



DICA Online Solution (DOSo-Version2)

USER MANUAL GUIDE



Contents

Chapter	Subject	Page No.
1	Home Page	1
2	Appointment Request	2
3	Status Enquiry	8
4	Discussion	10
5	Responding feedback on the satisfaction with the services of DOSO	13

Chapter (1)

Home Page

1. To connect DOSo, enter via official website of DICA, www.dica.gov.mm and click the DICA Online Solution (DOSo) sub-menu under the Investment Affairs menu (or)
2. Enter the domain name of the system, www.doso.dica.gov.mm in the address bar of the browser.
3. DOSo system is available in two languages, English and Myanmar.
4. The menu bar of DOSo system includes the following titles.
 - a. Home
 - b. Appointment Request
 - c. How to Apply
 - d. What is DOSo
 - e. Useful Information
 - f. Status Enquiry
 - g. About Us

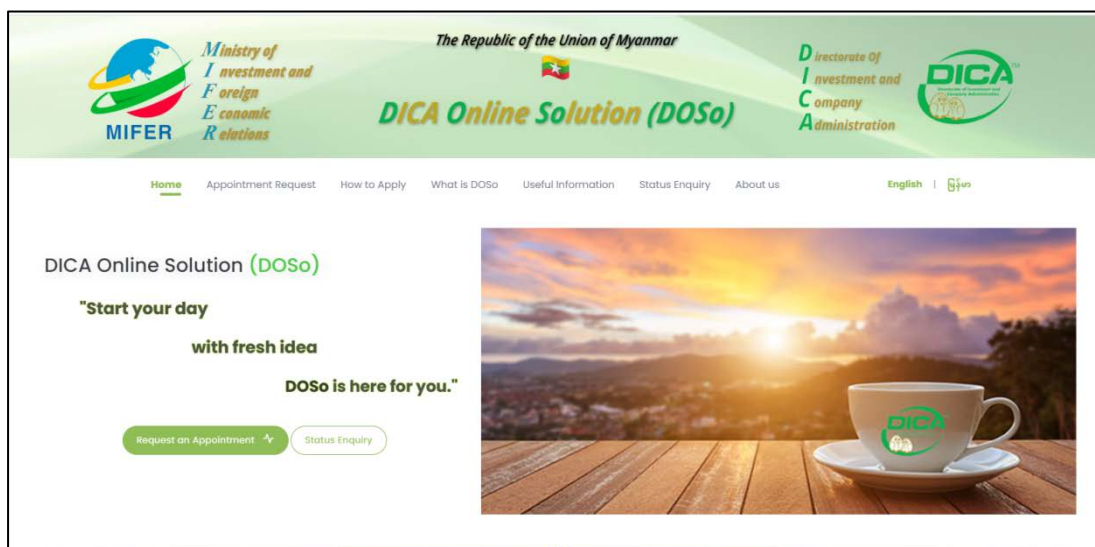


Figure 1: Home Page

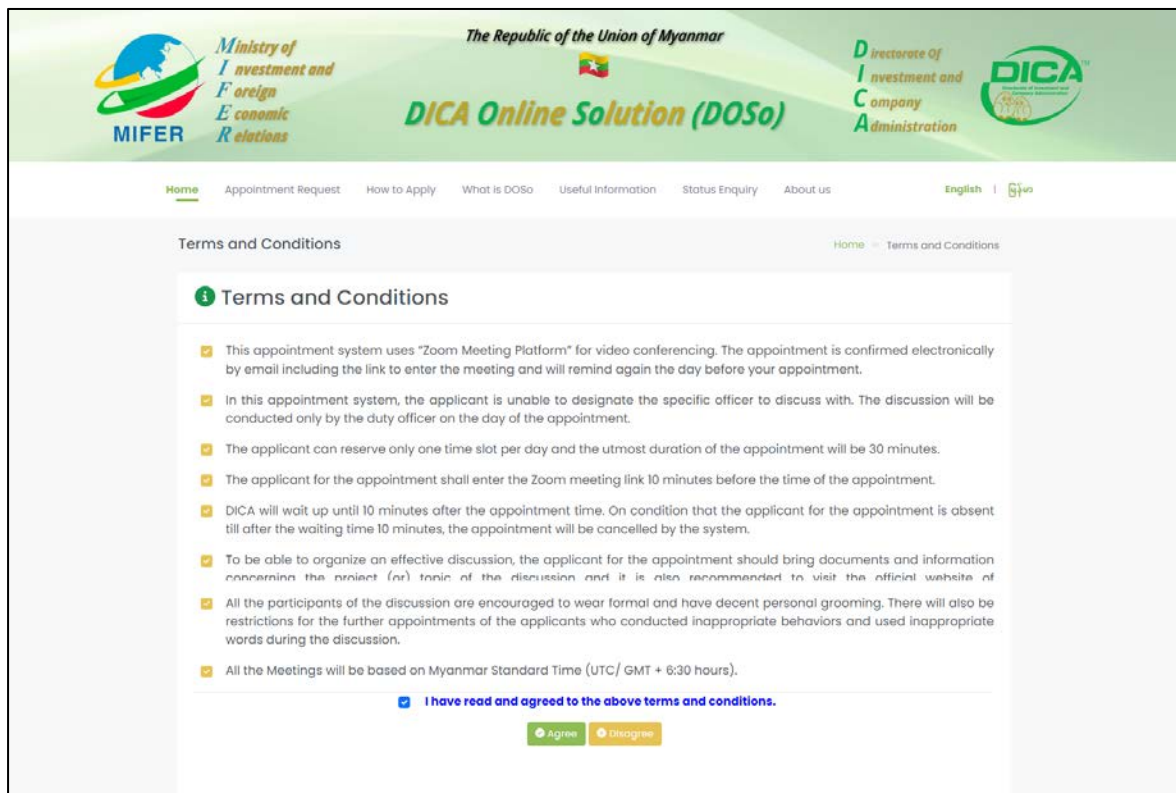
Chapter (2)

Appointment Request

Requesting appointment via DOSo system can be done by the following four steps procedure.

