



A TCV+ STUDY ON ENVIRONMENTAL CLEARANCE CERTIFICATES

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II. ACRONYMS

a2i	Access to Information
DOE	Department of Environment
ECC	Environmental Clearance Certificate
KII	key informant interview
TCV	Time, Cost, Visit
UDC	Union Digital Center

III. EXECUTIVE SUMMERY

According to existing law, the environment clearance certificate is mandatory for the establishment of any kind of factories. In Bangladesh, the department of environment has vested with the authority to issue the Environment Clearance Certificates for the industrial units and projects. The manual system was a very lengthy process and it caused hassle to the people. Moreover, it is a prominent need that making thee service faster, easier and with minimum cost.

To decrease this hassle, reduce time and cost, number of visits; overall, to improve the service quality, the Department of Environment made the application process online. A study has been conducted entitled “A TCV+ STUDY ON ENVIRONMENTAL CLEARANCE CERTIFICATES”. The main objective of the study is to disclose the TCV (time, cost, and visit) of the new online process provided by DOE. This study will also try to evaluate this new system in terms of facilities and beneficiaries’ satisfaction.

Study found that, newly introduced online service of DOE is a successful system from the TCV aspects. This newly introduced system has reduced time, cost and visits at 20%, 57%, and 33% respectively. Moreover, this system has reduced the hassle of the beneficiaries.

1 INTRODUCTION AND BACKGROUND

The department of environment has recently developed an online system by which people can apply for environment clearance certificates. This certificate is essential for establishing any factories or farm and it must be renewed every year. The manual system was full of hassle and that took more time, cost and visits. On the other hand, the new online system is much easier to apply and the whole process is hassle free and it reduces time, cost and visits. In the modification of existing services and facilitation of new services of the government, The Access to Information Programme has played a catalytic role.

Through the DOE's website anyone can apply online from anywhere for clearance certificates, check their status through SMS and e-mails and get online feedback on queries.

The ECC is classified into following four categories-

- Green
- Orange-A
- Orange- B
- Red

The procedure of obtaining ECC involves the following major steps:

- Through the manual process, people first had to visit the environment office which is situated in their regions to collect the form.
- The next step is submitting application with supporting documents and then verification of application and supporting documents. If anything went wrong in filling the application, then he or she had to come over and over again.
- Then there was Inspection by the inspector after verification of all the reports and documents. And then they could finally obtain certificates from DOE.
- There are only twenty two regional offices in Bangladesh which are stationed doing all the procedures for the environment clearance certificate.

Through the online system the application process becomes much easier. Now people who want to apply for the application can easily download the form where internet

access is available. The time, cost and visits that were needed for collecting the application form from the office can be saved as it can now be obtained from the internet. Even accommodation costs were saved through the reduction of visits.

The automation of application submission makes the process easier than before. The manual system takes a lot of time to process and issue Environment Clearance Certificate.

2 OBJECTIVES OF THE STUDY

The main objective of the study is to find out about the new online process of ECC provided by DOE and it will also try to disclose the TCV of this facility and people's perception on this issue.

Specific Objective of the study are;

- To evaluate the manual and online process of Environment Clearance Certificate,
- To determine the amount of cost saved on average of those who applied for the certificate,
- To determine the number of visits saved on average by the applicants,
- To understand beneficiaries' perception about the new system.

3 METHODOLOGY

This study has been conducted using both qualitative and quantitative methods. An in-depth interview method has been adopted for collecting information. A semi-structured questionnaire has used as interview tools. This study interviewed those citizens who have applied for Environment Clearance Certificate and renew their Certificates every year. In total, 150 beneficiaries have been interviewed. To know the whole process of online system, study also conducted a key informant interview (KII) with the officer of environment department.

All the data of this study have been collected from different sources and all these sources can be grouped in two categories i.e. primary and secondary. Primary data were collected through structured interviews and a key informant interview. This includes the data which have been collected directly from the people of the study area through questionnaire, informal discussion and so on. And the secondary data were collected from different reports. During the process, major focuses of the task was to conceptualize the problem and understand the statement of the problem.

