

Report On

Enhancing Efficiency in Legal Case Management through Operations
Management Techniques

By

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An internship report submitted to the Brac Business School in partial fulfillment
of the requirements for the degree of
Master of Business Administration

Brac Business School

Brac University

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all the main sources of help.

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Letter of Transmittal

Dr. Md Shamimul Islam
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Subject: Submission of internship report on “Enhancing Efficiency in Legal Case Management through Operations Management Techniques”.

Dear Sir

This is my pleasure to present my internship report on “Enhancing Efficiency in Legal Case Management through Operations Management Techniques”. In this report, I have given a proper brief about my internship experience at Monstarlab Enterprise Solutions and also analyzed the entire client service through digitalization.

I have finished the report with the essential data and recommended propositions in as compact and comprehensive manner as possible.

I trust that the report will meet my desires.

Sincerely yours,

Hrishikesh Goswamy
ID: 21264079
BRAC Business School
BRAC University
Date: July 14, 2024

Non-Disclosure Agreement

This agreement is made and entered into by and between Monstarlab Enterprise Solutions and the undersigned student at Brac University, Hrishikesh Goswamy (ID: 21264079)

Monstarlab Enterprise Solutions

Hrishikesh Goswamy

Acknowledgment

I would like to extend my deepest gratitude to everyone who I am working with at Monstarlab Enterprise Solutions Ltd. and who has contributed to the successful completion of my intern report. Their immense support and encouragement have been invaluable for my internship.

I am thankful to Monstarlab Enterprise Solutions for the opportunity to complete my internship in such a dynamic environment. Special thanks to my manager, Morshatha Khanam, Financial Controller, Finance Department at Monstarlab Enterprise Solutions Ltd., Bangladesh, for her outstanding supervision and guidance during my internship. I am also grateful to the employees at Monstarlab Enterprise Solutions Dhaka Branch for their invaluable support and insights, which significantly enhanced my learning experience.

A special mention goes to my on-site supervisor, Morshatha Khanam, Financial Controller, for her continuous support and thoughtful suggestions. Her expertise in digital consulting, Taxation, legal consulting, BPO, and ERP solutions has been instrumental in my professional growth.

I do want to offer my deepest thanks to everyone who has given their time and abilities to help me achieve my academic goals. I am grateful to everyone in my life who has continued to support and inspire me on this road. This experience would not have been possible without your support and inspiration. Thank you for all of your help and support.

Executive Summary

Monstarlab Enterprise Solutions (MLES) is a newly established business in Bangladesh. It is a sister concern of global digital consultancy Monstarlab Holdings, Inc. MLES started its business in Bangladesh on January 1, 2022. MLES establishes its business in 30 cities and 20 countries around the world. Enhancing Efficiency in Legal Case Management through Assessing and Improving Legal Control Measures in Bangladesh Company Law. Its projects are pivotal for ensuring excellence throughout the proper business of Bangladesh in a legal way for a company. This summary outlines the main key strategies for achieving this goal of Operations Management Techniques. Regular documentation reviews and updates through the website every day ensure alignment with evolving project needs and the latest legal ways of Bangladeshi company act. Additionally, implementing effective monitoring mechanisms, such as monthly checkpoints, automated testing tools, and root cause analysis techniques, enables proactive identification and resolution of quality issues. As a tax and legal trainee associate, I have to ensure that the execution is performed as per design by collaborating with my line managers. Besides, another duty is to ensure proper documentation knowledge and adequately deal with proper documentation submission timing and the right company acts the government office submission selection like RJSC, BIDA, NBR, City corporation, etc.

Keywords: Documentation, Tools and Techniques, BPO service, Framework; Monitoring, Collaboration, Digital consultancy, ERP consulting, and Legal Business.

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List of Acronyms

MLES : Monstarlab Enterprise Solutions Limited.

BPO : Business Process Outsourcing

ERP : Enterprise Resource Planning

FS : Financial Statements

TAX: Taxation

TIN : Taxpayer Identification Number

VAT: Value-Added Tax

TDS: Tax Deducted at Source

VDS: Vat Deducted at Source

NBR: National Board Of Revenue

FP&A: Financial planning and analysis

RTR: Record To Report

OTC: Order To Cash

RJSC : Registrar of Joint Stock Companies and Firms

AGM : Annual general meeting

EGM : Extraordinary general meeting

BIDA: Bangladesh Investment Development Authority

MBA: Masters of Business Administration

Chapter 1

1. Overview of Internship

1.1 Information About Student

Name: Hrishikesh Goswamy

Student ID: 21264079

Department: MBA

Major Subject: Operation Management

Job Period: March 11, 2024 to Present

Bus 699 course was actually presented as an Internship Report requirement course. It's an internship course for BRAC University in spring 2024 my major is Operation Management. This internship report actually covers my whole internship period at Monstarlab Enterprise Solutions Limited.

1.2 Information regarding the internship

1.2.1 Organization Details

- Name of the Company: Monstarlab Enterprise Solutions Limited.
- Address: Plot-05,Paragon House, 2nd Floor,Mohakhali C/A,Dhaka-1212

Contact: +8801751-901665

E-Mail: contract@monstar-lab.com

- Internship Tenure: 3 Months

1.2.2 Details about the supervisor

Supervisor Name: Morshatha Khanam

Designation: Financial Specialist

Department: Record to Report

1.2.3 Scope of the job MLES

As a trainee associate, my primary responsibility is to obtain my line manager's assistance work. I also work with other departments and other client work. Because of the company rules I don't enclose the client's name of the company. This involves are my main duties include as following:

- Manage all the secretarial work related to the registrar of joint stock companies and farms including support for company name clearance and handling in the corporation process.
- Make sure the timely Submission Of all RJSC related return submissions to a certified copy.
- Updating RJSC on any changes within the company by Board Meeting, Extraordinary General Meeting, and Annual General Meeting.
- Attend the meeting and make all meeting minutes and prepare Board Meetings, Extra-Ordinary General Meetings, and Annual General Meetings.
- Renewing trade licenses and supporting documents.
- Prepare all the challan Online and ensure submission.
- Submitting company monthly, quarterly, half-yearly, and annual tax returns
- Prepare all the documents and submit VAT return and tax return.
- Preparing and submitting all document-related licenses and permits.
- Bookkeeping of the MLES process and keeping track of every financial transaction.
- Handling legal documents and policies of the company.
- Assisting and proper documentation filing for BIDA related work.

1.3 Outcomes of the Internship

1.3.1 Students Contribution to the MLES

At the time of my internship at MLES. I was in charge of handling the tax, legal and secretarial aspects of the several projects of MLES and its own client. My main objective was Enhancing Efficiency in Legal Case Management through Operations Management Techniques. It ensures end to end legal support to the clients and the company as well. This post includes operations like legal documentation and bookkeeping use of google drive. Then I have to prepare a monthly TAX return and vendor challan and payroll challan ready with the help of my line manager so that our organization doesn't face any illegal financial transaction. I am submitting the TAX return to NBR physically. By the law of bangladesh we also prepare and submit online VAT return Mushak-9.1 and prepare challan. I prepared Mushak 6.6 for our vendor. We provide Mushok 6.6 to our vendor by mailing them to their mail address. In this position I confirm and do this operation to smoothly do our business legally so that there is no obligation from the government side.

I am highly interested in improving Monstarlab Enterprise Solutions Limited operations efficiently and adding proper initiative and action to that establishment. During my internship at Monstarlab Enterprise Solutions Limited, I gained essential experience on Tax, legal document preparation and handling proper ways and made a great influence on the organization's operations. I learned from my line manager how to create Withholding Tax return 117 and how to calculate tax from provide or receive any service. I learned from her how to make a proper VAT return from providing or receiving any service and how to calculate VAT on that service. Because of my previous experience, I know how to do our secretarial work properly, which is done by legal case management through operations

management techniques. We have to properly track time submission and provide proper data through knowledge of operation management. This internship report aims to provide insights into Monstarlab Enterprise Solutions Limited and its business practices by collaborating on great leader techniques to help me develop a future corporate culture. Their corporate culture is so ethical, and their ethical practices are perfect for the real corporate world.

