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USER MANUAL for Exporters/Importers



E-Certification System for Department of Fisheries



April 28, 2024

NAXTGEN INNOVATION LIMITED

House No-17, Flat-A1, Road-17/A, Block-E, Banani, Dhaka-1213

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Introduction

Purpose

The user manual provides instructions for using the e-Certification System for the Department of Fisheries. It outlines the system's features and guides users through various functionalities.

Scope

This manual covers the user registration and login process as well as the features available to **Customers**. Whether you are a new user creating an account or an existing customer accessing your dashboard, this guide will help you navigate the platform efficiently.

About E-Certification System

The E-Certification System is a national online portal designed to streamline the application and processing of key trade-related certifications. It serves as a centralized platform for:

For Importers:

- Importer Registration
- No Objection Certificate (NOC) applications
- Import Release Order requests

For Exporters:

- License applications
- Health Certificate issuance

By digitizing these processes, the portal enhances efficiency, reduces paperwork, and accelerates approvals, ensuring smoother experience for businesses engaged in import and export activities.

Key Features of E-Certification System

- **User-friendly online portal:** Secure access for importers, exporters, and regulators.
- **Role-based access control:** Custom permissions for exporter/importers, officials, and admins.
- **Digital application forms:** Online submission for registrations, NOCs, licenses, and certificates.
- **Auto-validation checks:** Reduces errors in submitted documents.
- **Real-time tracking:** Monitor application status (Pending/Approved/Rejected).
- **Email/SMS notifications:** Alerts for updates, approvals, and deadlines.
- **Secure document upload:** Cloud storage for invoices, permits, and test reports.
- **Automated workflow routing:** Directs applications to relevant authorities.
- **Payment Gateway:** Integrated payment gateway for secure payment and e-challan.

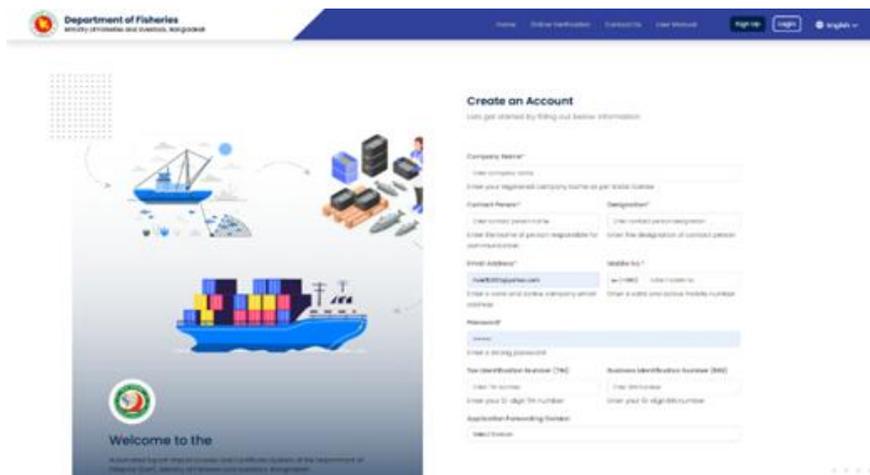
Registration and Login

To access the system, all users must register and create an account. The registration process differs for customers and administrative officers. Secure and encrypted data transmission is ensured during the login and registration processes.

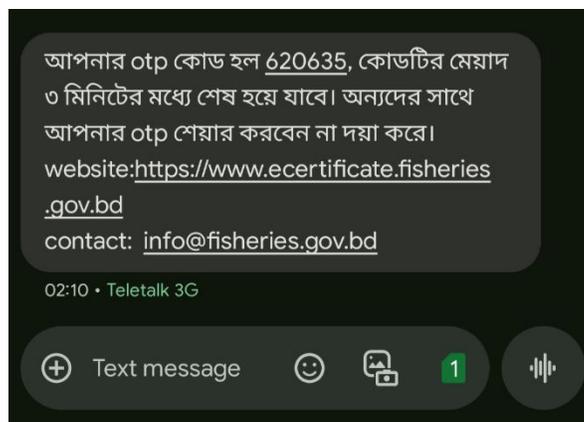
Creating an Account

Customers provide personal information and an email address during registration. The account for Department of Fisheries Officials is created by the Admin.

Users will find a sign-up button at the Home Page. By clicking the Sign-up button, users will be guided to the following page. Where they can fill up the necessary information and their contact details. Users will be asked to provide a secure password of at least 8 digits which will be used later to Log in.



After clicking on the sign-up button, an SMS will be sent to the user phone number with an OTP.



OTP Verification

User will enter the sent OTP and verify the phone

OTP Verification

Verification code sent to your phone number
+8801****28883

Verify

OTP expires in 2 minutes and 7 seconds

After Verification, the user will be sent a confirmation email with their Username and password.

VERIFICATION EMAIL

Hello Example Fish Exporters Ltd ,

To complete your registration, please enter the one-time password provided below:
Your password is:

Email: testemail@gmail.com

Password : password

This password is confidential and should not be shared with anybody.

Thank you,
FIQC, DoF

The user must use this email address and password to log in to the system.

Login into the System

To Log in, the user will click the Log In button and enter their registered email address and password.