Most of the data were collected over phone. The qualitative data were quantified through coding mechanism. The data were then entered, processed and analyzed on statistical software SPSS.

4 FINDINGS AND ANALYSIS

The online service for environment clearance certificate which is provided by the department of environment is very much helpful to people as it is very much successful from the TCV aspect. The study is concerned to find benefits of the people explained through TCV and other facilities.

4.1 General Information

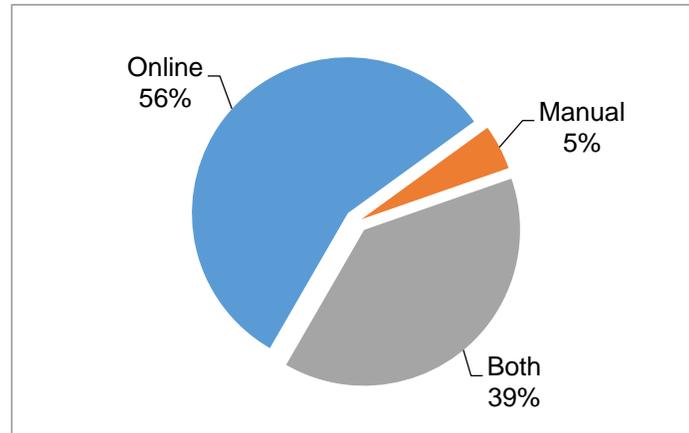


Figure 1: Methods of Application

Among the respondents who applied for the clearance certificate from the department of environment, study reveals that 56% of them apply it through online at the same time 39% respondents applied for the certificate both manually and online.

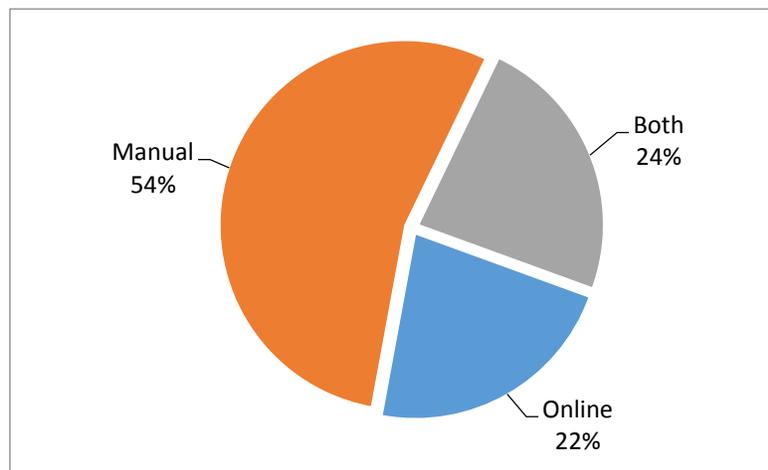


Figure 2: Methods of Collecting Certificates

At the same procedure, while collecting clearance certificate 54% of them collected it manually, 22% collected it through online and other 24% collected the certificate both manually and online.

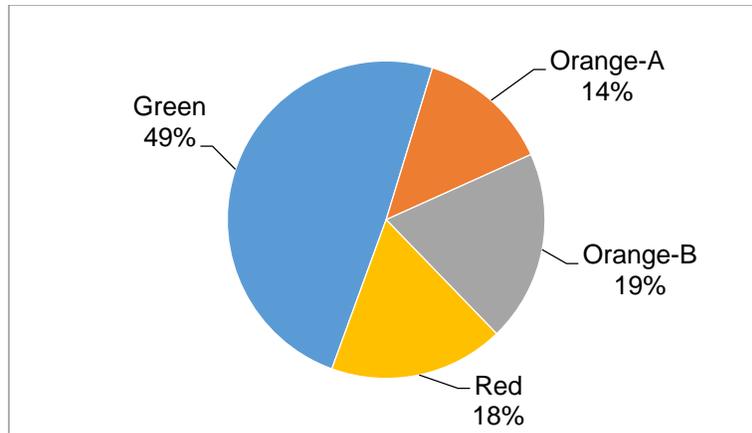


Figure 3: Categories of Certificate

Figure-3 revealed the categories of environment clearance certificate the beneficiaries applied. Among the respondents, 49% of the respondents applied for the green category certificates and 18% for the red category.

