

INTERNSHIP REPORT
ON
**“HR OPERATIONS AND NON
COMPLIANCE OF LABOUR LAW IN
BANGLALINK”**

SUBMITTED TO

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banglalinkTM

Letter of Transmittal

15th May' 2013

To

Ms. Kulsum Popy
Lecturer
BRAC Business School
BRAC University
66, Mohakhali, Dhaka

Subject: Submission of Internship Report on **“HR Operations and Non Compliance of Labour Law in Banglalink”**

Dear Madam,

With due respect, I am submitting my Internship report on the topic titled **“HR Operations and Non Compliance of Lalobur Law in Banglalink”** as a partial fulfillment of my BBA Program.

It is my pleasure to inform you that I have been serving as an Intern in Banglalink under HR Operations from February 11, 2013 to May 10 2013. It was an excellent opportunity for me to complete my internship in Banglalink. I would like to thank you for giving me the opportunity to work on this assigned topic to enhance my knowledge in the practical field of Human Resource. This report explores the operational activities done by Banglalink HR and the level of compliance of HR policy and practices followed by Banglalink as per labour law. The Internship report has been prepared based on the practical experience, discussion and interview which have been carried out among the selected employees of HR Operations team of Banglalink. I hope you will find it worthy.

Therefore, I sincerely hope that you will appreciate my effort.

Sincerely yours,

Raha Tasmim

ID: 091014109

Acknowledgement

All praise to Allah, the almighty and the merciful. Without his blessing and endorsement this report would not have been accomplished.

The successful completion of this report might have never been possible without the support and help of few people whose inspiration and suggestion made it happen. First of all I would like to thank my academic supervisor Ms. Kulsum Popy for guiding me to complete my report on “**HR Operations and Non Compliance of Labour Law in Banglalink**”.

I would also like to thank Mr. Ziaul Amin (HR Operations Senior Manager) & Mr. Md. Masud Rabbi (HR Operations Senior Assistant Manager) my line manager in Banglalink and my colleague who helped me by providing informative instructions. I was closely attached with them during my internship period. Without their help this project would have been difficult to complete.

Executive summary

The final report on **‘HR Operations and Non Compliance of Labour Law in Banglalink’** is a part of fulfilling the requirement BBA program conducted by BRAC University. The project involved a period of three months of consulting and research work in the organization and considerable efforts on consultant’s part to carry out a methodical and meticulous study to make recommendation on the existing system for further improvement. During the project period I need to observe the daily affairs of the organization with particular attention to HR Operations team as well as to collect necessary data and information. These data and information were filtered to prepare the project paper. Most of the information used in this report was collected from primary sources while some secondary data were also used to support the report. So according to the topic of this report I tried to focus on major elements of their HR Operation process, their HR Operations personals, the methods and techniques they followed and finally the HR practices followed by Banglalink as per Bangladesh Labour Code 2006 to get an idea of how much compliancy Banglalink maintains in real corporate world.

Table of Contents

Chapters	Contents	Page Numbers
1	Introduction	5-8
2	Company Overview	9-16
3	HR Operations of Bnaglalink	17-27
4	Non compliance of Labour Law in Banglalink	28-38
5	Findings and Analysis	39
6	Recommendations	40
7	Conclusion	41
8	References	42

CHAPTER- 1

Introduction

1.1 Introduction

There is no doubt that the world of work is rapidly changing. As part of an organization then, HRM must be equipped to deal with the effects of the changing world of work. For them this means understanding the implications of globalization, technological change, workforce diversity. HR Operations is a significant part of HR activities in an organization. So to perform the operations successfully proper planning and formulation are mandatory. Beside this, now management realizes that effectiveness of their HR functions as well as HR Operations have a substantial impact to achieve expected organizational success. Also HR Operations are related with law and policy implementation for an organization where the compliance and non compliance of labour law and policy issues are came in attention. Realizing this need I tried to find out the differences and similarities between theoretical aspects with the practical steps taken by the company regarding the topic of **‘HR Operations and Non Compliance of Labour Law in Banglalink’**. This is an attempt to demonstrate the feature for the further improvement through comparison with the real world.

1.2 Background of the study

This is an internship report. Bachelor of Business Administration (BBA) Course requires a three months attachment with an organization followed by a report assigned by the supervisor in the organization and endorsed by the faculty advisor. I took the opportunity to do my internship in an international telecom company which is one of the leading telecom service providers in Bangladesh, “Banglalink”.