Sign In

Sign In by giving the credentials

Username

Password

[Forgot password?](#)

Login

Don't have an account ? [Sign Up](#)

Completing Profile

The system employs user verification protocols to secure user authenticity after the very first login of the user by forcing the user (Exporter/Importer) to complete profile within 30 days of Login or the profile will be deleted. During this process, **Customer must upload all documents and input information in the required (*) fields else customer will not get access to any features of the system.**

Please complete your profile within 30 days. Otherwise you account will be deleted.

Complete Your Profile

NID No.* Upload NID *
Enter your 10/13/17--digit NID Number Only PDF and Image files. File size should not exceed 2MB

Select your User Type
 Exporter Importer Both

ERC No.* ERC Issue Date* ERC Expiry Date*
Enter valid ERC Number Add ERC issue date Add ERC expiry date

Upload ERC*
Only PDF and Image files. File size should not exceed 2MB

Type of Exporter *
 Packer Non-Packer

License Number of Processing Factory/Packing Center* Upload License of Processing Factory/Packing Center*
Only PDF and Image files. File size should not exceed 2MB

Fish Processing License Issue Date* Fish Processing License Expiry Date*

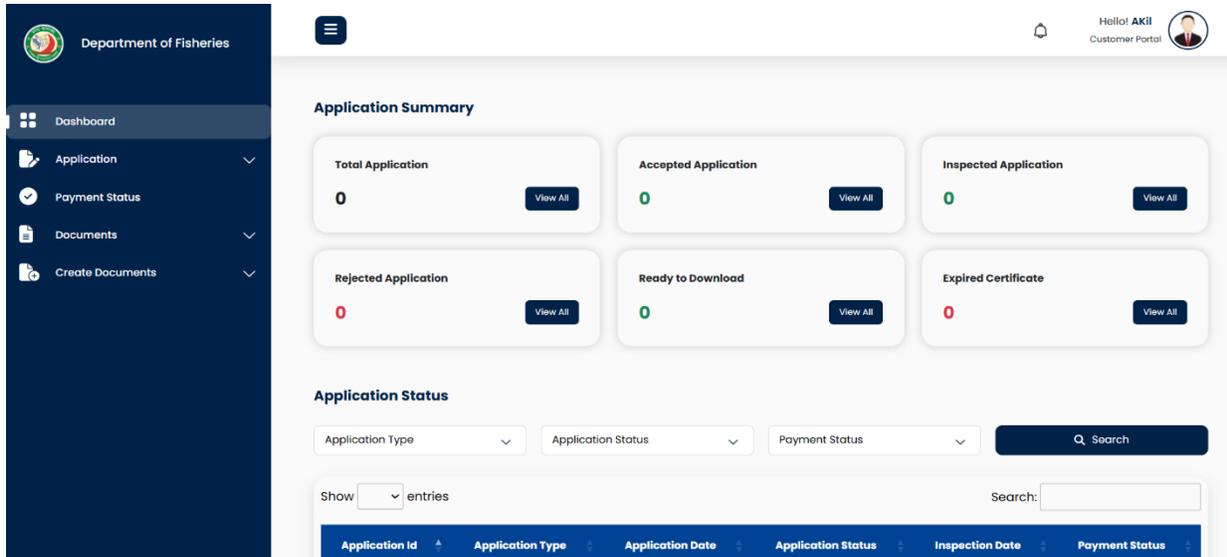
Trade Licence No.* Trade Licence Expiry Date*
Enter organization Trade License number Add Trade License expiry date

Upload Trade Licence*
Only PDF and Image files. File size should not exceed 2MB

Complete Profile

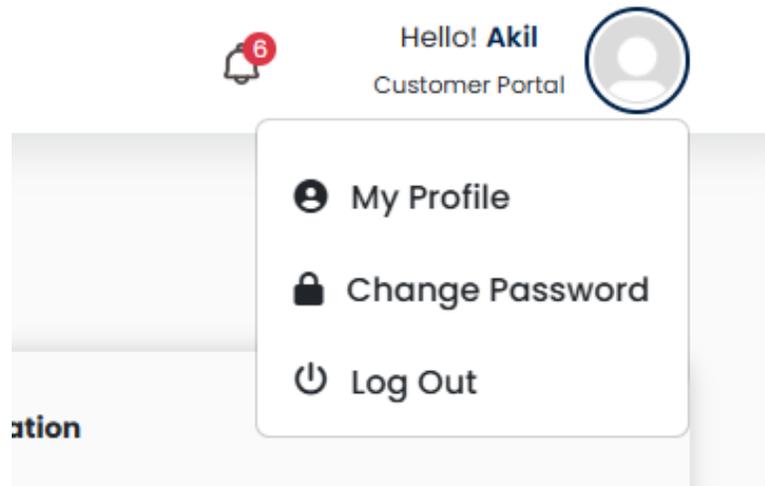
Dashboard

After successfully logging in to the system, the user will have access to a personalized dashboard where they can perform various actions and access important information.