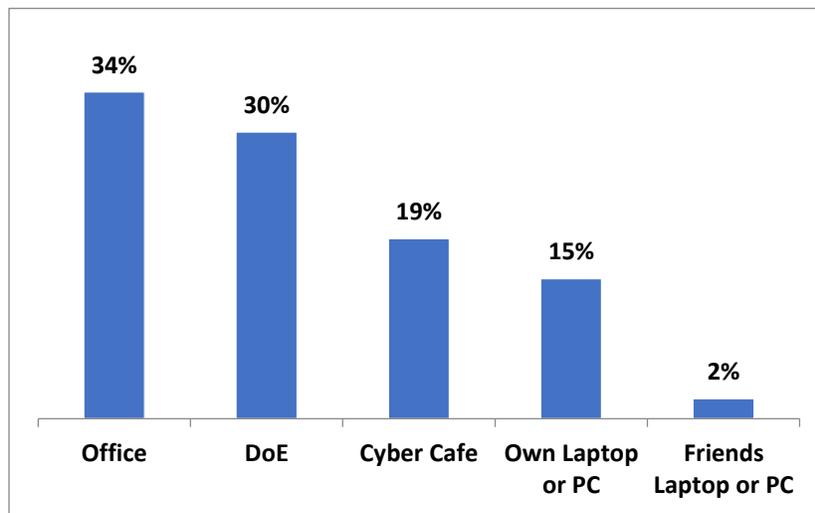


Figure 4: Location of Online Application Process

To apply using the online process, 34% of informants had to visit the offices, 30% of them visited the DOE office. Other people had to visit cyber cafés and or use their own laptops and or desktops to get access over the online facility.

4.2 TCV Analysis

Required time for availing environment clearance certificate

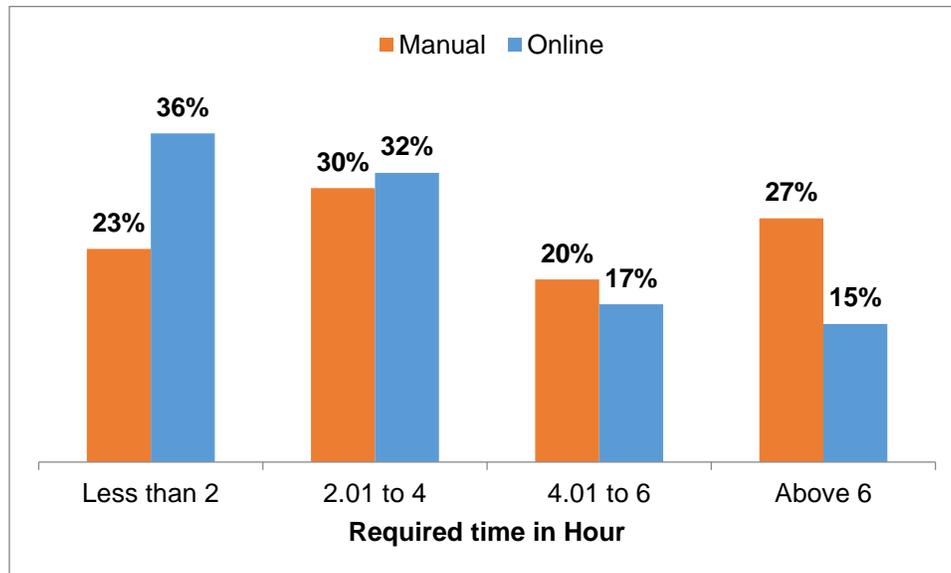


Figure 5: Time required for Online and Manual Application

TCV analysis includes the time, cost and visit results. This graph (Figure-5) is showing the comparison of time between online and manual application process. According to the findings, 36% respondents said that it take less than 2 hours in online process at the same time 23% respondents mentioned that in manual process it takes less than two hour to submit an application. On contrast, 15% of the online users mentioned that it takes more than 6 hours and 27% of manual users mentioned about a similar time requirement. Therefore, the basic finding is that in the online process the time requirement is less than that of the manual process.