1.3.2 Student Benefits at MLES

At the time of my internship on MLES,. I was allocated a broad range of task operation sectors, like tax operations and legal operation sector. Because of that, I have a variety of abilities and experience to cope up with the real corporate world. Because of the company, I learned how the corporate world runs their business to maintain their ethics. In this period, I learned from here how to enhance efficiency in legal case management through operations management techniques. MLES have a great P&C department, which department employees cope up with organization's culture. They provide training on how to build your proper friendly approach with your colleges. They provide many more training for employee career growth.

This internship created a self-expanded awareness of the corporate sector. This business helps me to work in a transparent business and legal way business culture. In this business, every operation is very much clear and transparent to the employees and government. These company experiences enhanced my understanding and competence and at that time when coped with useful skills and information I obtained.

For the cause of my internship on MLES, I understand and learn how to bookkeeping an organization process and keep track of every financial transaction. I learned from here how a company runs in a legal way in Bangladesh. Because of maintaining the legal business, I learned about the Bangladesh Investment Development Authority (BIDA), Registrar of Joint

Stock Companies And Firms (RJSC), Business Trade license, Taxpayer Identification Number (TIN), Business Identification Number (BIN), and their registration operation process. Which will help me to operate a business from a Bangladesh perspective.

I am very enjoying this department and love to learn new things about my position. For this position, I have the opportunity to create a great impact on all of the departments of MLES business. I gained a lot of knowledge about the organization process. Because of my department, I have faced various kinds of new challenges which I face with the help of my line manager. It helps me to enhance my knowledge. Because of that knowledge, I have created a greater impact on my job sector.

1.3.3 Recommendations for Future Internships

To excel as a prospective intern at MLES, I actively engage in educational opportunities and embrace a diverse range of initiatives. Being open to taking on various responsibilities that allow me to broaden my expertise and gain a comprehensive understanding of the industry. Building strong relationships with managers and colleagues is essential, as their guidance and mentorship are invaluable for my professional growth.

I will demonstrate initiative by proposing innovative ideas and showing enthusiasm for team collaboration. Before starting, I will ensure that I am well-versed in the latest company laws and regulations under the Company Act, which will facilitate a smoother integration into the organization.

Efficient time management is crucial; I will balance my internship tasks with my academic commitments to ensure I meet all responsibilities effectively. By adopting a proactive and balanced approach, I will be able to fully capitalize on the opportunities presented during my internship at MLES, ultimately maximizing the benefits of this experience and contributing meaningfully to the team.

Chapter 2

2. About the Organization

2.1 Overview of Monstarlab Enterprise Solutions (MLES)

Monstarlab Enterprise Solutions (MLES) is a newly established business in Bangladesh. It is a sister concern of global digital consultancy Monstarlab Holdings, Inc. MLES started their business in Bangladesh on January 1, 2022. Monstarlab established their business in 30 cities and 20 countries around the world. Monstarlab has 33 global offices and 1,400+ talented employees in their business. Monstarlab Enterprise Solutions (MLES) is one of the MNC Category companies in Bangladesh.



Monstarlab Enterprise Solutions (MLES) already solve over 2200+ cases in the world. MLES, a company based on, provides Business Process Outsourcing (BPO) services and many more services in Bangladesh. Such as comprehensive suite of services, ERP consulting,

Financial Planning and Analysis, Budgeting and Business Planning, Financial Modeling and Reporting, Financial Process Transformation, Transaction Processing and Reporting, AP&AR Services, Payroll Management, Financial Reporting and Analysis, Cash Flow Management, Strategic Financial Management, Risk Management and Compliance, Business Performance Improvement, System Selection and Implementation, Process Optimisation ,Data Integration, Customization and Development, Training and Support.

MLES is renowned for their Robotic Process Automation (RPA) service. It's an innovation technology that helps businesses increase efficiency in focusing on strategic initiatives and accelerating growth.

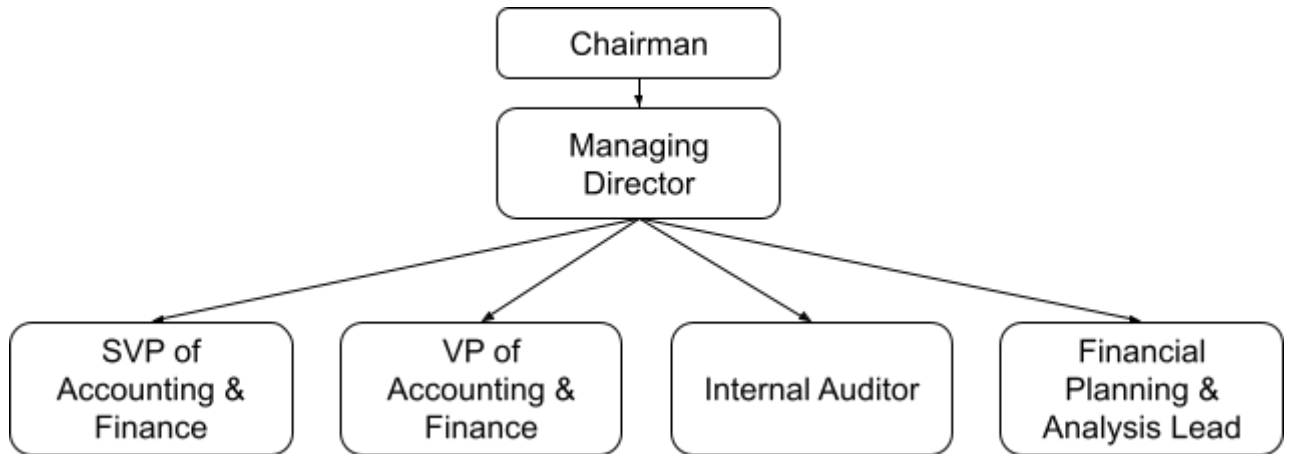
2.1.1 Competitors Of MLES

MLES is a Japan based company that operates its business in 32 cites. It has direct and indirect competitors in our country and other countries. They are KPMG, Deloitte, Optimizely, DataForge, Accenture, IBM Consulting, MERGE, PricewaterhouseCoopers (PwC), DemandZEN, and DemandGen. This is the competitor of MLES right now in the market.

