশেষ সুযোগ সুবিধা/অভ্যর্থনা ডেস্ক আছে কি? (কোডঃ ১= হ্যাঁ, ২= না)	
২.২৬	যদি হ্যাঁ হয়, তবে সেখানে কেমন সুযোগ সুবিধা আছে? (কোডঃ ১=কাস্টম এবং ইমিগ্রেশনের জন্য আলাদা ডেস্ক, ২ = দ্রুত পরিষেবা, ৩ = আলাদা টয়লেট এবং বিশ্রামাগার, ৪ = অন্যান্য, (উল্লেখ করুন).....)	
২.২৭	সর্বোপরি, সিঅ্যান্ডএফ/ফ্রেইট ফরওয়ার্ড প্রতিনিধির সেবার মান নিয়ে আপনি কতটুকু সন্তুষ্ট? (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)	
২.২৮	সিঅ্যান্ডএফ/ফ্রেইট ফরওয়ার্ড প্রতিনিধির নিকট থেকে ট্রাকের মালামালের ছাড়পত্র পেতে আপনাকে কতক্ষণ অপেক্ষা করতে হয়েছিলো উল্লেখ করুনঃ (কোডঃ ১= >২৪ ঘণ্টা; ২=>৪৮ ঘণ্টা, ৩=>৭২ ঘণ্টা, ৪=>৯৬ ঘণ্টা, ৫=তেমন অপেক্ষা করতে হয়নি; ৬= অনেকক্ষণ অপেক্ষা করতে হয়েছে)	
২.২৯	সর্বোপরি, বিজিবি'র সাথে আপনার অভিজ্ঞতা কেমন ছিলো? (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)	
২.৩০	বিজিবি'র কারণে আপনি কি কোন সমস্যা/হয়রানির শিকার হয়েছিলেন? (কোডঃ ১=হ্যাঁ, ২=না)	
৩.০	<b>শুধুমাত্র কৃষি বাণিজ্য সম্পর্কিত তথ্য</b>	
৩.১	বন্দরে কোয়ারেন্টাইন/বিএসটিআই সেবা পাওয়ার জন্য আলাদা কোন অবকাঠামাগত সুবিধা আছে কি? (কোডঃ ১=হ্যাঁ, ২=না)	
৩.২	হ্যাঁ হলে, কোয়ারেন্টাইন/বিএসটিআই সেবা পাওয়ার জন্য পরীক্ষাগারের সুযোগ সুবিধা আছে কি? (কোডঃ ১=হ্যাঁ, ২=না)	
৩.৩	সর্বোপরি, কোয়ারেন্টাইন/বিএসটিআই সেবা নিয়ে আপনি কতটুকু সন্তুষ্ট?	

৩.৪	(কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট) ভারত/নেপাল/ভুটান-এর কোয়ারেন্টাইন সেবার সাথে বাংলাদেশের কোয়ারেন্টাইন/বিএসটিআই সেবার মান কেমন সে ব্যাপারে আপনার মতামত দিন?	
৩.৫	(কোডঃ ১. অনেক ভালো, ২. কিছুটা ভালো, ৩. অতটা ভালো না, ৪. বেশ খারাপ, ৫. মোটামুটি একই) কোয়ারেন্টাইন থেকে মালামাল খালাসের জন্য যাবতীয় নিয়ম কানুনগুলো সম্পন্ন করতে আপনার কত সময় লেগেছিল? (কোডঃ ১= অপেক্ষা করতে হয়নি; ২=>২৪ ঘণ্টা; ৩=>৪৮ ঘণ্টা; ৪=>৯৬ ঘণ্টা; ৫=>১২০ ঘণ্টা; ৬=>১৪৪ ঘণ্টা)	
৩.৬	কোয়ারেন্টাইন/বিএসটিআই সেবা দানকারী কর্মকর্তাদের কাছে কোন সমস্যা/হয়রানির শিকার হয়েছিলেন কি? (কোডঃ ১= হ্যাঁ, ২=না)	

৩.৭	কোয়ারেন্টাইনে সেবা দানকারী কর্মকর্তাদের সম্পর্কে আপনার মতামত উল্লেখ করুনঃ	
	দায়িত্বের ধরণ	(কোড: ১=দৃঢ়ভাবে একমত, ২=মোটামুটি একমত, ৩=কিঞ্চিৎ দ্বিমত, ৪= একমত নই, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	কর্তব্যপরায়ণ	
	ভালো আচরণ	
	গ্রহণযোগ্য	
৩.৮	অনুগ্রহ করে কোয়ারেন্টাইন আপনার অভিজ্ঞতা উল্লেখ করুনঃ	
	অভিজ্ঞতার ধরণ	(কোড: ১= অনেক ভালো, ২=মোটামুটি, ৩=খারাপ, ৪=অনুপস্থিত, ৫=অভিজ্ঞতা হয়নি/জানিনা)
	করণীয় এবং নিষেধ সম্পর্কে সুস্পষ্ট ধারণা	
	দক্ষতা ও দ্রুত পরিষেবা	

- ৩.৯ সীমান্তে আরো উন্নত সেবা প্রাপ্তির জন্য আপনার সুপারিশ প্রদান করুন:
- ইমিগ্রেশনঃ
- ১.....
- ২.....
- কাস্টমসঃ
- ১.....
- ২.....

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

Appendix-3: উৎপাদনকারীদের জন্য প্রশ্নাবলী

ক্রমিক নং:

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গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১

বেজলাইন সমীক্ষা  
উৎপাদনকারীদের জন্য প্রশ্নাবলী

১.০	উত্তরদাতার পরিচিতিঃ				
১.১	উপকারভোগীর নামঃ .....				
১.২	লিঙ্গঃ (কোড: ১= পুরুষ, ২= নারী, ৩= তৃতীয় লিঙ্গ)				
১.৩	উপকারভোগীর পিতার নামঃ.....				
১.৪	ঠিকানাঃ গ্রাম:....., ইউনিয়ন:....., উপজেলা:..... জেলা: .....				
১.৪	উপকারভোগীর বয়স: ..... বছর।				
১.৫	বৈবাহিক অবস্থা: (কোড: ১=অবিবাহিত, ২=বিবাহিত)				
১.৬	উত্তরদাতার পেশা: (কোড: ১=ফসল উৎপাদনকারী (শস্য/ফল/সবজি), ২=ফসল উৎপাদনকারী (ফুল), ৩=প্রক্রিয়াজাতকারী, ৪=বাজারজাতকরণ, ৫= অন্যান্য (উল্লেখ করুন)..... [একাধিক উত্তর গ্রহণযোগ্য]				
১.৭	শিক্ষাগত যোগ্যতা: (কোড: ১=স্বাক্ষরজ্ঞানহীন, ২=স্বাক্ষরজ্ঞান সম্পন্ন, ৩=৫ম শ্রেণি পর্যন্ত ৪=<৮ম শ্রেণি, ৫= ৮ম শ্রেণি পর্যন্ত, ৬=<এস.এস.সি, ৭=এস,এস,সি ৮=এইচ.এস.সি, ৯=স্নাতক, ১০=স্নাতকোত্তর এর অধিক)				
১.৮	যোগাযোগের নাম্বারঃ.....	ই-মেইল ঠিকানাঃ.....			
২.০	ফসল উৎপাদন সম্পর্কিত তথ্যাদি (সকল চাষীদের জন্য)				
২.১	ফসল/ফুল চাষে আপনার ব্যবহৃত জমির পরিমাণ?..... শতাংশ।				
২.২	এই বছরে আপনি মোট কতটি ফসল/ফুল চাষ করেছেন? (কোড: ১=১-২ টি ফসল, ২=৩-৫টি ফসল, ৩=৫টি বেশি)				
২.৩	ফসলের নিবিড়তা সম্পর্কিত: (শুধুমাত্র সবজি চাষীদের জন্য) ক) এক ফসলী জমির পরিমাণ:..... শতাংশ। খ) দ্বি-ফসলী জমির পরিমাণ:..... শতাংশ। গ) তিন ফসলী জমির পরিমাণ: ..... শতাংশ। ঘ) চার ফসলী জমির পরিমাণ:..... শতাংশ।				
২.৪	বছর ব্যাপি আপনি কি কি ফসল/ফুল চাষ করেন?				
	খরিপ-১ (গ্রীষ্মকালীন)	খরিপ-২ (গ্রীষ্মকালীন)	রবি (শীতকালীন)		
	১.	১.	১.		
	২.	২.	২.		
২.৫	ফসল/ফুল উৎপাদন খরচ ও লাভ				
	ফসলের নাম	উৎপাদন (কেজি)	খরচ (টাকা)	মোট আয় (টাকা)	মুনাফা (টাকা)

	১.				
	২.				
<b>৩.০</b>	<b>ফসল উত্তোলন পূর্ববর্তী ব্যবস্থাপনা এবং জিএপি (ফসল চাষে উত্তম কৃষি চর্চা) (শুধুমাত্র শস্য/ফল/সবজি চাষী)</b>				
৩.১	ফসল চাষে উত্তম কৃষি চর্চা সম্পর্কে কি আপনার কি কোন অভিজ্ঞতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)				
৩.২	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)				
৩.৩	উত্তম কৃষি চর্চার মাধ্যমে নিরাপদ খাদ্য উৎপাদনের লক্ষ্যে ফল ও সবজি উৎপাদনে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)				
৩.৪	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)				
৩.৫	ফল ও সবজি চাষে প্রাক উত্তোলন ও উত্তোলনকালীন প্রভাবক সমূহ উত্তোলন পরবর্তী সময়কে প্রভাবিত করে এ বিষয়ে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)				
৩.৬	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)				
৩.৭	ফল ও সবজির গুণগতমান বজায় রাখার জন্য ফসল উত্তোলন পূর্ববর্তী কোন কোন প্রভাবক গুলো ভূমিকা রাখে? (কোড: ১=জমি তৈরি, ২=সার ব্যবহার, ৩=সেচ, ৪=পরিচর্যা, ৫=বালাইনাশকের ব্যবহার, ৬=মাটি পরীক্ষা, ৭=অন্যান্য (উল্লেখ করুন.....)) [একাধিক উত্তর গ্রহণযোগ্য]				
<b>৪.০</b>	<b>উত্তোলন পরবর্তী ব্যবস্থাপনা (শুধুমাত্র শস্য/ফল/সবজি চাষী)</b>				
৪.১	ফসল উত্তোলন পরবর্তী ক্ষতি হ্রাসে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)				
৪.২	উত্তর হ্যাঁ হলে, আপনি কিভাবে সবজি/ফল উত্তোলন পরবর্তী ক্ষতি আপনি কিভাবে হ্রাস করেন? (কোড: ১=সংরক্ষণ করে, ২=মোড়কজাতকরণ, ৩=সঠিক পদক্ষেপ, ৪=বাজারজাতকরণ, ৫=অন্যান্য (উল্লেখ করুন.....)) [একাধিক উত্তর গ্রহণযোগ্য]				
৪.৩	ফসল উত্তোলন পরবর্তী ক্ষতি হ্রাসে ভ্যালু চেইন সম্পর্কে কি পরিচিত? (কোডঃ ১=হ্যাঁ, ২=না)				
৪.৪	সতেজ সবজি চাষে ফসল উত্তোলন পরবর্তী ব্যবস্থাপনার গুরুত্ব সম্পর্কে আপনি জানেন কি? (কোডঃ ১=হ্যাঁ, ২=না)				
৪.৫	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)				
৪.৬	সবজি ও ফল উত্তোলনের পর সেগুলো সতেজ রাখার বিষয়ে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)				
৪.৭	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)				
৪.৮	কোল্ড চেইন ম্যানেজমেন্টের মাধ্যমে কিভাবে সবজি ও ফলের সেক্ষ লাইফ বৃদ্ধি করা যায়-সে বিষয়ে কি আপনি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)				
৪.৯	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)				
<b>৫.০</b>	<b>খাদ্য নিরাপত্তা ও গুণগতমান (শুধুমাত্র শস্য/ফল/সবজি চাষী)</b>				
৫.১	খাদ্য নিরাপত্তা এবং এর গুণগতমান সম্পর্কে আপনার ধারণা আছে কি? (কোডঃ ১=হ্যাঁ, ২=না)				
৫.২	যদি হ্যাঁ হয়, তবে কি ধরণের ধারণা আছে? (কোড: ১=খুবই বেশি, ২=বেশি, ৩=মোটামুটি, ৪=অল্প বিস্তর, ৫=খুবই কম)				
৫.৩	যদি হ্যাঁ হয়, তবে আপনি কিভাবে খাদ্য নিরাপত্তা ও এর গুণগতমান নিয়ন্ত্রণ করেন? (কোড: ১= নিয়ম-মাফিক কীটনাশক প্রয়োগ, ২=নিয়ম-মাফিক সার প্রয়োগ, ৩= উপযুক্ত যন্ত্রের ব্যবহার, ৪=জৈবিক দমন ব্যবস্থা, ৫=মাটির গুণগতমান নিয়ন্ত্রণ, ৬=রোগমুক্ত বীজের ব্যবহার, ৭=অন্যান্য (উল্লেখ করুন.....)) [একাধিক উত্তর গ্রহণযোগ্য]				
৫.৪	আপনি কি মনে করেন উৎপাদনকারী এবং মধ্যপন্থীদের খাদ্যের গুণগতমান নিশ্চিত করা উচিত? (কোড: ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)				
৫.৫	আপনি কি মনে করেন ফসল উৎপাদনে উত্তম কৃষি চর্চা অনুসরণ করা উচিত? (কোডঃ ১=হ্যাঁ, ২=না,				



	৩=জানা নেই)	
৫.৬	আপনি কি মনে করেন ফসল উৎপাদনে ফাইটো-স্যানিটারি অনুসরণ করা উচিত? (কোডঃ ১=হ্যাঁ, ২=না, ৩=জানা নেই)	
৫.৭	ফসলের গুণগতমান কোন বিষয়গুলো দ্বারা প্রভাবিত হয়? (কোড: ১=মাটি, ২=পানি, ৩=সার, ৪=বালাইনাশক, ৫=ফসল উত্তোলনের সময়, ৬=সংরক্ষণ, ৭=প্যাকেটিং, ৮=পরিবহন, ৯=অন্যান্য (উল্লেখ করুন.....)) (একাধিক উত্তর গ্রহণযোগ্য)	
৫.৮	তাজা সবজি ও ফল আমদানি ও রপ্তানী করার স্যানিটারি ও ফাইটো-স্যানিটারির বিষয় সম্পর্কে কি আপনি জানেন? (কোডঃ ১=হ্যাঁ, ২=না)	
৫.৯	আপনি কি প্রক্রিয়াজাত ফল এবং শাকসব্জির জন্য GMP এবং HACCP এর অনুমতির কথা জানেন? (কোডঃ ১=হ্যাঁ, ২=না)	
৬.০	<b>ফসল উত্তোলন ও মাঠ কার্যক্রম সংক্রান্ত তথ্যাদি (শুধুমাত্র শস্য/ফল/সবজি চাষী)</b>	
৬.১	আপনি কি পরিপক্ক ফসল উত্তোলন করেন? (কোডঃ ১=হ্যাঁ, ২=না)	
৬.২	আপনি কিভাবে ফসল উত্তোলনের সময় নির্ধারণ করেন? (কোড: ১=দিন গণনা করে, ২=দেখে, ৩=অন্য উপায়ে (উল্লেখ করুন.....))	
৬.৩	আপনি কিভাবে ফসল উত্তোলন করেন? (কোড: ১=হাত দিয়ে, ২=যন্ত্রপাতি ব্যবহার করে, ৩=অন্য উপায়ে (উল্লেখ করুন.....))	
৬.৪	আপনি মাঠের কার্যক্রমগুলো কিভাবে করেন? (কোড: ১=বাইরের শ্রমিক দিয়ে, ২=নিজে, ৩=যন্ত্রপাতি ব্যবহার করে, ৪= অন্য উপায়ে (উল্লেখ করুন.....))	
৬.৫	আপনি কি ফসল পাকানোর জন্য কোন ধরনের রাসায়নিক দ্রব্য ব্যবহার করেন? (কোডঃ ১=হ্যাঁ, ২=না)	
৬.৬	যদি হ্যাঁ হয়, তবে রাসায়নিক দ্রব্য ব্যবহারের সঠিক পদ্ধতি ও মানদণ্ডের বিষয়ে আপনি কতটুকু অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)	
৭.০	<b>প্রক্রিয়াজাতকরণ</b>	
৭.১	প্রক্রিয়াজাতকরণের মাধ্যমে সবজি ও ফলের সেলফ লাইফ বৃদ্ধির প্রক্রিয়া সম্পর্কে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)	
৭.২	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)	
৭.৩	সবজি ও ফলের সেলফ লাইফ বৃদ্ধির জন্য সংরক্ষণের উপায় সম্পর্কে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)	
৭.৪	আপনি কি সবুজ ফল সংরক্ষণের উপায় সম্পর্কে দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)	
৭.৫	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)	
৮.০	<b>ফুল উত্তোলন পূর্ববর্তী ব্যবস্থাপনা (শুধুমাত্র ফুল চাষীদের জন্য)</b>	
৮.১	ফুল চাষের জন্য জমি তৈরি, চারা রোপন, সার প্রয়োগ ইত্যাদি বিষয়ে আপনার কি দক্ষতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)	
৮.২	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)	
৮.৩	আপনার কি ফুল গাছের পরিচর্যা (সেচ, ছাটাই, আগাছা দমন, ইত্যাদি) বিষয়ে অভিজ্ঞতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)	
৮.৪	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)	
৮.৫	ফুল চাষে প্রাক উত্তোলন ও উত্তোলনকালীন প্রভাবক সমূহ উত্তোলন পরবর্তী সময়কে প্রভাবিত করে এ বিষয়ে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)	
৮.৬	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)	
৮.৭	ফুলের গুণগতমান বজায় রাখার জন্য ফসল উত্তোলন পূর্ববর্তী কোন কোন প্রভাবক গুলো ভূমিকা রাখে?	