Step (1) – Click on the Appointment Request Menu on the Menu Bar. (Before applying the appointment request, please enter the “Useful info” menu and enter the links of relevant ministries and organizations for more information to conduct more effective discussion.)

Step (2) – Read the Terms and Conditions carefully and then check the check box next to “I have read and agreed to the above terms and conditions” . After that, click on the “Agree” button.



The screenshot shows the 'Terms and Conditions' page of the DICA Online Solution (DOSo) system. The page header includes the logos of MIFER (Ministry of Investment and Foreign Economic Relations), The Republic of the Union of Myanmar, and DICA (Directorate of Investment and Company Administration). The navigation menu includes Home, Appointment Request, How to Apply, What is DOSo, Useful Information, Status Enquiry, and About us. The main content area is titled 'Terms and Conditions' and contains a list of conditions:

- This appointment system uses "Zoom Meeting Platform" for video conferencing. The appointment is confirmed electronically by email including the link to enter the meeting and will remind again the day before your appointment.
- In this appointment system, the applicant is unable to designate the specific officer to discuss with. The discussion will be conducted only by the duty officer on the day of the appointment.
- The applicant can reserve only one time slot per day and the utmost duration of the appointment will be 30 minutes.
- The applicant for the appointment shall enter the Zoom meeting link 10 minutes before the time of the appointment.
- DICA will wait up until 10 minutes after the appointment time. On condition that the applicant for the appointment is absent till after the waiting time 10 minutes, the appointment will be cancelled by the system.
- To be able to organize an effective discussion, the applicant for the appointment should bring documents and information concerning the project (or) topic of the discussion and it is also recommended to visit the official website of
- All the participants of the discussion are encouraged to wear formal and have decent personal grooming. There will also be restrictions for the further appointments of the applicants who conducted inappropriate behaviors and used inappropriate words during the discussion.
- All the Meetings will be based on Myanmar Standard Time (UTC/ GMT + 6:30 hours).

At the bottom of the page, there is a checkbox labeled "I have read and agreed to the above terms and conditions." which is checked. Below the checkbox are two buttons: "Agree" (green) and "Disagree" (orange).

Figure 2: Terms & Conditions

Step (3) – Enter the information. (All entries must be made in English)

Ministry of Investment and Foreign Economic Relations
MIFER

The Republic of the Union of Myanmar

DIC Online Solution (DOSo)

Directorate of Investment and Company Administration
DICA

Home Appointment Request How to Apply What is DOSo Useful Information Status Enquiry About us English

Appointment Request

DICA Online Solution

All entries must be made in English

Contact Information

Full Name*: Mr []

Title/Designation*: []

Nationality*: -- Please select --

Email Address*: mgmg@example.com

Confirm Email*: []

Contact No. *: []

Appointment Details

Company Name: []

Company Register No.: []

Check this box if you have an MIC Permit/Endorsement or State/Region Investment Committee Endorsement.

Head Office/Branches*: -- Please select --

Sector Name*: -- Please select --

Recommended Division: []

Available Date*: DD-MM-YYYY []

Available Time*: -- Please select --

Preferred Language*: -- Please select --

Questions/ Discussion Points*: []

Brief Explanation (if necessary): No file chosen

If you have an attachment to upload which is in Myanmar Language, please ensure that it is written using Pyidaungsu Font.

Attendee List

Action	Name	Designation	Nationality	NRC No. /Passport No.	Email
--------	------	-------------	-------------	-----------------------	-------

Security Code *: []

Captcha []

We welcome your investment!

As the primary interface between businesses and the government, DICA is mandated to promote private sector development and to boost domestic and foreign investment by creating a Conducive investment climate.

Figure 3: Appointment Request Page

Filling out the contact information

- a. Enter the name, title/ designation and nationality of the person who will preside over the meeting.
- b. Then, enter the NRC number or passport number.
- c. After that, enter the email address of the person who will preside over the meeting.

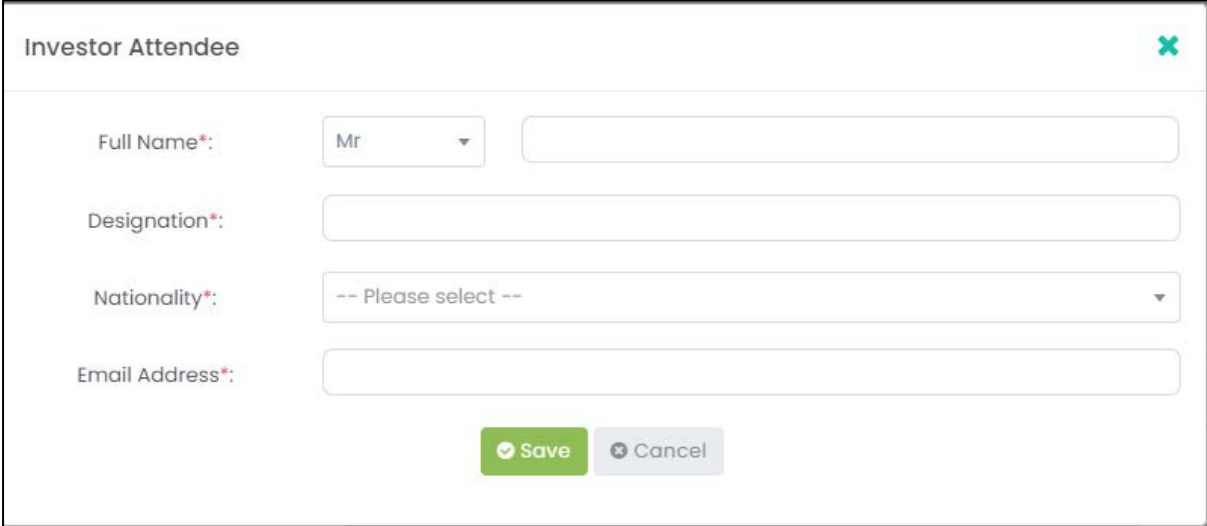
**Meeting link will be sent to this email address.
- d. Enter the contact number of the person who can provide complete information about the appointment request when DICA makes contact.