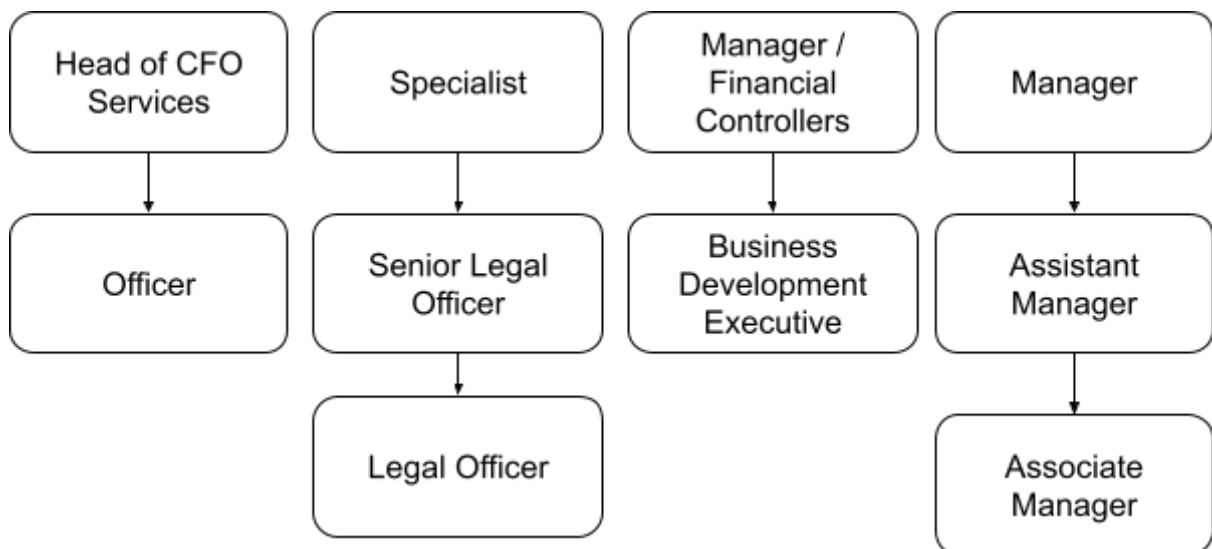
2.2 Company structure

MLES organizational structure is tall. Low level employees can go any time to top management at any time through their line manager's idea submission. chairman, Managing Director, Internal Auditor, SVP of Accounting & Finance, VP of Accounting & Finance, Financial Planning & Analysis Lead, Financial Controllers, Head of CFO Services, Manager, Senior Legal Officer, Senior Analyst, Senior Associate, Legal Officer, Analyst, Officer, People & Culture, Associate, Trainee Associate. There's a narrow span of control Because of the tall structure, it takes some more time for the work. A tall structure is not a cost effective structure , so the operation cost is going to increase. MLES office culture is good because of their help and upper management.

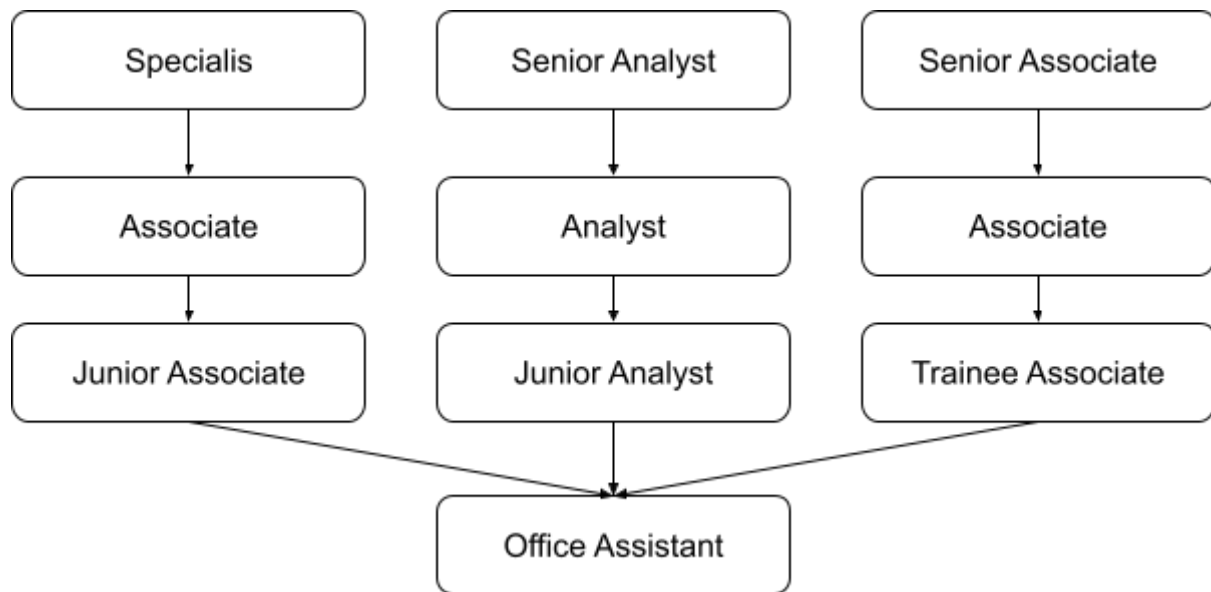
2.2.1 Top Level Management:



2.2.2 Middle Level Management:



2.2.3 Low-Level Management:



2.3 Operation details & Corporate Division/department of MLES

2.3.1 Financial planning and analysis

MLES Financial Planning and Analysis team plans and point-to-point analysis based on the reports presented by the RTR team. The FP&A team uses the financial information provided by the RTR department to forecast all dates and create a budget plan for the upcoming financial period. If any kind of new business decision is made by higher authority, the FP&A team has to make a proper analysis and suggest what decision is good or what decision is bad for the company.

2.3.2 Tax And Legal

This department has to ensure proper tax and VAT proper contributions to the government. The Tax and Legal Department ensures corporate tax in MLES, MLBD, and for clients. They are responsible for legal work like contracts with other companies and secretarial work in offices and with clients. All kinds of RJSC, BIDA, NBD, and office work are responsible for this department. This department is responsible for making all kinds of board meetings, AGMs, EGMs, etc. work in the office and with outside clients as well.

2.3.3 Purchase To Pay

Procurement activities and accounts payable are the major responsibilities of the Purchase To Pay department. This department starts with identifying the need for goods or services. Based on the needs, the Purchase To Pay department chooses and evaluates and selects the most suitable suppliers for the purchase. Based on their needs, they select the right suppliers with the best price and establish relationships with them so that they have the best deals from other suppliers.

2.3.4 Finance and account solutions excellence

This department works for organizations to optimize financial processes smoothly, enhance best accounting practices, and drive the best operational efficiency within the organization. The FASE department is responsible for providing services to domestic clients and providing financial consulting to our clients. This department helps in house and outdoor client operations.

2.3.5 Sale and Marketing

The Sales and Marketing department is responsible for increasing revenue in our business by identifying and capitalizing on market opportunities, developing and implementing new marketing strategies, establishing and maintaining smooth customer relationships, and promoting the organization's and our services, and products to target audiences. They have a repository of brand management and partner relationships.

2.3.6 People and Culture

The P&C department is needed for every business since it is in charge of attracting, developing, and keeping people's needs, creating a healthy workplace culture, and maintaining compliance with employment rules and regulations. This department is also a Human resource department. They hire suitable people based on the organization's needs. It shapes the organization's performance by developing its most precious asset: its people. They added a new HR solution apps service called Monstar People that helps employees to leave applications and office present, time track, location track by their apps.

2.3.7 Order To Cash

This department is responsible for all kinds of company account receivable activities. Which contains all kinds of handling cash transactions in Monstarlab Enterprise Solutions in Bangladesh and also outside the Bangladesh office. This department collects client payments and manages the credit received.

2.3.8 Record to Report

The Record to Report department is a very essential department in our organization. This department handles financial close or closing of the books. They collect financial data such as sales, purchases, payroll, etc. Handling ledger for recording financial transactions and confirming transactions into appropriate accounts. They are responsible for correcting errors, and addressing clashes with accounting standards and regulations. Posting closing entries to transfer revenue and expense accounts at the end of the accounting period.

2.3.9 Information Technology Team

In our company, ERP software is one of our main selling products. The Information Technology Team makes ERP software and supports any extra needs for after sales services. They create software based on client company needs. They provide IT help to our company through software installation, server maintenance, IT procurement, and vendor management. This team plays a great role in promoting the use of new technologies to foster innovation, productivity, and development inside the organization.

2.4 Revenue by broad category - 2024

MLES have 3 types of service which are provided by their own clients. Business Process Outsourcing (BPO) which helps other businesses in a legal way by maintaining Bangladeshi rules and regulations. ERP stands for enterprise resource planning which provides a business to maintain total bookkeeping of all data of a company. This helps businesses to end to end business transactions. Finance and account solutions excellence (FASE) helps businesses to provide transparent financial and accounting solutions to our client business. So that they have transparent business processes and outsiders can invest in their business.

