



A Working Report on Online Task Management System,
Grameenphone Limited.

Report Prepared by

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Acknowledgment

First of all, I would like to thank Almighty for blessing me with the power of acquiring knowledge.

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1.1 Introduction

BillPay is one of the services of Grameenphone, which provides easy, effective and safe electronic bill collection services for any utility and other companies. Financial Services Department controls this system. This automated service that started in December 2006 was proven to be an innovative one that made billing system an easier one which ultimately benefited customers in terms of time, energy, and place. Now the customers don't have to go through the hassle associated with standing in long queues, traveling, limited payment hours and several post payment difficulties and harassment. Customers can easily pay the bill from their own mobile at any time and from any place. Non GP subscribers can also be benefited with this service.

Customers of Bangladesh Power Development Board (BPDB, electricity), Titas Gas Transmission and Distribution Limited (Titas Gas), Dhaka Power Distribution Company (DPDC), Dhaka Electric Supply Company (DESCO), CWASA, BGSCL can pay their bills by using BillPay Service. This service was launched in Chittagong on December 19, 2006 with the utility company PDB. Later Titas was launched on August 16, 2008. DPDC and DESCO were launched on March 15, 2009. The number of customer using BillPay system is increasing rapidly. This indicates that, the people are accepting this unique and innovative service in a positive way and becoming familiar with this service gradually. Customer and retailers' confusion, quarries, problems regarding BillPay are consulted through the hotline. Gramophone uses a certain kind of software to operate the BillPay system. GrameenPhone also keep customer complains which is totally handled by Customer Service department. Customer Service Department keep complains and then sends them to Financial Services to solve the problems.

2.0 An overview of Top 6 Telecom Companies of Bangladesh

2.1 Grameenphone:

Grameenphone, generally known as GP, is the leading telecommunications service provider in [Bangladesh](#). This largest cellular operator of the country is operating with more than 20 million subscribers (as of June 2008). It is a joint venture enterprise between [Telenor](#) and [Grameen Telecom Corporation](#), a non-profit sister concern of the internationally acclaimed [microfinance](#)

organization and community development bank [Grameen Bank](#). Telenor, the largest telecommunications company in [Norway](#), owns 55% shares of grameenphone, and Grameen Telecom owns 34.2%. Remaining 10% share is being held by public. Grameenphone introduced [GSM technology](#) for the first time in the history of Bangladesh telecommunication service. It also established the first 24-hour [Call Center](#) to support its subscribers. With the slogan Stay Close, stated goal of Grameenphone is to provide affordable telephony to the entire population of Bangladesh

2.2 Banglalink:

After Grameenphone, **Banglalink** is the second largest cellular service provider in [Bangladesh](#). As of November, 2009, Banglalink has a subscriber base of 12.99 million. It is a wholly owned subsidiary of [Orascom Telecom](#). Banglalink had 1.03 million connections until December, 2005. But gradually, the number of Banglalink subscribers increased by 257 per cent and by the end of the year 2006, it stood at 3.64 million which made it the fastest growing operator in the world of that year. In August, 2006, Banglalink became the first company to provide free incoming calls from [BTTB](#) for both postpaid and prepaid connections. On August 20, 2008, Banglalink got past the landmark of 10 million subscriber base.

2.3 Robi(Formerly known as Aktel):

Robi is the third largest mobile phone operator in [Bangladesh](#) in terms of revenue and subscribers (8.59 million as of February 2009). It was formerly known as Aktel. Robi slipped from the second position to the third after facing fierce competition from [Banglalink](#) in early [2008](#). Robi is owned by Axiata (Bangladesh) Limited (formerly known as TM International (BD) Limited) which is a joint venture between [Telekom Malaysia Sdn. Bhd.](#) (70%) and [NTT DoCoMo](#) (30%). Robi (formerly known as Aktel) boasts of the widest international roaming service in the market, connecting 315 operators across 170 countries

2.4 Warid Telecom International LTD:

Warid was the sixth mobile phone carrier to enter the Bangladesh market, and launched commercial operations on May 10, 2007. [Warid Telecom International LLC](#), an [Abu Dhabi](#) based [consortium](#), sold a majority 70% stake in the company to [India's Bharti Airtel](#) Limited for US\$300 million. Warid Telecom International Ltd. is a [GSM](#)-based cellular operator in [Bangladesh](#). Bharti Airtel Limited will take management control of the company and its board, and will re-launch the company's services under its own Airtel brand. The Bangladesh Telecommunication Regulatory Commission approved the deal on January 4, 2010. On July 19, 2007, Warid Telecom announced in major dailies of having achieved one million subscribers in the first of 70 days of operation. As of December, 2009 Warid has secured 2.99 million subscribers and is ranked fourth among the six operators

2.5 Citycell:

Citycell (Pacific Bangladesh Telecom Limited) is the first mobile communications company of [Bangladesh](#). It is the only [CDMA](#) network operator in the country. As of 1 March, 2008, Citycell's total mobile subscriber base is 1.56 million, up 137 per cent or 680,000 from two years ago, giving it the best growth rate of the company till date. Citycell is currently owned by [Singtel](#) with 45% stake and the rest 55% owned by Pacific Group and Far East Telecom. By the end of 2007 Citycell had refurbished its old brand identity and introduced a new logo and corporate identity; the new logo is very reminiscent of the old logo. However the slogan has remained unchanged "because we care". As of July, 2008, Citycell has 1.67 million subscribers

2.6 Teletalk:

TeleTalk (Teletalk Bangladesh Ltd) is a [GSM](#) based state-owned mobile phone company in [Bangladesh](#). TeleTalk started operating on 29 December, 2004. It is a Public Limited Company of Bangladesh Government, the state-owned telephone operator. TeleTalk provide [GPRS](#) internet connectivity. Teletalk is the first operator in the country that gave BTTB (now BTCL) incoming facility to its subscribers. The mission statement of Tele Talk is "Deshor Taka Deshey Rakhun" ("Keep your Money in your Country"). TeleTalk is the 6th largest mobile phone operator in Bangladesh with 0.98 million subscribers as of October, 2008.

3.0 Background of Grameenphone

Grameenphone, one of the leading telecommunication companies currently operating in Bangladesh, started its glorious journey in 26th March, 1997. From the starting date till now, Grameenphone has provided the best quality of telecommunication service and by the beginning part of the year 2010; it has near about 23.5 million subscribers.

Grameenphone is a joint venture enterprise between Telenor and Grameen Telecom Corporation. Telenor is the largest telecommunication company in the Norway operating over 12 countries, which holds 55% share and rest of the 34.2% share is being held by Grameen Telecom Corporation, which is sister concern of Grameen Bank. Remaining 10% share is being held by public

From the beginning, Grameenphone has provided many packages and facilities to its subscribers and over the years, it has become the leading telecommunication company of Bangladesh and the journey is not over yet. Grameenphone was also the first operator to introduce the pre-paid service in September 1999. It established the first 24-hour Call Center, introduced value-added services such as VMS, SMS, fax and data transmission services, international roaming service, WAP, SMS-based push-pull services, EDGE, personal ring back tone and many other products and services. The high speed internet has added new value to GrameenPhone's service. There are currently nearly 3 million EDGE/GPRS users in the Grameenphone network. Edge/GPRS enabled network of Grameenphone has made it easier to connect to high-speed Internet and data services from anywhere within the coverage area.

By providing all these services and packages, GrameenPhone has marched a long way taking its commanding position in the telecommunication market of Bangladesh. The number of subscriber has increased to an astronomical rate. . It ended the inaugural year with 18,000 customers, 30,000 by the end of 1998, 60,000 in 1999, 193,000 in 2000, 471,000 in 2001, 775,000 in 2002, 1.16 million in 2003, 2.4 million in 2004, 5.5 million in 2005, 11.3 million in 2006, and it ended 2007 with 16.5 million customers. Currently, Grameenphone has over 20 million subscribers.

4.0 Organizational Structure

Grameenphone has aligned its organizational structure with 7 major divisions and 2 special initiatives divisions. Grameenphone's Managing Director directly supervises these 2 special

initiative division although, these 2 divisions has its own name. The brief introduction of the divisions of Grameenphone is as follows:

4.1 Technology Division:

This division works for enriching and building a strong network of telecommunication service of Grameenphone. Technology division includes 5 units called **Planning unit, Implementing unit, Operation unit, Network quality & Performance unit and Network advancement unit**. All these units are working by introducing new technology and planning properly to establish a strong network and implementing those plans in a structural way to successfully operate over the country with great network quality, impressive performance and advancement of the networks.

4.2 Marketing Division:

Marketing Division is under the direction of the Chief Executive Officer of the company. This division works with a purpose to develop and promotion of the available and newly introduced product. Marketing division does this by identifying the needs of the market by observing it with close attention, gathering secondary data, various promotional activities by cost effective publicity and advertisement that can be and can closely reachable to mass people. These are the key operations that are being operated by Marketing Division. Customer Service is also a part of Marketing Division now days

4.3 Communication Division:

The objective of this division is to ensure information and public relations activities within the company and also outside the company.

4.4 Finance Division:

Finance division supports every department with financial back up. This division ensures that finance and related management function existing within the company are always linked together and also supportive to the company's business objectives.

4.5 Corporate Affairs Division:

Corporate Affairs Division ensures that the Regulatory and Corporate Affairs function within the company is always aligned together and supports the business objectives. Ensuring a smooth relation between company and Government and utilizing regulatory and legal instruments for the

company is also another objective of the Division. This total work is taken place under the supervision of the Director of Corporate Affairs Division.

4.6 Human Resource Division:

The departments that HR Division includes are, HR Operations, HR Development, Resourcing and Employer Branding, Health, Safety and Environment and Administration. HR Division confirms upgraded business performance and competitive advantage by offering right products and services to add value and build organizational competences to meet strategic objectives.