	(কোড: ১=জমি তৈরি, ২=সার ব্যবহার, ৩=সেচ, ৪=পরিচর্যা, ৫=বালাইনাশকের ব্যবহার, ৬=মাটি পরীক্ষা, ৭=অন্যান্য (উল্লেখ করুন.....))[একাধিক উত্তর গ্রহণযোগ্য]
<b>৯.০</b>	<b>ফুল উত্তোলন সম্পর্কিত তথ্যাদি (শুধুমাত্র ফুল চাষীদের জন্য)</b>
৯.১	আপনি ফুল উত্তোলনের সময় কিভাবে নির্ধারণ করেন? (কোড: ১=দিন গণনা করে, ২=দেখে, ৩=অন্য উপায়ে (উল্লেখ করুন.....))
৯.২	আপনি কিভাবে ফুল তোলেন? (কোড: ১=হাত দিয়ে, ২=যন্ত্রপাতি ব্যবহার করে, অন্য উপায়ে (উল্লেখ করুন.....))
৯.৩	আপনি মাঠের কার্যক্রমগুলো কিভাবে করেন? (কোড: ১=বাইরের শ্রমিক দিয়ে, ২=নিজে, ৩=যন্ত্রপাতি ব্যবহার করে, ৪= অন্য উপায়ে (উল্লেখ করুন.....))
৯.৪	ফুল উত্তোলন পরবর্তী বিষয়গুলো (পৃথককরণ, গ্রেডিং, মোড়ক, প্যাকেটজাতকরণ ইত্যাদি বিষয়ে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)
৯.৫	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)
<b>১০.০</b>	<b>সংরক্ষণ ও প্যাকেজিং (সকল উত্তরদাতার জন্য)</b>
১০.১	আপনি কি ফসল বিক্রির পূর্বে পৃথকীকরণ ও গ্রেডিং করে থাকেন? (কোডঃ ১=হ্যাঁ, ২=না)
১০.২	আপনি কি ফসলগুলো পরিক্ষার করেন? (কোডঃ ১=হ্যাঁ, ২=না, ৩=জানা নেই)
১০.৩	আপনি কি ফসলগুলো মোড়কজাতকরণের পূর্বে ফসলে ড্রিটমেন্ট করেন? (কোডঃ ১=হ্যাঁ, ২=না, ৩=প্রযোজ্য নয়)
১০.৪	আপনি কি ফসলগুলো পরিবহনের পূর্বে ভালভাবে প্যাকেজিং করেন? (কোডঃ ১=হ্যাঁ, ২=না)
১০.৫	আপনি কি আর্দ্রতা নিয়ন্ত্রক প্যাকেজিং (এমএপি) পদ্ধতি ব্যবহার করেন? (কোডঃ ১=হ্যাঁ, ২=না)
<b>১১.০</b>	<b>পরিবহন (সকল উত্তরদাতার জন্য)</b>
১১.১	আপনি ফসল পরিবহনে কোন ধরনের যানবাহন ব্যবহার করেন? (কোড: ১=ট্রাক, ২=ভ্যান/ঠেলা গাড়ি, ৩=রিক্সা, ৪=বাস, ৫=শীততাপ নিয়ন্ত্রিত যান, ৬=ট্রেন, ৭=নৌকা, ৮=অন্যান্য .....
১১.২	আপনি পণ্য পরিবহনের কোন সমস্যার সম্মুখীন হন কি? (কোডঃ ১=হ্যাঁ, ২=না)
১১.৩	যদি হ্যাঁ হয়, তবে সমস্যাগুলো কি কি? (কোড: ১ = উচ্চ মূল্য, ২ = পরিবহনের ঘাটতি, ৩ = বিপণনের জন্য কোনও বিশেষ পরিবহন নয়, ৪ = অন্যান্য, নির্দিষ্ট করুন .....
<b>১২.০</b>	<b>উদ্যোক্তা সম্পর্কিত তথ্যাদি (সকল উত্তরদাতার জন্য)</b>
১২.১	কিভাবে ব্যবসায়িক পরিকল্পনা করতে হয় সে বিষয়ে আপনার কি কোন ধারণা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১২.২	যদি হ্যাঁ হয়, তবে কিভাবে কৃষি ভিত্তিক প্রতিষ্ঠান গড়ে তুলতে সে বিষয়ে আপনার কোন ধারণা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১২.৩	যদি হ্যাঁ হয়, তবে কি ধরনের ধারণা আছে? (কোড: ১=খুবই বেশি, ২=বেশি, ৩=মোটামুটি, ৪=অল্প বিস্তর, ৫=খুবই কম)
১২.৪	কিভাবে ব্যবসায় উন্নতি করা যায় সে বিষয়ে আপনার কি কোন অভিজ্ঞতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১২.৫	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)
১২.৬	ক্রেতাদের সাথে যোগাযোগ, সময়, বিক্রি, ক্রেতার সাথে সম্পর্ক তৈরিতে আপনি কতটুকু দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)
১২.৭	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)
১২.৮	কৃষি ব্যবসায় লাভ-ক্ষতির হিসাব নির্ধারণে আপনি কি দক্ষ? (কোডঃ ১=হ্যাঁ, ২=না)
১২.৯	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)
১২.১০	আপনি কি আপনার কৃষি নির্ভর ব্যবসায়িক প্রতিষ্ঠানের লাভ ক্ষতির হিসাব রাখেন? (কোডঃ ১=হ্যাঁ, ২=না)

১৩.০	বাজারজাতকরণ সম্পর্কিত তথ্যাদি (সকল উত্তরদাতার জন্য)
১৩.১	আপনার কি ফসল বাজারজাতকরণে দক্ষতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.২	যদি হ্যাঁ হয়, তবে কোথা থেকে আপনি উক্ত বিষয়ে প্রশিক্ষণ পেয়েছেন? (কোড: ১=সরকারি প্রতিষ্ঠান থেকে, ২=এনজিও থেকে, ৩=অন্যান্য উৎস থেকে (উল্লেখ করুন.....))
১৩.৩	প্রক্রিয়াজাতকরণ ও বাজারজাতকরণ বিষয়ে আপনার কি আর কোন প্রশিক্ষণের প্রয়োজন আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.৪	যদি হ্যাঁ হয়, তবে কত দিনের প্রশিক্ষণের প্রয়োজন? (কোড: ১=১ সপ্তাহের, ২=দুই সপ্তাহের, ৩=দুই সপ্তাহের অধিক)
১৩.৫	ফসল আমদানি ও রপ্তানীর এবং উচ্চ-মূল্য পাবার জন্য উত্তম কৃষি চর্চা অনুসরণ করা দরকার? (কোড: ১=অত্যন্ত একমত, ২=একমত, ৩=মোটামুটি একমত, ৪=একমত নয়)
১৩.৬	বর্তমানে আপনি কোথায় ফসল বিক্রি করেন? (কোড: ১=সরাসরি মাঠ থেকে, ২=স্থানীয় বাজারে, ৩=ইউনিয়ন/উপজেলা বাজারে, ৪=জেলা বাজারে, ৫=কেন্দ্রীয় বাজারে, ৬=রপ্তানী, ৭=অন্যান্য(উল্লেখ করুন.....))
১৩.৭	আপনি কি ফসল বিক্রির সময় কোন সমস্যার সম্মুখীন হয়েছেন? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.৮	যদি হ্যাঁ হয়, তবে কোন ধরনের সমস্যার সম্মুখীন হন? (কোড: ১= মার্কেট লিংকেজ করা কঠিন, ২=বাজারে ফসল বিক্রি করা কঠিন, ৩=কমিশন দেওয়ার প্রয়োজন হয়, ৪=যানবাহনের সমস্যা, ৫=বাজারে ফসলের মূল্য কম, ৬=অন্যান্য (উল্লেখ করুন.....))
১৩.৯	আপনি কি ভ্যালু চেইন, এর প্রধান প্রধান সমস্যা এবং সমস্যা সমাধানের উপায় সম্বন্ধে জানেন? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.১০	যদি হ্যাঁ হয়, তবে এ বিষয়ে আপনার ধারণা কেমন? (কোড: ১=খুবই বেশি, ২=বেশি, ৩=মোটামুটি, ৪=অল্প বিস্তর, ৫=খুবই কম)
১৩.১১	সতেজ এবং প্রক্রিয়াজাত ফল এবং শাকসবজি বাজারজাতকরণে আপনি কি আইসিটি উপকরণ ব্যবহার করেন? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.১২	যদি হ্যাঁ হয়, তবে উক্ত বিষয়ে আপনার অভিজ্ঞতা কেমন? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)
১৩.১৩	আপনার কি ফল এবং সবজি বাজারজাতকরণে দেশীয় বাজার ব্যবস্থা, চুক্তিবদ্ধ খামার ব্যবস্থাপনা এবং দলীয়ভাবে বাজারজাতকরণ সম্পর্কে ধারণা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.১৪	যদি হ্যাঁ হয়, তবে এ বিষয়ে আপনার ধারণা কেমন? (কোড: ১=খুবই বেশি, ২=বেশি, ৩=মোটামুটি, ৪=অল্প বিস্তর, ৫=খুবই কম)
১৩.১৫	আপনার কি International Trade Centre (ITC) সম্পর্কে ধারণা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.১৬	যদি হ্যাঁ হয়, তবে এ বিষয়ে আপনার ধারণা কেমন? (কোড: ১=খুবই বেশি, ২=বেশি, ৩=মোটামুটি, ৪=অল্প বিস্তর, ৫=খুবই কম)
১৩.১৭	সতেজ এবং প্রক্রিয়াজাতকৃত ফল ও সবজি রপ্তানী করার জন্য আইটিসি মার্কেট অ্যানালাইসিস সরঞ্জামটি ব্যবহার করার আপনার কি দক্ষতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.১৮	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)
১৩.১৯	আপনার কি ফসল সংরক্ষণের কোন সুযোগ আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.২০	যদি না হয়, তবে আপনি কিভাবে ফসল সংরক্ষণ করেন? ১)....., ২=....., ৩=.....
১৩.২১	সতেজ এবং প্রক্রিয়াজাতকৃত ফল ও সবজি রপ্তানী কাজে আপনার কি কোন দক্ষতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.২২	উত্তর হ্যাঁ হলে, উক্ত বিষয়ে আপনি কেমন অভিজ্ঞ? (কোড: ১=অনেক অভিজ্ঞ, ২=অভিজ্ঞ, ৩=মোটামুটি অভিজ্ঞ, ৪= কোন অভিজ্ঞতা নেই, ৫=শুধুমাত্র ধারণা আছে)
১৩.২৩	আপনি যদি রপ্তানী করেন, তবে স্থল বন্দরে আপনি কি কোন সমস্যার সম্মুখীন হয়েছেন? (কোডঃ ১=হ্যাঁ, ২=না)
১৩.২৪	যদি হ্যাঁ হয়, তবে কি ধরনের সমস্যার সম্মুখীন হয়েছেন? (কোড: ১= কাষ্টমস ছাড়পত্রের জন্য অধিক

	সময় অপেক্ষা করতে হয়েছিল, ২= কোয়ারেন্টাইন ছাড়পত্রের জন্য অধিক সময় অপেক্ষা করতে হয়েছিল, ৩= পণ্য খালাসের সরঞ্জামাদির স্বল্পতার কারণে অধিক সময় লেগেছিল, ৪= দীর্ঘ প্রক্রিয়াজাতকরণের কারণে পণ্যগুলোর গুণগতমান নষ্ট হয়েছিল, ৪= নিরাপত্তার অভাব, ৬= ব্যাংক সুবিধা/পরিসেবার মান কম)	
১৩.২৫	আপনি রপ্তানী কাজে কোন সীমান্ত বন্দরটি ব্যবহার করেন? (১=বেনাপোল, ২=ভোমরা, ৩=রামগড়, ৪=শ্যাওলা)	
১৩.২৬	বন্দরে রাস্তা ও অন্যান্য অবকাঠামোর বর্তমান কার্যকর অবস্থা কেমন? (কোড: ১=খুব ভালো, ২=ভালো, ৩=কিছুটা ভালো, ৪=খারাপ, ৫=খুবই খারাপ)	
১৩.২৭	পণ্য রফতানি করার জন্য আপনার কি কোন দক্ষতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)	
১৩.২৮	যদি না হয়, তবে আপনি প্রকল্প থেকে এ ধরনের প্রশিক্ষণ আশা করেন? (কোডঃ ১=হ্যাঁ, ২=না)	
১৩.২৯	ভারত/নেপাল/ভুটানে পণ্য রপ্তানীতে আপনার কি ধরনের সহযোগীতার প্রয়োজন? (কোড: ১= আর্থজাতিক ক্রেতার সাথে যোগাযোগ, ২=স্থল বন্দরে বিশেষ সহযোগীতা, ৩= দ্রুত ছাড়পত্রের ব্যবস্থা, ৪= আর্থজাতিক ব্যাংক লেনদেনের সুবিধা, ৫= শুল্ক বাধা হ্রাস করা, ৬= অন্যান্য (উল্লেখ করুন.....))	
<b>১৪.০</b>	<b>শুধুমাত্র মহিলাদের জন্য</b>	
১৪.১	ফসল উৎপাদন এবং প্রক্রিয়াজাতকরণে আপনি কি যুক্ত? (কোডঃ ১=হ্যাঁ, ২=না)	
১৪.২	যদি হ্যাঁ হয়, তবে কোন ধরনের ফসলের সাথে যুক্ত? (কোড: ১=শাক-সবজি, ২=ফল, ৩=ফুল, ৪= অন্যান্য (উল্লেখ করুন.....))	
১৪.৩	ফসল উৎপাদন এবং প্রক্রিয়াজাতকরণের উপর আপনি কি কোন প্রশিক্ষণ গ্রহণ করেছেন? (কোডঃ ১=হ্যাঁ, ২=না)	
১৪.৪	যদি হ্যাঁ হয়, তবে কোন বিষয়ে প্রশিক্ষণ পেয়েছেন? ১)....., ২=....., ৩=.....	
১৪.৫	আপনার কি উদ্যোক্তা সম্পর্কে কোনও ধারণা আছে? (কোডঃ ১=হ্যাঁ, ২=না)	
১৪.৬	মহিলা উদ্যোক্তা হওয়ার জন্য কোন কোন সুবিধার প্রয়োজন? (কোড: ১=প্রশিক্ষণ, ২=ঋণের সুবিধা, ৩=মহিলাদের জন্য আলাদা পরিসেবা, ৪=যোগাযোগের সুবিধা, ৫= অন্যান্য (উল্লেখ করুন.....))	
১৪.৭	মহিলারা কোন ক্ষেত্রগুলিতে বেশি জড়িত হতে পারে? (কোড: ১=উৎপাদনে, ২=প্রক্রিয়াজাতকরণে, ৩=বিপণনে, ৪=বাণিজ্যে, ৫= অন্যান্য (উল্লেখ করুন.....))	
১৪.৮	বাংলাদেশের স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	<b>সুবিধা</b>	<b>অসুবিধা</b>
১.		
২.		
৩.		
১৪.৯	ভারত/নেপাল/ভুটান স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	<b>সুবিধা</b>	<b>অসুবিধা</b>
১.		
২.		
৩.		

তথ্য সংগ্রহকারীর নামঃ  
স্বাক্ষরঃ

তারিখঃ

## Appendix-4: স্থানীয় উপকারভোগীদের জন্য প্রশ্নাবলী

ক্রমিক নং:

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গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১  
স্থানীয় উপকারভোগীদের জন্য প্রশ্নাবলী

### ১.০ উত্তরদাতার পরিচিতিঃ

১.১ উত্তরদাতার নামঃ .....

১.২ লিঙ্গঃ (কোড: ১= পুরুষ, ২= নারী, ৩= তৃতীয় লিঙ্গ)

১.৩ ঠিকানাঃ

গ্রাম:....., উপজেলা:..... জেলা: .....

১.৪ উত্তরদাতার পিতার নাম:

১.৫ যোগাযোগের

ই-মেইল

নাম্বারঃ..... ঠিকানাঃ.....

১.৬ উত্তরদাতার বয়স?

১.৭ শিক্ষাগত যোগ্যতা: (কোড: ১=স্নাতক ও স্নাতকত্তোর, ২=উচ্চ-মাধ্যমিক, ৩=মাধ্যমিক, ৪=অষ্টম শ্রেণি, ৫=পঞ্চম শ্রেণি, ৬=স্বাক্ষর জ্ঞান সম্পন্ন, ৭= স্বাক্ষর জ্ঞানহীন)

১.৮ বৈবাহিক অবস্থা: (কোড: ১=অবিবাহিত, ২=বিবাহিত)

### ২.০ অর্থনৈতিক প্রভাবসমূহ

২.১ আপনার এলাকায় স্থল বন্দর নির্মাণ বা পুনর্বাসন করার ফলে কি কি সুযোগ সুবিধার সৃষ্টি হয়েছে? (কোড: ১=চাকুরী সুযোগ, ২=ব্যবসার সুযোগ, ৩=যোগাযোগের উন্নতি, ৪=নিরাপত্তা বৃদ্ধি, ৫= অন্যান্য (উল্লেখ করুন.....))

২.২ বর্তমানে আপনি কোন ধরনের পেশার সাথে যুক্ত আছেন? (কোড: ১=চাকুরী, ২=ব্যবসা, ৩= অন্যান্য (উল্লেখ করুন.....))

২.৩ যদি চাকুরী করেন তবে কোন ধরনের পেশার সাথে যুক্ত? (কোড: ১=দিনমজুর, ২=ফুল-টাইম চাকুরী, ৩=পার্ট-টাইম চাকুরী, ৪= অন্যান্য (উল্লেখ করুন.....))

২.৪ যদি ব্যবসা করেন, তবে কোন ধরনের ব্যবসার সাথে যুক্ত? (কোড: ১=কৃষি পণ্য, ২=মুদি দোকান, ৩=রেস্টুরেন্ট/হোটেল, ৪=ফটোকপি, ৫= মানি একচেঞ্জ, ৬= অন্যান্য (উল্লেখ করুন.....))