2.4.1 Graph Seal Chart, Source Table-1

This Table of data shows 4 months of business revenue. This data provides 3 types of business revenue data. These are BPO, ERP, and FASE. We are expanding our business in various ways. We already have three and are adding four more to the pipeline. These are Monstarpeople, Monstar Payroll, MonstarBill, and Monstar Expenses.

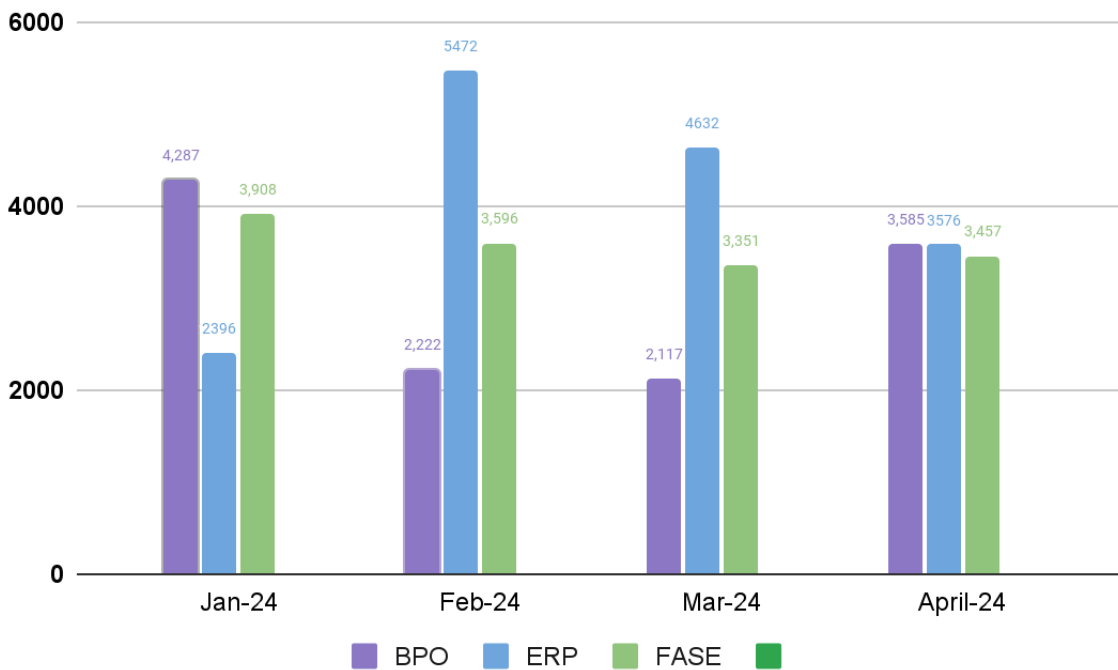


Table 1 :

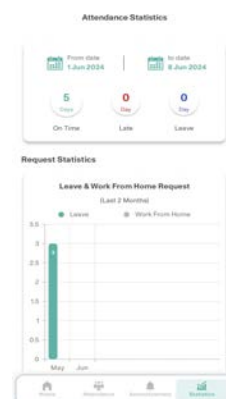
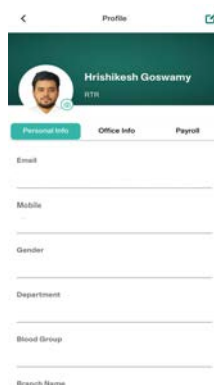
Services Name	January 2024	February 2024	March 24	April 24
BPO	\$4287	\$2222	\$2117	\$3585
ERP	\$2396	\$5472	\$4632	\$3576
FASE	\$3908	\$3596	\$3351	\$3457

2.5 MLES People's Policies

MLES maintains a stick office policy. Employees start their official day by finger punching and Monstar people check in punches. Monstar People is an office based app that contains all kinds of formal communication, such as present, and leave requests, home office requests, and announcements. If anyone needs a one-day home office, he has to mail on P&C, Line Manager, and apply in Monstar People apps. In the same process, one who needs a leave, he has to mail on P&C, Line Manager, and apply in Monstar People apps. It also provides data, like punched in and out, to the P&C department so that they know whether employees maintain office time or not. It also tracks our punch in the area; if we are not in our office area, then we don't punch in or out. Our office is a paragon tower. If an employee is not in this area, then punched-in does not work.

2.5.1 Internal Work Communication Way

We maintain our internal communication via Slack. Slack group cover of announcement, Leave notice group, secretarial work, payroll team, Admin, food-preference. We message for work purposes each other on Slack. In this organization, we maintain Bhai & Apu cultures, and when Japanese come to our office, we have to mansion their names and then add san next to their names. MLES recently published a HR platform called MonstarPeople. This app provides effortless attendance for employees of the company. We can apply for leave, at the home office and in a real-time area punched in or punched out through MonstarPeople.



2.6 SWOT Analysis of MLES

A SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis is a great way to prove to a company how they run their business in their field. Below, we provide our MLES company SWOT analysis.

Strengths:

- BPO services of the financial analysis team and Different technologies, and programming languages are well-known to a team of skilled programmers.
- Successful projects have been completed for many clients in different industries, such as technology and business processes.
- End-to-end solutions from concept to deployment for web, mobile applications, and business processes.
- Agile development approaches result in scalable, high-quality reliable solutions for the businesses of our clients.
- It has established partnerships with the best technology platforms and vendors around, such as Oracle, NetSweet, Upwork, Odoo, and Frappe.

Weaknesses:

- In comparison to large scale more established competitors, there is less brand recognition and market presence.
- Attracting and retaining a small pool of highly qualified technical staff may be difficult.
- Multiple large-scale projects cannot be handled at once because of our possible capacity limitations.

- Our operations are only in specific regions or countries, hence the geographically limited growth of the organization.
- We do not have enough funds from other sources to establish our business process smoothly in various countries. Also, there is a gap in regional country wise business processes, which is a very big problem for our business.

Opportunities:

- The rate at which both digital transformation, custom software demand, and BPO service needs increase across various sectors.
- Emerging fields such as artificial intelligence, machine learning, and the Internet of Things (IoT), Frappe, Odoo, and NetSweet.
- It is possible to develop into new vertical markets or geographical areas for expansion.
- The strategy is either to merge with other companies or make acquisitions in order to widen the scope of services rendered or extend market coverage.
- Running beyond the global talent pool by utilizing advanced cloud computing and remote collaboration tools.

Threats:

- On the company's part, there is consistent rivalry from big technology companies and management consulting firms that are already rooted in their industry.
- Therefore, due to rapid technological changes, it needs to keep learning new technologies and frameworks needed for development.

- Furthermore, this may experience disruptions in attracting and retaining exceptional technical talents at all times who are required within such an environment.
- Also, cyber and legal process risks should be contained, as they should do everything possible regarding security. Lastly, economic recession and market instability can lead to clients reducing their expenditure on BPO projects and technological projects.

2.6.1 Strategy Analysis of MLES

MLES is doing its business based on a Diversification strategy. When a business fails in there product differentiation, they have to do its business based on a diversification strategy. MLES does the most diversified business in the world. They have ITES and Digital consulting businesses. Through its offerings, technologies, and client base, Monstarlab Enterprise Solutions can mitigate the risks associated with its weaknesses and threats. such as capacity restrictions, strong rivalry, and the need for ongoing adaptation.

Expansions in emerging technologies: the use of Monstarlab enterprise solutions skills and capacities to diversify into fields such as BPO, FASE, ERP, AI, ML, and IoT, which were identified as opportunities.

The breadth of offering services: this is by bringing a variety of other forms of services to clients, like managed services, Business processes, consulting, taxation, Legal solutions, or proprietary software solutions that complement their project work.

Variety in client base: MLES do their business by tapping into other industries or areas to lessen dependence on one sector and reduce all the crucial risks associated with the business cycles or industry-specific issues.

