

Report on  
Service Assessment of ICB and ICB Subsidiaries

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA)

BRAC Business School  
BRAC University  
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## Declaration

It is hereby declared that

- The internship report submitted is my/our own original work while completing Bachelor of Business Administration at Brac University.
- The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
- The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
- I have acknowledged all main sources of help.

### Student's Full Name & Signature:

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**Ms. Ummul Wara Adrita**

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Lecturer, Brac Business School

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## **Letter of Transmittal**

27<sup>th</sup> September, 2020

Ms. Ummul Wara Adrita

Lecturer,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

### **Subject: Submission of Internship Report**

Dear Madam,

This is my heartiest pleasure and privilege to inform you that, I, Prosenjit Roy, want to submit my internship report which is titled as “Service Assessment of ICB and ICB subsidiaries”. I have secured my internship placement at ICB from JULY 12, 2020 to September 15, 2020 and had the opportunity to work under Capital Market industry. During this limited time period I tried my level best to gather as much knowledge I can which includes things like industry settings, behavior, organization culture and most importantly the relevant skills required to get the job done handsomely. Moreover, I tried to get appropriate and relevant information regarding the analysis of the organization to make the report authentic and effective for further research.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible. I trust that the report will meet the desires.

I will be pleased if you kindly receive my internship report and take further steps to approve my report. I am also available for any queries regarding my internship report at any time.

Sincerely yours,

Prosenjit Roy

Student ID: 16104179

BRAC Business School

BRAC University

Date: 27<sup>th</sup> September, 2020



## **Acknowledgement**

I express my deep gratitude to the Creator who created us and cared for us in this current world. I would also like to thank him for giving me the opportunity to successfully complete my internship program at a well-organized company as a partial requirement of the BBA program. I sincerely thank my honorable supervisor, Ms. Ummul Wara Adrita, instructor of Brac Business School. Her proper guidance, encouragement, and advice throughout the semester enabled me to create this internship report.

I would also like to thank the AGM of the Business Development Department of the Investment Corporation in Bangladesh, Md. Shariqul Anam. His kindness and support in giving me the opportunity to work for the company and work on this internship report. In addition, I would like to thank all PO, SPO, AGM, DGM and GM of the ICB for their support and guidance. I am very humble towards the entire manager who discussed with me and shared with me on various issues.

Finally, I would like to say that I am very pleased to have the opportunity to do an internship with this huge corporation in Bangladesh.



## **Executive Summary**

My main and fundamental focus on this internship report is ICB's general service assessment. In spite of the fact that it may perhaps be a financial institution, still the customers and the clients are the most part performer of this corporation. Within the entire internship report, the discussion was made with respect to the sorts of administrations and their services the corporation gives. Description of the departments of the organization and their dimensions and their sorts of services is additionally discussed. Since, there is always room for enhancement, so a few suggestions are additionally given to move forward where a few of the missing in the corporation. In any case, by doing assessment of ICB's services this can be to confess that this organization is doing truly well by giving money related offer assistance to the financial authorities. The organization would do superior in case a few of the alter within the regulatory and governing level can be brought and this can be as well discussed about in this report.



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## List of Acronyms

ICB	Investment Corporation of Bangladesh
NRB	Non-Resident Bangladeshi
IAMCL	ICB Asset Management Company Limited
ICML	ICB Capital Management Limited
ISTCL	ICB Securities and Trading Company Limited
CIP	Cumulative Investment Policy
IPO	Initial Public Offering
NPV	Net Present Value
EPS	Earnings Per share
BO	Beneficiary Owners Account
IRR	Internal Rate of Return
GDP	Gross Domestic Product
GNP	Gross National Product
CMDP	Capital Market Development Program
SPO	Senior Principal Officer
AGM	Assistant General Manager
DSE	Dhaka Stock Exchange
CSE	Chittagong Stock Exchange
BB	Bangladesh Bank



**Chapter: 01**  
**[Overview of ICB]**

## 1.1 Background of ICB

Investment Corporation of Bangladesh (ICB) may be a protected organization of the Government of the People's Republic of Bangladesh. It is basically an investment bank working and working in Bangladesh. ICB is recognized to quicken the pace of development and industrial development and to advance the wide-ranging securities market in Bangladesh. ICB is one of the foremost investors in the capital market of Bangladesh. Contributing in share market, giving contracts or advance, and early installment, acting as director or trustee or overseer of shared reserves are a few of the foremost exercises of ICB. It is the foremost fruitful and positive nationalized enterprise in Bangladesh in terms of benefits. It is enrolled in the Dhaka stock trade and Chittagong stock trades.

The Investment Corporation of Bangladesh (ICB) was recognized on 1 October 1976. Under "The Investment Corporation of Bangladesh Regulation, 1976" [1]. The foundation of ICB was a major step in an arrangement of steps taken by the government to animate the pace of industrialization improvements and to advance well-organized and dynamic capital markets for the most part securities and capital market.

ICB provides the need of institutional provision to meet the equity breach of the industrial enterprises. ICB plays an significant role given the national policy of accelerating savings and investment rates and encouraging a self-sustaining economy. "However, the representation of the Investment Corporation of Bangladesh (Amendment) Act, 2000 (No. of XXIV of 2000), reforms in operational, thoughtful and professional polices have taken place by establishing and operating subsidiary establishments under ICB" [1].