Required Cost for availing environment clearance certificate

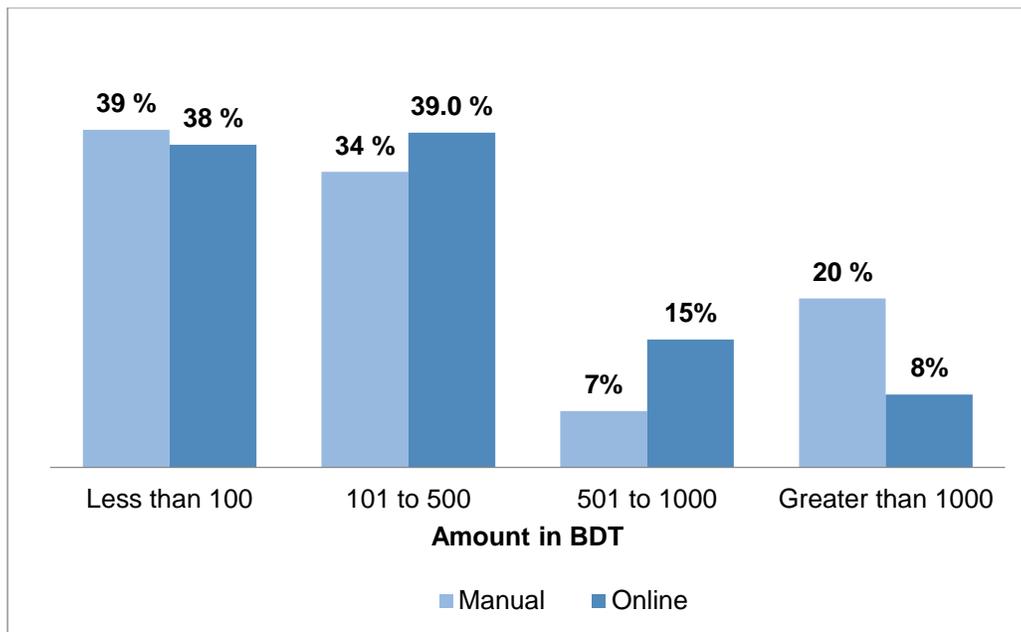


Figure 6: Comparison of Total Cost (Online Vs. Manual)

This graph (Figure-6) is showing the comparison of costs between the online and the manual application process. According to the findings, 38% of the respondents said that it takes less than 100 taka in the online process at the same time 39% of the responses mentioned that in the manual process it takes less than one hundred taka to submit an application. On contrast, 8% of the online users mentioned it takes more than 1000 taka and 20% of manual users mentioned about a similar amount of money. Therefore, the basic finding is that the cost requirement in the online process is less than that of the manual process.