Filling out the appointment details

- a. Enter the company name. (No need to fill out if you are not affiliated to any company in Myanmar.)
- b. Enter the company registration number. (No need to fill out if your company is not registered.)
- c. Check the check box next to “Check this box if you have an MIC Permit/Endorsement or State/Region Investment Committee Endorsement.”
- d. Enter the Permit/Endorsement number.
- e. Select the DICA (Head office) or DICA (State and Region Branches).
- f. If DICA (Head office), select the division you want to discuss with.
- g. If DICA (State and Region Branches), select the branches you want to discuss with.
- h. Select the sector you want to discuss.
- i. Select the date you want to request for appointment.

- j. Select the time you want to request for appointment.
- k. Choose the preferred language to discuss with (English or Myanmar).
- l. Enter the short and precise questions/ discussions points.
- m. Attach brief explanation, if necessary. (Word file or PDF file or PowerPoint File)

Filling out the attendee information



The screenshot shows a web form titled "Investor Attendee" with a close button in the top right corner. The form contains the following fields:

- Full Name*:** A dropdown menu with "Mr" selected, followed by a text input field.
- Designation*:** A text input field.
- Nationality*:** A dropdown menu with "-- Please select --" selected.
- Email Address*:** A text input field.

At the bottom of the form, there are two buttons: a green "Save" button and a grey "Cancel" button.

Figure 4: Form to fill out attendee information.

- a. Enter the name, title/ designation and nationality of the attendee.
- b. Then, enter the NRC number or passport number of the attendee.
- c. After that, enter the email address of the attendee.
- d. Click on the "Save" button.

Filling out the Security Code

- a. Enter the security code (as describe in the box) and click on the "Confirm" button.

Step (4) – If the data are correct, click the “OK” button in the “Request Success” popup box. The process of requesting appointment will be successfully completed.