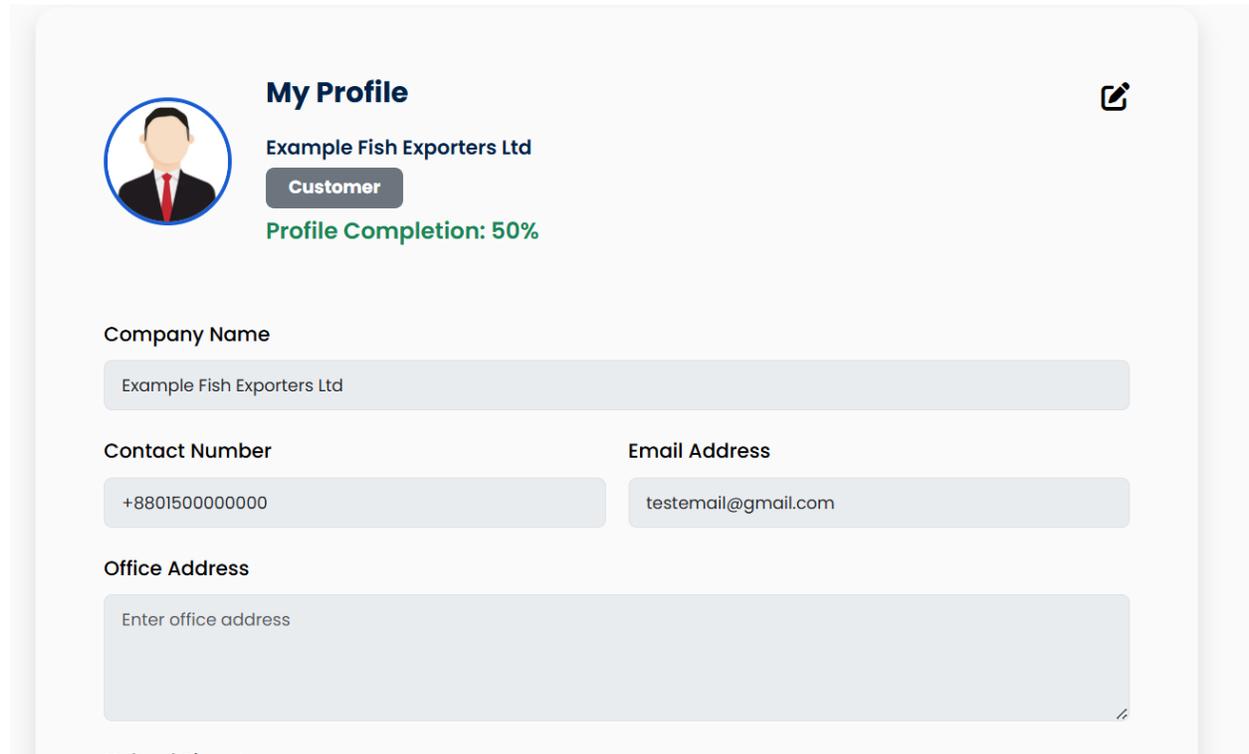
User Dashboard Menu

Users can find Dashboard Profile Menu at the right corner of the dashboard page. From this menu, they can access their profile, change their password and log out.



User Profile

Users can click on the edit button on the right corner of the profile and update their provided information. **All users are suggested to update their Address, Seal and Signature, Pad Header and Footer before proceeding to an application.**



My Profile 

Example Fish Exporters Ltd
Customer
Profile Completion: 50%

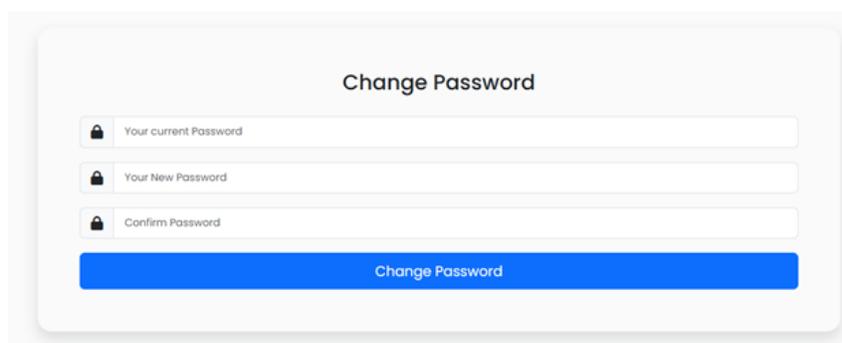
Company Name
Example Fish Exporters Ltd

Contact Number **Email Address**
+8801500000000 testemail@gmail.com

Office Address
Enter office address

Changing Password

Users can change their password any time from Change Password option. They need to enter their current password and new password to change their password.



Change Password

 Your current Password

 Your New Password

 Confirm Password

Change Password

Resetting Password

Users can reset their password in case they forget the existing password. To reset their password, they need to enter their registered email address and send a password reset link.

Reset Password

Please enter the account for which you want to reset the password.

Email



Send Password Reset Link

After the link is sent to their email address, they can click Reset Password, which will redirect them to a page to reset their password. After providing a new password, the user needs to click Change Password, and the new password will be set.