Required visit for availing environment clearance certificate

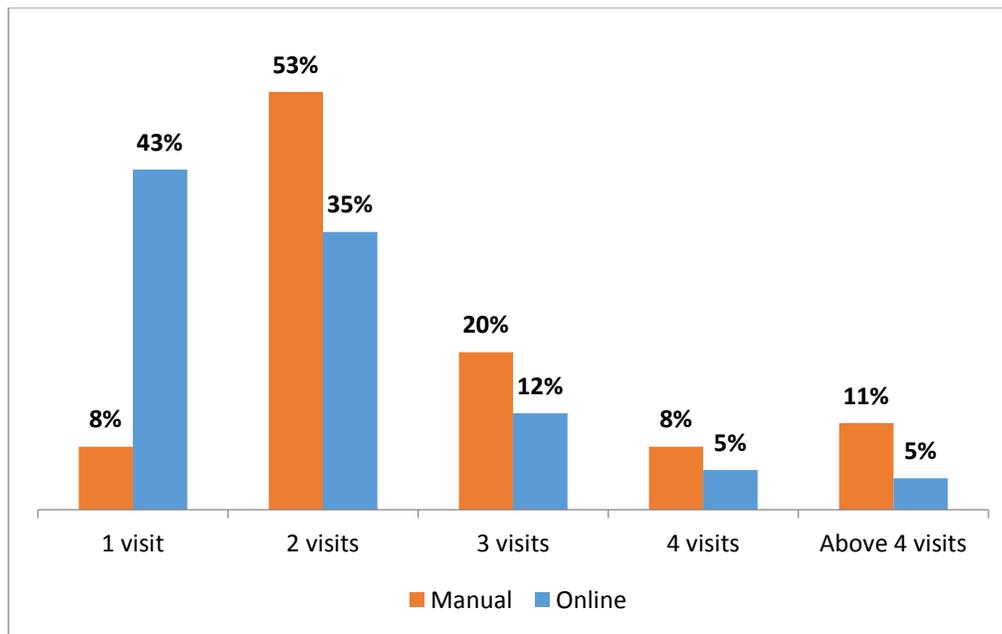


Figure 7: Comparison of Visits (Online vs. Manual)

This graph (figure-7) is showing the comparison of visits between online and manual application processes. According to the findings, 43% respondents said that it takes only one visit to conduct the submission through the online process; at the same time 8% responses mentioned that in manual process it takes only one visit to submit an application. On contrast, 5% of the online users mentioned that it takes more than 4 visits and 11% of the manual users mentioned about a similar number of visits. Therefore, the basic finding is that in online process the time requirement is less than manual process.

4.3 Comparative TCV (time, cost, and visit) Analysis

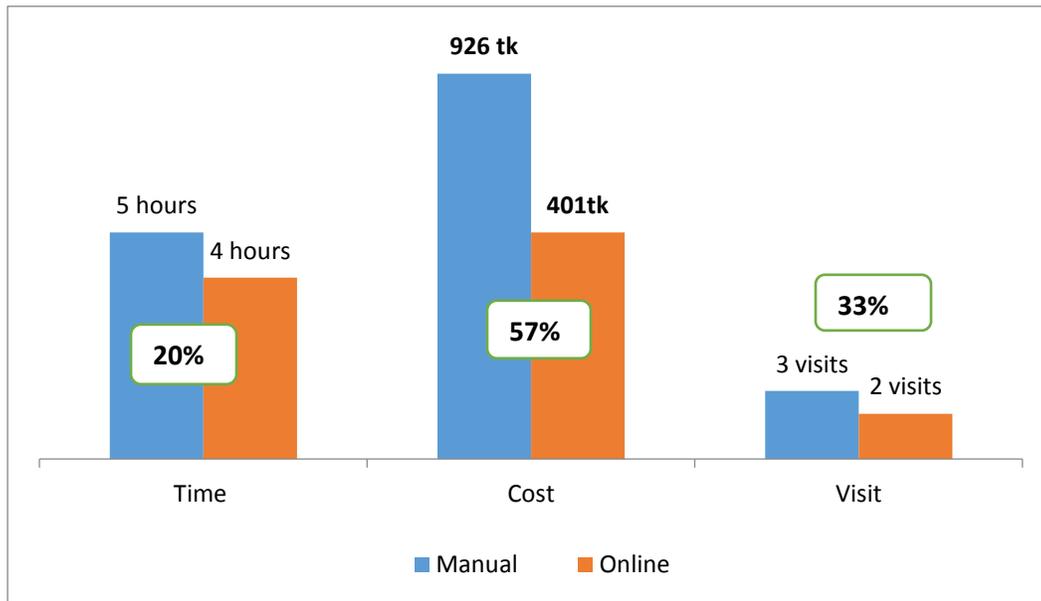


Figure 8: Average time, cost, and visit

Figure 8 depicts the comparative picture of required time, cost, and visit for availing environment clearance certificate from application process to getting the certificate in applicant's hand. Study revealed that Manual process required 5 hours, 926 taka, and 3 visits on an averages while online process required 4 hours, 401 taka, and 2 visits on an average. Thus, newly introduced online system has reduced time cost and visits at 20%, 57%, and 33% respectively.

4.4 TCV+ Analysis

Online application has few advantages regarding this facility. According to the informants, the online application has reduced the TCV.