Chapter 3

Enhancing Company registration process through Operations Management

Techniques

3.1 Research Objectives

Throughout my internship at Monstarlab Enterprise Solutions, I did research to achieve a number of specific goals, each focused at improving the company registration process, company monthly VAT submission, and monthly tax submission. These objectives were created to systematically analyze, optimize, and compare the operational workflows involved. The following is an explanation of these research objectives:

3.1.1. To Identify the Potential Activities Involved in the Company Registration Process:

The first goal was to systematically identify and document all operations involved in the company registration process at RJSC Bangladesh. This included getting name clearance from the Registrar of Joint Stock Companies and Firms (RJSC), drafting important documents like the Memorandum of Association (MoA) and Articles of Association (AoA), Form 1, Form 6, Form 9, Form 10, Form 12, Subscription Page, opening a bank account for the initial share capital deposit, and submitting the documents to the RJSC for review and approval. I comprehend each stage and ensure that no vital work is forgotten. I completed a detailed mapping of activities, which served as the foundation for subsequent analysis and development.

3.1.2. To Develop a Precedence Diagram to Understand the Current Process Better:

The subsequent objective was to develop a precedence diagram. I created a value chain mapping and project management chart to visually show the order and relationships of the identified tasks. This value chain mapping and project management chart aided in understanding the present workflow and emphasized the interdependencies between various tasks. By analyzing the sequence in which activities were to be completed and identifying any concurrent tasks, the precedence diagram gave a clear and structured perspective of the registration process. This visualization proved useful in identifying possible bottlenecks and locations where the process may be streamlined to improve efficiency.

3.1.3. To Identify Cycle Time, Determine the Number of Workstations Required, and Design the Service Layout:

The third and most important goal is centered on operational efficiency. I measured the cycle time for each activity to determine how long it would take to perform each task within the given time frame. This study was useful in determining the overall duration of the procedure and identifying stages where delays occurred. Based on the cycle time data, I determined the ideal number of workstations required to handle the job efficiently, ensuring that resources were properly utilized. In addition, I created a value chain mapping service layout that organized the workstations to minimize movement and time wastage. These two layouts were intended to improve workflow efficiency and provide a seamless and continuous registration procedure.

3.1.4. To Identify Gaps and Enhance Efficiency, Compare the Existing Process with Theoretical Concepts:

The following goal was to critically evaluate the current licensing procedure by comparing it to basic concepts and best practices in operations management. The analysis includes determining gaps between current practices and desired operational requirements. By comparing the present process to recognised ideas like Lean principles and the 5S approach, I found areas for improvement and devised tactics to increase efficiency. This goal also entailed suggesting modifications to streamline procedures, decrease waste, and boost overall productivity. The findings of this comparison research were critical in offering realistic and effective strategies to improve the registration process.

3.2 Company Registration Process in Bangladesh

Registering a corporation (private, public, firm, society) in Bangladesh entails numerous stages to guarantee compliance with local laws and regulations. The procedure starts with acquiring name permission from the Registrar of Joint Stock Companies and Firms (RJSC). This stage confirms that the proposed unique company name is not currently being used by another entity. Following name clearance, the next stage is to prepare the Memorandum of

Association (MoA) and Articles of Association (AoA), which explain the company's goals, operating framework, shareholder details, and governance structure.

Once the documentation is finalized, the firm must create a temporary bank account in its name. The initial share paid-up capital, as specified in the MoA, must be placed in this account, as well as the authorized capital of the company. The deposit receipt from the bank is proof of capital investment. RJSC direct deposit received payment banks are Citibank and one bank.

The RJSC receives the whole set of paperwork, including the name clearance, Form 1, Form 6, Form 9, Form 10, Form 12, Subscription Page, MoA, AoA, and bank deposit receipt. This submission comprises completing the applicable RJSC paperwork and paying acknowledgment paper with the registration costs. That all documentation is reviewed by 3 RJSC officers in 3 steps, although sometimes it can be 4 steps for special cases. The RJSC next checks all of the documentation and, assuming everything is in order, provides the Certificate of Incorporation. This certificate formally acknowledges the firm as a legal entity of Bangladesh, allowing it to conduct business lawfully in Bangladesh. This extensive procedure guarantees that the firm is properly constituted and meets all applicable legal criteria.

3.3 Application of Operation Management Concepts

3.3.1 Project Planning:

3.3.1.1 Define Objectives:

The first and most important stage in the business registration procedure is to clearly define its aims. The primary goal is to guarantee that the firm is registered, following all applicable legal criteria. This includes choosing a unique company name, drafting and approving the

Memorandum of Association (MoA) and Articles of Association (AoA), opening a bank account for the initial share capital deposit, and finally obtaining the Certificate of Incorporation from the Registrar of Joint Stock Companies and Firms (RJSC).

3.3.1.2 Develop a Timeline:

Creating a clear timetable with specified dates for each stage of the registration process helps to guarantee that all tasks are done on time. The timetable should begin with receiving name approval, which normally occurs within the first week. This is followed by the drafting of the MoA and AoA, which may take two weeks. Opening a bank account should be planned for next week. Document submission to the RJSC should be scheduled for the following week. The RJSC's review and approval procedure may take two to three weeks, with the Certificate of Incorporation received in the final week.

3.3.1.3 Assign responsibilities:

Allocating jobs to team members ensures that everyone understands their responsibilities and can work effectively. For example, one team member may be in charge of creating the Memorandum of Agreement and Letter of Authority, while another is in charge of opening bank accounts. Another team member might be responsible with drafting and submitting the required paperwork to the RJSC, while another could handle continuing communication with the RJSC to address any difficulties that emerge.

3.3.2 Risk Management:

3.3.2.1 Identify Risks:

Identifying possible hurdles is critical for proactive risk management. Common hazards include document preparation delays, name clearance concerns, RJSC misunderstandings,

and legal challenges. Identifying these hazards early enables the development of mitigation methods.

3.3.2.2 Develop Mitigation Strategies:

Planning for alternate options helps to mitigate potential dangers. For example, having backup names on hand might help reduce delays if the original pick is rejected. Preparing the necessary documentation ahead of time can help to avoid last-minute complications. Clear and regular communication with the RJSC can help avoid misunderstandings. Furthermore, consultation with legal specialists helps assure compliance with all applicable legislation, lowering the chance of legal difficulties.

3.3.2.3 Monitor and Review:

Continuously reviewing progress against the timeframe and monitoring possible hazards is critical for staying on track. Regular reviews allow the team to analyze the present situation, identify potential hazards, and make any required changes. This might include reallocating resources, altering timelines, or revising tactics to handle new obstacles.

3.3.3 Resource Allocation:

3.3.3.1 Human Resources:

To ensure the registration process's success, qualified workers must be allocated to important jobs. The MoA and AoA should be drafted by experienced legal or administrative experts. Staff with good communication and negotiation skills should handle interactions with the RJSC to guarantee a smooth procedure and rapid resolution of any concerns.

3.3.3.2 Financial Resources:

Adequate financial resources must be set aside to pay all required costs. This includes registration expenses, legal consulting charges, and the needed initial share capital deposit to

create a bank account. Ensuring that appropriate finances are available helps to keep financial restraints from delaying the process.