4.7 Internal Audit Division:

Internal Audit Department was found in 2001 to assist management to ensure proper internal control within the company. It was established in view of the continued growth in operation. Internal Audit is the system of reviewing the business controls of a corporate entity on behalf of its management.

5.0 Financial Services, MD Division in Grameenphone:

Grameenphone has two special initiative divisions in its organizational structure. Such as Financial Services and another is Broadband. Most of the people get confused about the Financial Services division and Finance division. They think that these two are the same thing. But it is not the same division actually. Finance division supports every department with financial back up and Financial Services is one of the two initiative divisions. This division offers people those products by using which they can be financially beneficiary. For example: Financial Services introduced **BillPay** service. This division controls the Bill Pay system. **BillPay** is a service by which people can easily pay their utility bill through Grameenphone mobile. Any subscriber having GP connection can pay his bill through his GP connection. Not only GP subscriber can use this service, but also non GP subscriber can also use this bill pay system. In that case, they can pay their bills from GP authorized retail center. Recently a new service has been provided by Financial Services. It is called **Ticketing** by which people can book train tickets through their GP connection.

The work responsibilities in Financial Services have been distributed to few teams. So, the job responsibility of each team varies from one another. The names and job responsibilities of the teams are as follows:

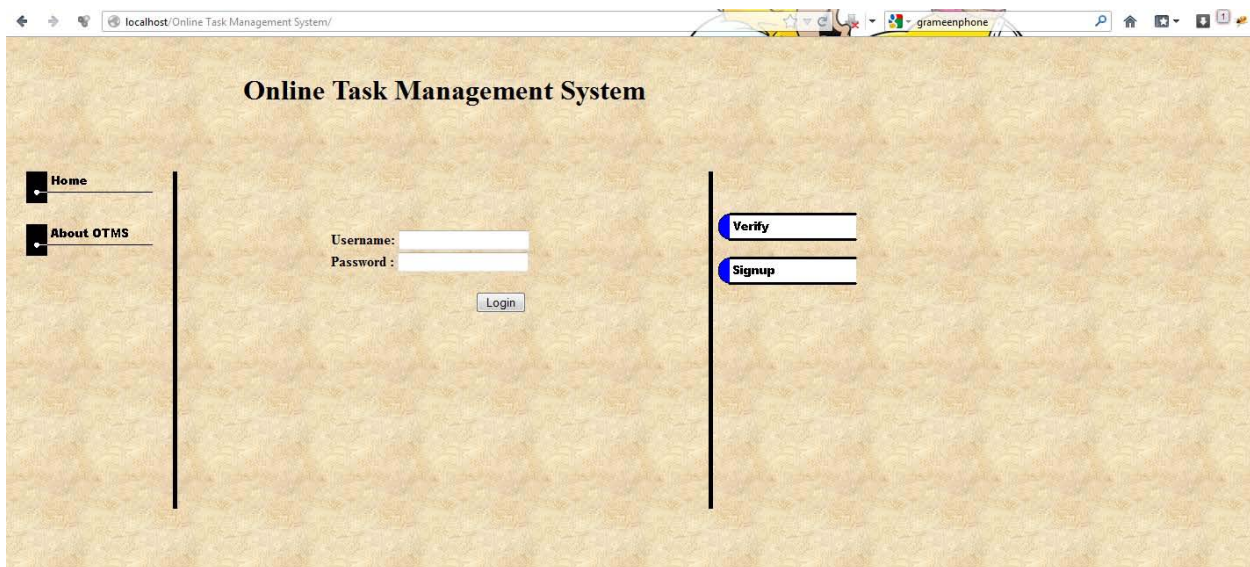
Financial Services Department has few sections. One team sign different types of utility company with Grameenphone to collect their payments from the customers. Their work is to find new and different types of business opportunities and convince them to work with Grameenphone. On the other hand BillPay Operation has very vest areas of work to complete. To find the business current position, solve the customers and retailers problem, solve different kinds of operation problems, do different types of reporting, analysis and based on the analysis best possible way to collect more bills. These are the main work of operation's team. The process and systems of different types of operation in regarding the project is the main job of Business Process team. They also test the user acceptance of the process, find and check the ways of any fraudulent activities.

6.0 Job Responsibilities as an Intern in Financial Services (Buisness Process)

I worked as an intern in the operation section of Financial Services for the time period of 14th June, to 3rd September, 2012. During this period of time my core job was to make a working Online Task Management System. There are also some other responsibilities. There were also some paper works as well. Such as, learning about Adobe Flash and make a flash animation of GrameenPhone's newly launched product **MobiCash**. Brief description of my job responsibilities are as follows.

6.1 Creating a Online Task Management System

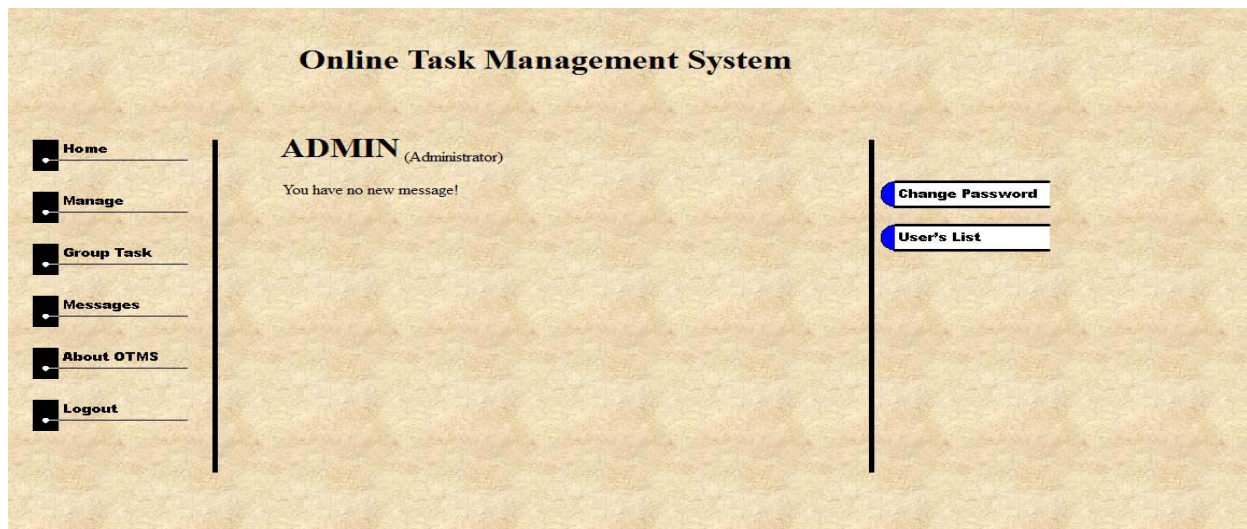
One of my main job responsibilities was to create a web based Task Management System which was a group project, developed using PHP it would work as a internal forum where the privileged members can access. **MYSQL** is used as a default database. The web based management system helps them to be notified about the ongoing task and it's hierarchical view. It also sends messages and automatically notify if the given task expiry date is near to the concerned person. Admin has all the privilege to add or delete members. My task was to develop the admin phase, so that others can build on to it.



6.1.1 Online Task Management System full demonstration

Fig1:- It is the homepage of the website

This is the homepage for the Online Task Management System which have the option of signup, verify and about OTMS. Anyone who is authorized within the department can signup, but admin have all the power to delete and assign any one as a leader or member. For example, the leader are the managers who are conducting the project or tasks where as members are the executive



level officer who don't have that much privilege to access everything.

Fig2:- It is the homepage of the website

The above diagram shows the admin homepage where he/she have all the privilege to do anything he/she wants. At first there are some basic function which is common for everyone

which are change password and user list. Admin has the power to manage every user and task ongoing. So, if he/she clicks manage then this happens.