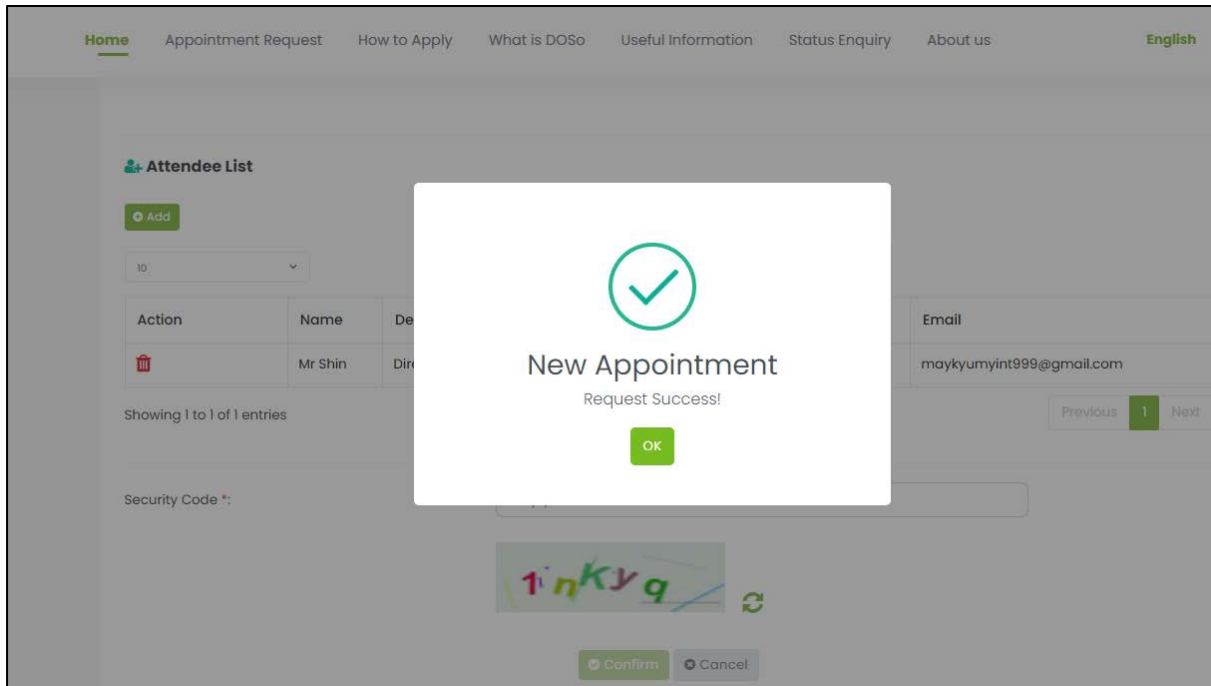


Figure 5: Request Success popup screen

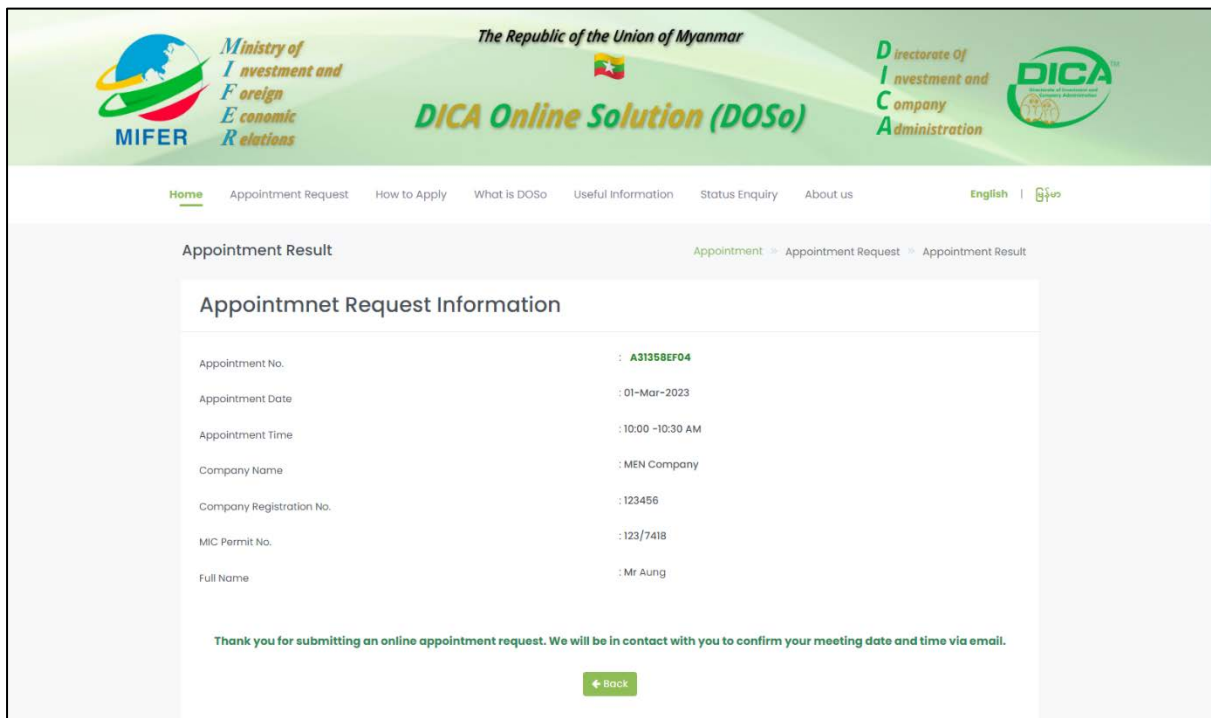


Figure 6: Appointment Request Information Page

The Directorate of Investment and Company Administration (DICA) will reply via email to notify that DICA have received your appointment request.

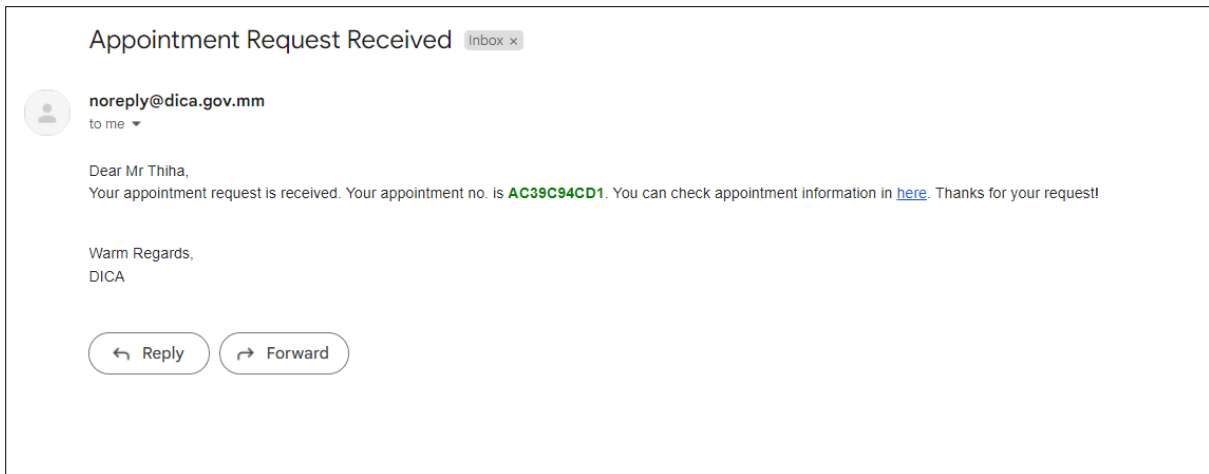


Figure 7 : Reply email to notify that DICA has received your appointment request

Chapter (3)

Status Enquiry

Checking appointment status via DOSo system can be done by the following two steps procedure.

Step (1) – Click on the ‘Status Enquiry’ Menu on the Menu Bar.



Figure 8: Status Enquiry Menu

Step (2) – Enter the information.

The image shows the 'Check Appointment Information' page on the DOSo website. The page title is 'Status Enquiry' and the breadcrumb trail is 'Home > Status Enquiry'. The main heading is 'Check Appointment Information'. There are three input fields: 'Appointment No *' with the placeholder 'Axxxxxxx', 'Email *' with the placeholder 'mgmg@example.com', and 'Security Code *' with the placeholder 'Captcha'. Below the input fields is a CAPTCHA image showing the letters 'ORP68'. At the bottom of the form are 'Check' and 'Cancel' buttons. To the right of the form is an illustration of a person sitting at a desk with a computer, and a text box that says 'You can check your appointment request by using your appointment no and your email'.

Figure 9: Check Appointment Information Page

- a. Enter the Appointment Number included in appointment confirmation Email.
- b. Enter the email address.
- c. Enter the security code (describe in the box) and click on the “Check” button.
- d. View the status of the appointment requested.