Reset Your Password

Email



New Password



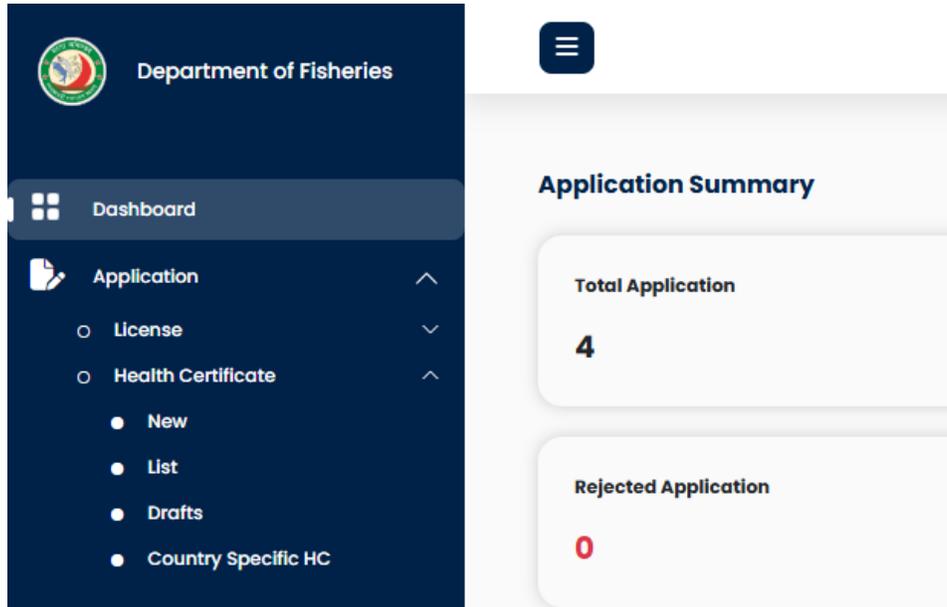
Confirm Password



Change Password

Application for Health Certificate

Option for the application for the Health Certificate can be found in the sidebar of Dashboard. Where a menu group named Application will appear and by clicking on it, Health Certificate will be found among other Applications.



Application for a new Health Certificate

To apply for a new Health Certificate, users need to click on the New button, and they will be directed to the application page for Health Certificate.

The image shows a screenshot of the 'Health Certificate' application form. The form has a title 'Health Certificate' and a 'Save as Draft' button in the top right corner. Below the title is a horizontal navigation bar with four tabs: 'General Information' (active), 'Product Details', 'Consignment Details', and 'Payment'. The 'General Information' section contains several fields: 'Name of Exporter*' (AK International), 'Address of Exporter*' (Ramna, Dhaka), 'Type of Exporter*' (radio buttons for 'Packer' and 'Non-Packer'), 'ERC Number*' (260326210673620), 'ERC Issue Date*' (02/02/2025), and 'ERC Expiry Date*' (31/12/2028). At the bottom, there are two fields: 'License Number of Processing Factory/Packing Center*' (with a placeholder 'Enter fish processing license no.') and 'Upload License of Processing Factory/Packing Center*' (with an 'Upload document' button).

General Section

The General Section of Health Certificate consists of information that is automatically imported from the profile. **So, it would be suggested that the profile section is completed before proceeding with an application.**

Product Details Section

The Products Details section consists of information that is required for describing the product in the Application for Salubrity Certificate, Invoice and Packing List.

Net Weight and Gross Weight

Net Weight in the product details is automatically calculated from the multiplication of Number of Master Carton and Net Weight of Each Master Carton. This field also accepts manual entry for anyone who wants to enter Net Weight Manually.

Net Weight (In Kg) *	Gross Weight (In Kg)
<input type="text" value="Enter net weight"/>	<input type="text" value="Enter gross weight"/>

Product Repeater

Product repeater section is a re-occurring input field that takes entries of multiple products. To entry a product, the user needs to fill up the mandatory fields at least. There are some key fields to understand.

Type of Commodity

Type of Commodity is the condition of product (e.g. Frozen, Chilled, Dried, Cooked). It has dependency with Lab which selects the Sample Condition of product.

Fisheries Native Name, Common Name and Scientific Name

Native Name field consists of local names of fish and fisheries products. The names are automatically reflected from system data. When a native name is selected from dropdown the scientific name is automatically filled. However, Native Name, Scientific Name and Common Name field can accept any data besides dropdown.

3. Native Name of Fish and Fishery Products	4. Common Name of Fish and Fishery Products
<input type="text" value="Select Name"/>	<input type="text" value="Enter Common Name"/>
5. Scientific Name/Variety/Species of Fishery Product	6. Item of Export *
<input type="text" value="Enter Scientific Name"/>	<input type="text" value="Select Item of Export"/>

Item of Export

Item of Export must be selected to ensure the type of product/item for export which helps to identify the Sample Type for Lab test.

Inner Carton and Master Carton

The number of Inner Carton must be selected to multiply with Unit Weight of Each Inner Carton. Based on the multiplication, the Net Weight of Each Master Carton. Is calculated. **If someone doesn't have any inner carton, they are suggested to Insert 1 in place of Number of Inner Carton and Weight of Each Master Carton should be inserted in the place of Net Weight of Each Inner Carton.** This way, the Net Weight of Each Master Carton is automatically calculated.

The Number of Master Carton field must be inserted to ensure the net weight of that product which is automatically calculated based on the multiplication of Net Weight of Each Master Carton and Number of Master Carton.

Date of Production, Date of Collection and Expiry Date

Date of Production field is for Processed Fish and Date of Collection is for Live Fish. **For the expiry date calculation, users would input Shelf Life.** The system would then add the shelf-life duration (in days or months) to the Date of Production.

15. Date of Production	16. Shelf life (Months <input type="radio"/> Days)
<input type="text" value="dd/mm/yyyy"/>	<input type="text" value="Enter shelf life"/>
17. Expiry Date	18. Batch No.
<input type="text" value="dd/mm/yyyy"/>	<input type="text" value="Enter batch no."/>

Packing List

Based on the data of this field, a Packing List is generated, and Inspection is performed. Count/Size is filled 'N/A' by default. If the user does not require count, this should be kept 'N/A'. Production date is automatically reflected from the Production Date from the Application.