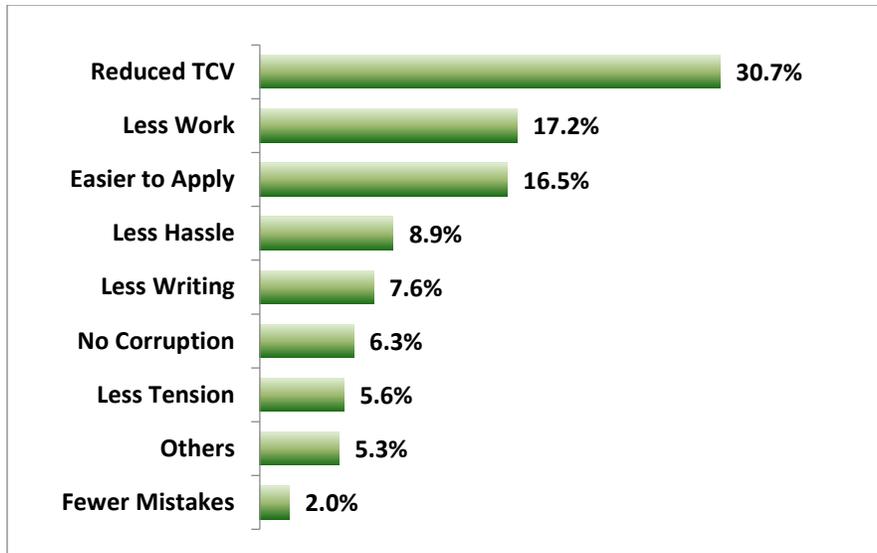


Figure 9: Advantages of Online Application

It also ensured less labor and also introduces less hassle and sufferings while applying for the clearance certificate. 16.5% of the informants mentioned that this online process is easier to apply. It also reduced writing and tension as well.

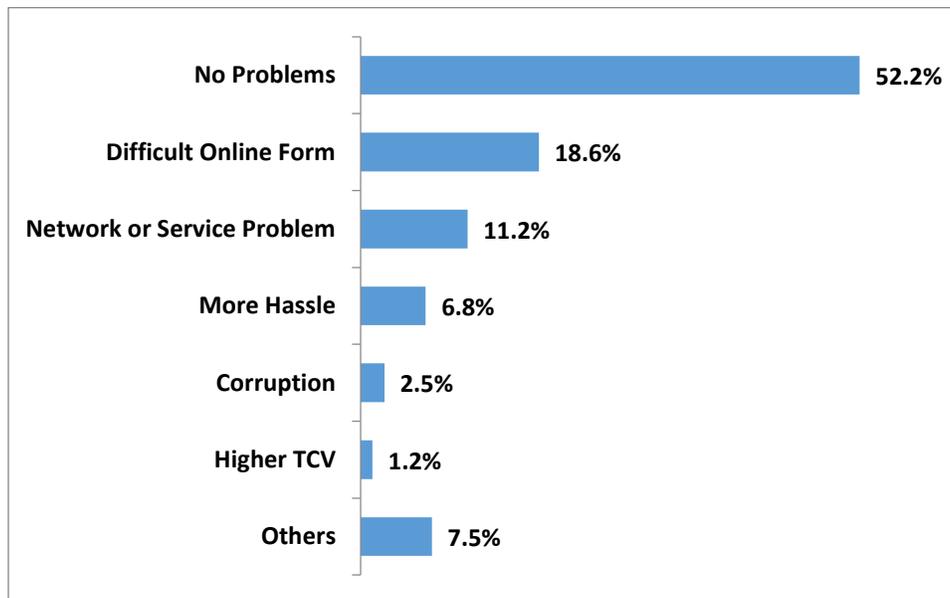


Figure 10: Disadvantages of Online Application

The chart above indicated that 52.2% respondents mentioned that they did not face any problem while conducting the online application procedure. 18.6% of the population

found the online form as a difficult one to complete. Network or service problem has been marked as a burning problem among the informants.

