

Bangladesh Services Ltd

Information Disclosure Guide, 2019

Preamble

Bangladesh Services Ltd. (here-in-after referred to as “BSL” or “the Company”) is a public limited company formed as per Companies Act 1913 (amended in 1994). The Government of the People's Republic of Bangladesh owns 99.68% of its capital. The Board of Directors of the company consists of eleven members who are nominated by the Government. The Secretary of the Ministry of Civil Aviation & Tourism is the Chairman of the Board. The Company has been engaged in the hospitality business since its inception and has pioneered international standard five star hotel business in Bangladesh more than 40 years back.

The Articles of Association of the company has empowered the Board of Directors with same powers as are given in the Companies Act 1994. Accordingly, the affairs of the company run as per Articles of Association and policies and decisions of the Board formulated and taken time to time.

No budget is allocated for this Company in the national budget. The company manages its business with the revenue it earns from its business.

The Company is enlisted with Dhaka Stock Exchange (DSE). Therefore, the Company has to comply with many requirements of DSE and Bangladesh Securities and Exchange Commission (BSEC) to ensure good governance in the Company. Accordingly, the Company has to disclose certain information for the consumption of its stakeholders on regular basis as per the guideline of DSE and BSEC.

Although, The Right to Information Act, 2009 is applicable for the government, autonomous, statutory organizations and private organizations which are carrying out their activities with the assistance of government or foreign fund, BSL has tried to comply with the provisions of The Right to Information Act, 2009 where applicable to ensure flow of information for use of all stakeholders. Because, BSL being a commercial organization, it is not possible for it to disclose all the information due to presence of more organizations in the same (hospitality) industry due to competition with those organizations. Information disclosure guide of BSL has been prepared accordingly. It is expected that the information disclosure guide will be helpful for all the stakeholders.

Introduction of Bangladesh Services Ltd

Bangladesh Services Limited (here-in-after referred to as “BSL” or “the Company”) has been engaged in the hospitality business since its inception and has pioneered international standard five-star hotel business in Bangladesh more than 40 years back.

BSL did hotel business in the name of Hotel Inter-continental Dhaka from 1973 to 1983 under an agreement with the-then Inter-continental Hotel Corporation, USA, Dhaka Sheraton Hotel from 1984 to April, 2011 under an agreement with Starwood Asia Pacific Hotels and Resorts Pvt. Ltd., USA and Ruposhi Bangla Hotel since May 2011 until it was closed for renovation in September 2014. However, the operation of VIP lounge in Hazrat Shahjalal International Airport, Dhaka, which is being used by the leading airlines as their business and first class passenger lounge, has not been closed and is being run by BSL.

On 19th February 2012, BSL has signed a Management Agreement with InterContinental Hotels Group (Asia Pacific) Pte Ltd. (IHG) for a 30 year term for management of its hotel with the option to renew the agreement for 2 terms of 5 years each. After completion of an extensive renovation of its hotel as per requirement of the management agreement to meet the brand standard of InterContinental, the hotel has started commercial operation from 1st December 2018 as InterContinental Dhaka after grand inauguration by the Hon’ble Prime Minister of the Government of the People’s Republic of Bangladesh.

In addition to hotel business, BSL has properties adjacent to its hotel, which have been rented out to local and international organizations.

Moreover, BSL has been managing, maintaining and operating Bangabandhu International Conference Center (BICC) since 1st July 2012 after it was awarded the said responsibilities through an open tender invited by the Public Works Department (PWD) of Ministry of Housing and Public Works on 17 June 2012. In the meantime, BSL has earned reputation for hosting the national and international conferences, seminars, exhibitions, etc. successfully.

Vision, Mission, Objectives and Functions of BSL

Vision

Be a leader of upscale hospitality industry in Bangladesh.

Mission

Ensure the highest level of customer satisfaction by maintaining world-class facilities and services blended with culture and tradition of Bangladesh.