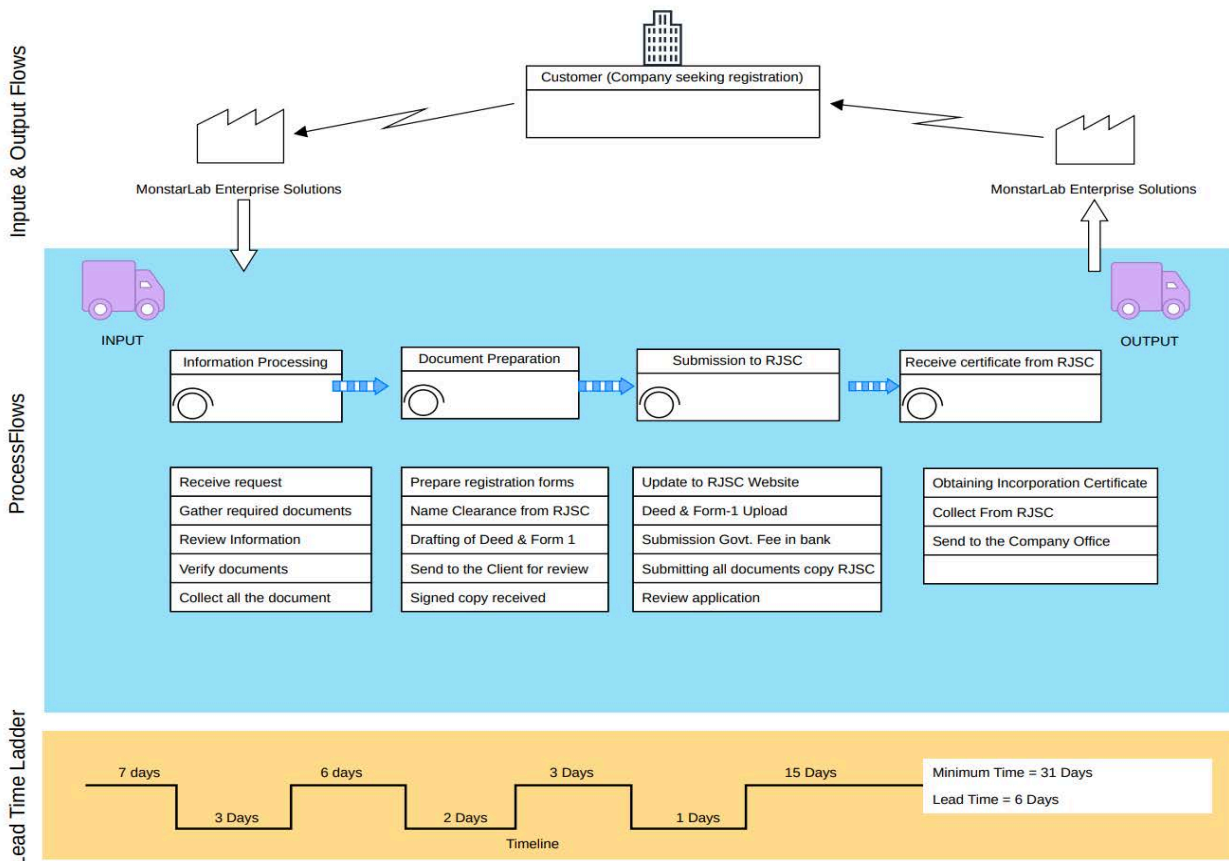
3.3.3.3 Material Resources:

It is vital to have all needed paperwork and supporting materials ready and well-organized before submission. This involves creating the Memorandum of Agreement, AoA, bank statements, and any other required papers. Having these items prepared and arranged allows for a more effective registration procedure, lowering the possibility of delays caused by missing or incomplete documentation.

3.4 Analyze the Operation Data

3.4.1 Value Stream Mapping For Service

By creating value stream mapping, we reduce the cost of providing the service. That mapping helps us provide a proper way of doing our services in a proper way and reduces our service



cost. That mapping also tells us the steps of what we do next and what we don't. Below, I provide the initials of our value stream model for the operation of a company. new in Bangladeshi ways.

3.4.2 5S Methodology for Operations

1. Sort:

Eliminate Unnecessary Items: In this procedure, we eliminate unnecessary papers or information that are not required for the registration process.

Organize Information: Create a Google Sheet with checkboxes for all relevant papers and resources based on their usage and relevance. We make a list of what information we need right now and what we need next.

2. Set in order:

Organize Workspace: Arrange documents and resources in a logical order using Google's checkbox, which helps us determine the sequence of the registration stages.

Labeling: Create clear labels for files and folders to promote rapid retrieval. Additionally, we collect documentation on our office drive, with each customer having their own folder for easy access to any document as needed.

3. Shine:



Clean Environment: To provide a focused and effective working environment, our MLES office keeps its workspace clean and enjoyable. We use less paper; we save our folders on Google Drive.

Regular checks: We require each and every document every day. We acquire data mostly through Google Drive. Implement routine checks to keep the workplace tidy and all papers in excellent shape.

4. Standardize:

Create SOPs: Create Standard Operating Procedures (SOPs) for each stage of the registration process to ensure uniformity and correctness.

Documentation: Keep thorough records of all processes and steps completed as a reference for future registrations or audits.

5. Sustain:

Training: Provide frequent training sessions for our MLES employees to ensure they are aware of the SOPs and understand the necessity of adhering to the 5S principles.

Continuous Improvement: Regularly check processes and improve processes and organizational practices to ensure long-term efficiency and effectiveness.

3.5 Project planning and Analysis critical path by Gangchat

3.5.1. Project Planning:

By applying Microsoft Project as my tool, I produced a thorough project plan covering all of the steps necessary for the company registration procedure. This included getting name

clearance, creating the Memorandum of Association (MoA) and Articles of Association (AoA), creating the subscription page, Form (1,6,9,10,12) fillup of the RJSC, setting up a bank account, and submitting paperwork to the Registrar of Joint Stock Companies and Firms (RJSC).

3.5.2. Task Scheduling:

Every project was assigned definite beginning and ending times, resulting in a clear timeline for the whole operation. Relationships between tasks have been established to show the order in which they are required to be accomplished.

3.5.3. Resource Allocation:

Every duty was assigned its own number of resources, including staff and funding. The Project program from Microsoft enabled effective resource tracking and guaranteed that all resources were available when needed.

3.5.4. Risk Management:

Possible threats were recognized, and measures to mitigate them were included in the project purpose. Contingency plans were created for significant tasks to ensure that any problems or delays could be efficiently addressed.

3.5.5. Progress Tracking:

Each task's completion was checked and updated regularly. The project's equation chart tool gives a graphical representation of the project timetable, allowing you to track progress and spot any delays.

3.5.6. Reporting:

On an ongoing basis, updates were created to provide updates on the project's progress. These reports documented job achievements, resource use, and any difficulties faced.

3.5.7 Project: Company Registration Process

Project Start Date: March 1, 2024

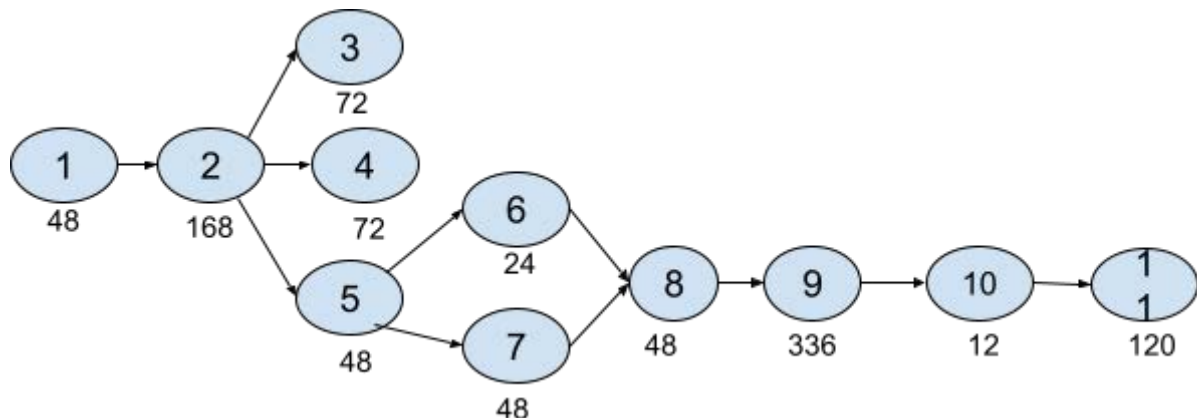
Project End Date: April 11, 2024

Tasks and Timeline

Task ID	Task Name	Variable Duration	Predecessors	Resources
1	Project Initiation	48 hours		Project Manager
2	Obtain Name Clearance	168 hours	1	Legal Team
3	Draft MoA and AoA	72 hours	2	Legal Team, Writer
4	Form 1, Form 6, Form 9, Form 10, Form 12, Subscription Page	72 hours	2	Legal Team, Writer
5	Open Bank Account	48 hours	2	Finance Team
6	Deposit Initial Share Capital	24 hours	5	Finance Team
7	Prepare Submission Documents and sign	48 hours	5	Legal Team
8	Submit Documents to RJSC	48 hours	6	Project Manager
9	Await RJSC Review	336 hours	8	
10	Receive Certificate of Incorporation	12 hours	9	Project Manager
11	Post-Incorporation Tasks	120 Hours	10	Operations Team