Under the proper guidance of my organizational supervisor Mr. Md. Masud Rabbi (HR Operations Senior Assistant Manager), I have conducted my study on **“HR Operations and Non Compliance of Labour law in Banglalink”**. My faculty supervisor Ms. Kulsum Popy, Lecturer of BRAC University, also approved the topic and authorized me to prepare this report as part of the fulfillment of my internship requirement and gave me proper guidance and assistance over time.

1.3 Objectives of the Study

Broad Objective:

- To gain an overall view about the company Orascom Telecom Ltd.
- To know each and every part of the HR Operations process and Labour law practices of that company.
- To get a concept of compliance and non compliance of Labour Law practices of the company.

Specific Objectives:

- To focus on major elements of HR Operations process.
- To focus on the process of HR Operations personals.
- To focus on the updates and the better methods of modern technique.
- To focus on the HR practices followed by Banglalink as per Labour act 2006

1.4 Methodology

Sources of Information

1. **Primary:** The primary information collected through face to face interview, observation and by participating in the HR Operations process and Labour law practices.
2. **Secondary:** The secondary information collected from website, magazine, memorandum, journals, employee books, internal database, Bangladesh Labour Act 2006 and some other relevant sources. Both primary and secondary data sources were used to generate this report. Primary data sources are scheduled survey among the HR Operation unit consists of nine members in the organization, informal discussion with professionals' and observation while working in different desks. The secondary data sources are different published reports, manuals, budgeting of compensation and benefit department, employee relationship department's manuals and different publications of "Banglalink"



1.5 Scope of the study

The report deals with the HR operations process and Labour law practices in terms of theoretical point of view and the practical use. The study will allow learning about the HR Operations issues, the Labour law policy and practice issues, importance of modern techniques and models used to make it more efficient. The study will help to learn the practical procedures followed by the leading organizations. Moreover the study will help to differentiate between the practice and the theories that direct to realize how the organization can improve their HR Operation process and Labour law practices.

1.6 Limitations of the study

The main limitation of the study was the collection of information, because most of the information was confidential. So they do not want to disclose them. Collecting this information was also a biggest challenge as I have to make a complete qualitative research paper. Time constraint was also a biggest challenge for preparing the report given by the organization because besides preparing the report as an intern I had to work like an employee.

CHAPTER-2

COMPANY OVER VIEW

2.1 Overview of Banglalink

Orascom Telecom Bangladesh Limited ("Banglalink") is a 100% owned subsidiary of Orascom Telecom Holding, Egypt. It was acquired by OTH in 2004, and after a complete overhaul and the deployment of a new GSM network, its telecommunication services were re-launched under the brand name Banglalink. When Banglalink began operations in Bangladesh in February 2005, its impact was felt immediately: overnight mobile telephony became an affordable option for customers across a wide range of market segments.

Banglalink's success was based on a simple mission: "Bringing mobile telephony to the masses" which was the cornerstone of its strategy. Banglalink changed the mobile phone status from luxury to a necessity and brought mobile telephone to the general people of Bangladesh and made a place in their hearts. The mobile phone has become the symbol for the positive change in Bangladesh.

This positive change that is quite correctly attributed to Banglalink has become the corporate positioning of Banglalink and is translated in their slogan "making a difference" or "din bodol". "Making a difference" not only in the telecom industry, but also through its products and services (like mobile remittance and agriculture helpline), to improve the lives of its customers. This corporate stance of "making a difference" has been reflected in everything Banglalink does.

Banglalink attained 1 million subscribers by December 2005 and 3 million subscribers in October 2006. In less than two years which is by December 2007, Banglalink overtook 'Sheba' (currently known as Banglalink) to become the second largest operator in Bangladesh with more than 7.1 million customers. The company currently has recently attained 20 million subscribers as of January 2011, representing a market share of 28.2% as of February 2011.



Growth over the last years have been fuelled with innovative products and services targeting different market segments, aggressive improvement of network quality and dedicated customer care, creating an extensive distribution network across the country, and establishing a strong brand that emotionally connected customers with Banglalink.

2.2 History of Banglalink:

Orascom Telecom Holding S.A.E. (OTH) was established in 1998 and has grown to become a major player in the global telecommunications market.

OTH's global operations include:

- ❖ Banglalink, Bangladesh
- ❖ Djezzy, Algeria
- ❖ Tunisiana, Tunisia
- ❖ Mobilink, Pakistan
- ❖ Telecel Globe, Burundi, Central African Republic, Namibia, Zimbabwe
- ❖ Koryolink, North Korea
- ❖ Alfa, Lebanon
- ❖ Wind, Canada

OTH has reached over 88 million subscribers as of September, 2009. OTH is dedicated to providing the best quality services to its customers, value to shareholders, and a dynamic working environment for its nearly 20,000 employees.