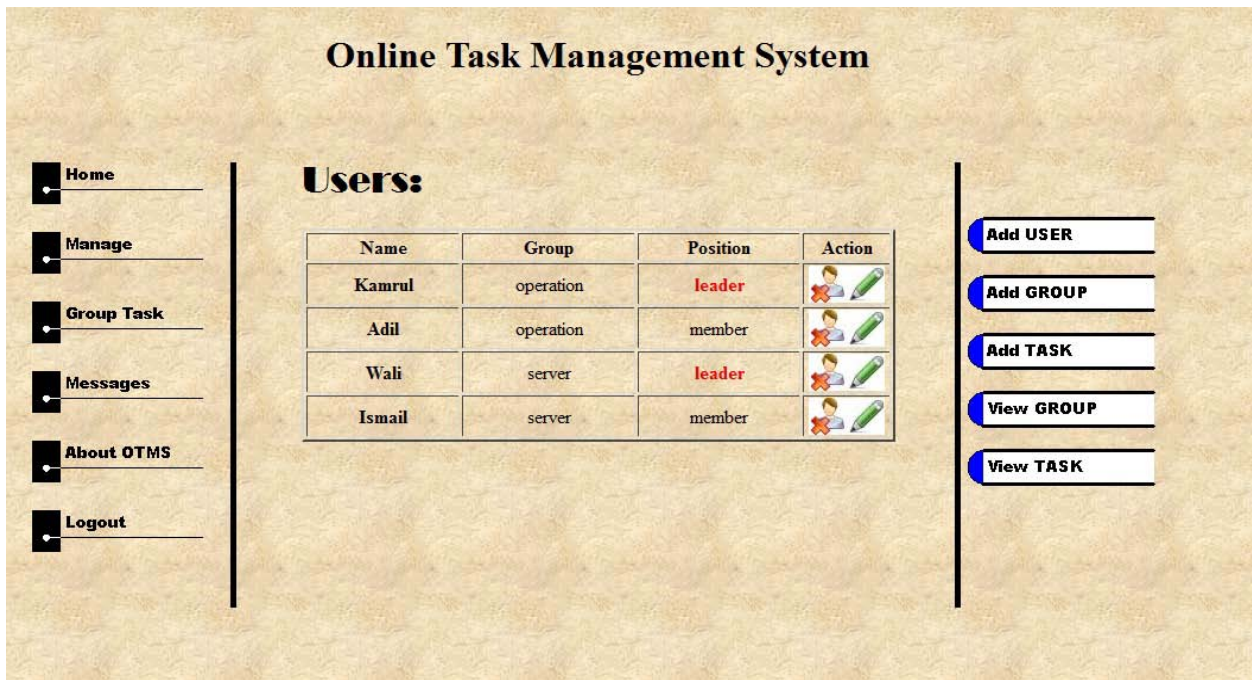
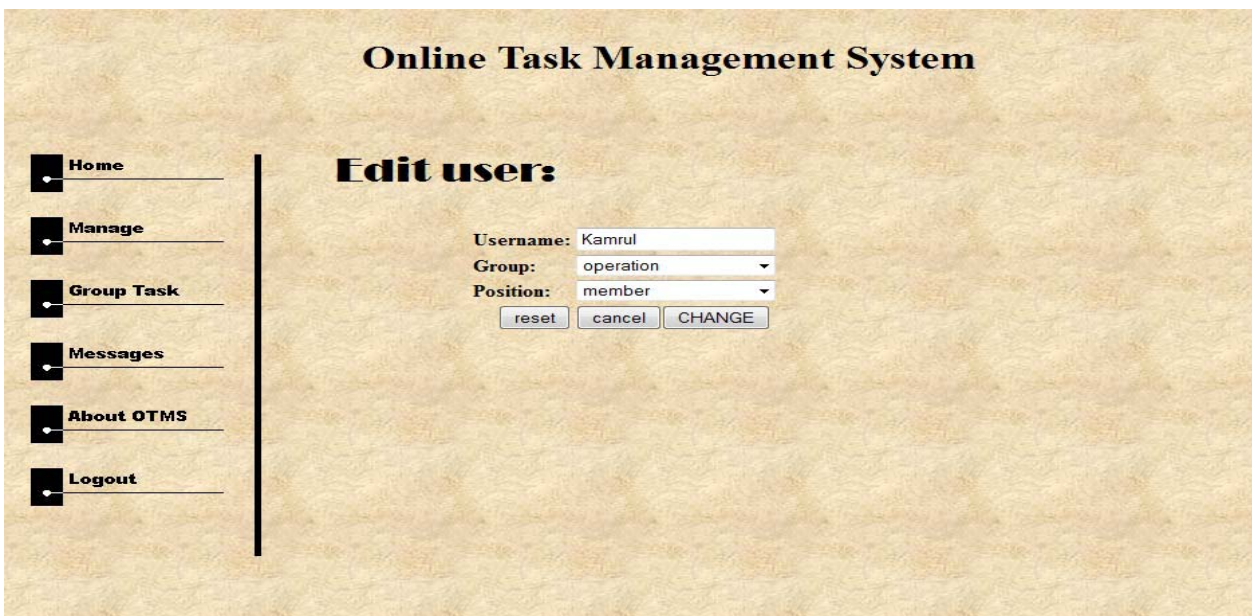


Fig3:- It shows the user list and actions if he/she want to delete user or what

The above figure shows that what admin can do after clicking manage he/she can delete the person or edit the person information and change his/her privilege. Admin can change from



member to leader or vice-versa. If admin clicks the edit button this happens.

Fig4:- If admin wants to edit the person or change it's privilege

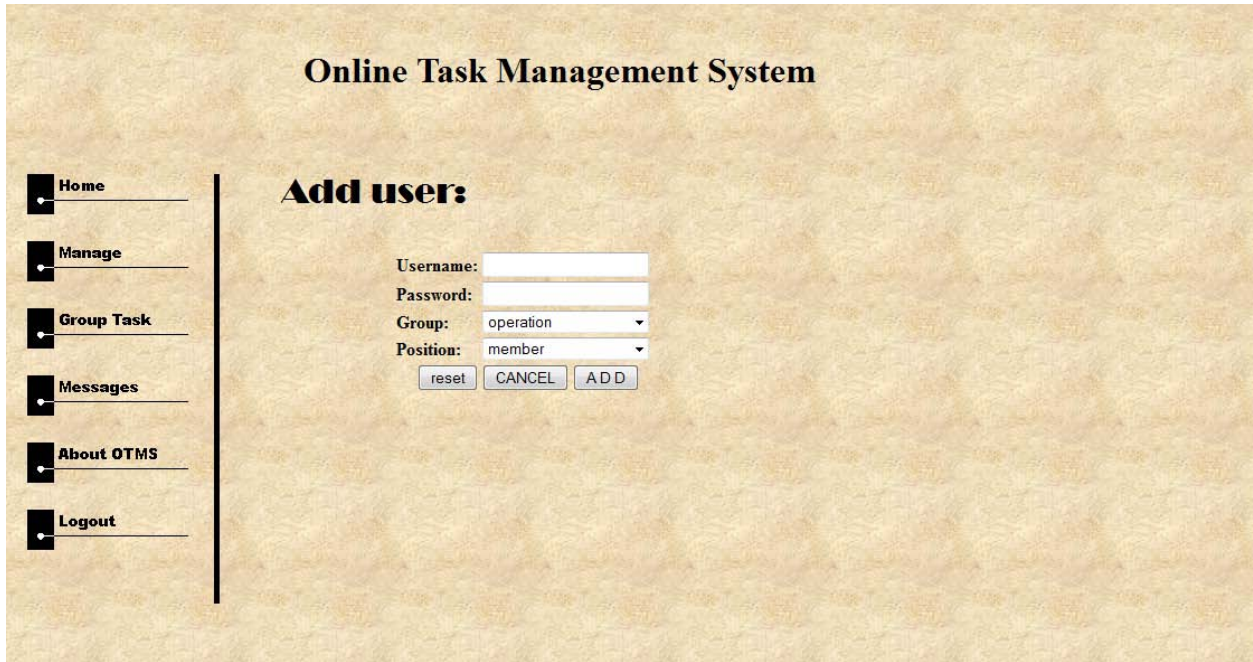


Fig5:- If admin wants to add user

If admin wants to add a user then he/she click on add user and this window prompt where admin can add a user. Admin can also define which group and privilege it can allow.

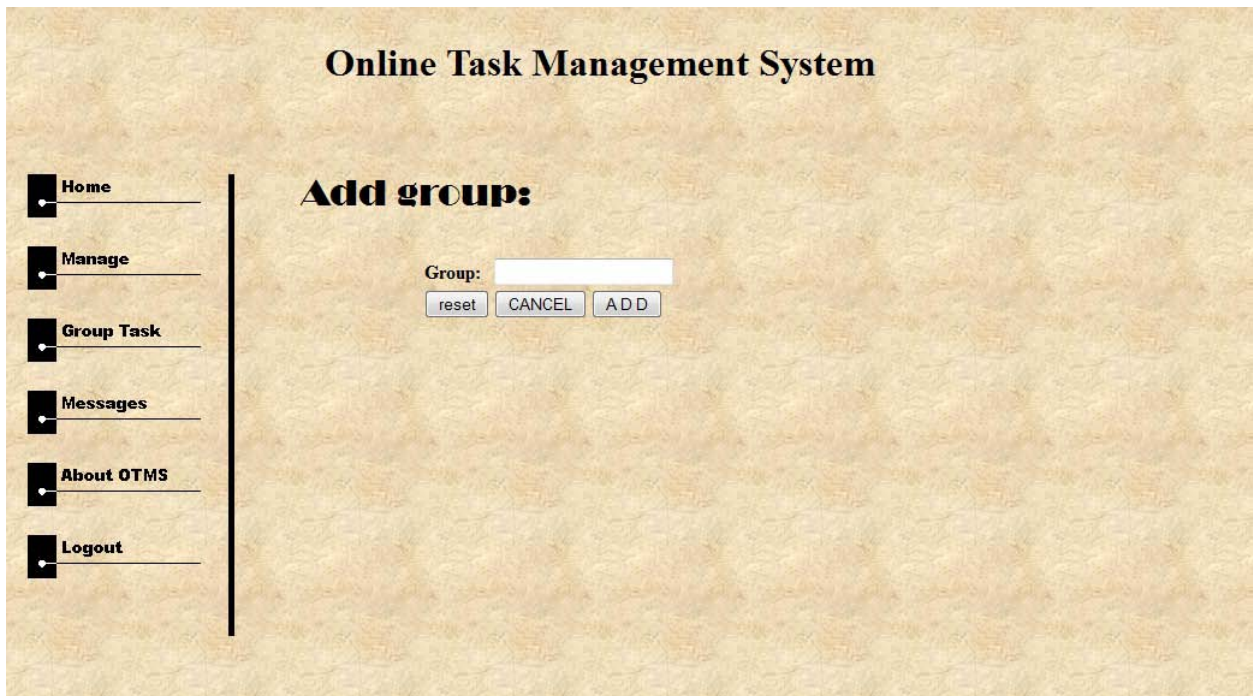


Fig6:- If admin wants to add any other group from the department

If admin wants to add any other group from the department he/she can add. For example, if they need network team on a task than he/she can add it on add group and assigned members and leaders for that group.