Total task time (T) = 48+168+72+72+48+24+48+48+336+12+120 = 996 hours

3.5.7.1 Precedence Diagram for Assembling the Monstarlab Enterprise Solutions



3.5.7.2 Cycle Time (CT), Smallest Number of Workstations (N) & Line Efficiency

We want its production line to be designed for 4 company registrations in 3 months for at least the next 3 months. The plant will operate 40 hours per week.

1. What should be the line's cycle time?
2. What is the smallest number of workstations that we could hope for in designing the line for this cycle time?
3. Suppose that we find a solution that requires only 9 stations. What would be the line's efficiency?

Step 1: Calculate the Line's Cycle Time (CT)

First, determine the total hours available in 3 months:

Total hours per week=40

Weeks per month = 4

Total hours per 3 months = $40 \times 4 \times 3 = 480$

$$\begin{aligned} \text{Cycle Time (CT)} &= \frac{\text{Total hours per 3 months}}{\text{Desired output per 3 months}} = \frac{480 \text{ Hours}}{4 \text{ registrations}} \\ &= 120 \text{ Hours per registration} \end{aligned}$$

Step 2: Calculate the Smallest Number of Workstations (N)

$$TM = \frac{\Sigma t}{c} = \frac{996 \text{ Hours}}{120 \text{ Hours}} = 8.3 \simeq 9$$

Step 3: Calculate Line Efficiency with 9 Workstations

$$\text{Efficiency} = \frac{\Sigma t}{nc} (100) = \frac{996 \text{ Hours}}{9 \times 120} (100) = 92.2\%$$

Summary

1. **Cycle Time (CT):** 120 hours per registration.
2. **Smallest Number of Workstations (N):** A maximum of 9 workstations are needed for the company registration process, at least for the requirement of 4 company registrations in 3 months for at least the next 3 months. A maximum of 9 workstations need some accessories, like a computer and notepad, for this process to go live. Because of the variable timeline schedule, we do this work in less than 9 workstations.
3. **Line Efficiency with Maximum 9 Workstations:** If our company wants to operate for 4 company registrations in 3 months for at least the next 3 months by 9 lines work workstations, then line efficiency is 92.2%

3.6 Learning Outcomes from Internship

Throughout my internship at Monstarlab Enterprise Solutions, I got excellent knowledge and hands-on experience in project management and operational efficiency, particularly in relation to business registration processes. I was actively involved in a number of duties, beginning with project commencement, which required collaborating with the Project Manager for the first 48 hours. Following that, I collaborated closely with the Legal Team to secure name clearance in 168 hours and create the Memorandum and Articles of Association

(MoA and AoA) in 72 hours. In addition, I worked with the Legal Team and Writer to prepare numerous legal documents and subscription sites.

Further, I worked with the Finance Team to register a bank account and deposit the initial share capital, which took 48 and 24 hours, respectively. The Project Manager spent another 48 hours preparing and signing submission paperwork before submitting them to the Registrar of Joint Stock Companies (RJSC). I then observed the review process for 336 hours before receiving the certificate of incorporation in 12 hours. The Operations Team managed post-incorporation tasks for a total of 120 hours.

Throughout this extensive procedure, I learnt how to calculate and optimize production line metrics. We wanted to construct a manufacturing line for four business registrations in three months, working 40 hours each week. I estimated the line's cycle time to be 120 hours per registration. Given a total job duration of 996 hours, the minimum number of workstations necessary was calculated to be nine. This insight enabled me to recognise the value of resource allocation and efficiency in a practical situation. Our line efficiency for these nine workstations was assessed to be 92.2%.

Overall, this internship helped me improve my abilities in project coordination, time management, and operational efficiency, giving me a good basis for managing complicated business processes and optimizing workflow for increased productivity.

3.7 Challenges and Recommendations

Throughout my internship with Monstarlab Enterprise Solutions, I faced different operational problems relating to company registration and taxation procedures in Bangladesh.

3.7.1 Challenges

1. Because of the variable time period it also take less than assumption time. So that we need less than 9 working station.
2. Comprehending the intricate legal criteria for business formation might be challenging.
3. Time-consuming and error-prone document preparation process.
4. Ineffective communication between the operations, financial, and legal departments.
5. Collaboration among stakeholders Effective communication, including among the legal team and financial consultants.
6. It was difficult and prone to delays to identify and manage job interdependence.
7. keeping maximal efficiency on several workstations.
8. Handling governmental processes throughout the registration process in Bangladesh delivered various challenges.
9. Low human and financial availability of resources all through important phases of the registration procedure.
10. The RJSC review process delay (**336 hours**) of processing files is one of the major challenges in this sector. They take much more time for clearing one registration process. They have to boost their process by operating with a minimum 2 offices in Dhaka and adding more employees.
11. Documentation mistakes, such as erroneous or insufficient information, frequently resulted in the rejection of submissions by the RJSC.

3.7.2 Recommendations

1. **Project Initiation (48 hours):** Start the project with a thorough strategy, and clearly define duties to guarantee a successful launch.
2. **Obtain Name Clearance (168 hours):** Start the documentation process of name clearance process immediately after project initiation to avoid delays.

3. **Draft MoA and AoA (72 hours):** To speed up drafting, make use of pre-existing templates and legal requirements.
4. **Form Preparation (72 hours):** To save time, draft the AoA and MoA concurrently with the form preparation or we can start drafting after project initialization.
5. **Open Bank Account (48 hours):** The moment the name approval is received, start the procedure of opening a bank account.
6. **Deposit Initial Share Capital (24 hours):** Assist the finance staff in closely coordinating the as soon as possible deposit of share capital.
7. **Prepare and Sign Submission Documents (48 hours):** To prevent delays, make sure the necessary paperwork is ready and signed as soon as possible. It can be done in one day.
8. **Submit Documents to RJSC (48 hours):** Double-check all documents before submission to avoid rejection and resubmission. It can be done in 24 hours, so that we can save more time.
9. **Await RJSC Review (336 hours):** RJSC takes more time to verify the document if they can boost up their process so that the process time gets down. There is no scope for time reduction in this sector. Follow up regularly with RJSC to monitor the review progress.
10. **Receive Certificate of Incorporation (12 hours):** As soon as you have the certificate, get ready to start working on post-incorporation chores.
11. **Post-Incorporation Tasks (120 hours):** Efficiently schedule and arrange post-incorporation tasks to avoid redundancies and guarantee timely completion.
12. **Variable Timeline:** If a job takes less time than anticipated, use the extra hours to begin or finish tasks related to additional company registrations. This strategy guarantees that the registration line stays productive and makes the best use of the resources that are available. To sustain high production levels, continuously monitor each workstation's efficiency and redistribute activities as needed.