In September 2004, OTH purchased 100% of Sheba Telecom (Pvt.) Limited in Bangladesh. OTH re-branded itself and launched its services under Banglalink in February 2005. Immediately after the launch, the scenario of the Bangladesh telecom industry changed overnight, with mobile telephones becoming an extremely useful and affordable communication tool for people across all segments.

Within one year of operation, Banglalink became the fastest growing mobile operator. This milestone was achieved with innovative and attractive products and services targeting different market segments, aggressive improvement of network quality, dedicated customer care, and effective communication that emotionally connected customers with Banglalink.



Banglalink rapidly expanded its Global System for Mobile Communication (GSM) network to provide high quality communications services at affordable prices, reaching 10,000,000 subscribers by August, 2008.

So far, Banglalink has invested almost \$700 million in network development which is the largest Foreign Direct Investment in the country at present. Banglalink continues to offer products and services reaching varied customer segments with the promise of “making mobile phones affordable for the people.”

2.3 VISION, MISSION, VALUES & STRATEGIES

Vision

"Banglalink understands people's needs best and will create and deliver appropriate communication services to improve people's life and make it easier".

Mission

- ❖ Achieving a leading position in the Bangladesh wireless market in net additions and ARPM.
- ❖ Delivering superior benefits in every phase of the customer experience before, during and after sales.
- ❖ Creating optimum shareholder value

Values

Banglalink aims to understand people's needs best and develop appropriate communication services to improve and simplify people's lives. All our work is aimed towards meeting our vision. All members of the Banglalink family are highly passionate individuals, fully committed to achieving the Banglalink's vision. Our customers' needs are what matters most to us, and simplifying and improving their lives is all we want. This is why our values include:

Straight Forward: We say what we do and we do what we say.

Reliable: A promise made, is a promise kept.

Innovative: No gimmicks; useful and usable.

Passionate: If we do not enjoy what we are doing, how can the customer enjoy our

Strategies

Banglalink follows the following strategies

- ❖ **Functional Level Strategy:** Banglalink focuses on efficiency, quality, innovation, and customer responsiveness.
- ❖ **Business Level Strategy:** Banglalink applies both the cost leadership and differentiation strategies as their business level strategies.

2.4 Banglalink as an Organization

Head Office:

The head office of Banglalink is named as Tiger's Den which is situated in Gulshan area, Dhaka.
Address: Tigers' Den, Mir Shawkat Ali Sharak, House# SW4, Gulshan Avenue, Gulshan-1,
Dhaka-1212

Branch Offices:

Its branch offices are located in Chittagong, Sylhet, Bogra, Rajshahi, Khulna, Barisal, Mymensingh and Faridpur.

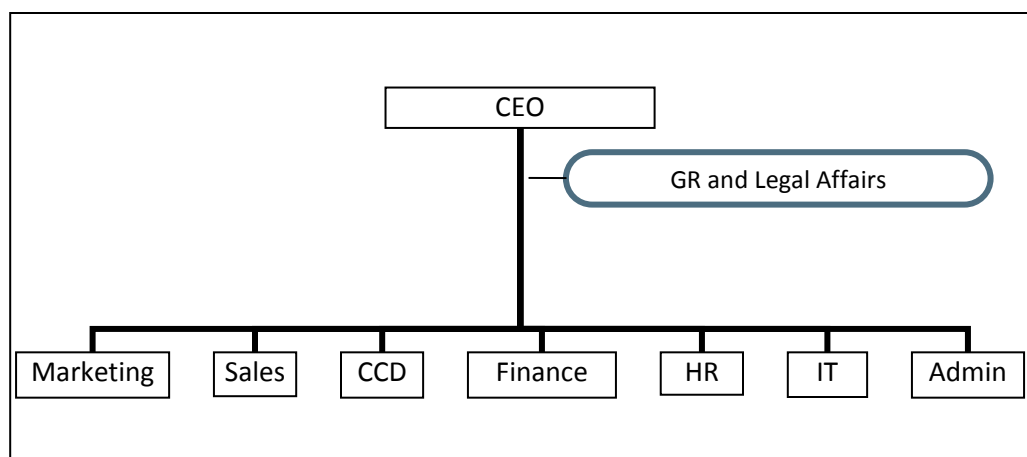
2.4.1 The Management of Banglalink:

Managing Director and CEO	Zead Shatara
Chief Financial Officer	Mohamed Hassan Osman
Chief Technical Officer	Perihane Elhamy
Chief Commercial Officer	Asher Yaqub Khan
Sales Director	Arif Mehmood Malik
Customer Care Director	Muhammad Arshad
HR & Administration Director	Riviera Ho Rathore
Head of PMO & Supply Chain	Abdus Saboor
Legal and Regulatory Affairs Director	Zakiul Islam
IT Director	Nizar El-Assad

2.4.2 Organizational Structure of Banglalink

Banglalink has top, middle and first level management. It has seven major departments such as Finance & Accounts, Sales, Marketing, IT, Administration, Customer Care and Human Resource. The total numbers of employees are around 2300.