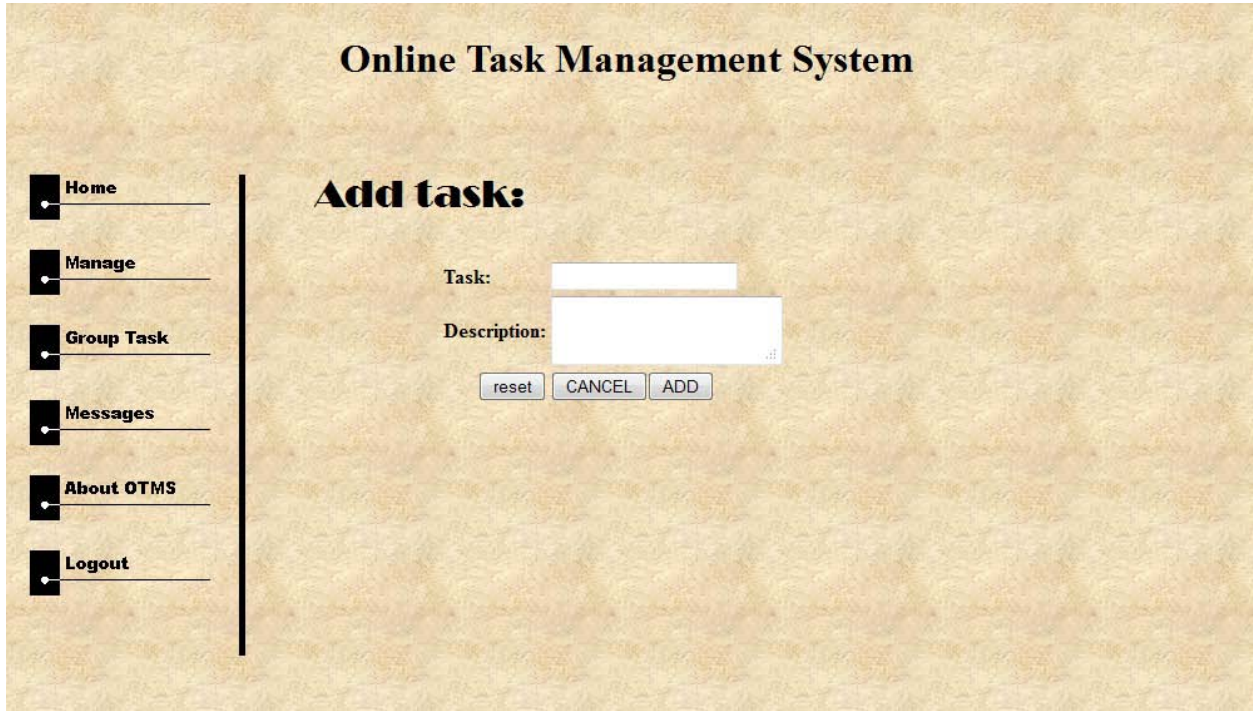


Fig7:- If admin wants to add any task

If admin wants to add any task he/she can add by just one click.

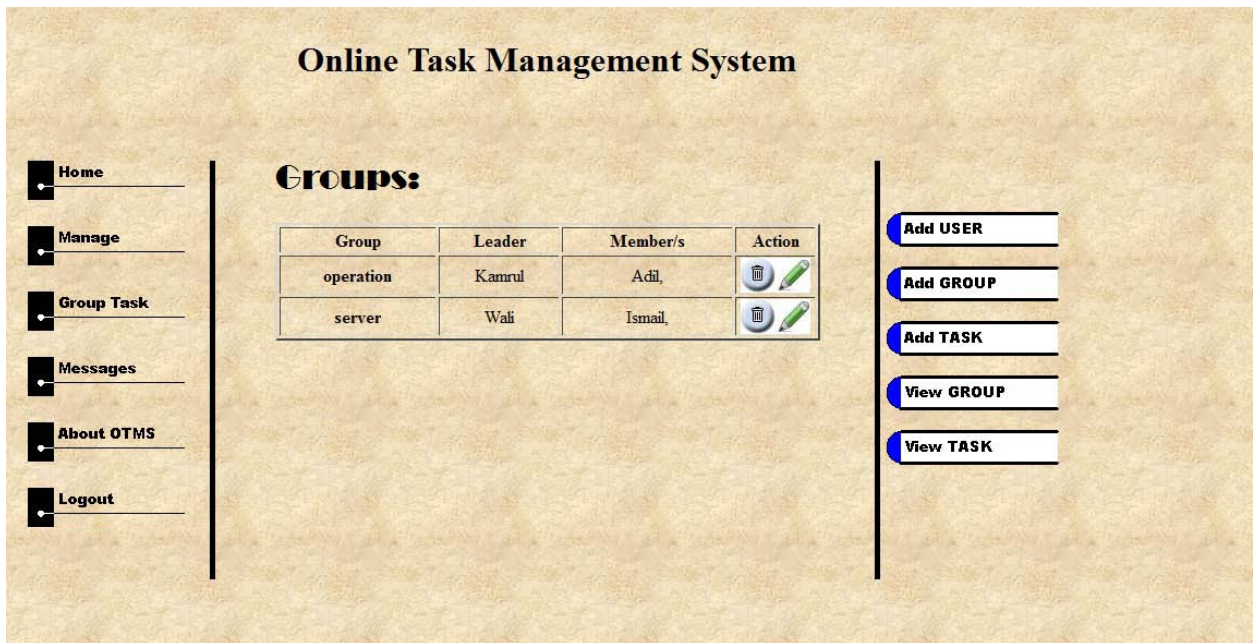


Fig8:- If admin wants to view group

If admin wants to view group then he/she can just click view group. Here admin can also delete the group if he/she wants and also edit the group. If admin clicks edit then this window prompts.