২.৫ স্থল বন্দরে সুযোগ সুবিধা বৃদ্ধির ফলে আপনার পণ্য বিক্রয়/বাজারজাতকরণ সহজ হয়েছে-এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)

২.৬ দয়া করে আপনার বাৎসরিক আয় ও ব্যয়ের হিসাব উল্লেখ করুন:

১) আয়: .....টাকা, ২) ব্যয়: .....টাকা।

### ৩.০ সামাজিক প্রভাব

৩.১ স্থল বন্দর উন্নয়নের কারণে গুরুত্বপূর্ণ শহর ও জেলাগুলোতে যোগাযোগ সহজ হয়েছে- এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)

৩.২ স্থল বন্দর উন্নয়নের কারণে আপনার এলাকার নিরাপত্তা জোরদার হয়েছে - এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)

৩.৩ এই সকল উন্নয়নের কারণে বাচ্চারা সহজে স্কুলে যেতে পারে- এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)

৩.৪ এই সকল উন্নয়নের কারণে আপনি সহজে আত্মীয়র বাসায় যেতে পারে- এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)

- ৩.৫ স্থল বন্দর উন্নয়নের কারণে জনগণের সামাজিক অংশগ্রহণ বৃদ্ধি পেয়েছে- এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৩.৬ স্থল বন্দরের কারণে মহিলাদের সুযোগ সৃষ্টি হয়েছে- এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৩.৭ স্থল বন্দরের কারণে কন্যা সন্তানদের সহজে বিবাহ দেওয়া সম্ভব হচ্ছে- এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৩.৮ স্থল বন্দর সুবিধার কারণে নিত্য-ব্যবহার্য পণ্যের সহজলভ্যতা সৃষ্টি হয়েছে - এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৩.৯ স্থল বন্দর সুবিধার কারণে চিকিৎসা সামগ্রীর সহজলভ্যতা সৃষ্টি হয়েছে - এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)

#### ৪.০ পরিবেশের উপর প্রভাব

- ৪.১ স্থল বন্দর নির্মাণের কারণে আপনার এলাকার সবুজায়ন নষ্ট হয়েছে - এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৪.২ স্থল বন্দর নির্মাণের কারণে আপনার এলাকার সমতল জমির ক্ষতি হয়েছে - এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৪.৩ স্থল বন্দর নির্মাণের সময় আপনার এলাকার ফসলের জমি ও বনের ক্ষতি হয়েছিল - এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৪.৪ স্থল বন্দর নির্মাণের কারণে আপনার এলাকার বন্যা ও জলাবদ্ধতার সৃষ্টি হয় - এ বিষয়ে আপনি কি একমত? (কোডঃ ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ৪.৫ স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধা উল্লেখ করুন:

সুবিধা:

- ১.....
- ২.....
- ৩.....

অসুবিধা:

- ১.....
- ২.....
- ৩.....

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ



Appendix-5: পরিবহনের সাথে জড়িত উত্তরদাতাদের জন্য প্রশ্নাবলী

ক্রমিক নং:

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গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১  
বেজলাইন সমীক্ষা  
পরিবহনের সাথে জড়িত উত্তরদাতাদের জন্য প্রশ্নাবলী

১.০ উত্তরদাতার পরিচিতিঃ

১.১ উপকারভোগীর নামঃ .....

১.২ লিঙ্গঃ (কোড: ১= পুরুষ, ২= নারী, ৩= তৃতীয় লিঙ্গ)

১.৩ উপকারভোগীর পিতার নামঃ.....

১.৪ ঠিকানাঃ

গ্রাম:....., ইউনিয়ন:.....,  
উপজেলা:..... জেলা: .....

১.৪ উপকারভোগীর বয়স: ..... বছর।

১.৫ বৈবাহিক অবস্থা: (কোড: ১=অবিবাহিত, ২=বিবাহিত)

১.৬ শিক্ষাগত যোগ্যতা: (কোড: ১=< ৮ম শ্রেণি, ২=<এস.এস.সি, ৩=<এইচ.এস.সি, ৪=<স্নাতক,  
৫=<স্নাতকোত্তর, ৬=<স্নাতকোত্তর এর অধিক)

১.৭ যোগাযোগের ই-মেইল  
নাম্বারঃ..... ঠিকানাঃ.....

২.০ ব্যবসা সম্পর্কিত তথ্যাদি

- ২.১ যানবাহনের ধরণঃ (কোড: ১=ট্রাক, ২=ভ্যান, ৩=রিক্সা, ৪=কার, ৫=অন্যান্য (উল্লেখ করুন).....[একাধিক উত্তর গ্রহণযোগ্য]
- ২.২ পেশার ধরণঃ (কোড: ১= মালিক, ২=ড্রাইভার, ৩=হেলপার, ৪=অন্যান্য (উল্লেখ করুন).....[একাধিক উত্তর গ্রহণযোগ্য]
- ২.৩ কত বছর ধরে এই সীমান্ত বন্দর ব্যবহার করে ব্যবসা করছেন? (কোড: ১=<১ বছর, ২= ১-৩ বছর, ৩=৩-৫ বছর, ৪=>৫বছর)
- ২.৪ এই সীমান্ত বন্দরে আপনি কি ধরণের সেবা প্রদান করেন? (কোড: ১=পণ্য পরিবহন, ২=পথচারী পরিবহন, ৩=অন্যান্য (উল্লেখ করুন.....) (একাধিক উত্তর গ্রহণযোগ্য)
- ২.৫ আপনি সাধারণত কোন কোন সীমান্ত বন্দর বেশি ব্যবহার করেন? (কোডঃ ১= বেনাপোল, ২= রামগড়, ৩= শ্যাওলা, ৪= ভোমরা)
- ২.৬ আপনি কি কখনও বাংলাদেশ এবং ভারত সীমান্তে পণ্য নিয়ে যাতায়াত করেছেন? (কোডঃ ১=হ্যাঁ, ২=না)
- ২.৭ যদি হ্যাঁ হয়, তবে সপ্তাহে কতবার ভ্রমণ করেন? (কোড: ১=১-২ বার/সাপ্তাহে, ২=৩-৪ বার/সপ্তাহে, ৩=৫-৬ বার/সপ্তাহে, ৪=অন্যান্য (উল্লেখ করুন.....))
- ২.৮ আপনি সাধারণত কি ধরণের পণ্য সীমান্ত দিয়ে পরিবহন করে থাকেন? (কোড: ১=কৃষি, ২=তৈরি পোশাক, ৩=পাথর, ৪=কয়লা, ৫=অন্যান্য (উল্লেখ করুন.....))(একাধিক উত্তর গ্রহণযোগ্য)
- ২.৯ সীমান্ত থেকে গন্তব্য পর্যন্ত রাস্তার অবকাঠামো কেমন?  
(কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)
- ২.১০ ট্রাক স্ট্যান্ড এবং মালামাল উঠানো/নামানোর সুযোগ সুবিধা কেমন?

- (কোডঃ ১= খুব ভালো, ২= ভালো, ৩= মোটামুটি ভালো, ৪= খারাপ, ৫= খুবই খারাপ)
- ২.১১ ট্রাকের মালামালের ছাড়পত্র পেতে আপনাকে কতক্ষণ অপেক্ষা করতে হয়েছিলো উল্লেখ করুনঃ  
(কোডঃ ১=>১২ঘণ্টা, ২= >২৪ ঘণ্টা; ৩=>৪৮ ঘণ্টা, ৪=>৭২ ঘণ্টা, ৫=>৯৬ ঘণ্টা, ৬=তেমন অপেক্ষা করতে হয়নি; ৭= অনেকক্ষণ অপেক্ষা করতে হয়েছে)
- ২.১২ ক্লিয়ারেন্সের জন্য অতিবাহিত সময় সম্পর্কে আপনার মতামত? (কোড: ১=দ্রুত সম্পন্ন হচ্ছে, ২=মোটামুটি, ৩=ধীর গতি সম্পন্ন, ৪=অতি ধীর গতি সম্পন্ন)
- ২.১৩ সর্বোপরি, বিজিবি'র সাথে আপনার অভিজ্ঞতা কেমন ছিলো?  
(কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)
- ২.১৪ বিজিবি'র কারণে আপনি কি কোন সমস্যা/হয়রানির শিকার হয়েছিলেন? (কোডঃ ১=হ্যাঁ, ২=না)
- ২.১৫ সীমান্তে আরো উন্নত সেবা প্রাপ্তির জন্য আপনার সুপারিশ প্রদান করুন:  
ইমিগ্রেশনঃ
- ১.....  
২.....
- কাস্টমসঃ
- ১.....  
২.....


তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

Appendix-6: সি এন্ড এফ/পণ্য খালাস এজেন্ট/রপ্তানীকারক/আমদানীকারক/চেম্বার

ক্রমিক নং:

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গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১

সি এন্ড এফ/পণ্য খালাস এজেন্ট/রপ্তানীকারক/আমদানীকারক/চেম্বার

১.০ উত্তরদাতার পরিচিতিঃ

১.১ উত্তরদাতার নামঃ .....

১.২ লিঙ্গঃ (কোড: ১= পুরুষ, ২= নারী, ৩= তৃতীয় লিঙ্গ)

১.৩ ঠিকানাঃ  
গ্রাম:....., উপজেলা:..... জেলা: .....

১.৪ উত্তরদাতার পিতার নাম:

১.৫ যোগাযোগের ই-মেইল  
নাম্বারঃ..... ঠিকানাঃ .....

১.৬ উত্তরদাতার বয়স?

১.৭ শিক্ষাগত যোগ্যতা: (কোড: ১=স্নাতক ও স্নাতকত্তোর, ২=উচ্চ-মাধ্যমিক, ৩=মাধ্যমিক, ৪=অষ্টম শ্রেণি, ৫=পঞ্চম শ্রেণি, ৬=স্বাক্ষর জ্ঞান সম্পন্ন, ৭= স্বাক্ষর জ্ঞানহীন)

১.৮ বৈবাহিক অবস্থা: (কোড: ১=অবিবাহিত, ২=বিবাহিত)

২.০ প্রতিষ্ঠান সম্পর্কিত ধারণা

২.১ কি ধরণের প্রতিষ্ঠান:  
(কোড: ১= সি এন্ড এফ এজেন্ট, ২= পণ্য খালাস এজেন্ট, ৩= রপ্তানীকারক, ৪= আমদানীকারক, ৫= চেম্বার, ৬= অন্যান্য (উল্লেখ করুন).....)

২.২ কত বছর ধরে ব্যবসার সাথে যুক্ত: (কোড: ১= ১-৫ বছর, ২=৬-১০ বছর, ৩=১১-১৫ বছর, ৪= ১৬ বছরের অধিক সময় ধরে)

২.৩ সর্বমোট কর্মচারীর সংখ্যা: (কোড: ১=<১০ জন, ২=<২৫ জন, ৩=>২৫ জন)

২.৪ আপনি কি কোন সরকারি প্রতিষ্ঠান থেকে রেজিস্ট্রেশন করেছেন? (কোডঃ ১=হ্যাঁ, ২=না)

২.৫ যদি হ্যাঁ হয়, তবে কোন প্রতিষ্ঠান থেকে রেজিস্ট্রেশন করেছেন? (কোড: ১=সিটি করপোরেশন, ২=পৌরসভা, ৩=ইউনিয়ন পরিষদ, ৪=জয়েন্ট স্টক কোম্পানী, ৫=অন্যান্য (উল্লেখ করুন).....)

২.৬ আপনি কি কোন ব্যবসায়িক চেম্বারের সদস্য? (কোডঃ ১=হ্যাঁ, ২=না)

২.৭ যদি হ্যাঁ হয়, তবে ব্যবসায়িক চেম্বারের নাম বলুন

২.৮ চেম্বার থেকে আপনি কি ধরণের সুবিধা/সহযোগীতা পেয়েছেন?

২.৯ আপনি কি প্রকল্প থেকে কোন ধরণের সহযোগীতা পেয়েছেন? (কোডঃ ১=হ্যাঁ, ২=না)

২.১০ যদি হ্যাঁ হয়, তবে কি ধরণের সহযোগীতা পেয়েছেন/পাবেন?  
১)....., ২).....

৩.০ বানিজ্য সংক্রান্ত তথ্য

৩.১ আপনি কোন সীমান্ত বন্দরটি ব্যবহার করেন? (১=বেনাপোল, ২=ভোমরা, ৩=রামগড়, ৪=শ্যাওলা)

৩.২ আপনি কি বাংলাদেশ ও ভারত সীমান্তে পণ্য নিয়ে যাতায়াত করেছেন? (কোডঃ ১=হ্যাঁ, ২=না)

৩.৩ যদি হ্যাঁ হয়, তবে কতবার ভ্রমণ করেছেন? (কোড: ১=সপ্তাহে ১-২ বার, ২= সপ্তাহে ৩-৪ বার, ৩= সপ্তাহে ৫-৬ বার, ৪= অন্যান্য (উল্লেখ করুন).....)

৩.৪ যে ধরনের পণ্য আপনি আমদানি/রপ্তানি/খালাশ করেন:  
 রপ্তানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩=পাথর, ৪=কয়লা, ৫=অন্যান্য, উল্লেখ  
 করুন.....  
 আমদানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩= পাথর, ৪=কয়লা, ৫=অন্যান্য, উল্লেখ করুন.....

৩.৫	পণ্য আমদানি/রপ্তানির পরিমাণঃ পণ্যের নাম এবং পরিমাণ (কেজি)	
	পণ্যের নাম	পরিমাণ (কেজি)
রপ্তানি	১.	
	২.	
আমদানি	১.	
	২.	

৩.৬ ট্রাকের মালামালের ছাড়পত্র পেতে আপনাকে কতক্ষণ অপেক্ষা করতে হয়েছিলো উল্লেখ করুনঃ  
 বাংলাদেশে: (কোডঃ ১= >২৪ ঘণ্টা; ২=>৪৮ ঘণ্টা, ৩=>৭২ ঘণ্টা, ৪=>৯৬ ঘণ্টা, ৫=তেমন অপেক্ষা  
 করতে হয়নি; ৬= অনেকক্ষণ অপেক্ষা করতে হয়েছে)  
 ভারত/নেপাল/ভুটান: (কোডঃ ১= >২৪ ঘণ্টা; ২=>৪৮ ঘণ্টা, ৩=>৭২ ঘণ্টা, ৪=>৯৬ ঘণ্টা, ৫=তেমন  
 অপেক্ষা করতে হয়নি; ৬= অনেকক্ষণ অপেক্ষা করতে হয়েছে)

৩.৭ মালামাল ছাড়পত্রের জন্য এই অপেক্ষা গ্রহণযোগ্য ছিল কি? (কোড: ১=গ্রহণযোগ্য ছিল, ২= গ্রহণযোগ্য  
 নয়)

৩.৮ ট্রাক ক্লিয়ারেন্সের জন্য কি ধরনের খরচ করতে হয়? (কোড: ১=কর/কাষ্টমস শুদ্ধ, ২=স্পিড মানি,  
 ৩=অন্য ফি, ৪=সার্ভিস চার্জ, ৫= অন্যান্য (উল্লেখ করুন).....)

৩.৯ সর্বোপরি, বিজিবি'র সাথে আপনার অভিজ্ঞতা কেমন ছিলো?  
 (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)

৩.১০ বিজিবি'র কারণে আপনি কি কোন সমস্যা/হয়রানির শিকার হয়েছিলেন? (কোডঃ ১=হ্যাঁ, ২=না)

৩.১১ সর্বোপরি, নিরাপত্তা সেবার মান নিয়ে আপনি কতটুকু সন্তুষ্ট?  
 (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)

৩.১২ সামগ্রিকভাবে, অবকাঠামো এবং লজিস্টিক সুবিধার মান নিয়ে আপনি কতটুকু সন্তুষ্ট?  
 (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)

৩.১৩ সামগ্রিকভাবে, ব্যাংক সুবিধার মান নিয়ে আপনি কতটুকু সন্তুষ্ট?  
 (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)

**৪.০ ব্যাংক সংক্রান্ত তথ্যাদি**

৪.১ স্থল বন্দরের কাছাকাছি কি কোন ব্যাংক সুবিধা আছে? (কোডঃ ১=হ্যাঁ, ২=না)

৪.২ যদি হ্যাঁ হয়, তবে কতগুলো ব্যাংকের শাখা রয়েছে? (কোড: ১=১-২টি, ২=৩-৫টি, ৪=৫এর অধিক)

৪.৩ আপনি কি ব্যাংক সেবায় কোন ধরনের সমস্যার সম্মুখীন হয়েছেন? (কোডঃ ১=হ্যাঁ, ২=না)

৪.৪ যদি হ্যাঁ হয়, তবে কোন কোন সমস্যার সম্মুখীন হয়েছেন? (কোড: ১= অর্থের স্বল্পতা, ২=অপর্যাপ্ত  
 কাজের সময়, ৩=ধীরে সেবা প্রদান, ৪= অন্যান্য (উল্লেখ করুন).....)

**৫.০ শুল্ক এবং ন্যাশনাল সিঙ্গেল উন্ডিও (এনএসডব্লিউ) সম্পর্কিত তথ্যাদি**

৫.১ মালামালের ছাড়পত্র পেতে আপনাকে কতক্ষণ অপেক্ষা করতে হয়েছিলো উল্লেখ করুনঃ  
 (কোডঃ ১= অপেক্ষা করতে হয়নি; ২=>২৪ ঘণ্টা; ৩=>৪৮ ঘণ্টা, ৪=>৭২ ঘণ্টা, ৫=>৯৬ ঘণ্টা, ৬=  
 >১২০ ঘণ্টা, ৭= ৫=>১৪৪ ঘণ্টা)

৫.২ এর জন্য আপনাকে কি কোন অর্থ খরচ করতে হয়েছিল? (কোডঃ ১=হ্যাঁ, ২=না)

৫.৩ যদি হ্যাঁ হয় তবে কি পরিমাণ অর্থ এবং কোন খাতে লেগেছিল?  
 ১) অর্থের পরিমাণ: -----টাকা, ২) খাত:-----

৫.৪ সর্বোপরি, কাষ্টমস/এনবিআর-এর সেবার মান নিয়ে আপনি কতটুকু সন্তুষ্ট?  
 (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)

৫.৫ আপনি কি এনএসডব্লিউ-থেকে কোন ধরনের সেবা পেয়েছেন? (কোডঃ ১=হ্যাঁ, ২=না)

৫.৬ যদি হ্যাঁ হয়, তবে ম্যানুয়াল সিস্টেমের চেয়ে এনএসডব্লিউ-র সেবার মান নিয়ে আপনি কতটুকু সন্তুষ্ট?

৫.৭ (কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)  
যদি না হয়, তবে এনএসডব্লিউ-থেকে আপনি কেন সেবা গ্রহণ করেন নি? (কোড: ১=কর্মকর্তাদের সদইচ্ছার অভাব, ২=অবকাঠামোর অভাব, ৩=প্রতিষ্ঠানের প্রস্তুতির অভাব, ৪=দক্ষ জনবলের অভাব, ৫= অন্যান্য (উল্লেখ করুন).....)

৬.০ **শুধুমাত্র কৃষি/খাদ্য সামগ্রী সম্পর্কিত**

৬.১ সর্বোপরি, কোয়ারেন্টাইন/বিএসটিআই সেবা নিয়ে আপনি কতটুকু সন্তুষ্ট?  
(কোডঃ ১= খুবই সন্তুষ্ট, ২= সন্তুষ্ট, ৩=মোটামুটি সন্তুষ্ট, ৪=ততটা সন্তুষ্ট নই, ৫=খুবই অসন্তুষ্ট)

৬.২ ভারত/নেপাল/ভুটান-এর কোয়ারেন্টাইন সেবার সাথে বাংলাদেশের কোয়ারেন্টাইন/বিএসটিআই সেবার মান কেমন সে ব্যাপারে আপনার মতামত দিন?