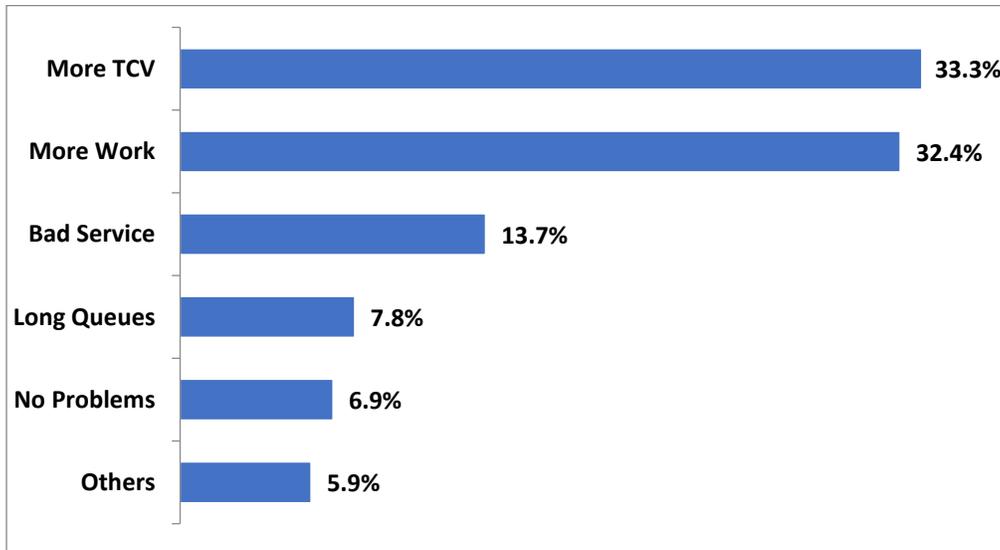


Figure 11: Disadvantages of Manual Application

On the contrary analysis, the manual application has some disadvantages as well. People find more TCV and more work in this process. 13.7% indicated the manual application as a bad service, because they had to attend in a long queue for this process. One of the vital problems in the certification procedure is the presence of miss information.

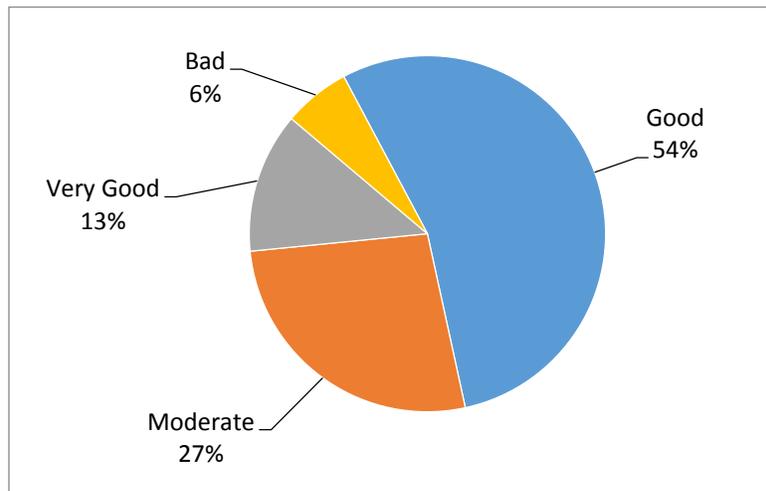


Figure 12: Behavior of Government Official

People who applied for the environmental clearance certificate has marked the government officials' behavior as good and 54% respondent agreed on this opinion. At the same time, 13% respondents marked the government official's behavior in very good.