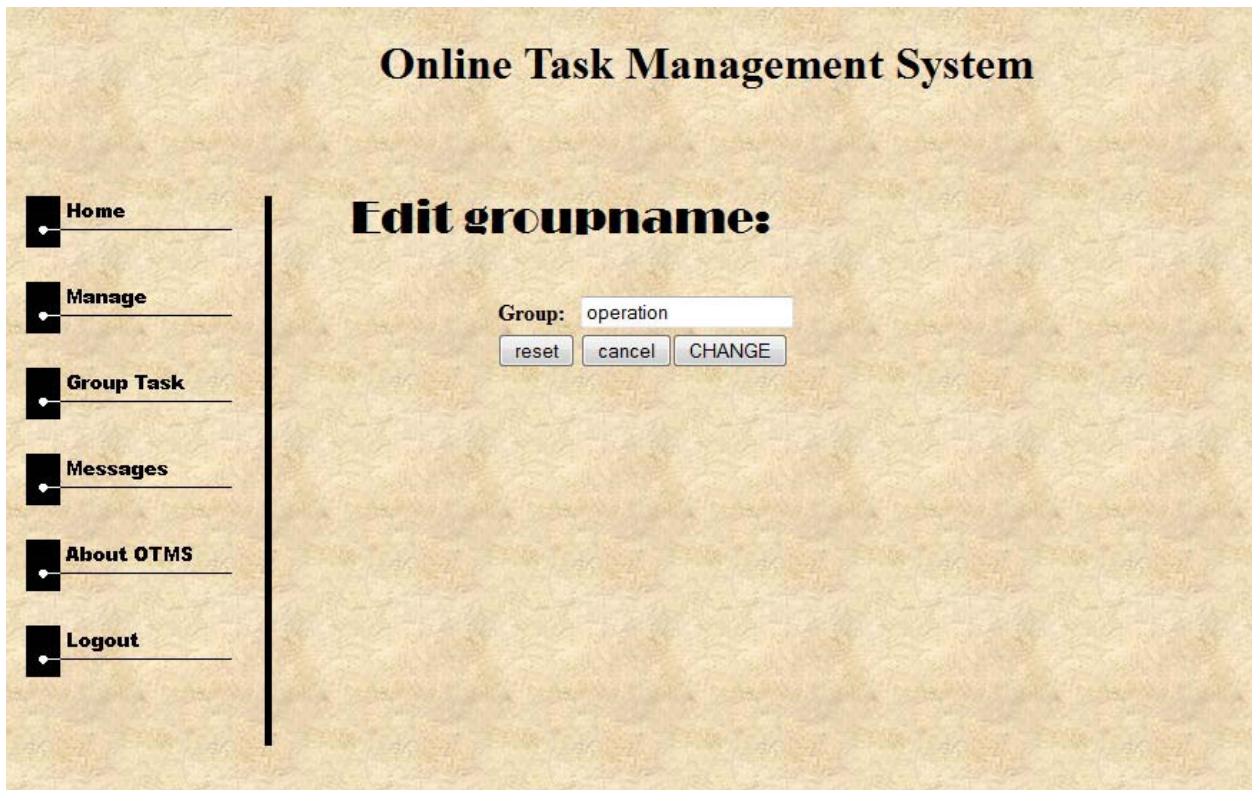


Fig9:- If admin wants to edit group

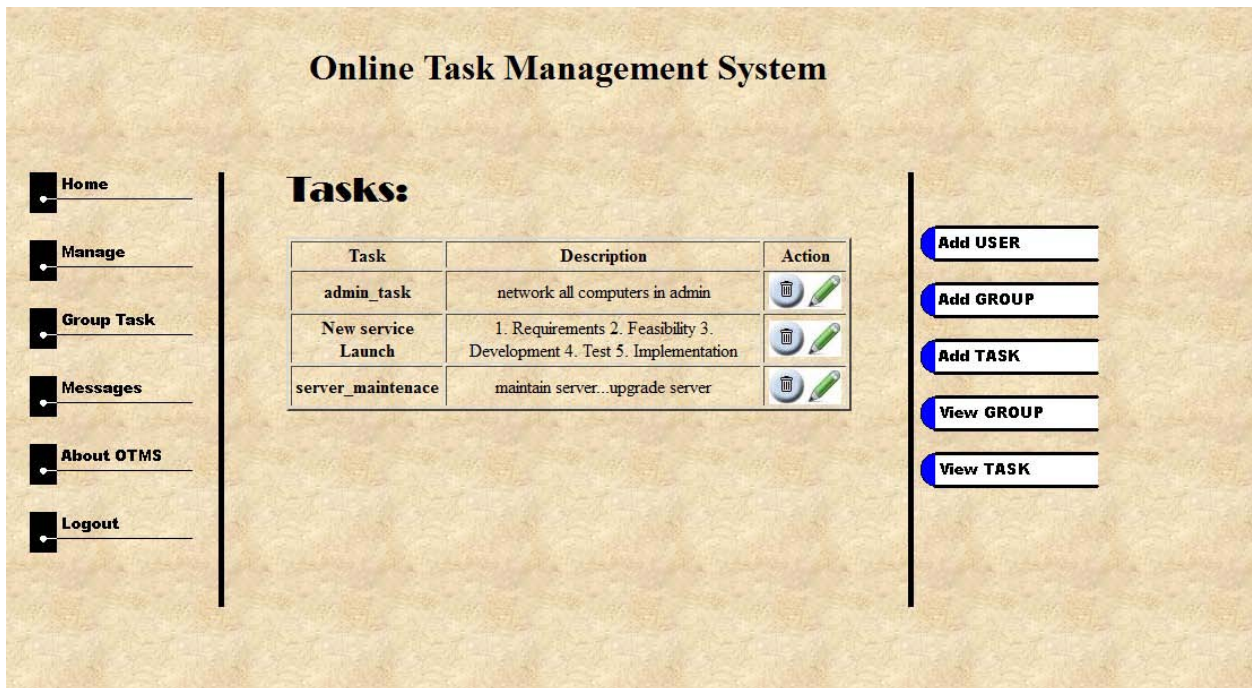


Fig10:- If admin wants to view the ongoing tasks

If admin wants to take a look at ongoing task he/she can by just clicking view task. Admin can also delete or edit the ongoing task. If he clicks on the edit button then this window prompt.

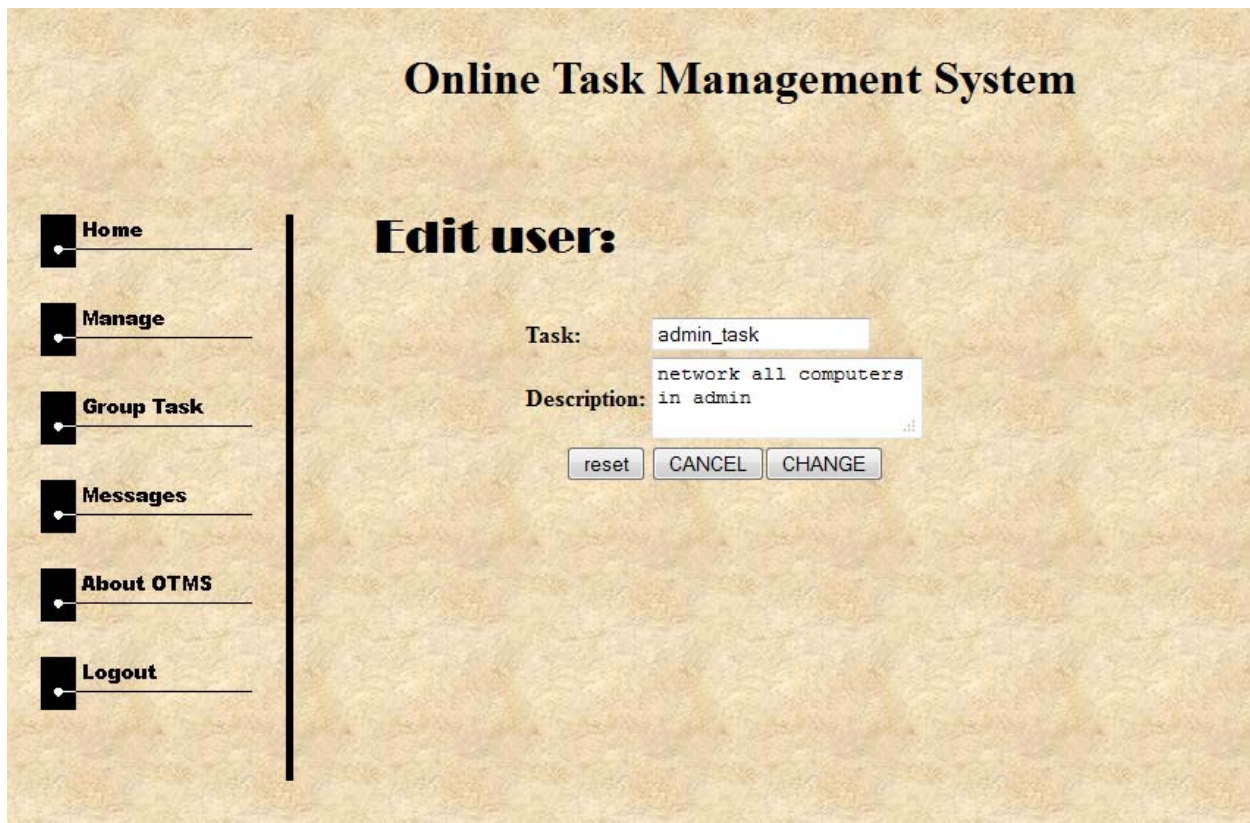


Fig11:- If admin wants to edit any ongoing tasks

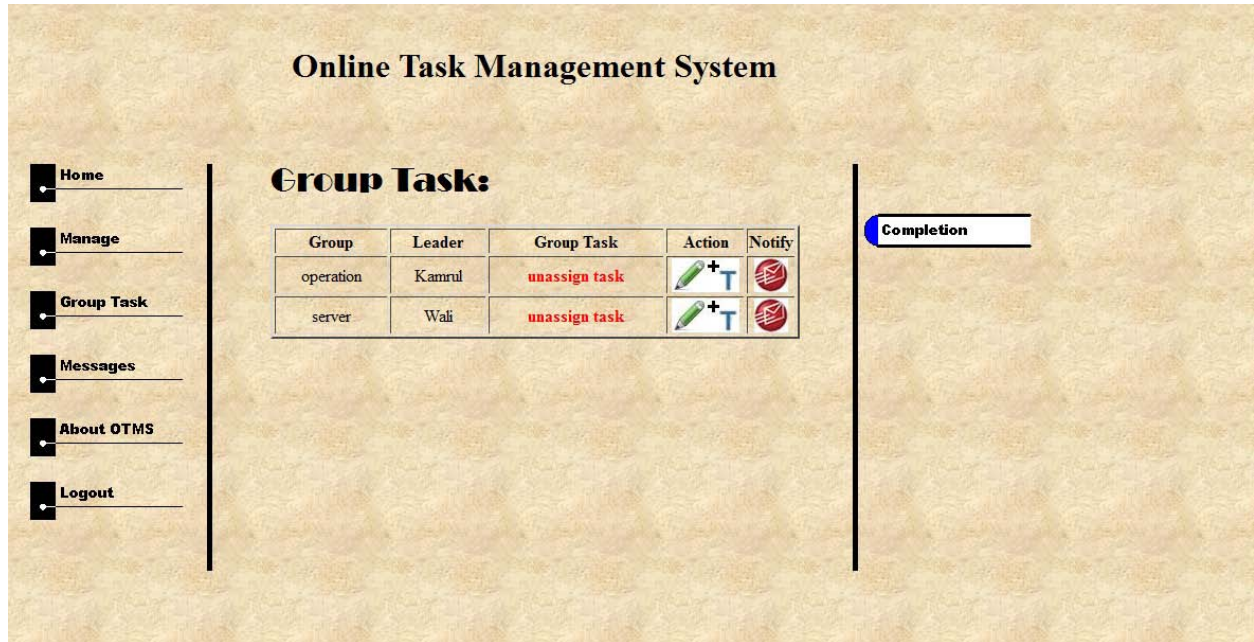


Fig12:- If admin wants to view group/team tasks

If admin wants to view or assign any group/team task within the department, if he/she wants to assign any group task then they click action and this window prompt.