(কোডঃ ১. অনেক ভালো, ২. কিছুটা ভালো, ৩. অতটা ভালো না, ৪. বেশ খারাপ, ৫. মোটামুটি একই)

৬.৩ কোয়ারেন্টাইন/বিএসটিআই সেবা দানকারী কর্মকর্তাদের কাছে কোন সমস্যা/হয়রানির শিকার হয়েছিলেন কি? (কোডঃ ১= হ্যাঁ, ২=না)

৬.৪ যদি হ্যাঁ হয়, তবে সমস্যার কারণ কি? (কোড: ১=কর্মকর্তাদের সদইচ্ছার অভাব, ২=অবকাঠামোর অভাব, ৩=কর্মকর্তাদের মন্দ উদ্দেশ্য, ৪=দক্ষ জনবলের অভাব, ৫= অন্যান্য (উল্লেখ করুন).....)

৭.০ **সকলের জন্য**

৭.১	বাংলাদেশের স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	সুবিধা	অসুবিধা
১.		
২.		
৩.		
৭.২	ভারত/নেপাল/ভুটান স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	সুবিধা	অসুবিধা
১.		
২.		
৩.		

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

## Appendix-7: আইসিটি প্রশিক্ষণার্থী

ক্রমিক নং:

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গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১

### আইসিটি প্রশিক্ষণার্থী

#### ১.০ উত্তরদাতার পরিচিতিঃ

১.১ উত্তরদাতার নামঃ .....

১.২ লিঙ্গাঃ (কোড: ১= পুরুষ, ২= নারী, ৩= তৃতীয় লিঙ্গা)

১.৩ ঠিকানাঃ

গ্রামঃ....., উপজেলাঃ..... জেলাঃ

.....

১.৪ উত্তরদাতার পিতার নাম:

১.৫ যোগাযোগের ই-মেইল  
নাম্বারঃ..... ঠিকানাঃ.....

১.৬ উত্তরদাতার বয়স?

১.৭ শিক্ষাগত যোগ্যতা: (কোড: ১=স্নাতক ও স্নাতকত্তোর, ২=উচ্চ-মাধ্যমিক, ৩=মাধ্যমিক, ৪=অষ্টম শ্রেণি,  
৫=পঞ্চম শ্রেণি, ৬=স্বাক্ষর জ্ঞান সম্পন্ন, ৭= স্বাক্ষর জ্ঞানহীন)

১.৮ বৈবাহিক অবস্থা: (কোড: ১=অবিবাহিত, ২=বিবাহিত)

১.৯ পেশা: (কোড: ১=ব্যবসা, ২=চাকুরী, ৩=অন্যান্য.....)

১.১০ আপনি কি কোন ব্যবসায়িক প্রতিষ্ঠানের সদস্য/মালিক? (কোডঃ ১=হ্যাঁ, ২=না)

১.১১ যদি হ্যাঁ হয়, তবে প্রতিষ্ঠানের নাম কি? .....

১.১২ উক্ত প্রতিষ্ঠানের সাথে আপনি কতবছর ধরে যুক্ত? (কোড: ১=১-৩ বছর, ২= ৪-৬ বছর, ৩= ৭-১০ বছর, ৪=১১ বছরের ও তার অধিক)

#### ২.০ আইসিটি বিষয়ক তথ্য

২.১ কম্পিউটার পরিচালনায় আপনার কি কোন দক্ষতা আছে? (কোডঃ ১=হ্যাঁ, ২=না)

২.২ যদি হ্যাঁ হয়, তবে আপনি কোন বিষয়ে দক্ষ? (কোড: ১=এমএস অফিস, ২=ওয়েব/ফেসবুক/ই-  
মেইল/ইউটিউব ব্যবহার, ৩= গ্রাফিক, ৪= অন্যান্য (উল্লেখ করুন).....)

২.৩ আপনি কি আইসিটি বিষয়ে কোন প্রশিক্ষণ গ্রহণ করেছেন? (কোডঃ ১=হ্যাঁ, ২=না)

২.৪ যদি হ্যাঁ হয়, তবে কোথা থেকে প্রশিক্ষণ গ্রহণ করেছেন? (কোড: ১=প্রকল্প থেকে, ২=আইটি প্রতিষ্ঠান  
থেকে, ৩=এনজিও থেকে, ৪=শিক্ষা প্রতিষ্ঠান থেকে, ৫= অন্যান্য (উল্লেখ করুন).....)

২.৫ যদি হ্যাঁ হয়, তবে কোন বিষয়ে প্রশিক্ষণ পেয়েছেন? (কোড: ১=কম্পিউটার পরিচালনা ও এমএস  
অফিস, ২=সফটওয়্যার, ৩=ওয়েবপেজ/গ্রাফিক ডিজাইন, ৪=ডাটা এন্যলাইসিস, ৫= অন্যান্য (উল্লেখ  
করুন).....)

২.৬ প্রশিক্ষণের সময়কাল কতদিন ছিল? (কোড: ১=১ সপ্তাহ, ২=২ সপ্তাহ, ৩=চার সপ্তাহ, ৪=১২ সপ্তাহ, ৫=  
অন্যান্য (উল্লেখ করুন).....)

২.৭ আপনি বর্তমানে আপনার আইটি বিষয়ক জ্ঞান কোথায় কাজে লাগাচ্ছেন? (কোড: ১= নিজের ব্যবসায়,  
২=চাকুরিতে)

২.৮ আপনার বর্তমানে বাৎসরিক আয় কত টাকা?

-----টাকা।



২.৯ ব্যবসা/চাকুরীতে আইটি বিষয়ক জ্ঞানের পজিটিভ প্রভাব রয়েছে-এ বিষয়ে আপনার মতামত কি? (কোড:   
 ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)

**৩.০ প্রশিক্ষণ সংক্রান্ত তথ্য**

৩.১ আপনার কি আইটি বিষয়ক কোন প্রশিক্ষণের দরকার আছে? (কোড: ১=হ্যাঁ, ২=না)

৩.২ যদি হ্যাঁ হয়, তবে কোন বিষয়ে প্রশিক্ষণের দরকার আছে? (কোড: ১=ওয়েব পেজ তৈরি, ২=ই-মেইল/ইউটিউব কমিনিকেশন, ৩= এমএস অফিস পরিচালনা, ৪= অন্যান্য (উল্লেখ করুন).....)

৩.৩ কতদিনের প্রশিক্ষণ আপনার জন্য উপযুক্ত বলে মনে করেন? (কোড: ১=১ সপ্তাহ, ২=২ সপ্তাহ, ৩=চার সপ্তাহ, ৪=১২ সপ্তাহ, ৫= অন্যান্য (উল্লেখ করুন).....)

৩.৪	বাংলাদেশের স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	<b>সুবিধা</b>	<b>অসুবিধা</b>
১.		
২.		
৩.		
৩.৫	ভারত/নেপাল/ভুটান স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	<b>সুবিধা</b>	<b>অসুবিধা</b>
১.		
২.		
৩.		

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

## Appendix-8: দলীয় আলোচনা (FGD)

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার  
ডব্লিউটিও সেল, বাণিজ্য মন্ত্রণালয়  
বাংলাদেশ রিজিওনাল কানেক্টিভিটি প্রকল্প-১

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### উৎপাদনকারীদের নিয়ে দলীয় আলোচনা

#### ১.০ ক: সাধারণ তথ্য

১.১ এফজিডি সম্পন্নের স্থান: .....

১.২ সময়:.....

১.৩ অংশগ্রহণকারীদের ধরণ: .....

#### ২.০ খ: টেকনিক্যাল অংশ

২.১ বছরে প্রতি আপনারা মোট কতটি ফসল চাষ করেছেন?

২.২ বছর ব্যাপি আপনি কি কি ফসল চাষ করেন?

খরিপ-১

খরিপ-২

রবি

১.

১.

১.

২.

২.

২.

৩.

৩.

৩.

২.৩ ফসল চাষে উত্তম কৃষি চর্চা সম্পর্কে কি আপনার কি কোন অভিজ্ঞতা আছে? থাকলে কি ধরণের অভিজ্ঞতা আছে?

২.৪ ফল ও সবজির গুণগতমান বজায় রাখার জন্য ফসল উত্তোলন পূর্ববর্তী কোন কোন প্রভাবক গুলো ভূমিকা রাখে? (কোড: ১=জমি তৈরি, ২=সার ব্যবহার, ৩=সেচ, ৪=পরিচর্যা, ৫=বালাইনাশকের ব্যবহার, ৬=মাটি পরীক্ষা, ৭=অন্যান্য (উল্লেখ করুন.....))

২.৫ ফসল উত্তোলন পরবর্তী ক্ষতি হ্রাসে আপনারা কি দক্ষ? আপনারা কিভাবে সবজি/ফল উত্তোলন পরবর্তী ক্ষতি হ্রাস করেন?

২.৬ সতেজ সবজি চাষে ফসল উত্তোলন পরবর্তী ব্যবস্থাপনার গুরুত্ব সম্পর্কে আপনারা জানেন কি? কি কি বিষয়ে জানেন?

২.৭ সবজি ও ফল উত্তোলনের পর সেগুলো সতেজ রাখার উপায় কি?

২.৮ কোল্ড চেইন ম্যানেজমেন্টের মাধ্যমে কিভাবে সবজি ও ফলের সেক্ষ লাইফ বৃদ্ধি করা যায়?

২.৯ আপনারা কিভাবে খাদ্য নিরাপত্তা ও এর গুণগতমান নিয়ন্ত্রণ করেন?

২.১০ ফসলের গুণগতমান কোন বিষয়গুলো দ্বারা প্রভাবিত হয়?

২.১১ আপনারা কিভাবে ফসল উত্তোলনের সময় নির্ধারণ করেন?

২.১২ আপনারা কিভাবে ফসল উত্তোলন করেন?

২.১৩ রাসায়নিক দ্রব্য ব্যবহারের সঠিক পদ্ধতি ও মানদণ্ডের বিষয়ে আপনারা কতটুকু অভিজ্ঞ এবং কিভাবে রাসায়নিক দ্রব্য ব্যবহার করেন?

২.১৪ আপনারা কিভাবে সবজি ও ফলের সেলফ লাইফ বৃদ্ধি করেন?

২.১৫ আপনারা কিভাবে সবুজ ফল সংরক্ষন করেন? (কোডঃ ১=হ্যাঁ, ২=না)

২.১৬ ফসল পরিবহনে কোন ধরণের যানবাহন ব্যবহার করেন?

২.১৭ পণ্য পরিবহনের কোন কোন সমস্যার সম্মুখীন হন?

২.১৮ আপনার কিভাবে কৃষি ব্যবসায় লাভ-ক্ষতির হিসাব করেন?

২.১৯ প্রক্রিয়াজাতকরণ ও বাজারজাতকরণ বিষয়ে আপনারা কি এবং কোন ধরণের প্রশিক্ষণ পেয়েছেন? এবং আরোও কোন ধরণের ও কত দিনের প্রশিক্ষণের প্রয়োজন আছে?

২.২০ বর্তমানে আপনি কোথায় ফসল বিক্রি করেন?

২.২১ আপনি ফসল বিক্রির সময় কোন ধরণের সমস্যার সম্মুখীন হয়েছেন?

২.২২ ভ্যালু চেইন, এর প্রধান প্রধান সমস্যা এবং সমস্যা সমাধানের উপায় সম্বন্ধে বলেন?

২.২৩ সতেজ এবং প্রক্রিয়াজাত ফল এবং শাকসবজি বাজারজাতকরণে আপনারা কি আইসিটি উপকরণ ব্যবহার

- করেন? করলে কি ধরনের উপকরণ ব্যবহার করেন?
- ২.২৪ আপনারা কি International Trade Centre (ITC) সম্পর্কে ধারণা আছে? থাকলে এ সম্পর্কে কি জানেন?
- ২.২৫ আপনাদের কি ফসল সংরক্ষণের কোন সুযোগ আছে? থাকলে কিভাবে সংরক্ষণ করেন?
- ২.২৬ আপনারা যদি রপ্তানী করেন, তবে স্থল বন্দরে আপনি কি কি সমস্যার সম্মুখীন হয়েছেন?
- ২.২৭ বন্দরে রাস্তা ও অন্যান্য অবকাঠামোর বর্তমান কার্যকর অবস্থা কেমন?
- ২.২৮ ভারত/নেপাল/ভুটানে পণ্য রপ্তানীতে আপনারা কি ধরনের সহযোগীতার প্রয়োজন?
- ৩.০ **শুধুমাত্র মহিলাদের জন্য**
- ৩.১ ফসল উৎপাদন এবং প্রক্রিয়াজাতকরণের উপর আপনারা কি কোন প্রশিক্ষণ গ্রহণ করেছেন? হ্যাঁ হলে কি ধরনের প্রশিক্ষণ পেয়েছেন?
- ৩.২ মহিলা উদ্যোক্তা হওয়ার জন্য কোন কোন সুবিধার প্রয়োজন?
- ৩.৩ মহিলারা কোন ক্ষেত্রগুলিতে বেশি জড়িত হতে পারে?
- ৩.৪ বাংলাদেশের স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:
- | সুবিধা   | অসুবিধা |
|--|---------|
| ১.   |         |
| ২.   |         |
| ৩.   |         |
| ৩.৫ ভারত/নেপাল/ভুটান স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন: |         |
| সুবিধা   | অসুবিধা |
| ১.   |         |
| ২.   |         |
| ৩.   |         |

অংশগ্রহণকারীদের নামের তালিকা

ক্রমিক নং	অংশগ্রহণকারীর নাম	পেশা	উপজেলা	মোবাইল নম্বর	স্বাক্ষর
০১.					
০২.					
০৩.					
০৪.					
০৫.					
০৬.					
০৭.					
০৮.					
০৯.					
১০.					

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

যাত্রী/ব্যবসায়ী/সি এন্ড এফ এজেন্ট/স্থানীয়দের নিয়ে দলীয় আলোচনা

১.০ ক: সাধারণ তথ্য

- ১.১ এফজিডি সম্পন্ন স্থান: .....
- ১.২ সময়:.....
- ১.৩ অংশগ্রহণকারীদের ধরণ: .....

২.০ খ: টেকনিক্যাল অংশ

২.১ এই স্থলবন্দরটি ব্যবহার করার কারণ কি? (কোড: ১=যাতায়াতের সুবিধা, ২=দ্রুত সেবা, ৩=অন্যান্য)

২.২ ইমিগ্রেশন ক্লিয়ারেন্সের জন্য অতিবাহিত সময় সম্পর্কে আপনাদের মতামত?

২.৩ ভারতের ইমিগ্রেশনের সেবার তুলনায় বাংলাদেশের ইমিগ্রেশন সেবার মান কেমন?

২.৪ ইমিগ্রেশনে আপনাদের কতক্ষণ অপেক্ষা করতে হয়েছে?

২.৫ ইমিগ্রেশনের সময় আপনাদের কি ধরণের সমস্যা/হয়রানির শিকার হয়েছিলেন?

২.৬ ইমিগ্রেশনে দ্বায়িত্বরত কর্মকর্তাদের সম্পর্কে আপনাদের মতামত উল্লেখ করুনঃ

২.৭ অনুগ্রহ করে ইমিগ্রেশনে আপনাদের অভিজ্ঞতা উল্লেখ করুনঃ

২.৮ কাস্টমস ক্লিয়ারেন্সের জন্য অতিবাহিত সময় সম্পর্কে আপনাদের মতামত?

২.৯ ভারতের কাস্টমস সেবার তুলনায় বাংলাদেশের কাস্টমস এর সেবার মান কেমন?

২.১০ কাস্টমসে আপনাদের কতক্ষণ অপেক্ষা করতে হয়েছে?

২.১১ কাস্টমসে আপনাদের কি ধরণের সমস্যা/হয়রানির শিকার হয়েছিলেন?

২.১২ কাস্টমসে দ্বায়িত্বরত কর্মকর্তাদের সম্পর্কে আপনাদের মতামত উল্লেখ করুনঃ

২.১৩ অনুগ্রহ করে কাস্টমসে আপনাদের অভিজ্ঞতার উল্লেখ করুনঃ

যে ধরনের পণ্য আপনি আমদানি/রপ্তানি করছেনঃ

রপ্তানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩=অন্যান্য, উল্লেখ করুন.....

আমদানিঃ ১=কৃষি, ২=তৈরি পোশাক, ৩=অন্যান্য, উল্লেখ করুন.....

২.১৪ পণ্য আমদানি/রপ্তানির পরিমাণঃ পণ্যের নাম এবং পরিমাণ (কেজি)

	পণ্যের নাম	পরিমাণ (কেজি)
রপ্তানি	১.	
	২.	
আমদানি	১.	
	২.	

২.১৫ সীমান্ত থেকে গন্তব্য পর্যন্ত পরিবহন সুবিধা কেমন?

২.১৬ সীমান্ত থেকে গন্তব্য পর্যন্ত রাস্তার অবকাঠামো কেমন?

২.১৭ ট্রাক স্ট্যান্ড এবং মালামাল উঠানো/নামানোর সুযোগ সুবিধা কেমন?

২.১৮ স্থলবন্দরে নারী ব্যবসায়ীদের জন্য কোন বিশেষ সুযোগ সুবিধা/অভ্যর্থনা ডেস্ক আছে কি? থাকলে সেখানে কেমন সুযোগ সুবিধা আছে?

২.১৯ সিঅ্যান্ডএফ/ফ্রাইট ফরওয়ার্ড প্রতিনিধির সেবার মান নিয়ে আপনারা কতটুকু সন্তুষ্ট?

২.২০ সিঅ্যান্ডএফ/ফ্রাইট ফরওয়ার্ড প্রতিনিধির নিকট থেকে ট্রাকের মালামালের ছাড়পত্র পেতে আপনাকে কতক্ষণ অপেক্ষা করতে হয়েছিলো উল্লেখ করুনঃ

২.২১ বিজিবি'র সাথে আপনাদের অভিজ্ঞতা কেমন ছিলো?

২.২২ বিজিবি'র কারণে আপনারা কি ধরণের সমস্যা/হয়রানির শিকার হয়েছিলেন?

২.২৩ কোয়ারেন্টাইন/বিএসটিআই সেবা নিয়ে আপনি কতটুকু সন্তুষ্ট?

২.২৪ ভারতের কোয়ারেন্টাইন সেবার সাথে বাংলাদেশের কোয়ারেন্টাইন/বিএসটিআই সেবার মান কেমন সে ব্যাপারে আপনার মতামত দিন?

