



Secondary & Higher Education Division

Group-K

(NTRCA)



Online Certificate correction and duplicate certificate

Summary	Total
Time	3 Days
Cost	TK. 1530/-
Visit	3

Service Recipient

Sl No.	Steps	Actor	Time	Cost	Visit	Deliverables	Challenge
1	Collection of Application Form	Applicant	30 min	50 Tk.	1	Blank Application Form	<ul style="list-style-type: none"> □ Ignorance or lack of knowledge about website. □ Insufficient and improper document submission with application. □ Multiple visit to correct improper application. □ Single service provider office.
2	Application Form Fill Up	Applicant	30 min	30 Tk.	-	Filled Up Application	
3	Application Form Submission with Documents (correction)	Applicant	-	Tk 500	1	Submitted Application	
4	Application Form Submission with Documents (Duplicate)	Applicant	-	Tk. 500	1	Submitted Application	
5	Certificate Receive	Applicant	-	Tk. 500	1	Certificate	