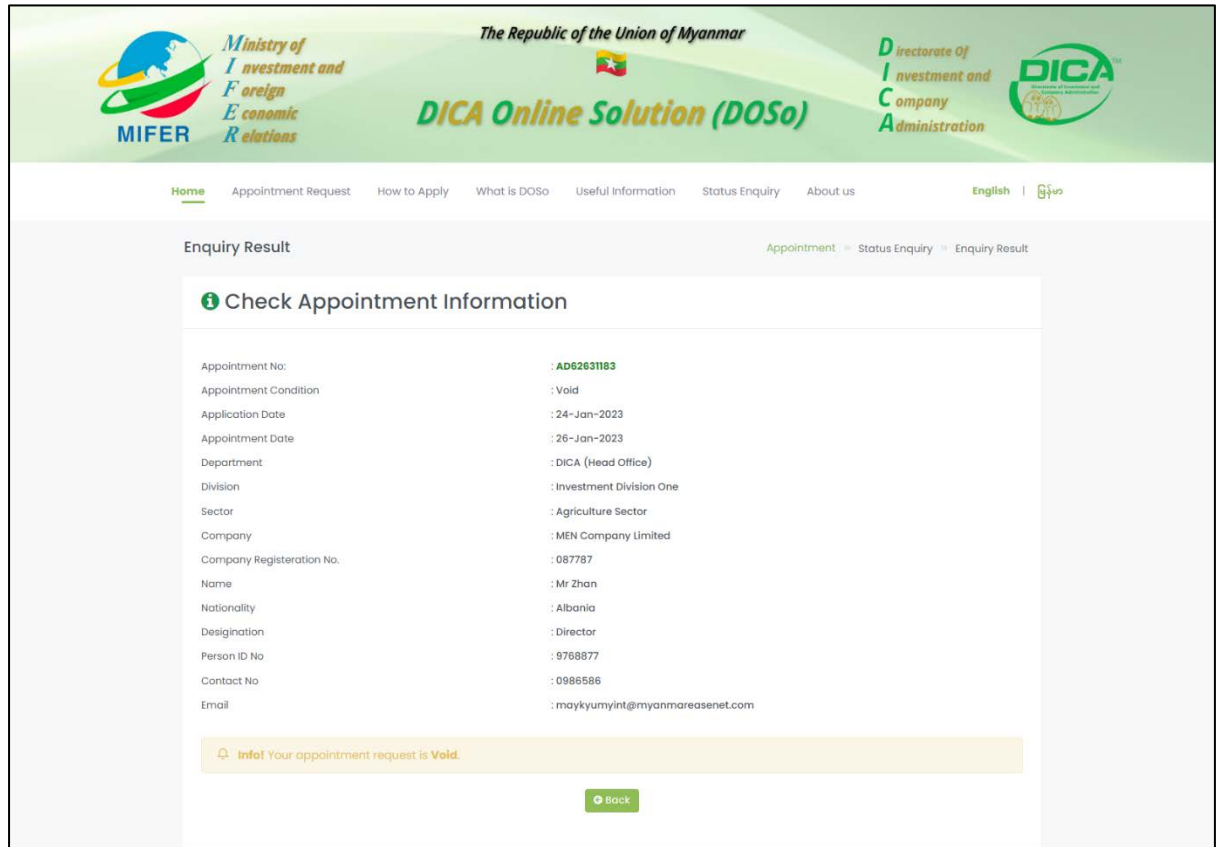


Figure 10: Check Appointment Information Page

Chapter (4)

Discussion

Discussion via DOSO system can be done by the following three steps procedure.

Step (1) – Open Zoom Application or enter the official website of Zoom, <https://zoom.us>, by using a web browser.