২.২৫ কোয়ারেন্টাইন থেকে মালামাল খালাসের জন্য যাবতীয় নিয়ম কানুনগুলো সম্পন্ন করতে আপনার কত সময়

লেগেছিল?

২.২৬ কোয়ারেন্টাইন/বিএসটিআই সেবা দানকারী কর্মকর্তাদের কাছে কোন সমস্যা/হয়রানির শিকার হয়েছিলেন কি? হলে কি ধরণের

২.২৭ কোয়ারেন্টাইনে সেবা দানকারী কর্মকর্তাদের সম্পর্কে আপনার মতামত উল্লেখ করুনঃ

২.২৮ অনুগ্রহ করে কোয়ারেন্টাইন আপনাদের অভিজ্ঞতা উল্লেখ করুনঃ

২.২৯ সীমান্তে আরো উন্নত সেবা প্রাপ্তির জন্য আপনার সুপারিশ প্রদান করুন:

ইমিগ্রেশনঃ

১.....,

২.....

কাস্টমসঃ

১.....,

২.....



অংশগ্রহণকারীদের নামের তালিকা

ক্রমিক নং	অংশগ্রহণকারীর নাম	পেশা	উপজেলা	মোবাইল নম্বর	স্বাক্ষর
০১.					
০২.					
০৩.					
০৪.					
০৫.					
০৬.					
০৭.					
০৮.					
০৯.					
১০.					

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

**আইসিটি প্রশিক্ষণার্থীদের নিয়ে দলীয় আলোচনা**

**১.০ ক: সাধারণ তথ্য**

- ১.১ এফজিডি সম্পন্নের স্থান: .....
- ১.২ সময়:.....
- ১.৩ অংশগ্রহণকারীদের ধরণ: .....

**২.০ খ: টেকনিক্যাল অংশ**

- ২.১ কম্পিউটার পরিচালনায় আপনাদের কি কোন দক্ষতা আছে? হ্যাঁ হলে কোন বিষয়ে দক্ষতা আছে?
- ২.২ আপনারা কি আইসিটি বিষয়ে কোন প্রশিক্ষণ গ্রহণ করেছেন? হ্যাঁ হলে কোথা থেকে প্রশিক্ষণ পেয়েছেন এবং কোন বিষয়ে প্রশিক্ষণ পেয়েছেন?
- ২.৩ প্রশিক্ষণের সময়কাল কতদিন ছিল?)
- ২.৪ ব্যবসা/চাকুরীতে আইটি বিষয়ক জ্ঞানের পজিটিভ প্রভাব রয়েছে-এ বিষয়ে আপদের মতামত কি? (কোড: ১=একমত, ২=কিছুটা একমত, ৩=একমত নয়)
- ২.৫ আপনাদের কি আইটি বিষয়ক কোন প্রশিক্ষণের দরকার আছে? হ্যাঁ হলে কোন বিষয়ে প্রশিক্ষণের দরকার আছে?
- ২.৬ কতদিনের প্রশিক্ষণ আপনাদের জন্য উপযুক্ত বলে মনে করেন?

২.৭	বাংলাদেশের স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	সুবিধা	অসুবিধা
১.		
২.		
৩.		
২.৮	ভারত/নেপাল/ভুটান স্থল বন্দর ব্যবহারের তিনটি সুবিধা ও অসুবিধার কথা উল্লেখ করুন:	
	সুবিধা	অসুবিধা
১.		

**অংশগ্রহণকারীদের নামের তালিকা**

ক্রমিক নং	অংশগ্রহণকারীর নাম	পেশা	উপজেলা	মোবাইল নম্বর	স্বাক্ষর
০১.					
০২.					
০৩.					
০৪.					
০৫.					

০৬.					
০৭.					
০৮.					
০৯.					
১০.					

তথ্য সংগ্রহকারীর নামঃ

তারিখঃ

স্বাক্ষরঃ

**Government of the People's Republic of Bangladesh**  
**WTO Cell, Ministry of Commerce**  
**Bangladesh Regional Connectivity Project-1**

9-A

**Baseline Survey**  
**Participants KII: PD of BLPA, PIU, BLPA, Land port manager etc.**

<b>1.0.</b>	<b>PART A: GENERAL INFORMATION</b>	
1.1.	Name of the respondent:.....	
1.2.	Name of the Organization:.....	
1.3.	Designation: .....	
1.4.	Address: a) Present:.....	
	b) Permanent:.....	
1.5.	Contact No:.....	E-mail ID:.....
1.6.	Parent Ministry/Department:.....	
1.7.	Location/Work Place:.....	
1.8.	Major destination of the Land Port: (Code: 1=Benapole, 2=Sheola, 3=Bhomra, 4=Ramgarh)	
<b>2.0.</b>	<b>PART B : TECHNICAL INFORMATION</b>	
2.1.	Present functional status and infrastructure facilities of the land port: Benepole: Bhomra: Sheola: Ramgarh: Land port development and improvement plan under the project with status at each port: What are the facilities available for female and future plan at each port Land acquisition information, if any and status (Benapole, Bhomra, Sheola and Ramgarh)	
2.2.	What type of sitting, toilet, counter, man-power are availability at the (Benapole, Bhomra, Sheola and Ramgarh) land port? How adequate these are to deal present and future customer/freight etc.? What is the skills of customs and immigration officials, security officials? How skills of customs, immigration officials, and security officials can improve? How attitude of the officials can improve further for the modern land port management for customer satisfaction	
2.3	What is the present speed of truck clearance at land ports (truck in-truck out hours) and how it can improve in context of time and cost (Benapole, Bhomra, Sheola and Ramgarh)? What is the regulatory requirement for custom/quarantine etc. clearance for freight/goods etc., time required and associates cost How many hours is required and how faster it can be done in future (Benapole, Bhomra, Sheola and Ramgarh)	
2.4	How many exporters and importers are doing business and volume (Benapole, Bhomra, Sheola and Ramgarh) Exporter number with volume of freight Importer number with volume of freight	
2.5	How many C&F agents and freight forwarders agencies are working at Benapole, Bhomra, Sheola and Ramgarh C&F agents: number with volume of freight	

	Freight forwarders agencies number with volume of freight
2.6	How many local businessmen are doing business using Benapole, Bhomra, Sheola and Ramgardh land port
2.7	Availability of officials of different departments to deal customer/freight Is there any additional manpower is required for modernization of land ports?
2.8	What is the current coordination & collaboration among border agencies and how it can improve further
2.9.	Please mention some of the challenges of the present scenario of the border management?
2.9	Impact on employment due to construction/rehabilitation of land port local and business person
2.10	Social, economic and environmental impact on the community due to port
2.11	How many people affected due to land acquisition and where to settle them
2.12	Local facilities. security and infrastructure developed due to land port
2.13	What are the good practices (GAP) to facilities better management at the border by different counties including the international guidelines or handbooks
2.14	Please provide some recommendations to establish an effective and efficient coordinated border management system?
2.15	Land port facilities compare to India, Nepal and Bhutan
2.16	Possibility of pair development

### Signature of the Key Informant with official Seal

Signature:

Office seal:

Name of the enumerator:

Date:

Signature:

WTO Cell, Ministry of Commerce  
 Bangladesh Regional Connectivity Project-1  
 Baseline Survey

**Participants KII: PD/PIU of NBR**

<b>1.0.</b>	<b>PART A: GENERAL INFORMATION</b>	
1.1.	Name of the respondent:.....	
1.2.	Name of the Organization:.....	
1.3.	Designation: .....	
1.4.	Address: a) Present:.....	
	b) Permanent:.....	
1.5.	Contact No:.....	E-mail ID:.....
1.6.	Parent Ministry/Department:.....	
1.7.	Location/Work Place:.....	
1.8.	Major destination of the Land Port: (Code:1=Benapole, 2=Burimary, 3=Vhomra)	
<b>2.0.</b>	<b>PART B : TECHNICAL INFORMATION</b>	
2.1.	Number of agencies connected to the NSW system?	
2.2.	How easy to submit import and export and transit information in the NSW	
2.3.	How important of NSW for modern land port management	
2.4.	Type of benefits are getting due to NSW	
2.5.	What is the implication of cost and time due to NSW?	
2.6.	Average time taken to meet regulatory requirements associated with import and export Existing system NSW	
2.7.	Speed of truck clearance at land ports due to NSW (truck in-truck out hours) activities (hours) and cost	
2.8.	What is the current challenges and recommendations for addressing the challenges	

Signature of the Key Informant with official Seal

Signature:

Office seal:

Name of the enumerator:

Date:

Signature:



**Government of the People's Republic of Bangladesh**  
**WTO Cell, Ministry of Commerce**  
**Bangladesh Regional Connectivity Project-1**  
**Participants KII: PD, PIU of MOC, and other officials**

<b>1.0.</b>	<b>PART A: GENERAL INFORMATION</b>	
1.1.	Name of the respondent:.....	
1.2.	Name of the Organization:.....	
1.3.	Designation: .....	
1.4.	Address: a) Present:.....	
	b) Permanent:.....	
1.5.	Contact No:.....	E-mail ID:.....
1.6.	Parent Ministry/Department:.....	
1.7.	Location/Work Place:.....	
1.8.	Major destination of the Land Port: (Code: 1=Benapole, 2=Burimari, 3=Bhomra, 4=Ramgarh)	
<b>2.0.</b>	<b>PART B : TECHNICAL INFORMATION</b>	
2.1.	Number and type of direct beneficiary (159,500) is identified so far from the project Total number with type: Female beneficiary out of total with percentage:	
2.2	What type of programs are delivering from the project to facilitate female traders and entrepreneurs?	
2.3	What type of existing facilities that are available for women traders encouragement and what is the future plan through the project	
2.4	What volume of products export and imports by the women traders? Export: Import:	
2.5	What are the present barriers to women becoming more integrated into regional and global supply chains and trading opportunities and how it can overcome?	
2.6	Is there any pilots program are launched for women trader capacity building, if yes, what are the program?	
2.7	What initiative has taken for developing specific infrastructure, logistics and transport services for women traders at key trade/border points and along key supply chains (e.g. cold chain transport services and storage facilities to reduce crop loss and to facilitate getting products to market?	
2.8	How simplify the trade regime and clearance procedures for women and small scale traders?	
2.9	How Women Traders Network can create to exchange knowledge, and improving data collection on women traders?	
2.10	What type of coordination and cooperation's are providing for the women trader?	
2.11	How laws/rules/regulations can be more women friendly for encouraging women in the trade?	
2.12	How functional of Bangladesh Trade Portal (BTP) and how it can be more business friendly for the trade people especially women	
2.13	What is the present status of Bangladesh in implementation of Trade Facilitation Agreement (TFA) and their gaps and implementation challenges?	
2.14	How functional of National Trade and Transport Facilitation Committee (NTTFC) to coordinate all trade and transport-related policies and activities in Bangladesh	
2.15	Status of the Working Groups for NSW Window, Border Management Infrastructure and Women Traders and Entrepreneurs	
2.16	What are the gaps between the TFA and Implementation status of Bangladesh?	
2.17	What are the status and best practice of regional countries in implementation of TFA and the measures they are taking to advance the implementation process?	

2.18	Comparison between Bangladesh and other regional countries in implementation of TFA?
2.19	What are the implementation challenges and recommendations for implementation of the TFA?

Signature of the Key Informant with official Seal

Signature:

Office seal:

Name of the enumerator:

Date:

Signature:

**Government of the People's Republic of Bangladesh**  
**WTO Cell, Ministry of Commerce**  
**Bangladesh Regional Connectivity Project-1**

**KII Participants: Immigration Officers**

**1.0. PART A: GENERAL INFORMATION**

- 1.1. Name of the respondent:.....
- 1.2. Name of the Organization:.....
- 1.3. Designation: .....
- 1.4. Address: a) Present:.....  
 b) Permanent:.....
- 1.5. Contact No:..... E-mail ID:.....
- 1.6. Parent Ministry/Department:.....
- 1.7. Location/Work Place:.....
- 1.8. Major destination of the Land Port: (Code:1=Benapole, 2=Burimary, 3=Bhomra, 4=Ramgarh)

**2.0. PART B : TECHNICAL INFORMATION**

- |      |   |
|------|---|
| 2.1. | What is your total volume of passengers deal with immigration services?<br>Male                                      Female                                      Trader                     |
| 2.2. | How many desk you have to provide immigration services and how many passengers need to deal per person/day?   |
| 2.3. | Do you think you have enough man-power and desk to render your services? f no, what facilities and support is required for modern immigration services                                      |
| 2.4. | What is the tentative time required for per-person immigration services   |
| 2.5. | How immigration services can be more faster and customer friendly   |
| 2.6. | Do you think amenities and facilities at land port is sufficient for modern land port, if not why and what facilities are required  |
| 2.7. | Operational hours of the land port services and what is suggestions   |
| 2.6. | What is your total volume of freight at land ports (tons)/per month?<br>Import: Item with volume<br>Export: Item with volume  |
| 2.7. | How NSW can implement and what would be the benefit of the customer   |
| 2.8. | How can reduce the time for regulatory requirement of customs/quarantine/BSTI etc.?   |
| 2.9. | What is the present time-required to clear the truck and how can reduce the clearance time of truck?<br>What are infrastructure, equipment and other support will increase custom services? |

	<p>Infrastructure:  Equipment:  Security:  Road:</p>
2.8.	<p>How many C &amp; F agent and Freight Forwarding agents are working?  C &amp;F Agent  Freight Forwarding agents</p>
2.9.	<p>Is there any especial provision for women trader? If yes, please mention what facilities, if not, do you think they need special facilities</p>
2.9.	<p>Do you have any special desk for customer complaint or immediate support? If not why? Do you think this will increase customer satisfaction and accountable to the officers.</p>
2.10.	<p>Please mention three strength and three weakness of BD land port compare to the Indian land port</p>

Signature of the Key Informant with official Seal

Signature:

Office seal:

Name of the enumerator:

Date:

Signature:

**Government of the People's Republic of Bangladesh**  
**WTO Cell, Ministry of Commerce**  
**Bangladesh Regional Connectivity Project-1**

**Participants C & F/Freight Forwarding Agent/Truck Owner**

**1.0. PART A: GENERAL INFORMATION**

- 1.1. Name of the respondent:.....
- 1.2. Name of the Organization:.....
- 1.3. Designation: .....
- 1.4. Address:.....
- 1.5. Contact No:..... E-mail ID:.....
- 1.6. Location/Work Place:.....

- 1.7. Major destination of the Land Port: (Code: 1=Benapole, 2=Burimary, 3=Bhomra, 4=Ramgarh)

**2.0. PART B : TECHNICAL INFORMATION**

- 2.1. What is your exported or imported items and volume)?  
 Import Item and volume  
 Export item and volume:
- 2.2. How quick truck clearance take place at land ports (truck in-truck out hours?)  
 Import  
 Export
- 2.3. What is your satisfaction of services?  
 Custom:  
 Quarantine/BSTI  
 Security  
 Immigration
- 2.4. What is the facilities and infrastructure available at the port and your satisfaction level  
 Truck stand  
 Equipment:  
 Road:  
 Security:
- 2.5. Average time taken to meet regulatory requirements associated with import and export. Are you satisfy?
- 2.6. What about banking facilities and your satisfaction
- 2.7. Do you know about National Single Window (NSW) Management, if yes what would be the benefit for this?
- 2.8. What type of coordination among border is exist and what additional coordination is required to ease the doing of trade
- 2.8. How many C & F agent, Freight Forwarding agent are active in this border?  
 C&F Agent  
 Freight Forward Agent

Do you think all agent have skills manpower to deal regulatory requirement  
Compare the services and cooperation in cross-border

2.9 Bangladesh:

India:

2.10 What are the present challenges?

Infrastructure

Custom

Security

Equipment

Transportation

Quarantine/BSTI

2.11 Recommendations for addressing the challenges?

Signature of the Key Informant with official Seal

Signature:

Office seal:

Name of the enumerator:

Date:

Signature:



**Appendix-10: Physical Observation Checklist**

**Government of the People's Republic of Bangladesh  
WTO Cell, Ministry of Commerce  
Bangladesh Regional Connectivity Project-1**

**Infrastructure and equipment checklist-10.1**

**“Baseline Survey”**

<b>Sl. No.</b>	<b>Average time required during immigration</b>	<b>Average time require for vehicle clearance</b>	<b>No. of vehicle waiting for clearance</b>	<b>No. of passenger waiting</b>	<b>No. of waiting room</b>	<b>No. of chair</b>	<b>No. of toilet</b>	<b>No. of female toilet</b>	<b>No. of immigration booth</b>	<b>No. of officials on duty</b>	<b>No. of female officials on duty</b>

Name of the enumerator:

Date:

Signature:

**Government of the People's Republic of Bangladesh**  
**WTO Cell, Ministry of Commerce**  
**Bangladesh Regional Connectivity Project-1**

**Infrastructure and equipment checklist-10.2**

<b>Sl. No.</b>	<b>Name</b>	<b>Quantity/ Number</b>	<b>Capacity</b>	<b>Functional condition</b>	<b>Repair/maintenance required</b>
1	Warehouse				
2	Warehouse-cum-yard				
3	Open stack yard				
4	Transshipment yard				
5	Transshipment shed				
6	Truck terminal (Import)				
7	Truck terminal (Export)				
8	Waiting room for the driver				
9	Weighbridge scale				
10	International Passenger terminal				
11	International Bus terminal				
12	Fire brigade				
13	Standby power generator				
14	Observation tower				
15	Security post				
16	Boundary wall				

**Please take picture for every infrastructure and equipment**

Name of the enumerator:

Date:

Signature:

### Appendix-11- List of the participants in the FGDs and PCs

#### Participant of Focus Group Discussion:

Sl. No.	Participants No.	Male	Female
01.	07	02	05
02.	07	01	06
03.	08	01	07
04.	10	0	10
05.	10	03	07
06.	10	07	03
07.	10	02	08
08.	10	03	07
09.	10	02	08
10.	10	03	07
11.	10	05	05
12.	13	08	05
13.	10	02	08
14.	10	10	0
15.	10	05	05
16.	10	10	0
17.	12	9	3
18.	9	6	3
19.	11	4	7
20.	11	3	8
21.	11	7	4
22.	9	7	2
23.	12	8	4
24.	10	7	3
25.	10	8	2
26.	9	7	2
27.	9	7	2
28.	8	3	5
29.	13	3	10
30.	12	9	3
Total			
% respondent			