## 1.2 Objectives of ICB

- Their aims to energize and increase the base of investments
- Their aims to generate and create the securities market
- Their aims to mobilize the investments and savings
- Their aims to give for belongings and assisting thereto



### **1.3 Basic Functions of ICB**

- ICB operates straight procurement and sale of stocks and debentures/bond including engagement and equity involvement
- ICB helps to participate in the settlement of Unit Funds and Mutual Funds
- ICB provides lease investment separately and syndication
- ICB manages investment financial statement
- ICB manages Mutual and Unit Funds
- ICB manages the portfolios and taking part in purchasing and also selling of the stocks and securities
- ICB provides early payment against Mutual fund records accomplished by ICB and ICB subsidiaries
- ICB underwrites in Mutual Fund as a Sponsor
- ICB is provided that Bank guarantee
- ICB is acting by means of a trustee and a custodian
- ICB is underwriting in financing of joint venture corporations
- ICB is providing investment counseling to investors
- ICB underwrites in the government divestment program
- ICB announces new business suitable to marketplace demand
- ICB agreements with additional matters connected to the capital market
- ICB do Venture Investment Financing
- ICB is taking part in merger, procurement and asset modernization activities
- ICB manages Equity and Source Fund (ESF) and other special investments and this scheme acknowledged by the Government
- ICB is managing the actions of the subsidiary establishments as holding corporation
- ICB is taking part in divesting stocks of national owned enterprises

### **1.4 Sources of Capital of ICB**

Each corporation or organization increases funds from a diversity of sources. It can be inside source or external source. The foremost source of ICB's assets or capital is paid-up investment, assets, and revenue making from investments. Moreover, this corporation is agreement of take funds including government and other interventions such as International organizations in both national and foreign currencies.



## 1.5 Capital Structure of ICB

Capital Structure as on 30 June, 2018 and 30 June, 2019:

<b>Particulars</b>	<b>2019</b>	<b>2018</b>	<b>Increase or Decrease (%)</b>
Paid up Capital	697.67 Cr.	697.67 Cr.	0.00%
Share Premium	843.75 Cr.	843.75 Cr.	0.00%
Reserves	936.06 Cr.	1144.42 Cr.	-18.2%
Retained Earnings	433.89 Cr.	423.69 Cr.	2.4%
<b>Total</b>	<b>2911.37 Cr</b>	<b>3109.53 Cr.</b>	<b>-6.37%</b>

Figure 1: Capital Structure of ICB

## 1.6 Share Details of ICB

Share details as on 18<sup>th</sup> September, 2020:

<b>Particulars</b>	<b>Details</b>
Year of listing	1977
Market Categories	A
Electronic stock	Yes
Face value per share	BDT 10
Current Earning per share	0.86
Market price	BDT 104.30