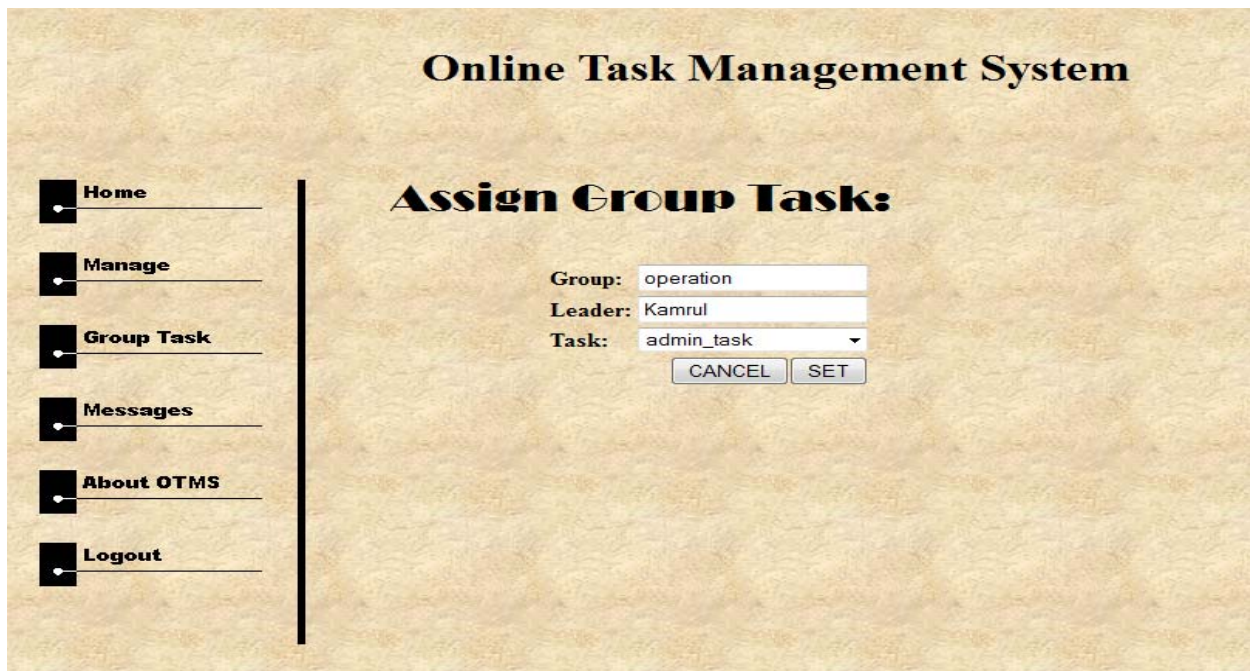
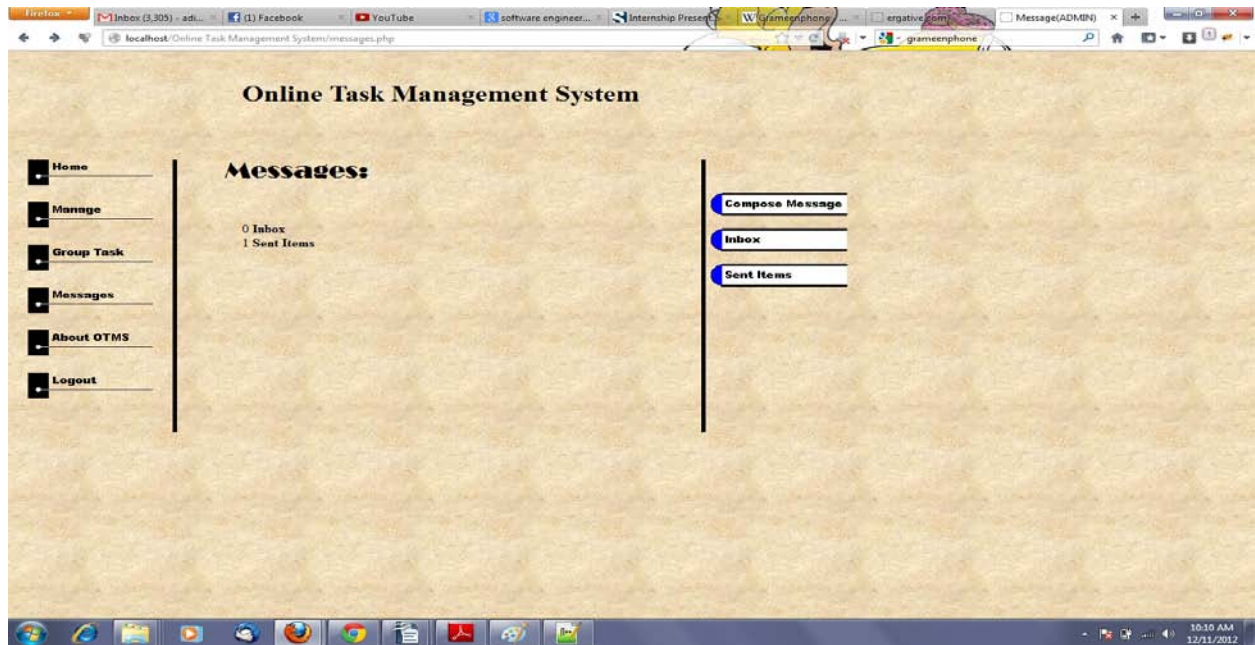


Fig13:- If admin wants to assign group/team tasks



and then clicks notify after that. Which is going to notify every group/team members and leaders.

Fig14:- This is the message option which is common for everyone

If admin/leader/member wants to send any message to any one on group or department then he/she can just click the message option where this an option called compose messages. If he/she clicks on that option then this window appears.



Fig15:- This is the compose message option which is common for everyone

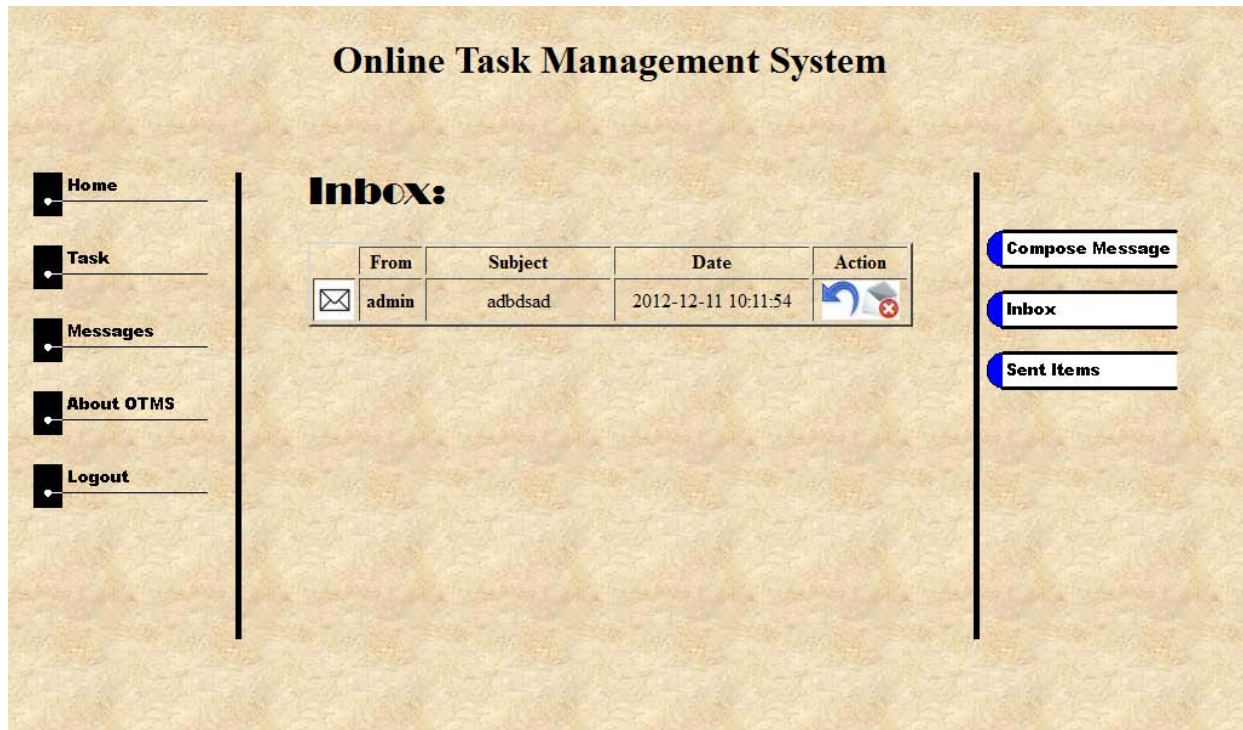


Fig16:- This is the inbox option which is common for everyone

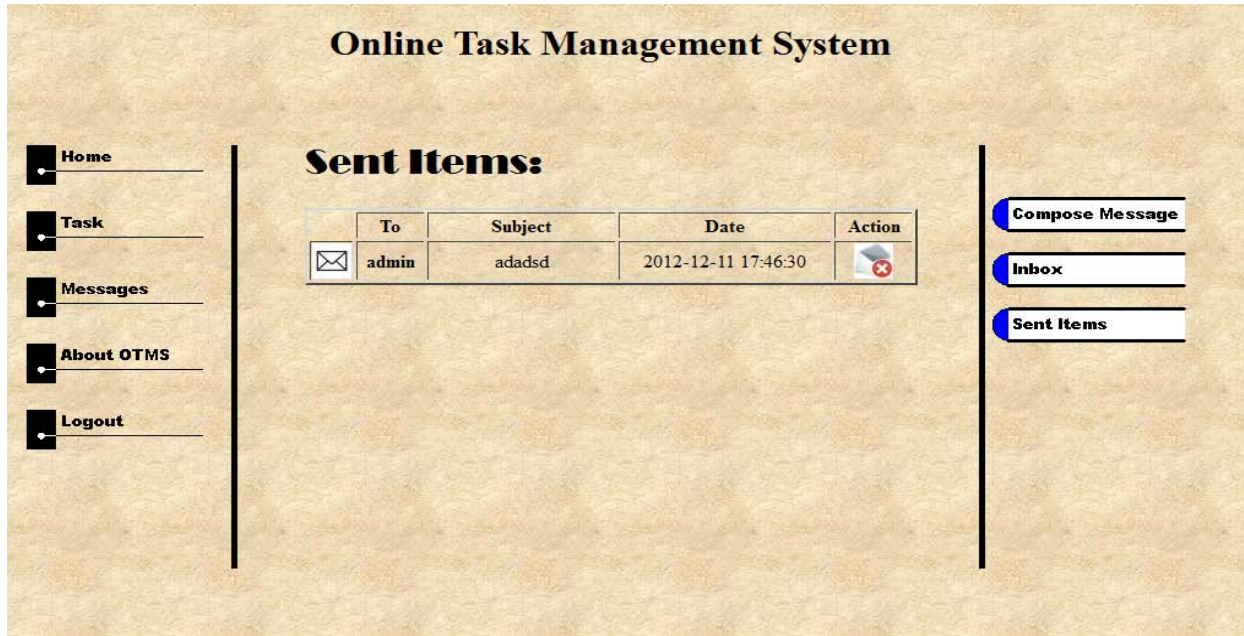


Fig17:- This is the sent option which is common for everyone

This is all from the admin part.