Packing List

Count/Size *	Production Date *	
<input type="text" value="N/A"/>	<input type="text" value="dd/mm/yyyy"/>	
Shift-1	Shift-2	Shift-3
M/C SL. No.	M/C SL. No.	M/C SL. No.
From *	From	From
To *	To	To
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
Trace Code	Trace Code	Trace Code
<input type="text" value="Enter a code"/>	<input type="text" value="Enter a code"/>	<input type="text" value="Enter a code"/>

Master Carton serial number is divided onto 3 Shift for those who require. But if anyone performs production in 1 or 2 shifts, they can ignore the other shifts. 'To' field of previous shift must be smaller than 'From' shift of the next shift.

Consignment Details Section

The Consignment Details section consists of information of Importer and Transportation.

Consignment Number

Consignment No. field is auto incremented from the last number entered. It can also be manually entered by inserting a new number.

1. Consignment No. *

Total Product Value

The total value of the Consignment needs to be inserted in this field. The users can select the currency from dropdown. Depending on the currency selected here, the currency for CNF Value and FOB Value will be set, which will be reflected in the Commercial Invoice.

4. Total Product Value

USD ▾

6. Invoice Number *

USD

EURO

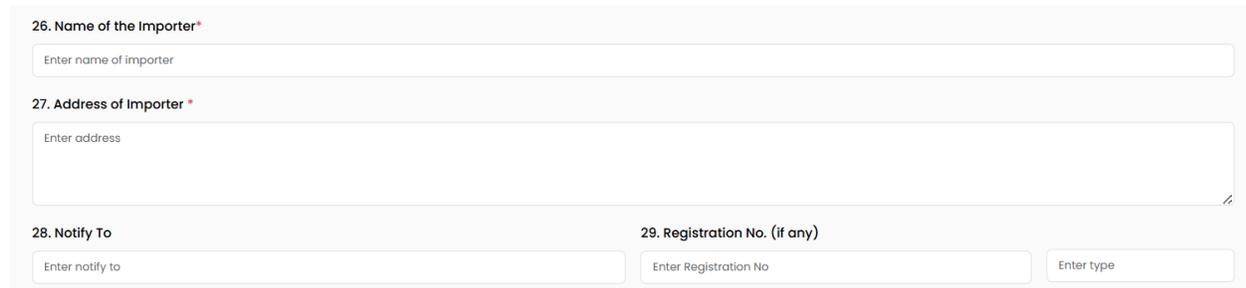
Rupee

GBP

8. EYP No.

Importer Information and Notify To

The following fields will take entry for Importer Name and Address. The Notify To field is automatically imported from Name and Address of Importer, but it can be edited or can be kept blank while submission.



26. Name of the Importer *

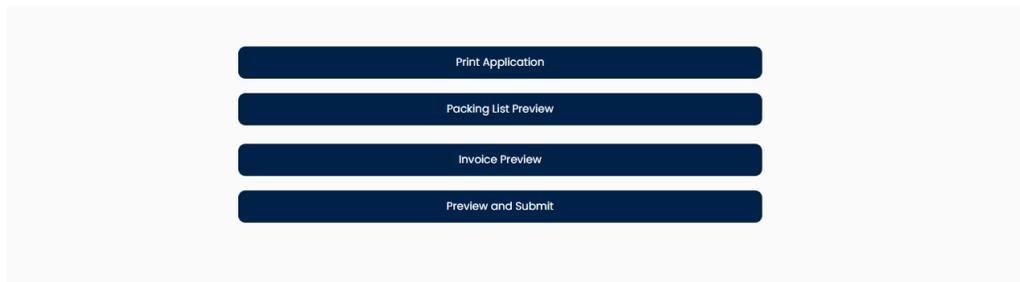
27. Address of Importer *

28. Notify To

29. Registration No. (if any)

Preview

In the Preview section the user can view the Preview for Application for Salubrity Certificate, Packing List, Invoice. Before payment, the application can be previewed for any correction or changes from the Preview and Submit. After properly checking the application, the user can either submit the application and proceed to Payment or they can save the application as draft for future adjustments.

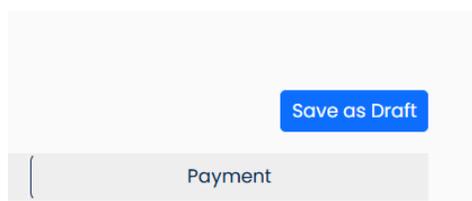


Application Submission and Payment

After completing preview and editing, the user can select the declaration statement and submit the application. After submission the user will proceed to payment. Payment Methods are discussed on Page 19.

Application Draft

To save the application as a draft, the user needs to click on the draft icon on top of the application page.