Figure 2: Share details of ICB



## 1.5 The organizational Hierarchy of ICB

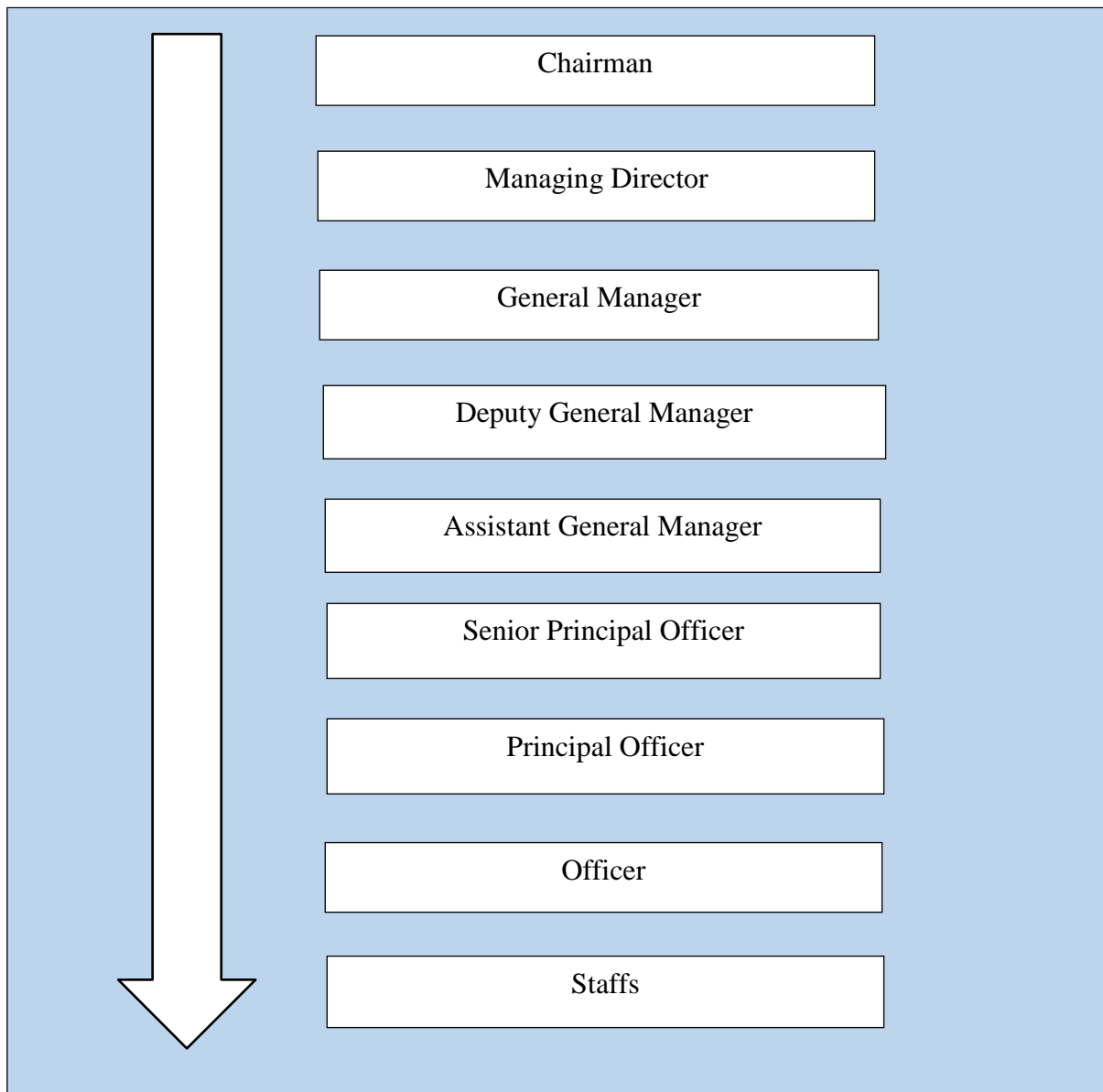


Figure 3: The organizational Hierarchy of ICB

## 1.6 Products of ICB

ICB has so many products for their clients and stockholders. Some of those products are discussed below:

- **Underwriting**

Investopedia expressed that "endorsing is the method by which investment financiers raise speculation capital from investors on the sake of organizations and governments that issue securities on both value and obligation." The Investment Corporation of Bangladesh is drafting the beginning open advertising of stocks and bonds to raise the long-term value from the essential showcase. The ICB has demonstrated to be a fruitful underwriter right from the beginning, which is why government organizations, companies, establishments, and administrations are appearing the most prominent intrigued in intervention back from the ICB.

- **Lease Financing**

The ICB gives renting back for the acquirement of mechanical machinery, gear, and transport. The organization offers target clients proficient counsel and budgetary support. The rental period, lease, expenses, and other terms are decided based on the sort of property and the level of help required by candidates. Since this framework was presented in 1999, the expecting lessees have received great reactions.

- **Corporate Financial Advice**

Diverse businesses and companies now and then require money related counsel on how to rebuild and change their business. ICB includes an extraordinary bargain of involvement and skill to supply this sort of benefit. There was a time when bridge fund was too given that secured 50% of the company's value to go open.

- **Mergers and Acquisition**

The mergers mean a combination of two companies and, on the other hand, procurement means when one company buys another existing company. In some cases, companies are willing to spend their trade through mergers and acquisitions that are not sufficient within the current circumstance. In this case, the ICB offers proficient to benefit and counsel in arrange to create an unused company structure. It too brings buyers and venders together to assist them with the ultimate arrangement assertion.



- **Portfolio Management**

A portfolio implies a combination of distinctive sorts of stocks. ICB oversees its colossal portfolio carefully and proficiently. The ICB is the biggest organization investor who makes a critical commitment to the advancement of the country's capital market through dynamic portfolio administration.

- **Entrepreneur and Equity Fund (EEF)**

The Entrepreneur and Equity Fund (EEF) may be a truly great activity from the Government of Bangladesh. It energizes investors to contribute within the more hazardous but promising two divisions, to be specific the IT division and the agriculture segment. At first, the administration of the support was exchanged to the Bangladesh Bank, in 2009 the Bangladesh Bank exchanged this finance to the ICB. It is an interest-free credit for 8 a long time. Candidate must have 6 Bigha Land to qualify for this trade begin-up loan.

- **Investors' Scheme**

The ICB may, at its claim tact, give an advance up to two times for the resources of an account, which is subject to the greatest constrain of BDT 3 lac. The account holder can utilize the combined adjust of value and credit to buy stocks and offers. In arrange to assist investors to create an expanded and balanced portfolio in arrange to minimize chance and accomplish a sensible return, the ICB as it worked and oversees the ancient accounts. Presently accounts are opened and overseen by ICB Capital Management Ltd., a backup of ICB.

- **ICB Unit Fund**

It is an open investment fund program that gives little and medium-sized savers the opportunity to contribute their reserve funds in an adjusted and generally lower-risk portfolio. So distant, the ICB has chosen on appealing profits each year for offers between 11.50 and 25 Tk per share. Contributing to Shares offers charge benefits, the sum appropriate by law.

- **ICB Mutual Fund**

The ICB has introduced 9 close-end mutual funds in addition 14 open-end mutual funds. The ICB 1st mutual fund was launched on April 25, 1980, while their ICB 8th mutual fund was introduced on July 23, 1996. Their 9 mutual funds are listed in DSE out of 23 mutual funds. All the mutual funds are under ICB Asset Management Company Limited.





**Chapter: 02**  
**[The Internship Experience]**



## 2.1 Description of Job

Being an interne, I had to do all the assignments and tasks which my supervisor was permitted me. In any case, I was accessible to diverse offices and subsidiaries of ICB with diverse activities. My contributions to the ICB take after:

The furthestmost part of an intern at ICB is to visit all of ICB's divisions, departments and branches. Since the ICB includes a lot of secret queries, they as it were select a formal meeting with the whole department. My job is as it were to visit the department and report the statements to the advisor. Since the company may be a financial company, there are a few exchanges going on each day. As an intern, I had to create a part of photocopies. Some of the time I got to tie ancient employee records and break them down into diverse perspectives. It could be an exceptionally troublesome assignment. My director gave me hundreds of documents and I had to classify those documents. I prepared all of this with extraordinary passion.