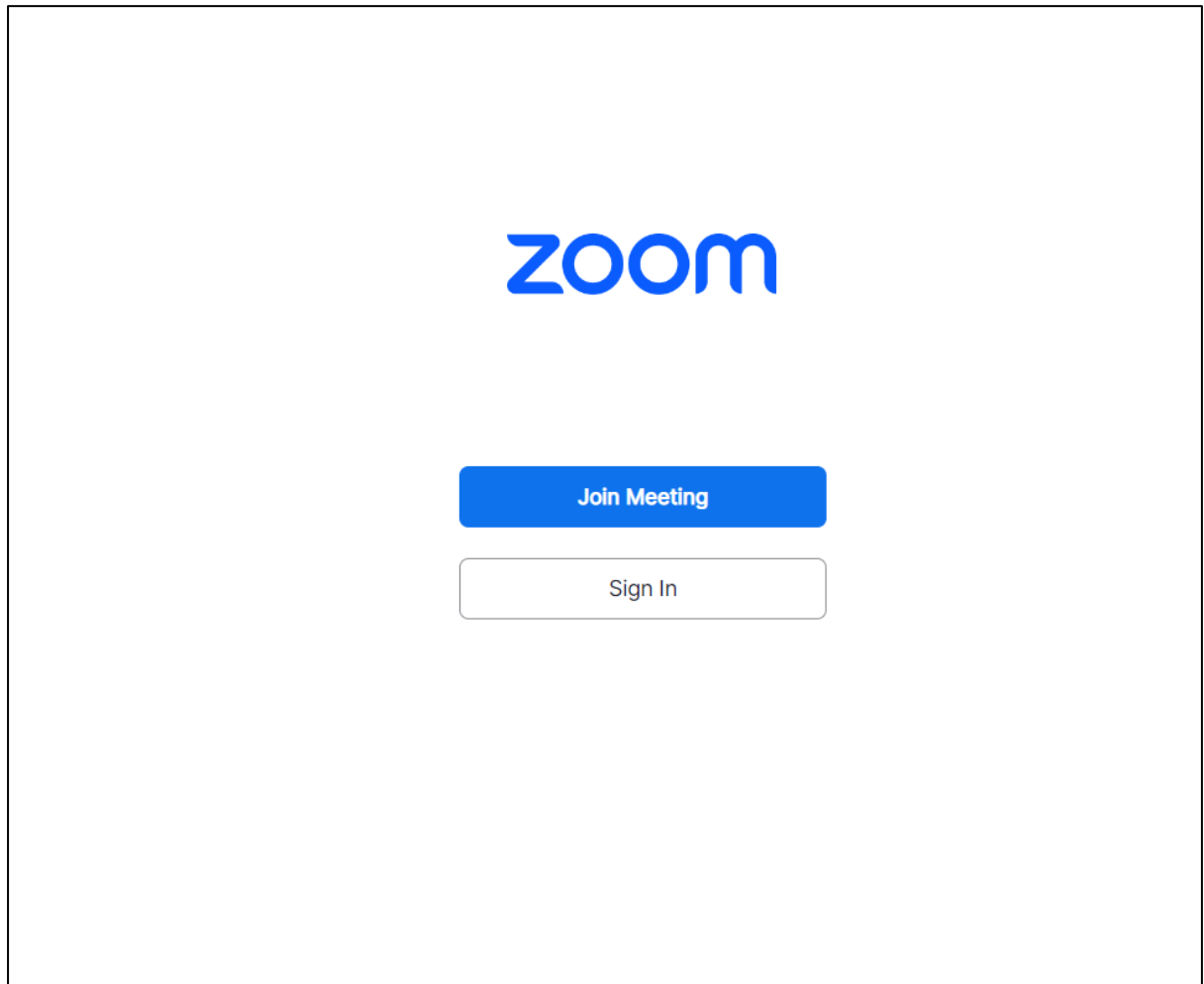
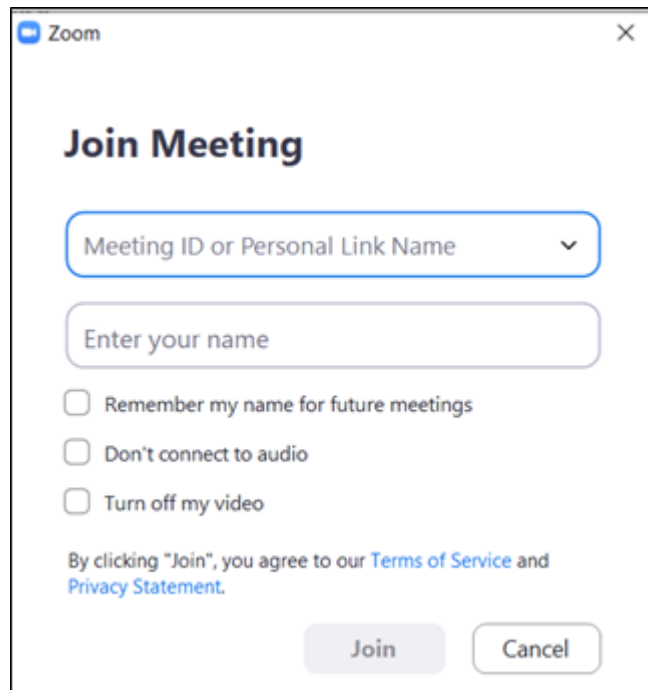
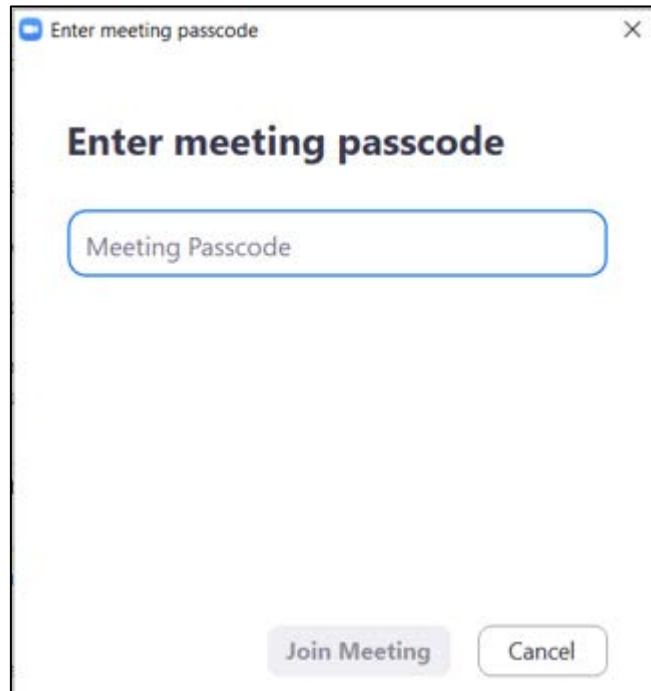


Figure 11: Zoom Application

Step (2) – Join the meeting by using the meeting link or the meeting ID and passcode stated in the appointment confirmation email sent by DICA.



The image shows a Zoom application window titled "Zoom" with a close button in the top right corner. The main heading is "Join Meeting". Below the heading is a dropdown menu labeled "Meeting ID or Personal Link Name" with a downward arrow. Underneath is a text input field labeled "Enter your name". There are three checkboxes: "Remember my name for future meetings", "Don't connect to audio", and "Turn off my video". At the bottom, there is a line of text: "By clicking 'Join', you agree to our [Terms of Service](#) and [Privacy Statement](#)". At the very bottom are two buttons: "Join" and "Cancel".



The image shows a Zoom application window titled "Enter meeting passcode" with a close button in the top right corner. The main heading is "Enter meeting passcode". Below the heading is a text input field labeled "Meeting Passcode". At the bottom are two buttons: "Join Meeting" and "Cancel".

Figure 12: Joining the meeting via Zoom

Step (3) – Click “Join with video” button. After that, click “Join audio” button and then click “Join with computer audio” button. You can now discuss with the government officials via DOSo system.