### List of participants in FGD

FGD Number: 01

Upazila: Kapasia, District: Gazipur

Venue: Dori Vakoyadi, House of Nurul Haque

Participants Number: 07; Male: 02; Female: 05;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Halima Begum	Homework	01715084912	
2	Mst. Parvenu	Homework	01829804740	
3	Masuma Begum	Homework	01846597683	
4	Awald Hossain (Molla)	Business	01829992324	
5	Md. Mozibur Rahman	Agro Processor	01917002769	
6	Halima Begum	Homework	01771020662	
7	Sharmin	Homework	01735002362	

FGD Number: 02

Union: Birulia , Upazila: Savar, District: Dhaka

Venue: Dhogni Bari

Participants Number: 07; Male: 01; Female: 06;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Nilufa Yasmin	Producer	01831045570	
2	Mohima	Cut Flower	01866538760	
3	Sultana Begum	Cut Flower	01857182415	
4	Papia	Cut Flower	01892358399	
5	Rajib	Business		
6	Nilufa	Cut Flower	01922230897	
7	Latifa	Cut Flower	01759954993	

FGD Number: 03

Union: Manikgange shadar , Upazila: Manikgange, District: Dhaka

Venue:

Participants Number: 08; Male:01; Female: 07;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Asia Akter	House wife	01771536881	
2	Jeasmin Akter	House wife	01917231448	
3	Abdur Rahim	Businessman	01761087818	
4	Rubia Akter		01762536080	
5	Beauty Akter		01738603607	
6	Mariam Begum		01780541631	
7	Nupur		01642128260	
8	Sonia Akter		01880246530	

FGD Number: 04

Union:, Upazila: Fulpur, District: Mymensing

Venue: Krishi Proshikhon Kendra

Participants Number: 10; Male: 01; Female: 09;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Sharmin Akter	Business	01905830255	
2	Taslima Begum	Business	01922019548	
3	Nilufar yasmin	Business	01764595128	
4	Umme Habiba Akter Tania	Business	01517807423	
5	Rashida Khatun	Business	01757341286	
6	Julekha Akter Akhi	Business	01762187737	
7	Khodeja Khatun	Business	01843118365	
8	Sabina Akter	Business	01768698118	
9	Tasfik Haque Nafew	Business	01913451720	
10	Papia Akter Popy	Business	01779123077	

FGD Number: 05

Union: Tangail Shadar, Upazila: Tangail, District: Tangail,

Venue: Krishi Proshikhon Kendro

Participants Number: 10; Male: 03; Female: 07;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Rena Begum	Producer	01727501861	
2	Md. Moazzem Hossain	Producer	01718597011	
3	Ashraf Ali	Producer	01725864240	
4	Khorsheda Begum	Producer	01721522836	
5	Majeda Begum	Producer	01765578259	
6	Khadija Akter Mitu	Producer	01749130674	
7	Ismot Ara	Producer	01715283673	
8	Kulsum	Producer	01734125320	
9	Mohammad Ali	Producer	01726541662	
10	Mishu Khatun	Producer	01720605815	

FGD Number: 06

Union: Nobinagar, Upazila: Savar, District: Dhaka

Venue: 11 no Nobinagar Govt: Primary School Field

Participants Number: 10; Male: 07 ; Female: 03;

Sl. No.	Name of participant	Occupation	Mobile
1	Md. Shariful Islam	Cut Flower	01733788262
2	Md. Ariful Islam	Cut Flower	01723657965
3	Md. Zahid Iqbal	Cut Flower	01768978069
4	Md. Robiul	Cut Flower	01793809583
5	Md. Nasim Uddin	Cut Flower	01745735697
6	Md. Zafor Alam	Producer	01728364154
7	Dilruba Khatun	Cut Flower	01738613707
8	Md. Mojnu Rahman	Cut Flower	01749152041
9	Mst. Beli Begum	Cut Flower	01750935484
10	Mst. Afroja	House wife	01784036445

FGD Number: 07

Union:Ranihati , Upazila: Chapai Nowabgange, District: Rajshahi

Venue:Atiqurer Bari, Chok Alempur, Ranihati

Participants Number: 10; Male: 03; Female: 07;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Md. Atiqur	Business	01712143594	
2	Md. Shahab Uddin	Business	01710139369	
3	Sumaia Jahan	Business	01758211173	
4	Mst. Naima	Business	01779916288	
5	Mst. Bonna	Business	01768295678	
6	Arifa Akter	Business	01745355608	
7	Mst. Jisakhatun	Business	01775011324	
8	Mst. Lima	Business	01789588763	
9	Laizar Ahamed	Business	0176626462	
10	Nasima Rahman	Business	0176626462	

FGD Number: 08

Union: Haripur, Upazila: Paba, District: Rajshahi

Venue: Md. Jillur Rahmaner Bari, Kasha, Haripur

Participants Number: 10; Male: 04; Female: 06;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Md. Jillur Rahman	Producer	01728583219	
2	Md. Nahid Islam	Producer	01740540836	
3	Md. Nazmul Haque	Producer	01772082304 01713675109	
4	Mst. Shamima	Producer	01728583219	
5	Mst. Nasrin Begum	Producer	01689501645	
6	Mst. Rina	Producer	01718990291	
7	Mst. Ferdous Ara	Producer	01923044380	
8	Mst. Morjina	Producer	01318565177	
9	Mst. Shamsunnahar	Producer	01770658526	
10	Mst. Shahanaj	Producer		

FGD Number: 09

Union: Upajila: Pirganje, District: Rangpur

Venue: Krishi office er Auditorium, Pirganje

Participants Number: 10; Male: 04; Female: 06;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Md. Ab. Kader Mamun	Producer	01725671317	
2	Mst. Reshmi Begum	Producer	01717452239	
3	Mst. Maksuda Begum	Producer	01746205038	
4	Mst. Selima Begum	Businrss	01774987459	
5	Mst. Shefali Begum	Businrss	01791880140	
6	Mst. Saleha Begum	Businrss	01728212202	
7	Mst. Bithi Begum	Businrss	01797630917	
8	Md. Sultan Mahmud	Businrss	01722079964	
9	Md. Rafiqul Islam	Businrss	017938666494	
10	Md. Ab. Halim	Businrss	01716254803	



FGD Number: 10

Union: Mahastan Hat, Upazila: Shibganje, District: Bogura

Venue: Mohastan Hat NCDP Market

Participants Number: 10; Male: 05; Female: 05;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Md. Ainur Haque	Business	01740491842	
2	Md. Jahedur Rahman	Farmer	01717627559	
3	U.K.M.Sabina Yasmin	Farmer	01718657359	
4	Md. Muktar Hossain	Farmer	01740985090	
5	Md. Abu usuf Pathan	Farmer, Student	01787201419	
6	Mst. Kani Fatema	House wife	01764567136	
7	Mst. Papia Khatun	Student	01773922427	
8	Mst. Laboni yasmin	Farmer	01773930654	
9	Mst. Beauti Begum	Farmer	01752611819	
10	Mst. Jannat Akter Nipu	Farmer	01312575465	

FGD Number: 11

Union: Panishara, Upazila: Jhikorgaca, District: Jashar

Venue: Anisur Rahmaner Bari

Participants Number: 10; Male: 5; Female: 5;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Mehedi Hassan	Producer	01926780466	
2	Md. Najmussakib	Producer	01932975023	
3	Md. Zakir Hossain Shobuj	Producer	01951446134	
4	Md. Zakir Hossain Ripon	Producer	01937411498	
5	Md. Liton Hossain	Producer	01917632430	
6	Mst. Lipia	Producer	01965412450	
7	Parvina	Producer	01941290047	
8	Nargis	Producer	01757847223	
9	Shahid	Producer	01727121384	
10	Asia	Producer	01752039514	

FGD Number: 12

Union: Upazila: Sharsa , District: Jashar

Venue: 515 no House, Alikadar sharak, Get No 9, Bara auron (train terminal)

Participants Number: 10; Male: 8; Female: 5;

Sl. No.	Name of participant	Occupation	Mobile
1	Md. Aminur Rahman	Business	01855423105
2	Shamem	Transport Job	01720142626
3	Mahbubur Rahman	Business	01715488269
4	Ismail	Van-chalok	01857999745
5	Idris Ali	Teacher	01929651884
6	Kulsum	Housewife	01862195055
7	Mahfuza	Housewife	01724846941
8	Rupali Begum	Housewife	01989616763
9	Md. Reaul korim	Teacher	01920114958
10	Papia Khatun	Housewife	01952644918
11	Md. Motaher Hossain	Mistry	01818467511
12	Jahanara	Housewife	01999639082
13	Md. Amir ali	Shopkeper	01712051143

FGD Number: 13

Union: Kushna, Upazila: Kotchadpur, District: Jhinaidah

Venue: Dhanshiri Union Parisad

Participants Number: 10; Male: 4; Female: 4; Youth: 2

Sl. No.	Name of participant	Occupation	Mobile
1	Md. Shariful Islam	Cut Flower	01778396583
2	Md. Abdul Mannan	Cut Flower	01776550879
3	Mst. Khaleda Begums	Cut Flower	01771443778
4	Mst. Parvin	Cut Flower	01721950227
5	Mst. Champa Khatun	Cut Flower	01719485945
6	Mst. Ferdousi Khatun	Cut Flower	01754601763
7	Mst. Shiuli Khatun	Cut Flower	01731534923
8	Mst. Taslima	Cut Flower	01887805902
9	Mst. Reshma Khatun	Cut Flower	01753292551
10	Mst. Foara Khatun	Cut Flower	01725453500

FGD Number: 14

Union: Upazila: Sharsha, District: josher

Venue:

Participants Number: 10; Male: 10; Female: 0; Youth: 1

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Md. Jahangir Alma	Driver	01833675559	Signed
2	Din Muhammad	Driver	01934389130	Signed
3	Md. Saidur	Driver	01935618441	Signed
4	Md. Rasel	Driver	01715710395	Signed
5	Monirujjaman Rabbi	Driver	01942038157	Signed
6	Moharaj	Driver	01779467000	Signed
7	Md. Akinur Islam	Driver	01716025381	Signed
8	Md. Ibat Hossain	Driver	01762401095	Signed
9	Mehedi Hasan Shanto	Driver	01317497646	Signed
10	Md. Rasel	Driver	01731503327	Signed

FGD Number: 15

Union: Ranagar, Upazila: Sharsha, District: Jhoshier

Venue: Najrul Islam er bari.

Participants Number: 10; Male:05; Female: 05;

Sl. No.	Name of participant	Occupation	Mobile	Signature
1	Nurul Islam	Cut Flower	01920458624	Signed
2	Bablu Rahman	Cut Flower	01918593563	Signed
3	Mst. Shiuli	Cut Flower	01918121397	Signed
4	Mst. Lipi	Cut Flower	01922713849	Signed
5	Mst. Shumi	Cut Flower	01913151062	Signed
6	Mst. Tofura	Cut Flower	01920458624	Signed
7	Mst. Shofia	Cut Flower	01912914536	Signed
8	Md.Milton	Cut Flower	01924507230	Signed
9	Md. Munna Parvej	Cut Flower	01992514348	Signed
10	Mst. Jhorna	Cut Flower	01952409794	Signed

FGD Number: 16

Union: , Upazila: Sharsha, District: Jhoshor

Venue:

Participants Number: 10; Male: 10; Female: 0;

Sl. No.	Name of participant	Occupation	Mobile	
1	Saifujaman Parag	Business	01711481864	
2	Julfikar Ali Montu	Business	01711273325	
3	Kamal Hossain	Business	01712130070	
4	Md. Jashim Uddin	Business	01711345491	
5	Md. Ashraful Alam	Business	01712787421	
6	Ujjal Bissash	Business	01712014769	
7	Md. Arifur Rahman Bappi	Business	01718208821	
8	Md. Joynal Abedin	Business	01818270235	
9	Md. Moyajjem Hossain Lipu	Business	01712073528	
10	Kamrujjaman Bablu	Business	01725081125	

17. FGD(Venue): Boro Bazar, Jessore Sadar, Jessore  
Area: Boro Bazar, Jessore Sadar, Jessore,

SL.No	The name of the participant & Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Anjan Shah	Business	Masters	01713910614	Signed
02.	Mohiuddin	Business	B.A	01971711266	Signed
03.	Sanjan Shah	Business	Honors	01716493988	Signed
04.	Tarun Shah	Business	B.A	01712708599	Signed
05.	Md. Hanif	Business	H.S.C	01714778513	Signed
06.	Badsha Mia	Business	Honors	01917092804	Signed
07.	Munshi AH Salam	Business	B.A	01921440473	Signed
08.	Tofail Ahmed	Business	S.S.C	01741435033	Signed
09.	Narayan Chandra Shah	Business	S.S.C	01713920091	Signed
10.	Babul Akhtar	Business	S.S.C	01959268230	Signed
11.	Rehena Islam	Woman entrepreneur	S.S.C	01778932254	Signed
12.	Muslima Khatun	Woman entrepreneur	Masters	01712336261	Signed

18. FGD (Venue): Tara Mollah' s house  
 Village: Hakimpur, Union: Jalshuka Hakimara, Upazila: *shikupa* ,  
 District:Jhenaidah,

SL.No	The name of the participant& Address	Occupation& designation	Educational qualification	Mobile no	Signature
01.	Md. Farman Sheikh	Agriculture & Business	Class-v	01782517845	Signed
02.	Md. Farooq Sheikh	Agriculture & Business	Class-v	01992545886	Signed
03.	Sufia Begum	Agriculture & Business	Class-v	01782517845	Signed
04.	Md. Shukuruzzaman	Agriculture & Business	Class-v	01725399609	Signed
05.	Mana Begum	Agriculture & Business	Class-v	01725399609	Signed
06.	Koli Akhter	Agriculture & Business	SSC	01728227562	Signed
07.	Md. Saheb Ali	Agriculture & Business	Class-v	-	Signed
08.	Md. Iddis	Agriculture & Business	Class-v	01956224037	Signed
09.	Md. LitonMollah	Agriculture & Business	Class-v	01794573596	Signed

19. Venue of FGD conducted: Boubari, Mizapur Chatalbazar,  
 Village: Mizapur, Union: Vendabari, Upazila: Pirganj, , District:Rangpur,  
 Division:Rangpur

SL.No	The name of the participant& Address	Occupation& designation	Educational qualification	Mobile no	Signature
01.	Md. Raghu Mia, Bhobanipur	Business	Class-v	0195014121	Signed
02.	Md. Nurnabi, Mirzapur	Business	Class-ii	01302128281	Signed
03.	Md. Motaleb, Mirzapur	Business	HSC	01733877595	Signed
04.	Md. Motafizar, Mirzapur	Business	Class-viii	01787324025	Signed
05.	Md. Shahinur Mia, Mirzapur	Business	Class-viii	01300108663	Signed

06.	Md. Samsul Alam, Barbari	Business	Class-v	01797818985	Signed
07.	Md. Mominur Mia, Baulbari	Business	Class-ii	01798911762	Signed
08.	Md. Manik Mia, Mirapara	Business	Class-viii	0175362861	Signed
09.	Md. Ashraful, Baulbari	Business	Class-v	01774301294	Signed
10.	Md. Mithu Mia,	Business	Class-ii	01773905828	Signed
11.	Md. Selim Mia, Panharpara	Business	Class-v	01729615383	Signed

20 FGD (Venue): On the verandah of Parveen Khatun's house (Miapara)  
 Village: Chowk Alampur, Union: Ranihati, Upazila: Chapainawabganj,  
 District: Rajshahi, Division: Rajshahi

SL.No	The name of the participant & Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Tanjila Begum	Agro-processor	Class-v	01759264922	Signed
02.	Taslina Begum	Agro-processor	SSC	01714973201	Signed
03.	Baby Begum	Agro-processor	Class-v	01767008452	Signed
04.	Razia	Agro-processor	Class-viii	01792665119	Signed
05.	Shefali Begum	Agro-processor	Class-ii	01755221016	Signed
06.	Mitali	Agro-processor	Class-viii	01767008452	Signed
07.	Zahurul Islam	Agro-processor	SSC	01762614481	Signed
08.	Farhad Ali	Agro-processor	HSC	01793965888	Signed
09.	Parveen Khatun	Agro-processor	HSC	01786014842	Signed
10.	Setara Begum	Agro-processor	Class-ii	01778332156	Signed
11.	Chenoyara Begum	Agro-processor	Class-ii	01741763928	Signed

21. FGD (Venue): Backyard house of Md. Minarul Islam  
 Village: RajrampurChatra, Union: Pakari, Upazila: Godagari, District: Rajshahi

SL.No	The name of the participant& Address	Occupation& designation	Educational qualification	Mobile no	Signature
01.	Md. Monirul Islam	Farmer	SSC	01521352541	Signed
02.	Anjuara	Farmer	-	01789168379	Signed
03.	Mo Tushar Ali	Farmer	HSC	01812888587	Signed
04.	Shirin	Farmer	Class-viii	01787405253	Signed
05.	Alec Nur	Farmer	Class-ix	01792696460	Signed
06.	Jasmine	Farmer	Class-viii	01753521817	Signed
07.	Jamal Uddin	Farmer	Class-ii	01407831292	Signed
08.	Lily Begum	Farmer	Class-v	01761213751	Signed
09.	Md. Maqbool Hossain	Farmer	-	01751500597	Signed
10.	Sadiqul	Farmer	Class-iii	01749908226	Signed
11.	Apu	Farmer	Class-viii	01774899660	Signed

22. FGD Place: Mahasthan SNCDP Growas Market Bhaban,  
 Village: Mahasthangarh, Union: Raynagar, Upazila: Shibganj, District: Bogra,

SL. No	The name of the participant& Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Md. Kajal	Wholesale	Class-Viii	01786911830	Signed
02.	Md. Abul Hossain	Wholesale	SSC	01725824285	Signed
03.	Abu Hanif	Wholesale	Class-Viii	01773869519	Signed
04.	Md. Shipon	Wholesale	SSC	01831484917	Signed
05.	Md. Imdadul	Wholesale	HSC	01732625231	Signed
06.	Md. Alamgir	Wholesale	SSC	01725184453	Signed
07.	Md. Raju Mia	Retailer	SSC	01827553400	Signed
08.	Md. Sania Begum	Retailer	HSC	01301654974	Signed
09.	Md. Morzina Hossain	Wholesale	SSC	01779686555	Signed



23. FGD Venue: Agailjhara Upazila Office,  
Village: Agailjhara, Union: Agailjhara, Upazila: Agailjhara , District:Barisal,