## 2.2 Different Aspects of Job Responsibilities

At the ICB, I had the opportunity to do all sorts of work. A few of the errands such as breaking down the credit or checking the realness of the paper gave me the opportunity to analyze my expository abilities and my claim insights, with a schedule assignment like photocopying or printing out giving me space to indeed unwind in my working hours. I would say that the internship at ICB brought few changes in my life and these are as follows:

- **Corporate Exposure:** ICB, truly had these corporate overviews of purposes. Knowing the organization societies and values and keeping up this quality was moreover a quality-compatible challenge for me: adjustment under all surroundings.
- **Work-life balance:** It is greatly imperative for me to utilize the capacity to superintend the esteem of effort. The ICB at first presented me the extreme chance to total this. Taking care of each and each one who is debilitating all day and so on, in case I get domestic some time recently the due date, might have been a test for me in common. Since I may have been under the supervision of such a surprising a chef who by and large lean towards to have these fillings completed sometime recently office hours are up, I truly pushed myself to do my finest. Anything is more, do my best.



- **Meeting the Deadline:** Frequently times, the intense times derived and the greatest challenge was getting the work done sometime lately the due date. So, it was a challenge to require on the experimental of accomplishment the work done some time recently the due date.
- **Fine-tuning a fast learner:** Afterwards finishing my internship at ICB, I really learn that there's no one else to gotten to be a quick learner and self-learner. In all of the errands that have been allocated to me, I have not been instructed everything in detail. Or maybe, I often had to memorize the whole thing from myself and do the errand quickly, to begin with, I had to memorize rapidly.

### 2.3 Individual Expertise Development

It was an incredible opportunity for me to work as an intern within the capital market corporation. This major operation by the ICB offers freshmen who are about to enter the professional field a wider range of learning and development skills. I was probably enough to work in this organization. The list of attributes is as follows:

- I learned about the corporate principles and organizational behavior
- I worked in a group of bunch individuals and the significance of group coordination
- If essential, hold the nerve and work beneath pressure
- I learned to explain the shortcoming and work on it
- I learned from the mistake and should not give up ever
- I develop my communication and interpersonal skills
- I realized the significance of working together and keeping up influences with the individuals around the organization
- I learned to be empathetic rather than appearing consideration

### 2.4 The challenges during Pandemic

Being an intern at ICB in Capital Market division, I have to travel a lot for meetings and seminars and also in trade rooms of stock exchange and moreover as well as in subsidiaries of the ICB. For this we require visit transports but in this widespread pandemic circumstances in some belongings it was very much difficult for intern to manage automobiles as the demand space for cars and buses, which were not accessible all time.



**Chapter: 03**  
**[Introduction]**



### **3.1 Background of the Study**

Internship plays a vital role to earn real life experience. It also helps to relate our academic learning with the applied and practical situation through attending particular work physically. Practical training is necessary for gaining practical knowledge and to accomplish complete information and knowledge about to some degree. An internship program is a type of hands-on training that provides advance awareness of the work environment that will help to provide students with a future working life.

### **3.2 Origin of the Study**

The most important role of the internship is to provide the student an opportunity to establish his or her learning from the academic program by applying the business theories and best practice to solve a critical problem. To complete Bachelor of Business Administration (BBA) each student has to take part in an internship program. As a student of BBA, major in Marketing and Minor in E-commerce, I have been assigned to Investment Corporation of Bangladesh to complete the internship program. I have prepared this report on the basis of two months of working or practical experience in ICB. The title of my internship report is “**Service Assessment of Investment Corporation of Bangladesh and ICB subsidiaries**”

### **3.3 Objective of the Study**

The objective of the internship program is to complete the requirements of BBA program and to relate our academic knowledge with the practical and applied circumstances.

The major objectives of the report are:

- To know the activities of the Investment Corporation of Bangladesh
- To know the activities of the subsidiaries of ICB
- To collect the information of the diverse departments of ICB
- To collect the information of the subsidiaries of ICB
- To evaluate the performance of the different departments and the subsidiaries of ICB



### **3.4 Methodology**

Methodology is the most important part of any type of research. It consists of all the procedures that are followed for preparing the report. It clarifies and reveals the problems related to the research in a systematic way. Data and others information were collected from the following ways:

#### **3.4.1 Primary data:**

During the internship period, I have visited diverse or different departments of ICB. I joined in different briefing session. Each department head or in charge gave briefings about their departmental works which was very helpful to us and I have gathered so many valuable information from their briefings. I also noted some valuable information for further research.

#### **3.4.2 Secondary data:**

These secondary data were collected from the appropriate articles.

- Annual Report of ICB
- Annual Report of ICB Asset Management Company Limited
- Annual Report of ICB Capital Management Limited
- Annual Report of ICB Securities Trading Company Limited
- Bangladesh Securities and Exchange Commission
- Dhaka Stock Exchange
- Journal, Books & Websites



### 3.5 Limitations of the Study

I have faced some limitations when I was doing my internship and preparing my report. There are some limitations which are given below:

- The time of the submission of internship report was not suitable enough. It was quite difficult task for me to complete my internship report and also doing official task during this pandemic.
- I needed to visit almost every department and subsidiaries of ICB during this pandemic and it was a high risk for me to be get virus infected
- It was a very limited time to learn in detail about the activities of ICB.
- I had faced difficulties on collecting primary data and secondary data was also not available. In primary data, some people were unable to deliver appropriate information and the maximum secondary data was not systematized
- The ICB has its own library, but it was quite little and where there were insufficient books, articles, published research and documents such as former year annual report and an illustration of internship report.