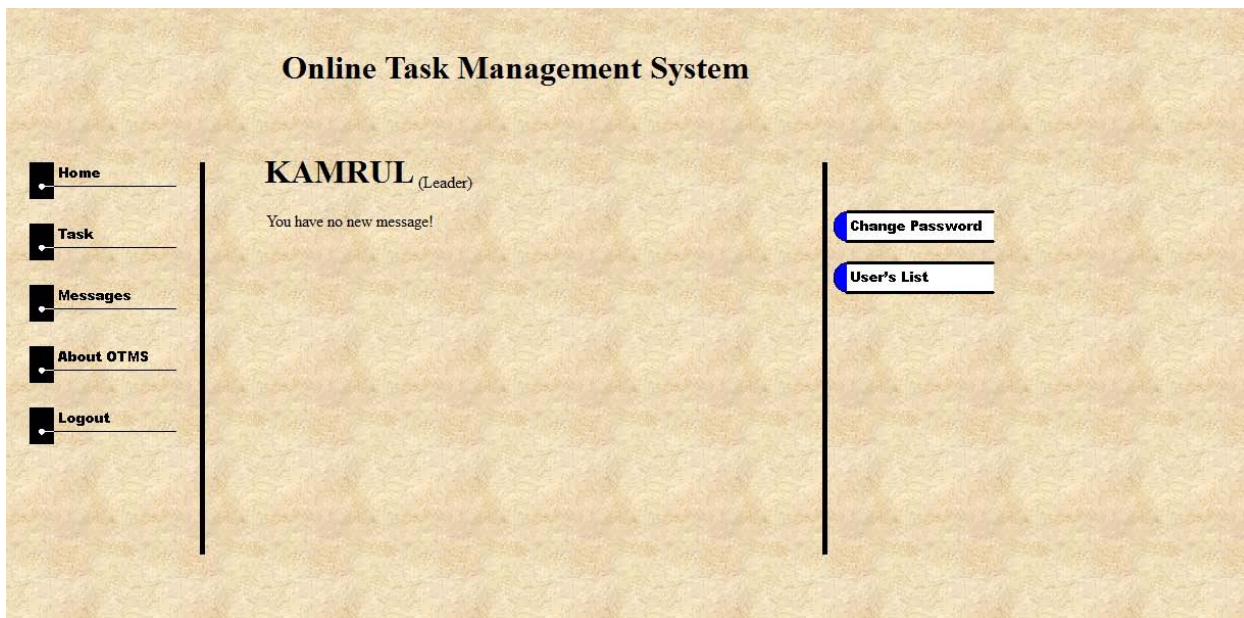


Fig18:- This is the Leader Homepage

As this is the leader homepage he/she have some less privilege than admin. There is only users list and change password which is common for everyone. If they click on user list this window prompt.

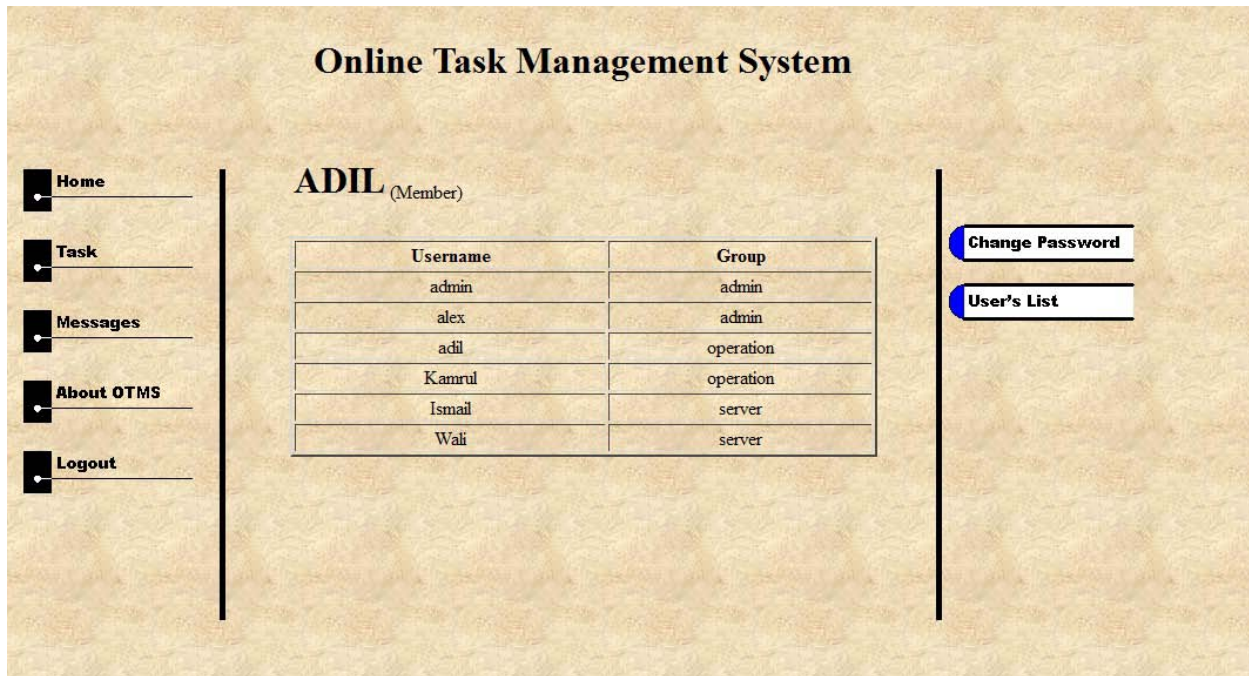


Fig19:- This is the user list window which is common for both member and leaders

If they click for change password than this window prompt.

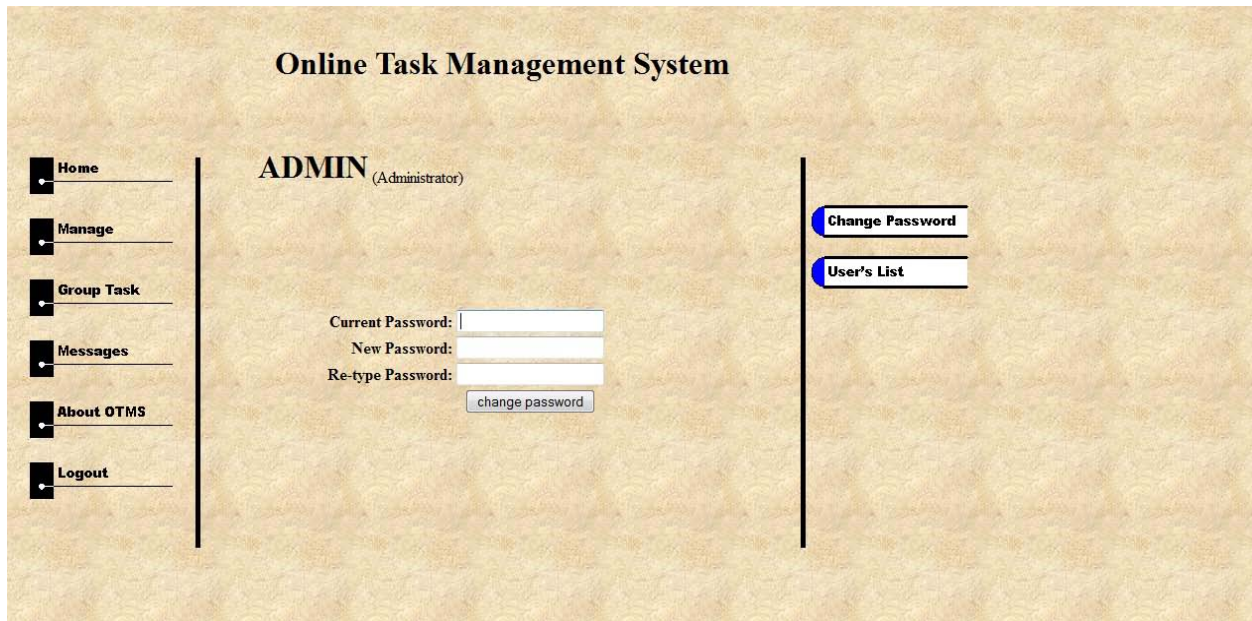



Fig20:- This is the password window which is common for admin/member/leader

 Notice: Undefined variable: dsc in C:\wamp\www\Online Task Management System\task_led.php on line 85

Call Stack

Online Task Management System

#	Time	Memory	Function	Location
1	0.0011		395416 {main}()	..\task_led.php:0

- [Home](#)
- [Task](#)
- [Messages](#)
- [About OTMS](#)
- [Logout](#)

Task: no task yet

Description: no description given




Members	Task	Status	Action
adil	no task 	---	 

Fig21:- This is the task option for leaders

As I said early this was completely a team work my job was till admin and this was one of my colleagues work which he didn't finish while my internship period finished. So, could not show the task option for both leader and member part. As this was incomplete while my internship period finished. The message option is working for all three users which is described in figure 14, figure 15, figure 16 and figure 17 which is common for every users.