List of Actions

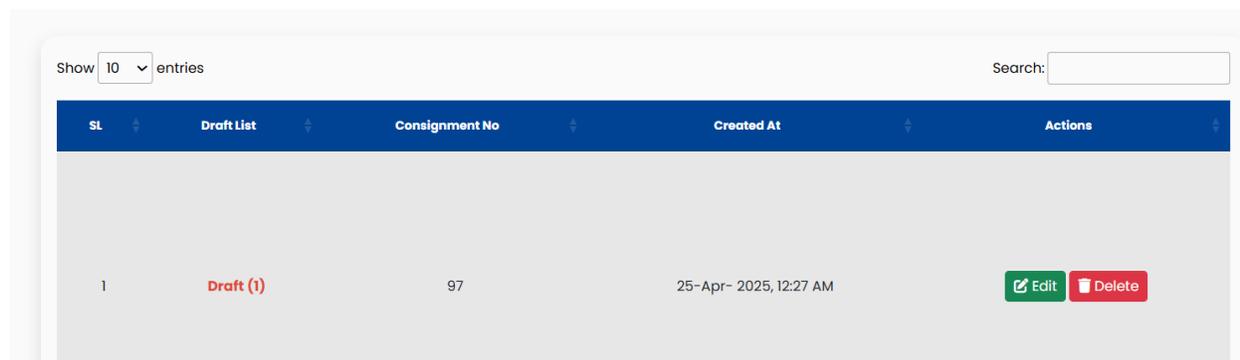
There are a number of actions a user can take to view the details of the Health Certificate Application. To view the list of applications submitted, the user needs to click on the Application from the sidebar menu, then Health Certificate and then List.



From the list a user can view the list of applications submitted and their current state. From the list of submitted applications, a user can view the Application Details, Packing List, Commercial Invoice and Health Certificate – when the certificate will be issued.

2	APP/DHK/0000000063	AK International	Health Certificate	23/04/2025	Pending	Unpaid	Action
3	APP/DHK/0000000062	AK International	Health Certificate	23/04/2025	Pending	Unpaid	Application Details Packing List Commercial Invoice
4	APP/DHK/0000000010	AK International	Health Certificate	12/02/2025	Pending	Paid	

By Clicking on the **Draft**, the user can find the saved draft applications.



Show 10 entries Search:

SL	Draft List	Consignment No	Created At	Actions
1	Draft (1)	97	25-Apr- 2025, 12:27 AM	Edit Delete

Lab Test Fee Payment

When Health Certificate applications go to the Lab, a Lab Payment request is sent to the User. The user can find the Lab Payment request from the **Payment Status** section, where the user will find the amount to be paid and a Pay Now button to proceed to Payment.

Application ID	Application Date	Application Type	Payment For	Amount (BDT)	Actions
APP/DHK/0000000067	28/04/2025	Health Certificate	Health Certificate Test	4,313	Pay Now

After proceeding with payment, the customer will find the amount to be paid and payment options.

Make payment (Health Certificate Test Fee)

Payment

Pay With

Challan Online Payment

Application Fee	: 3750 BDT
Vat(15%)	: 563 BDT
Tax(0%)	: 0 BDT
Total	: 4313 BDT

[Pay and Generate Invoice](#)

After payment for Lab Fee, customers will get an invoice for Lab Fee Payment,



Government of the People's Republic of Bangladesh
Fish Investigation and Quality Control

INVOICE

Invoice No: #737532 **Date:** 28/04/2025

Applicant Name: Example Fish Exports Ltd.
Mobile No.:
Email Address: testemail@gmail.com
Address: Ramna, Dhaka

Test Type: Microbiological	
Parameter	Price
Vibrio parahaemolyticus	₳ 750.00

Subtotal:	₳ 3,750.00
VAT Amount:	₳ 563.00
TAX Amount:	₳ 0.00
Grand Total:	₳ 4,313.00

Applying for Final Health Certificate

After officials approve an application, the user can finally apply for a health certificate with the fee of BDT 2000 taka. For this, the user can go to the list of applications and find the option to apply for Final Health Certification.

Show 10 entries

Search:

Sl	Application ID	Applicant Name	Application Type	Application Date	Application Status	Payment Status	Actions
1	APP/DHK/000000067	AK International	Health Certificate	28/04/2025	In Progress	Application Fee Unpaid	Action
2	APP/DHK/000000066	AK International	Health Certificate	28/04/2025	Pending	Unpaid	Application Details Packing List Commercial Invoice Apply for Health Certificate
3	APP/DHK/000000065	AK International	Health Certificate	27/04/2025	Pending	Unpaid	
4	APP/DHK/000000063	AK International	Health Certificate	23/04/2025	Pending	Unpaid	

After clicking on apply, the user will be redirected to the edit form of the application details where the user can make any necessary changes. After making changes, the user can re-submit the application and wait for final approval.

Show 10 entries

Search:

Sl	Application ID	Applicant Name	Application Type	Application Date	Application Status	Payment Status	Actions
1	APP/DHK/000000067	AK International	Health Certificate	28/04/2025	Certificate Generated	Paid	Action
2	APP/DHK/000000066	AK International	Health Certificate	28/04/2025	Pending	Unpaid	Application Details Packing List Commercial Invoice View Health Certificate
3	APP/DHK/000000065	AK International	Health Certificate	27/04/2025	Pending	Unpaid	
4	APP/DHK/000000063	AK International	Health Certificate	23/04/2025	Pending	Unpaid	

After final approval, the user can view their own Health Certificate from the Actions of the list. By clicking on View Health Certificate, they will be able to view, print or download the Health Certificate anytime.