Strategic Objectives

1. Increase of revenue
2. Repayment of loan of the bank taken for the purpose of renovation of the hotel
3. Holding Board meetings and implementation of its decisions
4. Development of manpower
5. Reduction and prevention of accidents

Mandatory objectives

1. Improvement of work process, environment and services
2. Ensuring efficient implementation of Annual Performance Agreement
3. Improvement of financial and wealth management
4. Improvement of efficiency and integrity
5. To ensure implementation of right to information and spontaneous disclosure of information

Functions

1. Supervision of operation and management of its Hotel by the Hotel Operator;
2. Maintain and upgrade the facilities of the Hotel time to time as per requirement and brand standard of the Hotel Operator;
3. Facilitate human resources development in the hospitality and tourism sector;
4. Facilitate training of the students of National Hotel Tourism and Training Institute by arranging internship for them in its Hotel.
5. Cooperate Bangladesh Parjatan Corporation in development and promotion of tourism in Bangladesh;



Definitions

Information: Information means any information regarding structure, shareholding pattern, management, functions, operating result of BSL and compliances of BSL with the requirements of Dhaka Stock Exchange and Bangladesh Securities and Exchange Commission.

Officer: Personnel of the Company engaged for providing information on BSL as per The Right to Information Act, 2009 as applicable for BSL.

Information Providing Unit: Office of the Secretary, Bangladesh Services Ltd.

Authority: Bangladesh Services Ltd.

Appellate Authority: Appellate Authority means Managing Director of the Company.

Information Commission: Commission formed under The Right to Information Act, 2009.

1. Directives for disclosure of spontaneous information

BSL will prepare a list of information to be disclosed by it spontaneously and in compliance with DSE and BSEC and mention the means of disclosure of those information in Annex-A.

2. Amendment of Guide to Disclosure of Information (“the Guide”)

BSL will amend the Guide as and when necessary with the approval of its Managing Director.

Clarification of the Guide: In case of any ambiguity, BSL will provide clarification.

3. Classification of information and means of providing information

a) Information regarding BSL have been divided into three categories:

- 1) Information to be disclosed by the Company spontaneously
- 2) Information to be disclosed as per requirement of DSE and BSEC and
- 3) Information to be disclosed/provided as per requirement of the stakeholders

b) Information to be disclosed by the Company under above categories have been mentioned in the Annex-A

4. Language of the information:

Information will be provided in the language, either Bengali or English, in which those information are preserved.

h. Appointment of Officer-in-charge

The Company will appoint an Officer-in-charge and will disclose his/her name, designation, address, Fax/email No. in the website.

h. Appointment of an Alternate Officer-in-charge

The Company will appoint an alternate Officer-in-charge and will disclose his/her name, designation, address, Fax/email No. in the website.

h. Duties of Officer-in-charge

Officer-in-charge, on receipt of application seeking information, will-

7.1. Acknowledge receipt of the application as per Right to Information Rules 2009

7.2. Provide required information as per Section 8 of Right to Information, 2009 and Rule 4 of Right to Information Rules, 2009

7.3. Regret as per Section 9(3) and Rule of Right to Information Rules, 2009 if the information asked for cannot be disclosed.

7.4. If the information asked for by the applicant has been preserved with the Officer-in-charge, he/she will determine an appropriate price and will inform the applicant to pay the fee within (five) working days.

- 7.5. Officer-in-charge will take necessary actions, if the information asked for is under the custody of the third party.
- 7.6. The information asked for will be provided as per the format in Schedule 'Ka'

8. Procedure for seeking information

- 8.1. Any person can apply to the Officer-in-charge for any information in the prescribed form (Form-Ka) or in plain paper or by email. The form will be available in the website of the Company.

Following information are to be mentioned in the form:

- (a) Name of the applicant, address, phone, Fax No. and email address, if required.
 - (b) Clear description of the information asked for.
 - € Other relevant information to facilitate supply of information.
 - (d) Description of the means by which the applicant wants to receive the information.
 - € If the applicant is disabled, information of the person assisting the applicant.
- 8.2. Officer-in-Charge will provide the information within 20 (twenty) working days from the date of receipt of the request for such information. If multiple information providing units or authorities are involved in connection with the information, in that case, the information will be provided within 30 (thirty) working days from the date of receipt of the request for such information.
- 8.3. Officer-in-charge will acknowledge the receipt of the request for information in writing or by electronic medium or email as the case may be. Reference No. of the application, name and designation of the applicant and date of receiving the application will be mentioned in the acknowledgement.
- 8.4. In case of information asked for electronic method or by email, the date of dispatch by electronic method or email will be considered as the date of receipt of request for information.
- 8.5. If the Officer-in-charge wants to regret the request for information, he/she will inform the applicant within 10 (ten) working days from the date of the receipt of such request for information in the prescribed Form (Form-Kha).
- 8.6. If the Officer-in-charge fails to provide the information within 20/30 working days, it will be presumed that the request for information has been regretted.