## 4.1 The departments and services of ICB

The ICB consists of several divisions and departments. Being an intern at ICB I visited whole departments of ICB and also the subsidiaries of ICB. The ICB has overall 51 different departments including three subsidiary establishments.

The activities are distributed across these departments. Hence, each office has a few functions and departments that eventually help the consumer to get the administration services easily. A few official departments of ICB may not straightforwardly offer assistance to the customer. In any case, their work makes a difference in the other division to provide services to the customer easily. In reality, by making a difference the representatives of a few departments, all of these divisions and departments are doing the work of ICB exceptionally rapidly and eventually making a difference the customer gets their services. The sorts of most important and activist departments and their capacities and services are described here:

### 4.1.1 Services of Investor department

The foremost activities of the investor department are constructed up to idea up the schemes of little and modern opportunists of the capital market by making a difference them open a speculation account within the corporate division. This department bargains with the Investors scheme. The main and foremost activities of this Investor department are:

- This department open and continue with the maintenance of Investment accounts
- They approval mortgages against the deposits
- This department purchase and sale shares on behalf of the stockholders
- This department provide direction to the investors in respect of structure up their collections of portfolio;
- This department also withdraw assets and stocks from accounts;
- They moreover issue revenue tax documentations, portfolio declaration financial records statement etc.
- This department accumulate commission as per a financial administrator to the issue and brokerage activities of commission or fee from the corporations;
- This department keep all the economic histories and histories of all investment accounts;
- This department authorize deposit position of separate financial statement and placement of all the transactions



#### **4.1.2 Services of Shares department**

This share department act as an overseer for the securities. This department empowers the physical exchange of shares. To carry out the over exercises, the share division is isolated into five areas. These zones are:

- Stockholders portfolio segment
- Auction and extraction segment
- Account portfolio segment
- Securities of settlement segment
- Finding and Procurement segment

#### **4.1.3 Services of Central Accounts department**

Entire sorts of receipts and installments from ICB are accepted by the central accounts department. The charges and the bills of all divisions. The accounts department oversees and regulates all accounts independently. Since of this, the alteration and rectification of exchanges from all offices get to be less demanding for that division. The capacities and functions of this central accounts department are:

- Formulate income and revenue tax return and substances connecting to accounts;
- Formulate bills as well as schemes accounts and preservation of scheme accounts;
- Formulate remuneration statements, overtime remuneration statements etc.
- Formulate closing accounts;
- Keep the financial records for Government credit and debenture;
- Keep the financial records of Unit and Mutual Funds;
- They do make communication through the Government, Financial organizations, divisions etc.
- Uphold cooperation with external review and profitable assessment;
- Calculation of three-monthly interests;
- Suggesting and corresponding of legers;
- Concluding of info to other subdivisions associated to stockholder scheme;
- Regulate sources of accounts and fund, increasing of fund ensure proper operation of fund;

#### **4.1.4 Services of Project Loan Department**

The work of this division is to preserve project loan and give administration with up-to-date significant data to the extend. In expansion, the office ought to:



## Internship report on Service Assessment of ICB

- This department checked issue to the scheme subsequently getting establishment arrange from the extended usage department and any recoverable sum within the payment.
- Analyze interest on the disburse sum by using a half-yearly compounded returning absorbed rate utilizing days normally.
- This department preserve loan and mortgage ledger, interest uncertainty record.
- This department also classified the mortgage and loan as per guidelines and make suitable establishment or provision;
- They prepare required declaration associated to development project loan.
- This department do make required account modification for interest waved as per pronouncement of the expert authorities.

### **4.1.5 Services of Loan Appraisal department**

The ICB gives public corporations with credit services in arrange to close their equity breach. There are dual approaches by which the ICB gives credit services to potential public corporations through coordinate guaranteeing and endorsing through bridge financing. The foremost services of this department are:

- Appraise administration and the management on practical aspect of the developments
- Formulate assessment report on scheme appraisal commission
- Established investment application from promoters
- Issue authorization letters to the scheme
- Place assessment information to the management
- Conduct conference of the project assessment board
- To mature the capital market
- Settlement of portion of stocks and also on debenture participating in the bond funding
- This department act as agent on debenture on sake of the bondholder

### **4.1.6 Business Development department**

Business development department is the spokesman of ICB. Basically, with this department and their collaboration ICB established their decision-making process for the betterment of their corporation. The most important roles and purposes of this department are:

- This department take participation in the portfolio supervision and management pronouncement process



- This department bring together information and data about trends and public issues and half yearly account of the registered corporation
- This department prepare and allocate annual report and the statements of ICB, Mutual funds and also the unit funds
- This department heads are always conduct the meeting of the securities procurement or purchases and auctions committee
- This department at all times convey securities auctions or purchase pronouncement and decision-making process to the marketing division
- This department make preparations and arrangements for divesting government percentage of stocks in diverse corporations and state-owned establishments
- This department likewise maintain cooperation with ministry of finance, Bangladesh Bank and make available ICB related information and materials to the concerned parties.