SLNO.: 00001



FORM-B
[See rule 11(3)]
Government of the People's Republic of Bangladesh
Department of Fisheries
Office of the Deputy Director
Fish Inspection and Quality Control, Dhaka
www.fisheries.gov.bd

Memo.No.Q.C./7.25-6001 Date: 29/04/2025

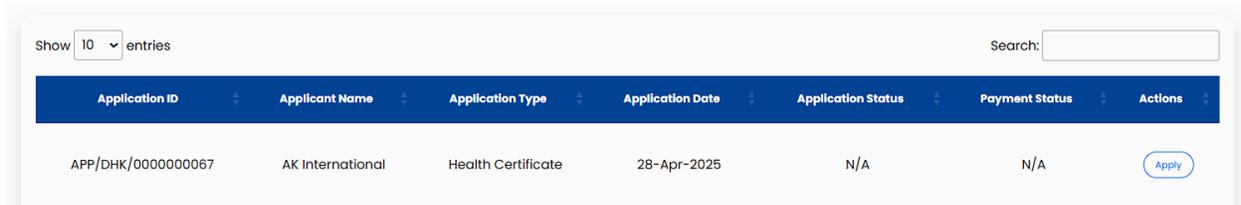
SALUBRITY CERTIFICATE FOR EXPORTABLE FISH

Certified that the Consignment of fish as detailed below: has been examined and inspected and was found wholesome and fit for human consumption at the time of inspection.

1. Name and address of the exporter	: AK International, Ramna, Dhaka
2. Export license number with date and place of issue	: DHK-FISH-001 & Date: 27/04/2025, Dhaka
3. Name and address of the fish processing establishment with license number and date	: AK International, Barani, Dhaka, DHK-FISH/001 & Date: 27/04/2025
4. Name and address of the importer	: Feroch Corp. Aliquid incidiadant m
5. Type of commodity (Live, frozen, dried, salted, canned, iced, head on/off, shell on/off, etc)	: Block Frozen
6. Varieties/Species of fish	: Penaeus monodon (as per invoice)
7. Quantity: (a) Nos. of Carton	: 15.00 (Fifteen) BOXES.
(b) Net weight	: 60.00 (Sixty) KG
8. Invoice number and date	: EQI-15/01/2026, Date: 2025-04-28
9. Kind of packing	: Foam Box (20 x 200 grams)
10. Shipping/packing mark	
11. Brand name of the commodity	
12. Lot/Consignment number	: 74
13. Country of origin of the commodity	: Bangladesh
14. Mode of transportation	: By Truck

Applying for a Country Specific Health Certificate

To apply for a country specific health certificate, the user needs to go the Country Specific HC option of the available options under Health Certificate. There they can select the application to apply for.



Application ID	Applicant Name	Application Type	Application Date	Application Status	Payment Status	Actions
APP/DHK/0000000067	AK International	Health Certificate	28-Apr-2025	N/A	N/A	Apply

After clicking on Apply, they will be redirected to the form of the Country Specific Health Certificates where the user can select the country.



General Information | Product Details | Consignment Details | **Country Specific Details** | Payment

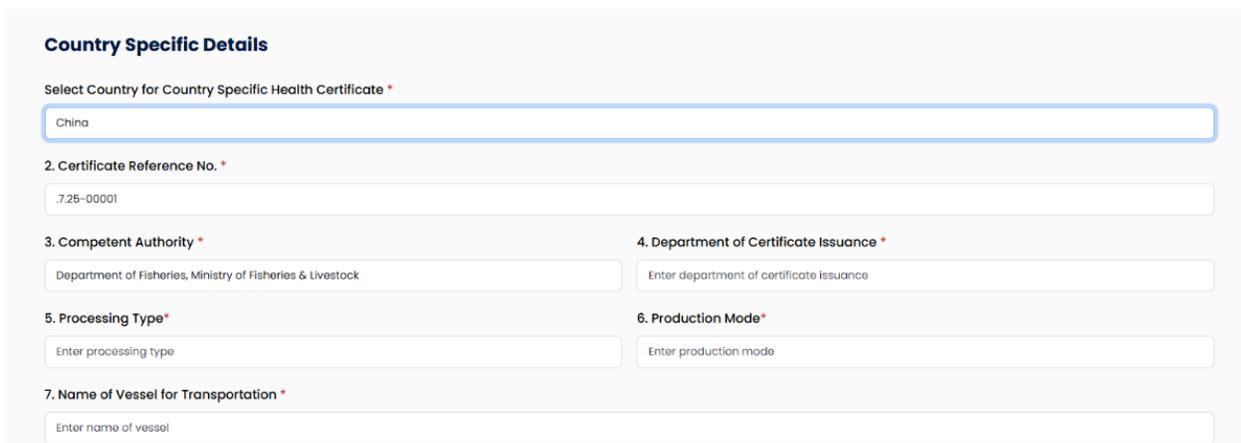
Country Specific Details

Select Country for Country Specific Health Certificate *

Select Country

[< Back](#) [Continue >](#)

After selecting the desired country, the user will get the form for Health Certificate of that specific Country or Continent.



Country Specific Details

Select Country for Country Specific Health Certificate *

China

2. Certificate Reference No. *
7.25-00001

3. Competent Authority *
Department of Fisheries, Ministry of Fisheries & Livestock

4. Department of Certificate Issuance *
Enter department of certificate issuance

5. Processing Type*
Enter processing type

6. Production Mode*
Enter production mode

7. Name of Vessel for Transportation *
Enter name of vessel

After completing the application form and submission, the fee of BDT 1000 needs to be paid. After completing the approval process, the certificate will be ready to be viewed, printed or downloaded in the list.

Application ID	Applicant Name	Application Type	Application Date	Application Status	Payment Status	Actions
APP/DHK/000000067	AK International	Health Certificate	28-Apr-2025	N/A	N/A	View Certificate

Payment Methods and Invoice

There are two payment methods currently for the application of Health Certificate, Challan and Online.