Figure 1: Banglalink Organization Chart



Source: Secondary

2.5 Company Products and Services

2.5.1 Products offered:

Prepaid packages

Banglalink currently offers two prepaid plans. All the prepaid plans come in two phases—Standard (T&T incoming and outgoing with NWD and ISD) and M2M. All connections provide GPRS to subscribers.

- **Desh**
- **Desh Rang**
- **Priyojon**

Postpaid packages

- **enterprise personal**
- ❖ personal package
- ❖ personal supplementary
- ❖ personal call and control

Icon

Postpaid Unlimited subscribers, such as:

- Supplementary connections facility
- Loyalty discount
- Special discounts at various restaurants, hotels, shops etc

Banglalink enterprise

- **enterprise corporate**; targeted at the corporate segment
- **enterprise SME**; targeted at the SME segment
- **enterprise personal**



2.5.2 Quality of Service:

Customer Care

Banglalink Customer Care is proved to be a key strength to the company with a passion to provide quality service under the theme of “Kotha Dilam”. State of the art Banglalink Call Center catering to over 23.75 million customers capable of answering over 68 thousand calls with various queries every day. With strict service quality monitoring, Banglalink Call Center managed to maintain around 91% service quality and an optimal service level. Also, an automated “E-voucher IVR” system for their trailers helps serve basic queries faster and therefore reduced such calls landing at agent level.

2.6 Growth of the Company

Banglalink has already been recognized as the fastest growing mobile operator in this country (involving well over a 2000 people with experts from 15 different countries).

- Coverage 61 districts, 425 thanas, 88% population, 25 million customers by the end of January 2013.
- The latest telecom infrastructure from world class companies like Siemens and Huawei.
- A 24 hour by 7 call centre to help and inform.
- 140 exclusive Banglalink dealers and over 2000 outlets for recharge cards
- Vital services like SMS to all GSM operators, useful services like Voicemail and conference calling, exciting services like ring tones and logos are at customer's disposition.

Network Coverage Map of Banglalink

Banglalink gives the highest importance on the quality of their coverage to ensure that their customers have the best experience while using their service.

Coverage of *Banglalink* at the end of November, 2012:

Figure 2: Coverage Map of *Banglalink*



Source: Secondary

CHAPTER- 3

HR Operations of Banglalink

3.1 HR Operations

HR Operations refer to the day-to-day operations essential to meeting the needs of employees in the organization. So HR operations are about how you manage day-to-day issues and comply with the legal requirements of employing people. It covers the thinking, structure and processes behind the people issues that determine an organization's success.

In HR operations HR staffs are performed as core level administrators. The tasks they accomplish are generally highly visible to other employees because they are focused on the daily work issues attributed to the ongoing needs of an organization. These include vital tasks such as interviewing and hiring, employee joining, implementing organizational policies, maintaining employment law, resignation of employees with proper final settlement, compensation and benefit issues. In HR Operations management may use and maintain computerized HR information systems.

3.2 HR Operations team in Banglalink

In Banglalink the HR Operations team is consisted of five members including one HR Operations Senior Manager, one HR Operations Senior Assistant Manager, one HR Operations Associate Manager and two HR Operations Executives. Here, the HR Operations Senior Manager is the team leader, under his supervision the whole team is conducted its performance.

3.3 Key HR Operations performing in Banglalink

In Banglalink the HR operations team is mainly responsible for post selection activities, because the recruitment team is dealing with pre selection activities as well as hiring employees. So the key tasks that HR Operations team performing in Banglalink are given bellow:

- 3.3.1 On boarding formalities**
- 3.3.2 Induction and Orientation**
- 3.3.3 HRIS Management**
- 3.3.4 Personnel Database Management**
- 3.3.5 Employment Clarifications**
- 3.3.6 HR Policy and Implementation**
- 3.3.7 Exit Formalities**
- 3.3.8 HR Employee Engagement**
- 3.3.9 Disciplinary Issue Management**
- 3.3.10 Other HR Operations Process**