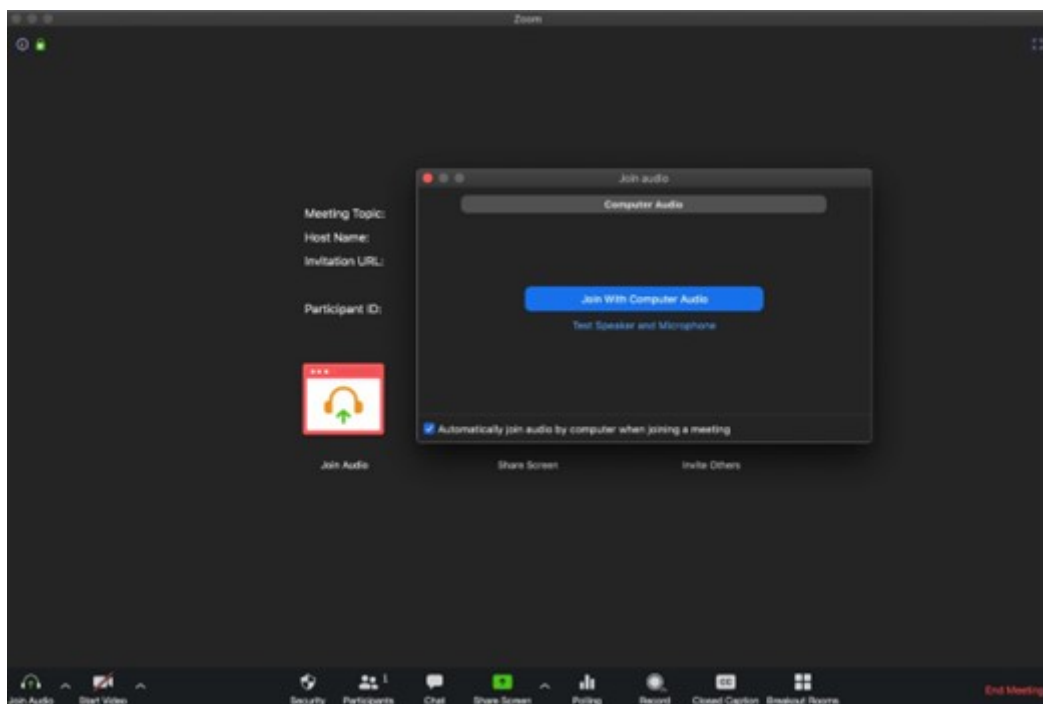
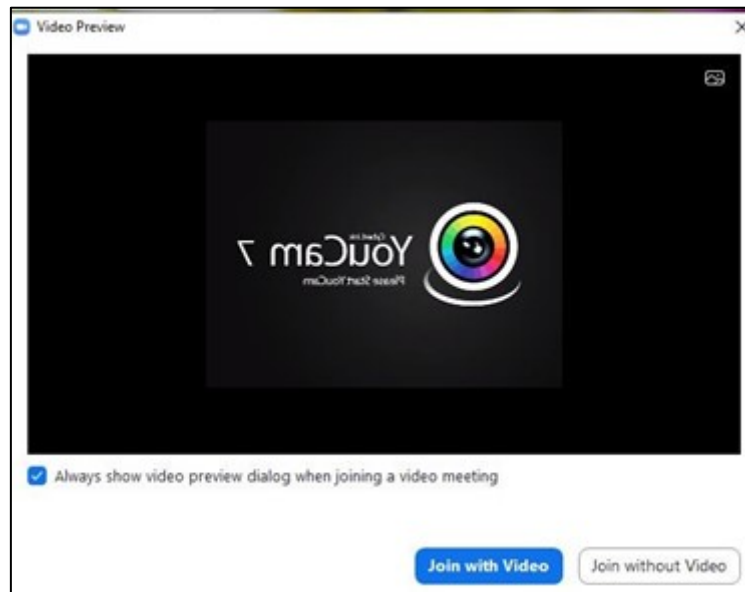


Figure 13: Joining audio and video in Zoom meeting

Chapter (5)

Responding feedback on the satisfaction with the services of DOSo

The process of responding feedback on the satisfaction with the services of DOSo can be done by the following three steps procedure.

Step (1) – Click on the link contained in the email which will be received right after the scheduled meeting.

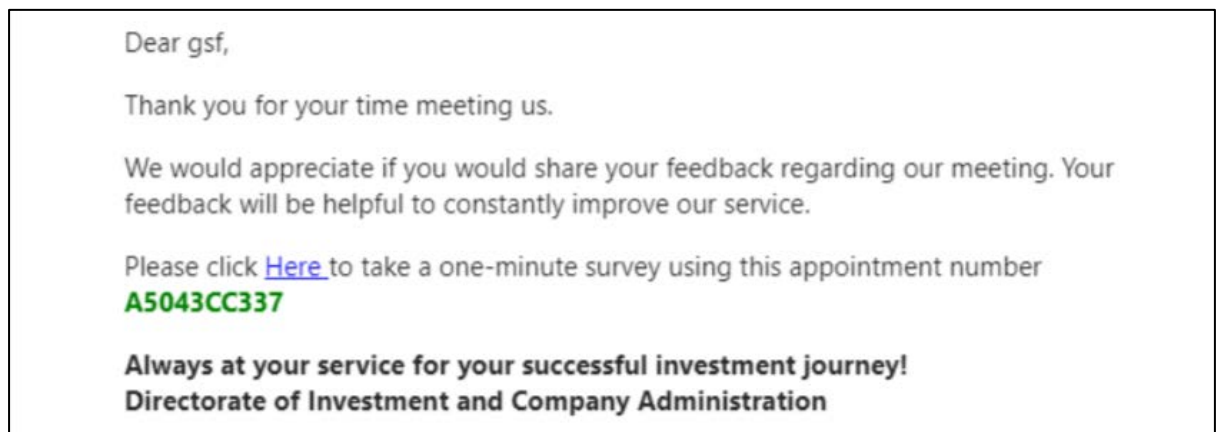


Figure 14: Feedback Email and link

Step (2) – Enter Appointment No. included in confirmation Email and Security Code as per the description box to submit feedback.