#### **4.1.7 Services of the Portfolio Management Department**

The portfolio of the stocks means a combination of different types of stocks. ICB's stock has a differentiated portfolio that is professionally managed by ICB's portfolio management department. This department purchases and sells stocks for and from their portfolio on the idea of market research and analysis, but it is certain that the Assets. ICB's share of sales, which is made up of financial revenue and dividend or surplus income, shows the importance of the portfolio department. The core functions of this departments are:

- This department purchases and sells the stocks for the betterment of portfolio
- This department give advice to the investors on their efficiency level of portfolio
- They do financial analysis of the stocks and make decision which share or stocks will be efficient for the portfolio
- They also maintained and evaluate mutual funds and unit funds portfolio

#### **4.1.8 Services of Audit department**

The managing director of ICB is the head of the audit and technique department. No exchange will be carried out without his permission. It checks the issues and brings clearness to almost the work and straightforwardness. This department in connection to ICB accomplishes three sorts of reviews for instance inner reviews, outside reviews, and commercial reviews. The most activities and the capacities of this division are:



- This department checked out whether all the guidelines and regulations are appropriately maintained or not maintained
- This department recommended the new technique of ICB
- This department inventions to invention out the liability done by the additional departments for the clarifications.

#### **4.1.9 Services of Unit Process and procurement department**

This is one of the most important departments of ICB. This department contracts with Unit certificates. The following are the purposes of this department are:

- This department do the registration and transference record of Unit certificates;
- This department uphold a separate record for unit container under CIP;
- This department verifies the signature of transference action;
- This department issue surplus and the dividend warrants and CIP certificates to the stockholders and unitholders;
- This department acquire unit certificates of numerous quantities from the production correspondents

#### **4.1.10 Services of Mutual Funds department**

To make an open end and close end mutual fund, four pillars are required: sponsor, asset manager, trusty and custodian. ICB has eight close end spaced mutual funds that are managed by ICB Mutual funds department. In later a long time, these mutual funds have advertised an appealing dividend for each certificate. The open fund's department takes over the operational and value-based exercises on a day by day premise. This department collects the assumption profit, as well as the investment, picks up from a lot of assumptions from counterparties. This office too disperses the profits to the shareholders of the provisions. The main functions of this department are:

- Act as asset supervisor of all mutual funds
- This department prepare the dividend list of mutual funds from the record position
- This department issue dividend permits to the holders of the documentations;
- This department distribute the final dividend warrants to the documentation and the certificate holders after finishing essential formations;
- This department change the ownership of mutual funds
- This department receive the application for the address change issue, modification of names and progressing the same to the computer section;



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- This department organizes for part the share scraps as and when fundamental in agreement with the stock trade rules;
- This department organize for revalidating the time of payment of surplus on dividend authorization.

### **4.1.11 Services of Unit Fund department**

ICB unit fund is the open-end funds. The exercises of the unit fund and the open-end fund are about comparable. This office moreover keeps up its value-based and operational exercises on day to day premise as an open-end fund but the unit stores make beyond any doubt that the greatest Net Asset Value is accomplished. The unit investment repurchase certificate at Net Asset Value from those shareholders who need to live their position inside the speculation. This division moreover collects its income like money related gain, revenue income received by the fund.

### **4.1.12 Services of Law department**

The Law department handles any kind of legitimate undertakings of lawful issues of ICB. The capacities of this office are as takes after plan lawful archive, development assertions, share assertions, request promissory notes, notice, and store of the small deed, etc.

- Arrange exemption of endorsing development declaration, guaranteeing statement and supplementary records and histories, etc.
- Procedure case cases, get ready lawful take note and allude cases to legitimate exhorts and facilitate with lawful advisor within the court.
- Formulate essential memos for situation within the board assembly relating case and legitimate issues.
- This department handle the lawful issue related to employee recognition offices and other issues related to regulation.



## 4.2 The subsidiaries of ICB

As share of the ICB's reorganization program started by the Government of Bangladesh and Asian Development (ADB) as a share of the Capital Market Development Program (CMDP), three subsidiaries were founded and put into operation through several of the previously granted by tasks which was operated by the ICB. Those are:

- ICB Capital Management Limited (ICML)
- ICB Asset Management Company Ltd. (IAMCL)
- ICB Securities and Trading Company Ltd. (ISTCL)

Subsequently the issuance of government paper statements, ICB Capital Management Limited and ICB Asset Management Company Ltd. commenced their capacities from 1 July 2002 and ICB Securities Trading Company Ltd. from 13 Admirable 2002. The subsidiary companies are worked by their claim notice and articles of association, Companies Act 1984, SEC's rules and controls, and other appropriate guidelines. The subsidiary companies have an autonomous Board of Administrators and separated supervision. However, given ICB is the holding company of these subsidiaries, top officials from ICB feature on the Board of the subsidiaries.

### 4.2.1 The services of ICB Capital Management Limited

ICB Capital Management Limited can conduct all sorts of merchant managing an account exchange banking and as a part of the monetary markets, as an promoter of portfolio supervisors, as an guarantor, as a co-underwriter, as a sub-underwriter, as a credit institution, to back venture capital leasing exercises, to supply bridge financing and act to supply long term advance, marking down bills of trade, arrangement of credit facilities by means of credit cards, network assumption encouragement, and mechanical venture. Furthermore, some of the activities and services which is specified by ICB CML is given bellow:

- They provide underwriting services for their clients
- They do issue management
- They provide portfolio management service for their clients
- They provide placement of shares
- They provide investment advice to the investors



#### **4.2.2 The services of ICB Asset Management Company Limited**

ICB Asset Management Company Limited may supervise resources of trustees or reserves of any kind and/or sort and hold, secure, offer or exchange such resources or trusts or stores, oversee and supervise withdrawal or benefits stores, organize diverse frameworks of distinguishing sorts for principles or funds to take part within the administration of mutual fund trade, to function, work, manner and set up mechanical, commercial and marketable administrations, to contribute stores in stocks and offers, to conduct commerce as a regulatory corporation and raise stores for proposals in products and other securities. Their main functions of services are:

- They issuing Mutual funds and Unit funds as an Asset Manager
- They manage Mutual Fund as an Asset Manager

#### **4.2.3 The services of ICB Securities and Trading Company Ltd**

ICB Securities and Exchanging Company Limited performances as a portion of the stocks trade and has over-the-counter marketplaces to function trade brokers, CD agents, jobbers, or merchants in stocks, stocks, merchandises, documents, bonds, promises, debentures, and stocks in outside monetary standards, Treasury bills in Bangladesh and overseas. Opening and keeping up investor financial statement or control accounts as well as purchasing and offering offers. Trade exercises as creditors, promoters, financiers, back and cash agents for offers in merchandise and other securities, and proficient exhortation relating to investments and administration of industrial companies. Furthermore, this company has expanding its online transaction and other brokerage services to recognized investors as well as over-all investors through its head office and agencies in Dhaka, Rajshahi, Khulna, Chittagong, Sylhet, Barisal and Bogra. They are nowadays trying to expanding their services on other cities.





**Chapter: 05**  
**[The Analysis of ICB]**



## 5.1 SWOT Analysis:

The SWOT analysis discusses to the breakdown of strengths, weaknesses, opportunities and threats of an organization. This makes it less demanding for the company or organization to make strides its future execution compared to its competitors. An organization can too look at its current position through SWOT inspection. For all of this, the SWOT analysis is perceived as a vital apparatus for making changes within the key management of an organization. Here I am going to analyze the SWOT analysis of ICB. This will help us to understand its current position in this competitive market through this inspection.

### Strengths:

- ICB is well engaged in its portfolio of loan and mortgage. The preparation of moral credit principles has ensured the superiority of assets on the sense of balance sheet.
- ICB stakeholders have come from a reputable family. Well set up trade line, protections corporation, driving industrialists are too in sponsorship at ICB. The paid-up capital of ICB is the biggest in the corporation among the capital market.
- ICB has the assistance of a solid financial administration gather who prompts on different administration issues. Other than, individuals with the wealthy financial background are overseeing the day to day undertakings of the corporation.
- ICB has the status and reputation of being the supplier of great and excellence administrations to its show and potential clients.
- The actions of ICB AMCL has regulated the Mutual Fund business and has already recognized itself as one of the fast disbursing Asset Management Company in this financial competitive market.
- ICB gives handsome dividend on mutual funds every year compare to other mutual fund companies.
- ICB is always artistic in actions the corporation planned two more new mutual funds. Even by now one is going to be launched in this year.
- ICB has skilled and knowledgeable human resource.
- ICB has strong network in the capital market
- ICB has strong and solid research and development management
- ICB has ability to accomplish strategic transformation.
- ICB has skilled portfolio management committee.



**Weaknesses:**

- The ICB is facing measured in recovering its rent payment dues. If this continues, ICB may face fund crisis in upcoming years.
- There are not any branches and divisions of ICB AMCL. It should be increased and expand for better service option.
- The human resource of ICB is very short and insufficient than another corporation.
- Client service is not so satisfactory enough. They do not give enough time to deal with customers and clients and this makes dissatisfaction.
- Development deprived of direction.
- Organizational practice.
- There is lack of enthusiasm and motivation of work among around workforces.
- Depended on Head officials for pronouncement and decision making.

**Opportunities:**

- Diversifying its item can be a great opportunity. Other than advertising existing item, other exercises can be stores administration, vendor managing an account exercises and other monetary counseling administrations.
- Entirely the officers should be electronic and computerized to increase the effectiveness of its operation.
- Long-term and medium-term ventures credits, short-term working capital credits and financing for the foundation and extension of small scale, little and medium venture within the private division can be substances to the productivity of ICB.
- Government attempts to enhance and improvement the capital market.
- Increasing request of client investment.
- The development of mutual fund represents that the institutionalization of a development nation.

**Threats:**

- Financial uncertainties are the big threat of ICB. The economy of Bangladesh over and above the investment corporation is tied with that external.



- Lack of appropriate and legal outline to punish the defaulter for dynamic courage is resulting in the reduction of recovery rate of payment dues. It is high period to implement adequate.
- Unexpectedly change of Bangladesh Bank guidelines and regulations.
- Increases competition in private sector and additional competitor.
- Dogmatic and political circumstances.

## 5.2 Service Perspective evaluation of ICB

In spite of the reality that it may be a money related institution, it is entirely a service-oriented organization. The shopper comes here for monetary help and help. Now and then they get the money related offer assistance and some of the time they do not. Each time they are treated by the staff of the organization. Regularly times, as the staff gives them the benefit, a disparity is found between the consumer's desires and the consumer's discrimination. As a result, client service gap is seen. For case, the shopper thought of getting a super-fast credit endorse dealing with an occasion where the method is exceptionally moderate and long like in genuine life, so a client service gap gets to be clear. A vender hole emerges for the inconsistency between the benefit given to the purchaser and the benefit anticipated by the purchaser. The reasons for the merchant service gap are as takes after of ICB:

- **The listening gap:**

This void arises because the association or corporation has very slight knowledge of consumer demand. For example, when I spoke to the consumer, I understood that the consumer requirements the credit authorization process to be very quick, on the other side the consumer is getting the credit after a extensive organizational process, as in substance.