SL. No	The name of the participant& Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	AsadujjamanBokhtiar	Farmer	B.A	01712092422	Signed
02.	RameerJoydhar	Farmer	Class-x	01855505265	Signed
03.	Manoj Pande	Farmer	Class-viii	01643258907	Signed
04.	Jahid mia	Farmer	Class-x	01785588895	Signed
05.	KanonPande	Farmer	Class-x	01757535173	Signed
06.	Monware Begum	Farmer	Class-vi	01629376208	Signed
07.	MonjitaBoisnob	Farmer	Class-x	01849204859	Signed
08.	Biuti Begum	Farmer	Class-x	01765633484	Signed
09.	Momtaz Begum	Farmer	Class-viii	01832488114	Signed
10.	Chompa Holder	Farmer	Class-v	01797349049	Signed
11.	Sahidul Islam	Farmer	Class-iv	01855822086	Signed
12	Salam Sarder	Farmer	Class-v	01718971783	Signed

24 The place to complete the FGD (Venue): Hafizur Rahman's house  
Village: Konabari, Upazila: Tangail sada, District: Tangail, Division: Dhaka

SL.No	The name of the participant& Address	Occupation& designation	Educational qualification	Mobile no	Signature
01.	Mia Chan	Farmer	Class-x	01742641920	Signed
02.	Shahjahan Siraj	Farmer	HSC	01732048462	Signed
03.	Ratna Begum	Farmer	Class-vii	01732045462	Signed
04.	Rasheda Begum	Farmer	Class-ix	01745417741	Signed
05.	Fatema Akhter	Farmer	Class-x	01838159194	Signed
06.	Lily Begum	Farmer	Class-viii	01734670898	Signed
07.	Lily Begum	Farmer	Class-ix	01728480926	Signed
08.	Samsul Alam	Farmer	Class-ix	01763258854	Signed
09.	Md. Manik Mia	Farmer	Class-viii	01720340688	Signed
10.	Md. Hafizur Rahman	Farmer	Diploma	0174774645	Signed

25. FGD (Venue): Lohagachhia Faye Mia's house  
 Village: Lohagachhia, Union: Upazila: Sreepur, District: Gazipur, Division: Dhaka

SL.No	The name of the participant & Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Abdur Karim	Farmer	SSC	01821733910	Signed
02.	Abdur. Rahim	Farmer	Class-vii	01960271892	Signed
03.	Md. Faye Uddin	Farmer	Class- iii	01996312860	Signed
04.	Md. Saidul Islam	Farmer	Class-vii	01832608607	Signed
05.	Sahina Akhter	Farmer	SSC	01823364120	Signed
06.	Joynal Abedin	Farmer	Class-ii	01738763856	Signed
07.	Md. Rafiqul	Farmer	Class-v	01710898470	Signed
08.	Md. Obaidullah	Farmer	BBA	01823364120	Signed
09.	Md. Kakul	Farmer	Class-v	01851693846	Signed
10.	Begum of Kahinur	Farmer	Class-vi	01825821929	Signed

26. Venue of FGD Conducted: Field of CharradhaKandipur Mosque,  
 Village: CharradhaKandipur, Union: Dogachhi, Upazila: Pabna, District: Pabna,  
 Division: Rajshahi

SL.No	The name of the participant & Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Md. Arju	Farmer	SSC	01748843735	Signed
02.	Md. Mukul	Farmer	Class-viii	01719487010	Signed
03.	Shariful	Farmer	Class- viii	-	Signed
04.	Sabita rani	Farmer	Class-v	01811580871	Signed
05.	Israel Hossain	Farmer	Class-v	01735569229	Signed
06.	Shamim	Farmer	Class-viii	-	Signed
07.	Helal	Farmer	Class-v	01724697902	Signed
08.	Sirajul	Farmer	Class-v	01952258477	Signed
09.	Omar Sunny	Farmer	Class-ix	01753626729	Signed
10.	Abdul Malek	Farmer	Class-v	01751816646	Signed

27. Venue of FGD Conducted: In the backyard of Jagir's house

Village: Jagir, Union: Jagir , Upazila: Sadar , District: Manikganj, Division: *Dhaka*

SL.No	The name of the participant& Address	Occupation& designation	Educational qualification	Mobile no	Signature
01.	Lucky Akter	Agro-processor	Class-ix	01959593260	Signed
02.	Fatema Kaniz	Agro-processor		01778186892	Signed
03.	Ashim	Agro-processor	Class-viii	01955650189	Signed
04.	Momin	Agro-processor	Class- viii	01632753652	Signed
05.	Ashraful	Agro-processor	Class-x	01303743051	Signed
06.	Khalid	Agro-processor	Class-x	01739137735	Signed
07.	Adnan	Agro-processor	Class-viii	0167924766	Signed
08.	Biduth	Agro-processor	Class-viii	01736507762	Signed
09	Sohail	Agro-processor	Class-x	01771084456	Signed

28. Venue of FGD Conducted: Kaliakair,

Village: Birulia Union: Tetulia, Upazila: Savar, District: Dhaka, Division: Dhaka

SL. No	The name of the participant& Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Samchu Mia	Farmer	-	01922926543	Signed
02.	Farida	Farmer	-	01822357950	Signed
03.	Naeem Hossain	Farmer	-	01641174446	Signed
04.	Piara Begum	Farmer	-	01965617738	Signed
05.	Ziaur Rahman	Farmer	-	01777965663	Signed
06.	Lucky	Farmer	Class-viii	01941069964	Signed
07.	Rozina	Farmer	Class-v	01745590767	Signed
08.	Sabana	Farmer	-	01724142786	Signed

29. Venue of FGD Conducted: Billal driver's house

Village: Kashempur, Union: *Agardari*, Upazila: Sadar, District: *Satkhira*, Division: *Khulna*

SL. No	The name of the participant& Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Shahidul Sardar	Farmer	Class-v	01763342058	Signed
02.	Rabiul Islam	Farmer	Class-viii	01795366982	Signed
03.	Md. Billal Hossain	Farmer	Class-vii	01311322618	Signed
04.	Moha: Khodeja	Farmer	Signature	-	Signed

05.	Moha: Khadija	Farmer	Signature	01888446239	Signed
06.	Kulchum Begum	Farmer	Class-v	01725993308	Signed
07.	Aklima Khatun	Farmer	Class-iv	01754573988	Signed
08.	Nachima Khatun	Farmer	Class-v	01954429965	Signed
09.	Monwara Begum	Farmer	Signature	01755499742	Signed
10.	Shahanara Begum	Farmer	Signature	01700969244	Signed
11.	Nachima Khatun	Farmer	Signature	01951627393	Signed
12.	Soufun Nahar	Farmer	SSC	01700969244	Signed
13.	Selina	Farmer	BA	01713532873	Signed

30.. Venue of FGD Conducted: Parertong Ful Mia Master House  
 Village: Parer Tong, Upazila: Srimangal, District: Moulvibazar, Division: *Sylhet*

SL. No	The name of the participant& Address	Occupation & designation	Educational qualification	Mobile no	Signature
01.	Sufia Khatun	Farmer	Class-v	01768716184	Signed
02.	Md. Mostafa	Farmer	Class	01764609463	Signed
03.	Rachel	Farmer	Class	01764609463	Signed
04.	Momota	Farmer	Class	01765726089	Signed
05.	Shahed Mia	Farmer	Class-v	01752031342	Signed
06.	Safia Begum	Processer	Class-viii	01610637755	Signed
07.	Fatema	Processer	Class-viii	01610637755	Signed
08.	Md. Fulu Mia	Processer	Signed	01714705470	Signed
09.	Md. Russell Mia	Processer	Signed	01782331575	Signed
10.	Minara Begum	Trader	Class-viii	01739407081	Signed
11.	Md. Abdur Razzak	Trader	Class-v	01305870235	Signed
12.	Nasu Mia	Trader	Class-viii	01739407081	Signed

## Participants of Public Consultation

### Public Consultation-01

Place: Conference Room of C & F Agent, Upazila: Benapole, District: Jashore

Location: Benapol Landport

Participants Number: 25; Male: 25; Female: 1

Date: 17.02.2021

Sl. No.	Participants of Public Consultation	Designation	Department	Mobile No
1	Abdul Jalil	Director	Benapol Landport	01818640456
2	Md. Atiqul Islam	Assistant Director	Benapol Landport	01917408956
3	Md. Hossain Ali Faizul	Assistant Programmer	Benapol Landport	01925340894
4	Himel Jahan	Assistant Director (t)	Benapol Landport	01727437338
5	Lucky Begum	Assistant Director	Benapol Landport	01721340631
6	Abhik Dash	Audit Officer	Benapol Landport	01715145416
7	Ratan Sharker	Administrative Officer	Benapol Landpo	01771016964
8	Md. Rezaul Islam	Sub. Assistant Engineer	Benapol Landport	01819307082
9	Md. Khorshed Alam	Sub. Assistant Engineer	Engineering Section	01773480467
10	Md. Kamal Hossain			01715145668
11	Md. Rubel Kawsar	Sub. Assistant Engineer (civil)	Civil Engineering	01717864812
12	Md. Mahabubur Rahman	C.O (Traffic/Admin)	Traffic/Admin	01718275173
13	Bulbul Ahmed	Security Guard (PQS)	Plane Quarantine station	01700912043
14	Hemonto Kumar Sharker	SAQO (PQS)	Plane Quarantine station	01742049084
15	Md. Ansar Ali	Store Kepper (PQS)	Plane Quarantine station	01718802842
16	Md. Moniruaman	L.T (PQS)	Plane Quarantine station	01718206406
17	Anutosh Kumar Akash	SAQO (PQS)	Plane Quarantine station	01712619719
18	Dr. Abdullah Al Mamun	Veterinary Surgeon (Up Livestock Office)	Livestock Quarantine	01737869159

			Station	
19	Md. Robiul Islam	Office Assistant (Up Livestock Office)	Livestock Quarantine Station	01717863636
20	Md. Shahabuddin	Port APP:secrater (C&F Association)	C&F Association	01616363695
21	Md. Kamal Uddin Shikder	Vice President (C&F Agent Assistant)	C&F Agent Assistant	01711358498
22	Mohsin Milon	Joint Secretary (C&F Agent Assistant)	C&F Agent Assistant	01711820394
23	Md. Alamgir	Joint Customs Benapol (Provati International)	C&F Agent	01711819003
24	Md. Khairuzzaman	V.P (C&F Agent)	C&F Agent	01711841666
25	Md. Nasir Uddin	Manager (Sharothi Enterprice)	Sharothi Enterprice	01912700347
26	Md. Mustafizur Rahman	Deputy Commissioner (BD Customs)	BD Customs	01913810301

### Public Consultation-02

Upazila: Ramgarh, District: Khagrachari;

Venue: Upazila Parishad Office

Participants Number: 11; Male: 10; Female: 1;

Date: 11.02.2021

Sl. No.	Name of participant	Designation	Department	Mobile
1	Md. Mahmudullah Maruf	UNO	Ramgarh	01550604525
2	Birulal Chakma	LA	Khagrachari	
3	Shirin Akter	Ac. Land	Ramgarh	01796626131
4	Md. Ali Ahmed	Upojila Krishi kormakarta	Ramgarh	01761231043
5	Janab Bishapradip Kumar	UP: Charman	Ramgarh	01748917884
6	Abul Hossain Khan	Shabek Union Charman	Ramgarh	01554179057
7	Md. Foyzar Rahman	Prodhan Shikkhok		01727286765
8	Md. Sanaul Haque	SAOO	DAE Ramgarh	01556538657
9	Md. Shohel	Business	DAE Ramgarh	01911346633
10	Md. Mosarraf Hossain	Business	DAE Ramgarh	01733125827
11	Md. Mostafizur Rahman	Business	DAE Ramgarh	01711710975

**Public Consultation-03**

Upazila: Sheola, District: Sylhet

Venue: Hotel &amp; Resturent nearby land port

Participants Number: 9; Male: 9; Female: 0; Date:10.02.2021

Sl. No.	Name of participant	Designation	Department	Mobile
1	Md. Anisujjaman	Upozela Krishi Karmakarta		01711245654
2		Atirikta upoporichalak		01700716247
3	Krishibid A.K.M Fazle Rabbi	Atirikta Upoporichalak		01700716248 01715007487
4	Dr. A.K.M Moktadir Billah	Upozila Prani Sampad Karmakarta	DLS	01683155069
5	Shahin	Business	Pathor Bebshahi	01745311169
6	Nurhasan Talukdar	Sen. Site Engineer	Land port	01918185456
7	Nurul Haque	Social Specialist	Land port	01715269813
8	Md. Shahid	Driver		01701461084
9	Arif Ahmed Choudhuri	C&F	Nilima Enterprise	01728708241

**Public Consultation-04**

Location: BLPA office, Bhomra land port, District: Satkhira

Participants Number: 14; Male: 14; Female: 0; Date: 25.02.2021

Sl. No.	Name of Participant	Designation	Department	Signature
1	Md. Muzibur Rahman	Driver	Driver	9800930969
2	Khandakar Muhammad Khairul Bashar Rony	Shahakari Bazar karmakarta	Land port, Bhomra	01920884483
3	Md. Amirmamun	Shahakari		01718314631
4	Kabir Hossain	Sattadhikari		01711196748
5	Shohel Rana	Customs Sharkar	C.&F	01880449894
6	Jahid Bashar	Customs Sharkar	C.&F	01716425255
7	Bishajit Sharkar	IC Bhomra Immigration		01734686664
8	Shekh Jahidul Karim	Math Shahakari		01753019486
9	Abhijit gain	SAQO		01723751210
10	Mahmudul Hasan	Shaha Porichalak	Manager	01711702740
11	Md. Mahabub Alam	Director	Business	01711953131
12	Anuj Kumar Bishas	DD Shanganishthak	D.A.E	01715448455
13	Md. Munir Hossain	Traffic Paridarshak	Manager	01711380813
14	Md. Munirul Islam	Upoporichalak	Manager	01717228389



**Public Consultation-05**

Upazila: Union Parishad Office at Savar, District: Dhaka 28.01.2021

Participants Number: 12; Male: 0; Female: 12;

Name	Mobile	District	Upazilla	Union
Maksuda Akter	01872960005	Dhaka	Savar	Tetuljhora
Amena Akter	01616888624	Dhaka	Savar	Tetuljhora
Rashida Akter	01711511818	Dhaka	Savar	Tetuljhora
Taposi Rabeya	01887369331	Dhaka	Savar	Nabinagar
Tahmina Khatun	01798819996	Dhaka	Savar	Vartuka
Kohinoor Begum	01829357676	Dhaka	Savar	Vartuka
Arshi Zaman Porna	01776093988	Dhaka	Savar	Heamyetpur
Nirjhora Khanom Sima	01829724621	Dhaka	Savar	Tetuljhora
Rita	01877-338245	Dhaka	Savar	Tetuljhora
Laily Akter	01831778923	Dhaka	Savar	Tetuljhora
Most. Rina Akter	01872981574	Dhaka	Savar	Vartuka
Most. Farhana Akter	01787496593	Dhaka	Savar	Savar
Naznin jahan Rikta	01831129990	Dhaka	Savar	Tetuljhora
Mahfuja Khanom	01735228933	Dhaka	Savar	Tetuljhora
Rejowana Jannat	01927108820	Dhaka	Savar	Tetuljhora
Romeza Akter	01687309281	Dhaka	Savar	Tetuljhora
Bilkis Akter	01682421192	Dhaka	Savar	Tetuljhora
Md. Rofiz Uddin	01824119687	Dhaka	Savar	Vartuka
Md. Monir HossAIN	01819748063	Dhaka	Savar	Vartuka
Kobbad Hossain	01713579012	Dhaka	Savar	Tetuljhora
Sahabuddin	01858364357	Dhaka	Savar	Tetuljhora
Md. Nasir Uddin Bhuiyan	01712977644	Dhaka	Savar	Tetuljhora
Md. Jakir Hossain	01862252874	Dhaka	Savar	Tetuljhora

**Public Consultation-06**

BRCP-1, WTO Cell, PIU, Zoom Platform, District: Dhaka Date:26.05.2021

Participants Number: 16; Male: 12; Female: 4;

#	Name	Address & Designation	Contact information	Signature
1.	Mr. Md. Mijanur Rahman	Project Director, BRCP-1, MOC	Mobile:01711281713 pdbrcp1moc@gmail.com	
2.	Md. Munir Chowdhury	National Trade Expert BRCP-1, MOC	Mobile: 01711591060 chowdhury2341@gmail.com	
3.	Dr. Shahbuddin Ahmed	Project Manager BRCP-1, MOC	01742601461 shahabipm@gmail.com	
4.	Dr.Abdul Kader	President, Bangladesh Potato Exporter Association,	Mobile: 01713015119 Email: <a href="mailto:sheikh@agriconcern.com">sheikh@agriconcern.com</a>	
5.	Mr.Md. Monjurul Islam,	Adviser, Bangladesh Fruits Vegetables & Allied products Exporters Association, Motijheel, Dhaka-1000	Mobile: 01776434339 Email: <a href="mailto:monjurulislam10@yahoo.com">monjurulislam10@yahoo.com</a>	
6.	Kbd.Md.Shamsul Alam,.	Former Deputy Director (Export), Plant Quarantine Wing, DAE, Khamarbari	Mobile: 01712038287 Email: <a href="mailto:ddexport@dae.gov.bd">ddexport@dae.gov.bd</a>	
7.	Mr.Mitul Kumar Saha,	AGM, Hortex Foundation Sech Bhaban, Dhaka-1207	Mobile: 01711370491 Email: <a href="mailto:mitulsaha@hortex.org">mitulsaha@hortex.org</a> <a href="mailto:mitulecon@gmail.com">mitulecon@gmail.com</a>	
8.	Mr.Khurshid Ahmed Farhad	GM, Bombay Sweets	Phone: 01704123281 Email: <a href="mailto:gm-imd@bombaysweets-bd.com">gm-imd@bombaysweets-bd.com</a>	
9.	Mrs. Shahnaz Neena,	Deputy Director, Department of Agricultural Marketing, Khamarbari.	Mobile: 01720107164 Email: <a href="mailto:neenashahnaz@gmail.com">neenashahnaz@gmail.com</a>	
10.	Mr.Masoodur Rahman,	Proprietor, M/S Shoronika Enterprise, 144 DIT Ext.Road, Fakirapol. Dhaka-1000	Phone: 0171536127 Email: <a href="mailto:marjaanfoods@gmail.com">marjaanfoods@gmail.com</a> <a href="mailto:shoronika2007@gmail.com">shoronika2007@gmail.com</a>	
11.	Mrs. B. N. Siddique,	Proprietor, Northern Agro-International, 78/3,Purana Paltan, 3 <sup>rd</sup> Floor, Dhaka-1000	Phone: 9341856 Email: <a href="mailto:flaminltd@yahoo.com">flaminltd@yahoo.com</a>	
12.	Mrs. Fatema Amin,	Managing Director. Amin Food Processing Industries Ltd.21/A, Purana Paltan,	Mobile: 01711532020 Email: <a href="mailto:henolux@gmail.com">henolux@gmail.com</a>	
13.	Mr.Golam Sharif Chowdhury	Proprietor, Pranto Traders, Rahman Intl. Complex (11 <sup>th</sup> Floor), 28/1/C, Toyeenbee	Mobile: 01841918928 Email: <a href="mailto:export1@alinfood.com">export1@alinfood.com</a>	