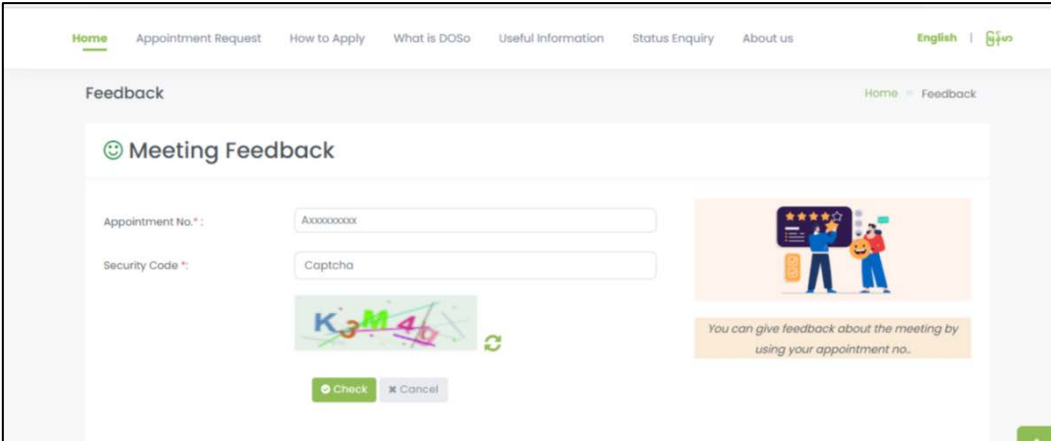
A screenshot of a web page titled "Meeting Feedback". The page has a navigation bar at the top with links: Home, Appointment Request, How to Apply, What is DOSo, Useful Information, Status Enquiry, About us, and language options (English, Arabic). The main content area has a heading "Meeting Feedback" with a smiley icon. Below the heading are two input fields: "Appointment No.*:" with a placeholder "Axxxxxxxx" and "Security Code*:" with a placeholder "Captcha". Below these fields is a CAPTCHA image showing the letters "K", "M", "4", and "6" in various colors and orientations. At the bottom of the form are two buttons: "Check" (green) and "Cancel" (grey). To the right of the form is an illustration of two people, one holding a star and the other a gift, with a text box below it that says "You can give feedback about the meeting by using your appointment no.". A small green button with a white question mark is in the bottom right corner.

Figure 15: Page to submit meeting feedback

Step (3) – Select appropriate emoji to submit feedback on the satisfaction with the services of DOSo.

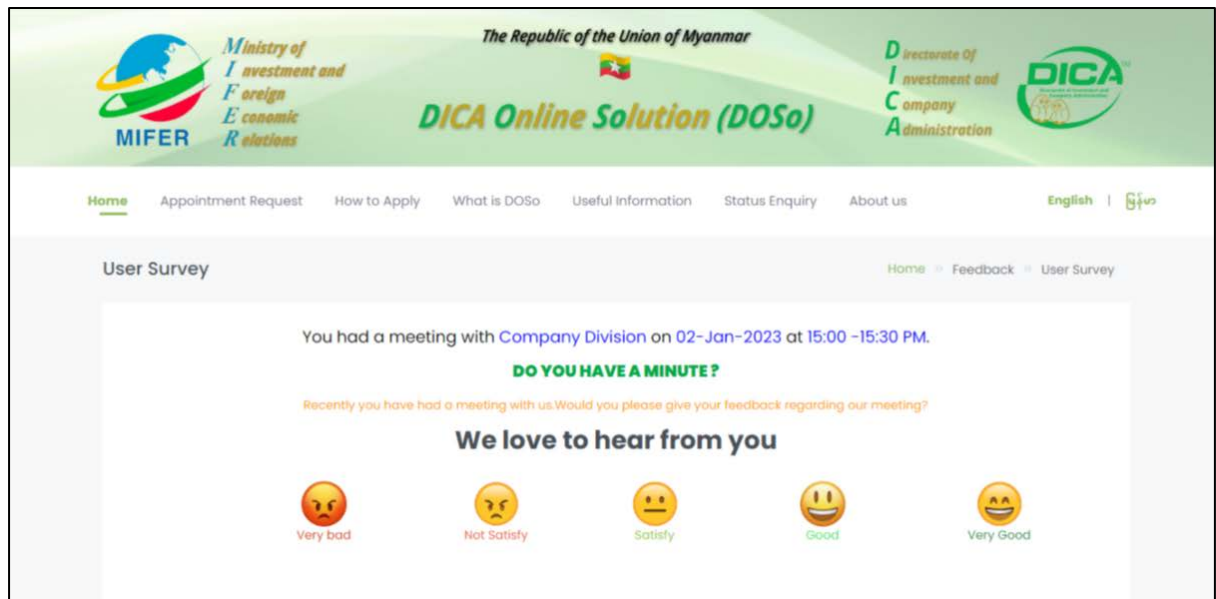


Figure 16: Emojis to express satisfaction

Step (4) – Leave additional comments or suggestions if any.

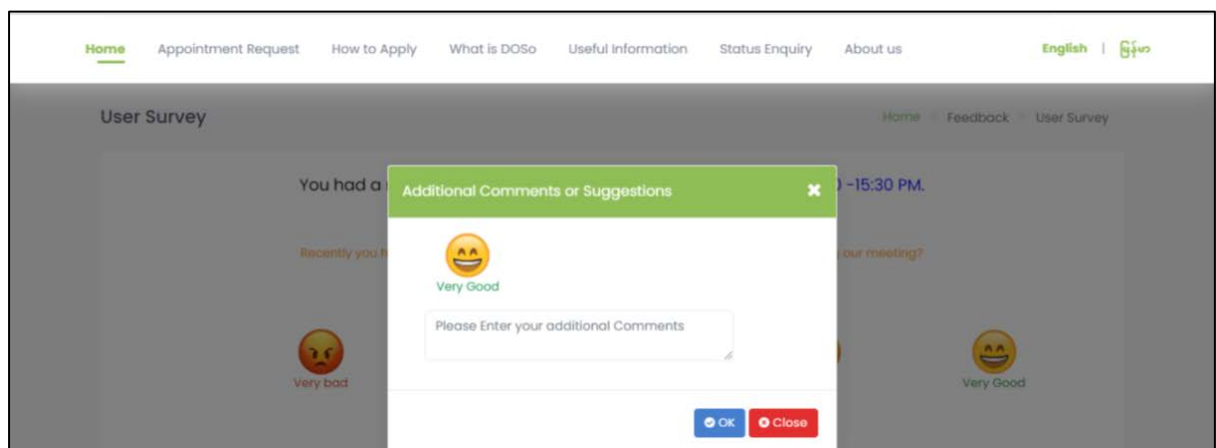


Figure 17: Comments and suggestions box