9. Fee for obtaining the information and procedure for payment of fee

In case of printed information, the price as mentioned in that document and for other cases, appropriate fee will have to be paid. That fee will be determined as per Form-Gha of Right to Information Rules 2009. Officer-in-Charge will inform the applicant to pay the fee in

code No.1-3301-0001-1807 by challan and to submit the challan to the Officer-in-charge. The whole process will not take more than 5 (five) working days.

10. Appeal procedure

If an applicant does not receive the information sought for under The Right to Information Act, 2009 within the prescribed time limit or is aggrieved by any decision of the Officer-in-charge, the applicant will, after expiry of that time limit or within 30 (thirty) days of receiving such information, will appeal to the Appellate Authority mentioning the reason in Form-Ga. The Appellate Authority will settle the appeal within 15 (fifteen) days from the date of receiving the appeal application. The Officer-in-charge on being directed to supply information by the Appellate Authority will provide the appellant with the requested information at the earliest.

List of information published by the Company

Sl.	Description of Information	Availability of information
1	Introduction of the Company	Website/Annual Report of the Company
2	Vision and Mission	Website/Annual Report
3	Objective	Website
4	Functions	Website
5	Certificate of Incorporation	Website
6	Certificate of Commencement	Website
7	Trade License	Website
8	Vat Registration Certificate	Website
9	Tax Identification No. Certificate	Website
10	Citizen's Charter	Website
11	Management	Website
12	Structure of management	Website
13	Board of Directors	Website/Annual Report
14	Code of Conduct and Business Ethics	Website
15	Products and Services	Website/Annual Report
16	<p>Directors' report to the shareholders, which will contain information as per BSEC. Following information, among others, are included in the Directors' Report:</p> <p>(a) A discussion on the business of the Company during the last year,</p> <p>(b) A discussion on Cost of Goods sold, Gross Profit Margin and Net Profit Margin,</p> <p>(c) A statement of remuneration paid to the Directors,</p> <p>(d) An explanation, if there is significant deviation from the last year's operating results,</p> <p>(e) A statement of key operating and financial data of at least preceding 5 (five) years shall be summarized,</p> <p>(f) Total number of Board meetings held during the last year and attendance of each director,</p> <p>(g) A report on pattern of shareholding disclosing the aggregate number of shares,</p> <p>(h) Profiles of each Director</p>	Annual Report/Website
17	Audit Committee	Website/Annual Report
18	Nomination and Remuneration Committee	Website/Annual Report

Sl.	Description of Information	Availability of information
19	Number of Audit Committee Meetings	Website/Annual Report
20	Report of the Audit Committee	Website/Annual Report
21	Other Compliances of DSE and BSEC	Website/Annual Report
22	Annual Performance Agreement (APA) Plan and status of implementation	Website
23	Name, designation, phone No. and email address of Focal Point of APA	Website
24	National Integrity Strategy (NIS) Plan and status of implementation	Website
25	Name, designation, phone No. and email address of Focal Point of NIS	Website
26	Annual Innovation Plan	Website
27	Status of implementation of Innovation Plan	Website
28	Right to Information Act, 2009	Website
29	Right to Information Rules, 2009	Website
30	Name, designation, phone No. and email address of Officer-in-charge	Website
31	Name, designation, phone No. and email address of Alternate Officer-in-charge	Website
32	Name, designation, phone No. and email address of Appellate Authority	Website
33	Guide to disclosure of information	Website
34	Minutes of the meeting of the Annual General Meeting	Upon receipt of application of the shareholders and payment of fee as per Companies Act, 1994
35	Grievance Redress System- Name, designation, phone No. and email address of Focal Point	Website
36	Weblinks of other relevant organizations	Website