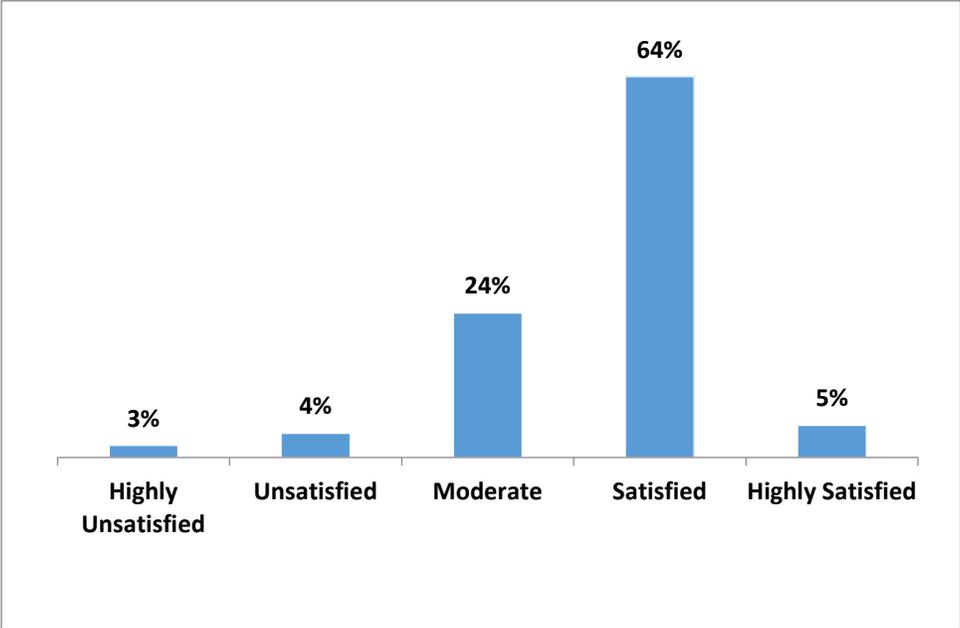


Figure 13: Level of satisfaction

Figure shows, about 64% of the respondents are highly satisfied with the service. According to their explanation, the online service has reduced the TCV and excessive works. They are satisfied with this online service, because they are getting up to date information and this is making a corruption free environment in the working atmosphere.

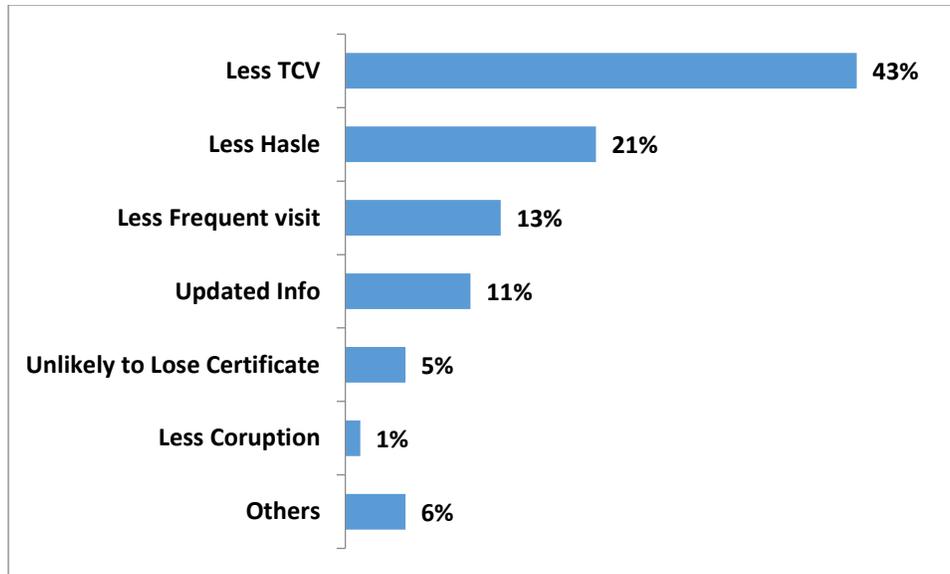


Figure 14: Reason behind Satisfaction Level

In response to the question of what are the reasons behind their satisfaction, about 43 percent respondents mentioned that online ECC reduced their TCV. However, other reasons of their satisfaction were less hassle (21%) followed by less visit (13%), updated information (11%), unlikely to lose certificate (5%), less corruption (1%), and others (6%).

5 CONCLUSION AND RECOMMENDATIONS

Environment Clearance Certificate system is a successful system from the TCV aspect. According to the respondents, the online system is much more convenient compared to the manual process. The new system has brought down time, cost and visits by a great extent. This online service of DOE is a successful system from the TCV aspect as it is hassle free and it saves time, cost and most importantly visits, but this system needs to improve a little more because the office procedure takes much time. If this can be improved, then this online system can reduce more TCV and create a hassle free environment for the people.