Make payment (Health Certificate Application Fee)

Payment

Pay With
 Challan Online Payment

Bank*
Please Select Bank

District*
Please Select District

Branch*
Please select an option

For challan payment, the user needs to provide Bank and Branch Information, Fee Challan and VAT Challan Information along with their date. They also need to upload the challan copies.

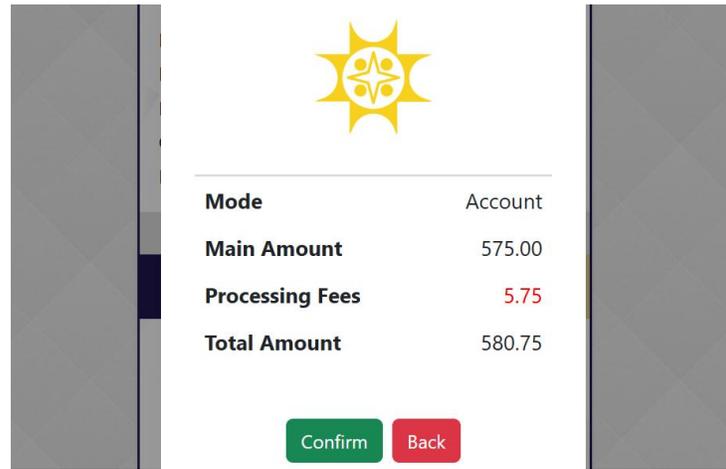
In the case of online payment, the user will be redirected to the **Sonali Payment Gateway** for online payment via Bank, Card or Mobile Banking.

Pay With
 Challan Online Payment

Application Fee	:	500 BDT
Vat(15%)	:	75 BDT
Tax(5%)	:	25 BDT
Total	:	600 BDT

[Pay and Generate Invoice](#)

To Pay Via Account Number, the user needs to select the Account option and confirm.

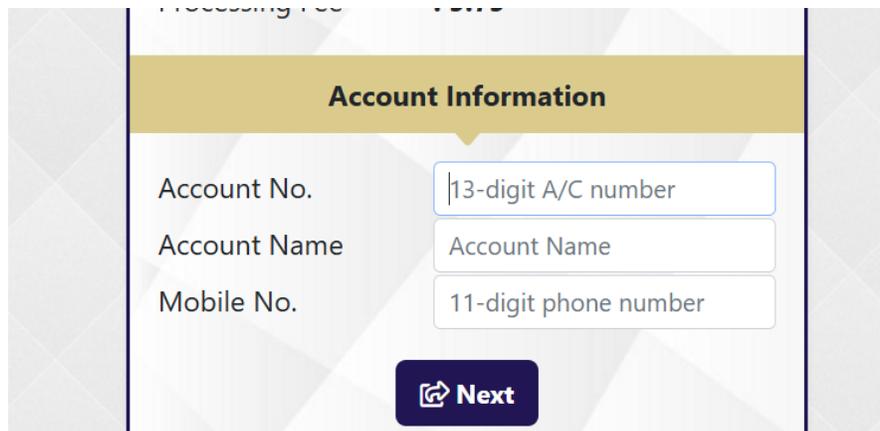


A payment summary screen with a yellow star logo at the top. Below the logo is a table with the following details:

Mode	Account
Main Amount	575.00
Processing Fees	5.75
Total Amount	580.75

At the bottom of the screen are two buttons: a green 'Confirm' button and a red 'Back' button.

Then the user needs to enter the Account Number, Account Name and Phone Number.



An 'Account Information' form with a yellow header. It contains three input fields:

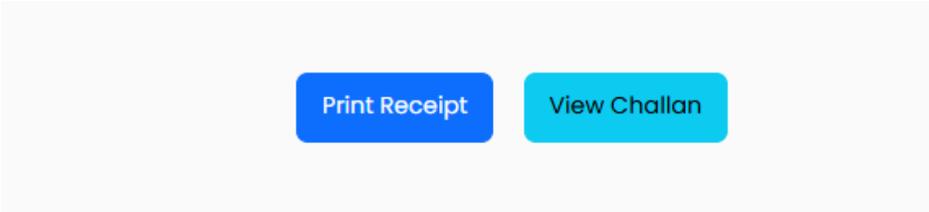
- Account No. with a placeholder '13-digit A/C number'
- Account Name with a placeholder 'Account Name'
- Mobile No. with a placeholder '11-digit phone number'

At the bottom is a dark blue 'Next' button with a right arrow icon.

After clicking Next, a 6 Digit OTP will be sent to the Registered Mobile No. of the user and after entering the corresponding OTP, the payment will be successfully received, and user will receive an Electronically Generated Invoice and Online Challan Copies.



A 'Payment Successful' confirmation screen. At the top, there are three green checkmarks indicating 'Applicant Form', 'Payment', and 'Completed' are all done. The main heading is 'Payment Successful'. Below this is the logo of the Government of Bangladesh and the text: 'Government of the People's Republic of Bangladesh', 'Office of the Deputy Director', 'Fish Investigation and Quality Control, Dhaka', 'Dhaka'. In the center is an 'Invoice' button. At the bottom, there is an 'Application ID: APP/DHK/0000000004', a 'Date: 24-04-2025', and a barcode with 'Invoice No. IV0000000004' and 'IV0000000004' printed below it. The applicant name 'AK International' is partially visible at the bottom.



The Invoice can be printed from the Print Receipt option and View Challan button will redirect the user to online challan copies from the Bank.