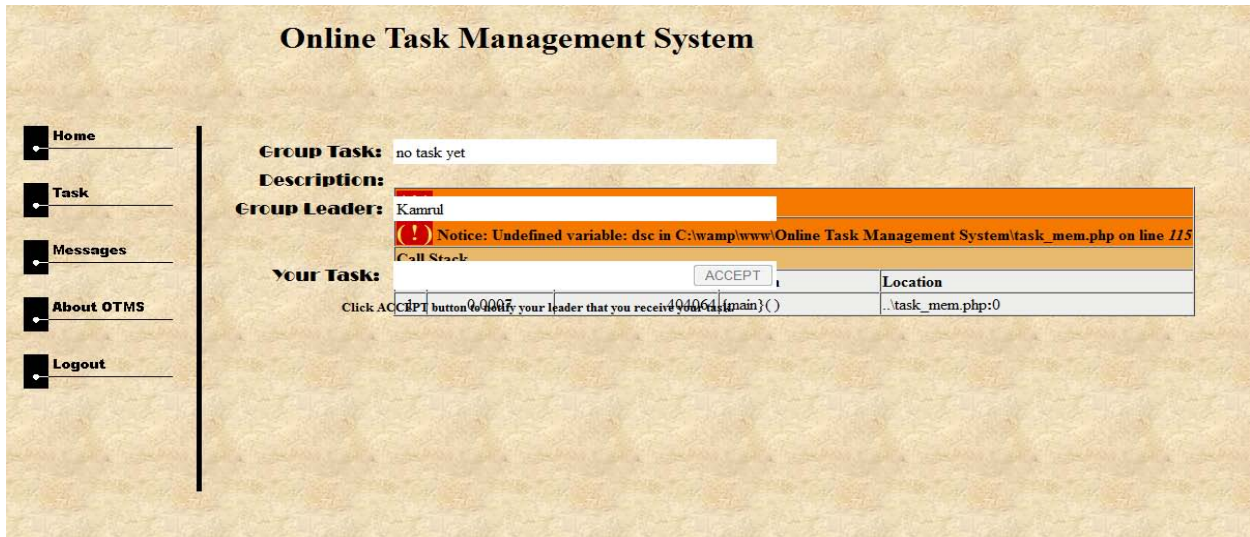


Fig22:- This is the incomplete option for members

There are two other pages left which are from the homepage that is the signup page and verify page which are shown below.

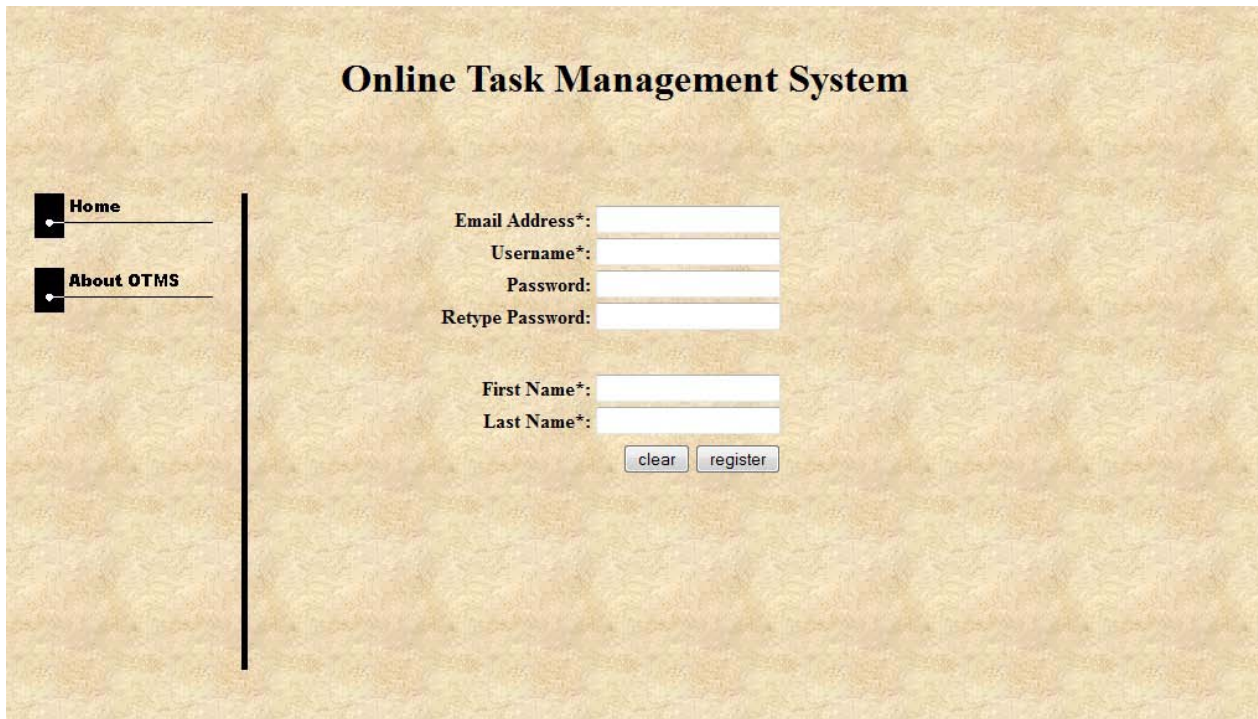


Fig23:- This is the signup page

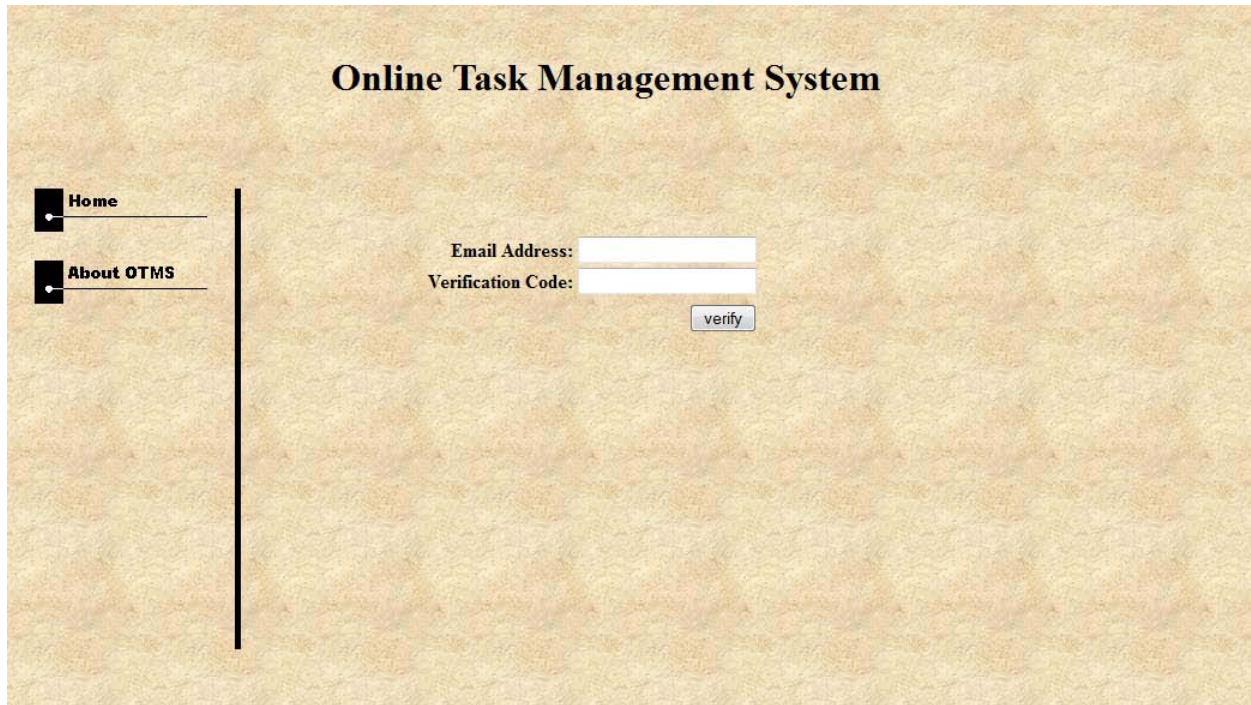


Fig24:- This is the verification page. Note only valid GrameenPhone mail-id will work

6.2 Creating a Flash animation :

One of my job responsibility was to create a flash animation for MobiCash launch. I did it using Adobe Dreamweaver CS5.5. The project was like creating a mobile screen where all the steps of registering and procedure to use it is shown. Though it was a tough ask as I did not have any experience of developing flash animation. So, I have to take help from other and also from youtube.



Fig25:- This is the Flash animation for MobiCash.

7.0 Learning through My Duties:

Practical learning is always the best way of learning. As an intern, I also had the opportunity to journey through this way of learning. MobiCash through mobile is a very new concept in Bangladesh. It was a great pleasure for me to get the opportunity to get myself introduced with this new innovative service provided by Grameenphone. The journey seemed to me a bit challenging at the starting, but in the end it became very comfortable for me and for that I am very much thankful to the colleagues of Process team. It was also a great opportunity to work with the operation team. As an intern, I learned both the back office job and also got the chance to implement my computing knowledge. There have been tough time, but that is how we learn. I faced various types of situation. That helped me a lot to improve my analytical ability and decision making power. I think and I am sure this learning will enhance my working ability and also lead me to a better career in future.

8.0 Conclusion

Getting a chance to work as an intern in a famous multinational company like Grameenphone LTD was a great experience for me. After working here, I have learned many things I never knew before. I got to know corporate culture for the very first time and the discipline that I learned from here will surely help me a lot in my future career. Every work that I did over here, gave me a new lesson. After working here, I realize that practical learning is the real learning. Handling different challenges, dealing with various customers and retailers was a new and great experience for me. Now, I am more confident in talking with people than before. My supervisor and other colleagues helped me a lot in my working which made it easy for me to carry on. They taught me how to deal with several problems and take proper action against them. This Internship program made my view about the working environment broader and introduced me with Job world and overall I have learned the requirement of patience, dedication, discipline, decision making power and leadership quality and I think this will guide me through my whole working life in the near future.