#	Name	Address & Designation	Contact information	Signature
		Circular Road, Motijheel, Dhaka-1000		
14.	Mr.S.M.Jahangir Hossain	President, Bangladesh Fruits Vegetables and Allied Products Exporters Association (BFVPEA).	Phone: 01711671533 Email: <a href="mailto:smjhossain@yahoo.com">smjhossain@yahoo.com</a> <a href="mailto:bfvpea_association@yahoo.com">bfvpea_association@yahoo.com</a>	
15.	Dr. Md. Moshir Rahman,	Principal Scientific Officer, Fruit Research Station, BARI, Citrus Research Center, Jaintapur, Sylhet	Phone: 01716 838586 E-mail : <a href="mailto:moshiur.bari@yahoo.com">moshiur.bari@yahoo.com</a>	
16.	Dr. AKM Quamruzzaman	Principal Scientific Officer Vegetable Division ,Horticultural Research Center, Bangladesh Agricultural Research Institute	Cell phone : 01754 112050 E-mail : <a href="mailto:akmqzs@gmail.com">akmqzs@gmail.com</a>	
17.	Kbd. Faruque Ahmed,	Project Director, Citrus Crops Extension and Productivity Enhancement Project, Khamarbari, Dhaka	Cell phone : 01712917262 E-mail : <a href="mailto:faruquepdcitrus@gmail.com">faruquepdcitrus@gmail.com</a>	
18.	Mrs.Fawzia Yasmin	Director, Ispahani.	<a href="mailto:fawzia@mmispahani.com">fawzia@mmispahani.com</a>	
19.	Md. Belayet Hossain,	Global Agro- Resources House # 34/a, Road# 11/A, Dhanmondi R/A, Dhaka.	Phone: 01819288159	
20.	Mr.Md.Monzur ul Hannan,	MD, Hortex Foundation, Manik Mia Avenue, Dhaka- 1207- <b>Keynote Speaker</b>	Mobile: 01711565731 Email: <a href="mailto:hortex@hortex.org">hortex@hortex.org</a> <a href="mailto:manzurhannan@gmail.com">manzurhannan@gmail.com</a>	
21.	Md.Obaidul Azam	Director & CEO, BFTI TCB Bhaban (5th Floor), 1 Karwan Bazar, Dhaka- 1215	Mob:01711381683 Email:obaidulazam@gmail. com, <a href="mailto:director@bfti.org.bd">director@bfti.org.bd</a>	
22.	Mr.Anamul Hassan Khan,	CEO, PromeAgro Foods Ltd.	Mobile: 01713247000 Email: <a href="mailto:promegroup@gmail.com">promegroup@gmail.com</a>	
23.	Mr.Nazmul Haque,	Proprietor, Farhan Agro Processor,	Mobile: 01715149688 Email:	

#	Name	Address & Designation	Contact information	Signature
		Bijoynagar, Dhaka-1000.	<a href="mailto:farhanagro2012@gmail.com">farhanagro2012@gmail.com</a>	
24.	Dr. Saleh Ahmed	Team Leader, Agro-processing	saleh4s@yahoo.com	
25.	Dr. M M Amir Hosain	Team Leader, Baseline Survey	drmmamir@gmail.com	
26.	Ismail Hosain	Database Expert	ismail.sta@gmail.com	
27.	HasibunNaher Shila	Gender Expert	shila_hasibun@yahoo.com	

## Appendix-12: Pictorial view of different field activities

### Pictorial view of Public Consultations (PCs)



Public Consultation at Sheola Land Port on 09 February 2021



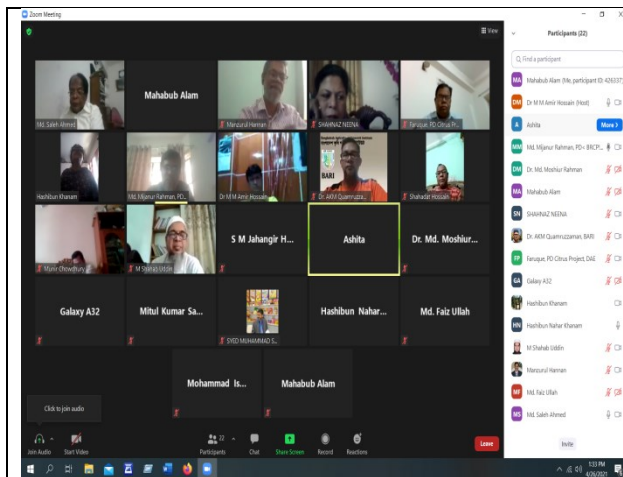
Public Consultation at Ramgarh Upazila office on 11 February 2021



Public Consultation at Bhomra Land Port on 15 February 2021



Public Consultation at Benapole Land Port on 17 February 2021



Public Consultation at Dhaka through online zoom platform



Public Consultation at Savar upazila, Dhaka





**Figure: Some FGDs under the project**





KII with concern official at Sheola custom station



KII with Dr. A.K.M Moktadir Billah, DLS officer, Sheola



KII with Engr. Md. Altaf Hossain, Team Leader, CSC, BRCP-1, BLPA



KII with Md. Anisujaman, UAO, Sheola



KII with Upazila Chairman, Ramgarh Upazila



KII with Md. Ali Ahmed, UAO, Ramgarh





KII with custom officials at Bhomra land port



KII with plant quarantine officer at Bhomra land port



KII with BLPA officials at Bhomra land port



KII with C&F agent at Bhomra land Port



KII with BLPA officials at Benapole land port





KII with custom officials at Benapole land Port



KII with officials of Livestock quarantine station,  
Beanpole land port

## Terms of Reference

### Baseline Survey of the Bangladesh Regional Connectivity Project (BRCP)-1

#### 1. Background and Project Descriptions

##### Introduction

The Government of The People's Republic of Bangladesh has received an US\$ 150 million loan from the International Development Association (IDA) – a member of the World Bank Group – for the *Bangladesh Regional Connectivity Project 1* (BRCP-1), being jointly implemented by the Bangladesh Land Port Authority (BLPA), National Board of Revenue (NBR) and Ministry of Commerce, respectively under the Ministry of Shipping, Ministry of Finance and Ministry of Commerce. The project includes 3 distinct components:

##### **Component 1: Invest in infrastructure, systems and procedures to modernize key selected land ports essential for trade with India, Bhutan and Nepal**

The component includes financing of key development and improvement works at four land ports: (i) Bhomra (ii) Sheola; (iii) Ramgarh and, (iv) Benapole, to be implemented by Bangladesh Land Port Authority (BLPA) under Ministry of Shipping.

Bhomra is located at the south-west corner of Bangladesh which is currently the largest land port in terms of trade value. The Project will finance a significant part of the Government's three-phase expansion plan. The proposed Sheola land port is currently a Land Custom Station, and will be a Greenfield project. Located at North-eastern corridor on the border with Assam, India, its strategic location holds the potential to eventually become a multimodal logistics hub, fostering greater trade between Bangladesh and India's North-eastern states, as well as with other sub-regional countries. The proposed Ramgar land port is located in the region of Chittagong Hill Tracts and will contribute to increased trade with the landlocked Tripura State of India. Finally, the component will finance a high-capacity perimeter fence, a CCTV system, and a gate pass system at Benapole land port, which is also the largest and most important land port in Bangladesh.

This component will benefit the following type of people:

- i) Exporters and Importers;
- ii) C&F Agents and Freight Forwarders;
- iii) Local businessmen;
- iv) Officials of different departments and others.

##### **Component 2: Enhance trade sector coordination and economic empowerment and opportunities in trade for women.**

The component comprises of 3 (three) sub-components and is being implemented by the Ministry of Commerce.

- Component 2a: Develop (pilot) programs to support female traders and entrepreneurs. This component will pilot activities to help address barriers to women becoming more integrated into regional and global supply chains and trading opportunities. This component will benefit mostly the women traders.
- Component 2b: Capacity Development Support for the National Trade and Transport Facilitation Committee. The inter-ministerial National Trade and Transport Facilitation Committee (NTTFC) has been set up during the preparation of the proposed Project to coordinate all trade and transport-related policies and activities in Bangladesh, and will also serve as the Advisory Committee for the Project.

- Component 2c: Improvements to Bangladesh Trade Portal and to set up a National Enquiry Point for Trade. The Bangladesh Trade Portal (BTP) was launched in March 2016. This component will support further enhancements to the BTP to expand its functionality to include information of relevance to potential Bangladesh exporters and to ensure that content is kept up to date. This component will also set up the National Enquiry Point for Trade, which will help Bangladesh to meet a key requirement of WTO Trade Facilitation Agreement.

### **Component 3: Implement National Single Window and Customs Modernization Plan**

The component supports setting up and implementing a National Single Window (NSW) system and the associated reform and modernization of Customs and other border management agency requirements. The NSW will allow traders to submit all import, export and transit information required by Customs and other key regulatory agencies via a single electronic gateway instead of submitting essentially the same information numerous times to different government agencies, many of which still rely heavily on paper-based processing systems. Once operational, the NSW, through the introduction of an electronic, online solution, will facilitate faster and more transparent international trade procedures, reduce transaction time and costs for the private sector, and provide consistency and certainty in the total process, from the start of the regulatory requirements to the final clearance of goods.

This component will benefit the exporters, importers, traders and other stakeholders including officials engaged in border trade operation.

#### **2. Objective of the Survey**

The objective of the survey is to obtain a clear understanding of the situation as regard the satisfaction of the beneficiaries with the current state of facilities and services which the project aims at improve (baseline), in order to assess objectively their improvement in terms of functioning, effectiveness and efficiency at the end of the interventions (end line) under all the 3 components of the project. In specific terms, this will include:

- i. Develop and carry out a reliable baseline survey of the beneficiary satisfactions of the different interventions under the umbrella project's 3 components;
- ii. Analyze the data from the survey according to an agreed plan and assist the implementing agencies in the interpretation of the findings, so that the results and recommendations can be used for ensuring effectiveness and efficiency of the interventions.

Given the differences in the nature and type of the interventions, the types and groups of beneficiaries will vary from one component to another. The types/groups of the beneficiaries to be included, sampling approach and content of the survey will be finalized in discussion with the respective implementation agencies in the course of survey preparation.

#### **3. Scope of Work**

The Consultant/firm shall fulfill the objectives of the consultancy services, as detailed

below. However, the detailed description of services below is not an exhaustive list but rather indicative of the overall tasks to be performed by the consultant/firm. The Consultant/firm needs to perform professionally to achieve the objectives as defined above.

Specifically, the consultant/firm is expected to design and carry out a base-line survey, including:

- i. Review and refine in consultation with the respective implementing agency criteria for assessing the access and quality of existing infrastructure and services to beneficiaries under each component (WHAT to assess) and agree on adequate survey instruments to be used to measure those for the baseline survey (HOW to assess).
- ii. Elaborate data collection instruments, tools and protocols and incorporate comments of implementing agencies on those as appropriate. Ensure a combination of quantitative and qualitative methods (including the use of qualitative ones – like interviews with key informants and Focus Group discussions - for data analyses and interpretation).
- iii. Pre-test the survey data collection instrument and make the necessary corrections.
- iv. Design appropriate targeting/sampling methodology and technique (including appropriate approach to disaggregating data – e.g. by districts, urban/rural, genders, ethnicity, age groups, income, etc.). The targeting/ sampling methodology will be discussed and agreed before the start of the survey.
- v. Conduct the survey to provide data in a disaggregated form according to the agreed methodology.
- vi. Process and analyze the received data.
- vii. Submit analyzed data and identify major factors responsible for the shortfall in utilization or satisfaction of services and infrastructure under the survey.
- viii. Make relevant recommendations to improve the level of satisfaction of the beneficiaries.

#### **4. Methodology**

##### **A. Sampling:**

Depending on sub-components and components, the sampling unit will be decided in consultation with the respective implementing agency. A sample frame will be developed for each (sub)-component according to agreed catchment area(s)/ principles in discussion with the implementing agencies. The sample size has to be statistically significant/ representative and the sampling plan and sample size has to be approved by the project authority. The project authority will take clearance from the Bangladesh Bureau of Statistics if there is a need to publish official statistics from this study.

The beneficiaries' satisfaction data should be very linear. It should be conducted at the point of service use. The survey should be based on a score card approach and to the extent possible use the ICT means (e.g. mobile phones). It should also incorporate group data collection methods (like FDGs).

##### **B. Questionnaire:**

The survey questions will be developed and agreed with the related implementing agencies. The questionnaire for survey/analysis will have to be tested at field and an

analysis of pre-test has to be presented in tabular form in the report. The questionnaire has to be revised based on the pre-test.

**C. Key Informants Interviews:**

To verify data collected from beneficiaries, group or individual interviews with key informants will need to be organized. Approach to selecting KI and guide is to be elaborated by the consultant.

**D. Focus Group Discussion:**

The survey team shall use the FGDs tool. The FGDs will complement the data generated from the survey questions and through other methods.

The FGDs will be carried out in mix or separate male/female groups as appropriate and will be carried out based on an elaborated guide approved beforehand by the related implementing agencies. Detailed documentation of the proceedings of the FGDs will be maintained.

**E. Public Consultations:**

For the component 1, the survey will also include public consultations at selected locations with the relevant stakeholders as decided in discussion with the implementing agencies. The aim of public consultations is to verify the survey findings and conclusions with the beneficiaries, as well as raise public awareness of the upcoming improvements of facilities and services.

**F. Data Analysis and reporting**

The data will be processed by using STATA and NVivo or latest data processing software and the copy of database will be provided to the implementing agency. Privacy of the survey data will be strictly maintained by the consultant/firm.

The consultant will have to present a factor analysis based on agreed (between the project and the consultant) satisfaction level indicator.

The methodology finally adopted and data processing techniques used will be clearly described for exact replication during consequent surveys at a later stage. The questions will be administered based on brief operational manual on information collection and analysis.

**5. Timeframe of the Services:**

The studies on different component will be conducted concurrently depending on the budget allocation of the project. The duration will be six months from the date of contract.

**6. Expected deliverables:**

- (i) develop the sample frame for the baseline survey
- (ii) design/adapt/refine (as appropriate) the baseline survey questionnaires, FDG and interview guides
- (iii) arrange for the questionnaires and guides to be translated into relevant languages
- (iv) pre-test the questionnaires
- (v) incorporate changes into the questionnaires after pre-testing the questionnaires
- (vi) prepare a tabulation plan
- (vii) hire and train the field supervisors and enumerators



- (viii) plan the field work logistics
- (ix) conduct a pilot survey and revise the questionnaire based on the findings of the pilot survey
- (x) prepare survey implementation and questionnaire documentation e.g. enumerator supervision manuals, etc.
- (xi) supervise survey implementation and ensure quality control
- (xii) develop the data entry program, supervise the project database, and arrange for data cleaning and entry
- (xiii) analyze and report the findings of the survey by using STATA and NVivo or latest software and provide datasets and final documentation
- (xiv) conduct verification interviews and FDGs, document them properly and incorporate findings into the survey report.

The deliverables include the Satisfaction Survey Report both in hard and soft copy. In addition, the consultants/firm will also provide copy of the survey data base in SPSS and cumulative data tables to the project team in the implementing agencies. All reports will be in English.

## 7. The Consultant's Team and Inputs

The proposed services under this Terms of Reference shall be carried out by using a firm (Consultant) with adequate experience in designing and delivering training programs as well as in-depth knowledge of the cut-flower sub-sector and trade facilitation. The firm should propose the structure and composition of its team members. It should list the main disciplines of the assignment, the key experts, technical and support staff. An indicative team structure may be as follows:

Position	Duration (man months)	Qualification and Experience
Team Leader	06	At least a Master's level degree in any discipline. 15+ years of experience in leading teams to deliver multipurpose outputs like trainings, position papers, industry reviews and so on. At least 5 years of international experience and at least 10 years of experience in Bangladesh.
Customs/Border Management Expert	04	At least a Master's level degree in any discipline. 10+ years of experience in related fields. At least 5 years of international trade/transportation.
IT Expert	04	Bachelor level degree in CSE or related areas or Masters in any discipline with PGD in ICT. At least +5 years of Working experience in women development of Bangladesh. Working experience in Agro-processing/Cut flower/ICT sector will be desirable.
Data Analyst	03	At least a Master's level degree in Mathematics/Statistics/Social Science or related field. Working experience in e-trade/e-commerce will be desirable.
Gender Specialist	02	At least a Master's level degree in any discipline. At least +5 years of Working experience in women development of Bangladesh. Working experience in Agro-processing/Cut flower/ICT sector will be desirable.
Entrepreneurship Development	02	At least a Master's level degree in any discipline. At least +5 years of Working experience in entrepreneurship development of Bangladesh. Working experience in Agro-



Position	Duration (man months)	Qualification and Experience
Expert		processing/Cut flower/ICT sector will be desirable.

The Consulting firm will also propose program support staffs like data collector, Supervisor as per their work plan.

#### **8. Client's Input and Counterpart Personnel**

The firm (consultant) will facilitate monitoring of survey activities by the employer, project implementing agencies and World Bank officials. The project will provide to the Consulting firm all key program documents & reports such as:

- Technical Assistance Project proposal (TAPP), if required;
- Project Appraisal Document (PAD), if required;
- Sharing relevant up to date project information for a better understanding of the project;
- Providing timely feedback to the consulting firm on inception report, questionnaire, sampling, draft reports etc.;

Any logistic support such as transportation as well as office space will not be provided by the client.

#### **9. Criteria for evaluation**

The Consulting firm will be evaluated in accordance with the procedures set out in the World Bank Guidelines: Selection and Employment of Consultants by World Bank Borrowers, 2016. The selection method will be 'Quality and Cost Based Selection (QCBS)' as per World Bank guidelines for the appointment of the consultant.



## **Development Technical Consultants Pvt. Ltd. (DTCL)**

Plot # 62, Road # 14/1, Block # G, Niketon, Gulshan-1  
Tel: + 88 02222294438, + 88 02222280439, Fax: + 88 02222280973  
Email: [info@dtcltd.org](mailto:info@dtcltd.org); Website: [www.dtcltd.org](http://www.dtcltd.org)