3.8 Conclusions

By using the knowledge, which I received from my faculty and my line manager, I was now able to effectively manage the company registration process, VAT submission, and company taxation client work at Monstarlab Enterprise Solutions. Operation management techniques help me enhance efficiency in legal case management. Because of my internship, I learned how multinational companies work. Their culture encourages interaction with one another. We receive work orders from our marketing department and work on distribution from our operations department. We receive secretarial orders by Google Form, which is data received by our legal department, and then they make work agreements & NDAs. My internship at Monstarlab Enterprise Solutions provided operation management concepts in a real-world setting.

At the end, my internship with Monstarlab Enterprise Solutions was a valuable learning experience that gave me a thorough grasp of project management and operational efficiency. I was involved in every phase of the company's registration, from start to finish. This hands-on experience allowed me to collaborate directly with a variety of departments, including legal, finance, and operations, and get a thorough understanding of each step.

The procedure for determining production line parameters, such as cycle time and number of workstations, was especially informative. It showed me the value of optimizing workflows to fulfill company objectives effectively. By calculating the cycle time to be 120 hours per registration and recognising the requirement for nine workstations to meet our objective, I gained a deep understanding of the strategic planning necessary in project management.

Our successful resource allocation and process optimisation resulted in a line efficiency of 92.2%. This internship has considerably improved my project coordination, time management, and operational efficiency, allowing me to contribute successfully to similar procedures in the future.

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Appendix A.

1. RJSC Subscription Page

We, the several persons whose names and addresses are subscribed hereunder are desirous of being of being formed to a company in pursuance to this **Memorandum of Association** and we respectively agree to take the number of shares in the capital of the company set opposite to our respective names:

Name, Addresses, Descriptions and Nationality of the Subscribers.	Position	Number of Shares of the Subscribers	Signatures	Photograph
Name : Father's Name : Mother's Name : Address : Phone : Date of Birth : E-mail : Passport No. : TIN :N/A Nationality : Swedish	Chairman			
Name : Father's Name : Mother's Name : Address : Phone : Date of Birth : E-mail : Passport No. : TIN :N/A Nationality : Swedish	Managing Director			
Name : Father's Name : Mother's Name : Address : Phone : Date of Birth : E-mail : Passport No. : TIN :N/A Nationality : Swedish	Share holder			
Total =				

Dated the day of 2024

Witness:

Name: Company: Address: Phone: NID:	Name: Company: Address: Phone: NID:
---	---

2. RJSC Form 1

Form-I

Declaration on Registration of Company

THE COMPANIES ACT, 1994

(See Section 25)

Name of the Company _____

Declaration of compliance with the requirements of the companies act, 1994 made pursuant to section 25 (2) on behalf of a company proposed to be Registered as the

Presented for filing by _____

I, _____ of _____

do solemnly and sincerely declare that I am an Advocate* / Attorney/ A Pleader entitled to appear before High Court who is engaged in the formation of the company/ a person named in the Articles as a Director/ Manager/ Secretary of the _____ and and that all the requirements of the Companies Act, 1994 in respect of matters precedent to the registration of the said company and incidental there to have been complied with, save only the payment to the fees and sums payable on registration and I make the solemn declaration conscientiously believing the same to be true.

Signature

Note: The declaration need not to be-

- (a) Signed before a magistrate or an officer competent to administer oaths or
- (b) Stamped as an affidavit

* Strike out the portion which does not apply

3. RJSC Form 6

Regd. No of the Company-----

Filing Fee Tk. 20/-

FORM VI
Notice of situation of Registered office of any
change therein
THE COMPANIES ACT, 1994
(See Section 77)

Name of the Company _____

Presented for filing by _____

To,
The Registrar of Joint Stock Companies

with Section 77 of the Companies Act, 1994 that the Registered Office of the Company (a) is
situated _____

was removed from _____

to _____

on the _____ 20 .

Signature
Designation
(State whether Director, Manager or Secretary)

Date _____ day of _____ 20 .

N.B. --- The notice must be filed with Registrar within 28 days of incorporation or of the change, as the case may be.
a) Strike out the portion which does not apply.

4. RJSC Form 9

FORM-IX
Consent of Director to Act.
The Companies Act, 1994
(See Section 92)

Filling Fee Tk. 200/-

Name of the Company
Consent to act as Director/Directors of the

to be signed and filed pursuant to section 92 (1) (Ka)

Presented For Filing By :

To the Registrar of Joint Stock Companies & Firms of Bangladesh, Dhaka.

I/we, undersigned, hereby testify my/our consent to act as Director/Directors of the

.....pursuant to section 92 (1) (ka) the Companies Act, 1994.

NAME & SIGNATURE	ADDRESS	DESCRIPTION
, Dhaka	Business
Thomas Ahrens, Dhaka	Business
, Dhaka	Business

Date this _____ day of _____ 2021

NOTES: If a Director Signs by "his agent authorized writing" the authority must be produced and a copy.

5. Form 12

FORM XII

PARTICULARS OF THE DIRECTORS, MANAGER AND MANAGING AGENTS AND OF ANY THEREIN

Name of the Company _____
Presented for Filing by _____

The present Names or Names and Surnames (a) (b)	Any former Name or Names or Surnames	Nationality	Nationality of Origin (Other than the present Nationality)	Usual Residential Address	Other business, occupation and Directorship, in any, if none, state so (b)	Date of Appointment or Change	Changes (c)

Dated of the _____ day of _____

(Signature)
Designation

(State whether Director, Managing or Managing Agents)

(a) in the ----- of a Corporation its corporate name and registered or principal office should be shown. (b) In the case of as individual who has no business occupation but any other Directorship or Directorships ----- of the directorship or some of these Directorship must be entered, A complete list of the Directors, Manager, Managing Agents shown as existing in the last particulars delivered should always be gives. (c) A note of the change the last list should be made in this columns by placing against a new Directors name the words in place of -----by writing against a new Directors, name the words "deed"----- to be as the case may be, (d) In case of a firm the full name address and nationality of each partner and the date o

6. Schedule 10

Schedule - X

(See Section 36)

ANNUAL SUMMARY OF SHARE CAPITAL AND LIST OF SHAREHOLDERS
ANNUAL DIRECTORS AS REQUIRED BY PART I OF THE ORDINANCE

Summary of share capital and share of

Company Limited, made up to the day of

(being the day of the first general meeting in)

Nominal share capital Tk. divided into shares of Tk. each.	
1. Total number of shares taken up to the..... day of	
which (number must agree with total shown in the list as held by existing members).	
2. Number of shares issued subject to payment wholly in cash	
3. Number of shares issued as fully paid-up otherwise than in cash.....	
4. (a) Number of shares issued as partly paid-up to the extent of per Share otherwise than in cash	
(b) Extent payment to be made per share otherwise than in cash	
5. There has been called up on each of shares of of class	TK.
6. There has been called up on each of shares of class	TK.
7. There has been called up on each of shares of..... class	TK.
8. Total amount received on calls	TK.
9. (a) Total amount received along with application for Shares	TK.
(b) Numbers of Shares allotted on application	TK.
10. Total amount; if any, agreed to be considered as paid on Shares which have been issued a fully paid up otherwise than in cash	TK.
11. Total amount; if any, agreed to be considered as paid on Shares which have been issued as partly paid up to the extent of per share.....	TK.
12. Total amount of calls unpaid	TK.
13. Total amount if any, of sums paid or allowed in respect of shares or debentures since date of last summary	TK.
(a) as commission	TK.
(b) as discount	TK.
14. (a) Total number of shares forfeited if any	TK.
(b) Total money paid thereon	TK.
15. Total amount of shares and stock for which share-warrants are outstanding	TK.
16. Total amount of share-warrants issued and surrendered respectively since date of last summary	TK.
17. Number of Shares or amount of stock comprised in each share-warrant	TK.
18. Total amount of debt due from the Company in respect of all mortgages and shares which are required to be registered with the Registrar under the Companies Act, 1994	TK.