- **The standards gap:**

When the individuals of the specialist and duty who set the need, don't get it the desire of the consumer completely, at that point they trigger a chain of awful choice and problematic asset assignment that results in the discernment of destitute benefit quality. In this trading world, the more work has been designated to the engaged groups and front-line individuals, the responsible group makes them possess choice almost how to address their client's desire. Be that as it may, in reality, the customer cannot express their desire. For occurrence, numerous individuals inquire for online administrations. However, the specialists don't have any thoughts



around the desire of the customer. Therefore, they cannot plan the benefit agreeing to the request of the shopper.

- **The communication gap:**

It is frequently seen that the buyer is dealt with by the frontline and junior official. So indeed, in case the customer inquiries approximately their request and needs the junior official, due to the big organizational structure and administrative prepare the best administration never gets to know this. For occurrence, there's a consumer who needs to require a credit from ICB. In any case, the consumer needs each benefit to the standard of the bank like HSBC or Standard Chartered. Be that as it may, since usually a government organization so the level of advantage and assistance are not up to the level of a private organization. As a result, numerous individuals do not want to capitalize their investment through ICB.

- **Insufficient service recovery:**

Indeed, in the event that the consumers get a terrible benefit or the organization falls flat to fulfill the desire of the consumer, the organization barely bothers approximately it. I have seen numerous times the consumer got to be exceptionally pissed off. In any case, having no other alternative they do contribute through ICB in spite of the reality that they make the negative word of mouth.

### **Findings of Service and qualities Measurement:**

The service excellence measurement is some aspects which actually determine about the excellence of the service. There are some followings measurements:

- **Reliability:** The meaning of this that the capacity to perform the guaranteed benefit consistently and precisely. In spite of the fact that ICB guarantees of giving the best quality benefit, in any case, we have regularly seen the consumers are not getting the benefit up to their desire. The customer might come to the office numerous times for getting paperwork done which is fair a signature absent. Therefore, the unwavering quality of ICB in consumer intellect isn't up to that level.
- **Responsiveness:** It means the readiness to assist consumers and give a benefit. Whereas doing my internship I have found the junior official are exceptionally willing to serve



the customer. In fact, I was relegated to reply to different inquiries of the shopper. So, in this specific region, ICB is doing exceptionally well.

- **Assurance:** It implies the employee's information and kindness and their capacity to rouse belief and certainty among the customer. Certainly, the experts of the ICB are profoundly qualified and they are polite. With their intelligence, they persuade the buyer to contribute or get advance through ICB.
- **Empathy:** This implies appearing caring individualized consideration given to the customer. Be that as it may, tragically ICB isn't up to that level of appearing sympathy to the customer.
- **Tangibles:** This implies the appearance of the physical offices, hardware, staff, and composed resources. ICB isn't up to that level in gear, physical facilities. For the most part, the paperwork stack is there. Therefore, the organization does not fit within the advanced organized organization list.



**Chapter: 06**  
**[Recommendation and Conclusion]**



## Recommendation

I have some recommendations are proposals for ICB on the basis of their complications. These are:

- Reserve ought to be kept at the least level. It may change finance to finance but not more than 30 percent based on BB rules and regulations of a fund's income.
- The dividend approach ought to be reasonable to all funds so that the investors satisfaction level may be fulfilled. The profit approach ought to be investors earning from stocks basis, not yearly or time basis.
- Capitalizing by expensive borrowing funds ought to be decreased. Administration may seek for the source of less expensive funds and decrease costs and increment remuneration.
- ICB may settle the recovery date of each fund, it may improve, for all unit funds. Since these unit funds are built up for additional than 20 years.
- ICB might do activity and choice to drift extra funds for the maintenance of capital market and for picking up of investment or speculation confidence to contribute within the capital or securities market.
- ICB ought to have a training association and organize more research on Capital Market for their existing employees and staffs.
- Worthless documentation and levels within the handle of pullback or securities ought to be eliminated. For this computerization is required and preparing is a must.
- While selecting the mutual funds and the unit funds portfolio, ICB Asset Management Limited should consider the stocks of companies that are performing better.
- ICB headquarters programs have to be restructured.
- Employees must set up appropriate placed according to their skills, ability and academic specialization background.
- ICB should recruit more analyst to evaluate the mutual fund portfolio.
- The interior atmosphere of the ICB and ICB subsidiaries ought to turn out to be more good-looking. And it should stay more hygienic, well ordered and sound decorated.
- The ICB and ICB subsidiaries ought to increase their swiftness of the services.
- ICB should automate and computer based all of its roles and activities also services and should provide online based services to their clients and consumers.





## Conclusion

ICB may perhaps be a one of a kind title in our nation as an investment bank. It plays a crucial part in creating the nation's capital market. As per a nationwide investment line, the ICB is the association that benefits from the movements by making a request for securities and stocks, on the other hand, guaranteeing the source of securities on the capital market. The ICB's investor the framework makes a difference inspire the domestic economy by making it simpler to contribute within the capital market. At one point this had an imperative outcome on the capital market and an amazing reaction from the stockholder. The IPO of investment and asset funds and the assurance of shares by the ICB reinforce the run of appealing securities on the capital market. Mutual fund administration can supervise the exercises of mutual funds.

The mutual fund division must be advanced, experimental and dynamic. The ICB should mostly emphasis on the processes and supervision of mutual funds as maximum retail stockholders are foremost mutual fund consumers.

Therefore, The ICB should focus on increasing the performance of their mutual fund in addition finding the method to overcome the commercial complications and difficulties.

I am fairly positive that by applying the recommendations and endorsements which is made in this internship report, the ICB might be able to overwhelmed its current difficulties and this corporation will be able to contribute to the prompt expansion and development more efficiently on the capital market.



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