3.3.1 On Boarding Formalities:

When recruitment team finalizes to hire any particular employee then he/she will be assigned to take part in the medical checkup test sponsored by Banglalink. After successfully passing the medical test recruitment team provides him/her the joining bunch and informs to come for joining on a specific date. Similarly, recruitment team also informs the HR Operation team to conduct the joining procedure. The joining bunch includes letter of joining, employee particulars form, and application for employee identification card, pool phone requisition form, declaration form, bank account information, post employment reference check and acknowledgement of the code of conduct. With the joining bunch the new joiners have to submit their release or experience letter if any, photocopy of educational certificates, transcripts, updated resume, photocopy of national ID card or passport. By giving proper instructions and guidelines HR Operations team completed the on boarding formalities as well as employee joining formalities. Trough the joining process the new comers can become members of the organization. At first the HR Operations team checked the original educational certificates and transcripts as well as

previous employment certificate which mean experience letter for contractual employees and release letter for permanent employees from recent employer. After checking the validity of the documents, the team gives back the documents to new joiners. Then HR Operations team asks the new joiners to fill up the joining bunch with accurate information. After filling the required information the HR Operations team collect the joining bunch from the new joiners accept letter of joining and bank account information form. After completing the on board joining formalities the HR Operations team gives instruction to submit the letter of joining to his/her own departmental line manager for confirmation. Then the HR Operations team calls the remuneration team to hand over the rest of the process so that remuneration team fulfills the formalities of the bank account information form for salary collection purpose of new joiners. Then the HR Operations team creates personal employee profile in the HITS (HRIS) for each new joiner and updates the information from the joining bunch. After creating and updating employee profile the HR Operations team give pool phone numbers for each new joiner from their own database and forwarded the pool phone forms to customer care department to activate the numbers. Similarly the HR Operations team gives employee identity card numbers for each new joiner from their own database and forwarded the id numbers to administration department to issue the employee ID cards. After getting confirmation from line manager of particular department the letter of joining is again forwarded to HR Operations team. Then the HR Operations team informs about the new joiners in case of permanent positions through flash mail to overall organization. On the other hand, the recruitment team hands over the letter of appointment and medical test result documents to HR Operations team during fulfillment of joining formalities. Finally the HR Operations team preserving all these documents including letter of joining, employee particular form, release or experience letter if any, copy of educational certificates, updated resume, copy of national id card or passport, declaration form, appointment letter and medical test documents into employee personal file with title of employee name and id in the file cabinet. Through this whole joining process the new joiners became members of Banglalink family.

[The joining is included in the appendix]

3.3.2 Induction and Orientation:

Induction is a process of giving an overview about the organization to new employees. Like other MNC, s HR Operations team of Banglalink also organizes induction program where they provide a brief overview about the organization to newly joined employees for permanent positions. The program is conducted after every two months. The program is organized for newly joined employees who became a part of Banglalink family within these two months. The program is processing for a whole working day with a lunch break. The program starts at the beginning of office hours and ends at the evening on that particular working day. In this program one representative employee from each department of the Banglalink give a short presentation of half an hour to newly joined employees so that the newly joined employees could get detail overview about different departments, cultures, practices, policies and procedures of the company through the program. The presenters from each department are come up with their best preparation to grab attention of new joiners. Through this program the new employees can ask questions to presenters if they have any query or confusion about company policy and practices. Also during this program Banglalink provides own diaries, pens, notebooks, calendar, mugs with company brand name etc to newly joined employees to motivate and welcome them.

3.3.3 HRIS Management:

Like every other company Banglalink has its own HRIS (Human Resource Information System) which is known as **HITS**. Through **HITS** the company is maintained various mandatory activities such as leave verification, attendance maintenance, and profile updates, report preparation for different department. So the HRIS management is another important task for HR Operations team in Banglalink.

- **Leave verification:** here the HR Operations team verifies that whether the employees are applying for casual leave, annual leave, sick leave, maternity leave properly or not.
- **Attendance maintenance:** here the HR operations team verifies that whether the employees are attending office properly or not, whether they come in office on time or lately or, whether they leave the office early or not without time permission of the company policy.

- **Profile updates:** here the HR Operations team maintains different important tasks such as Clock number updates which means synchronizing employee ID number with the system to update attendance, Updating contract extensions on HITS , Scanning and uploading individual documents on HITS.
- **Report preparation for different department:** the HR Operations team also prepares reports for different department as per requirement of the departments on different topics such as overtime report, attendance report, leave report etc.

3.3.4 Employment Clarifications:

The HR Operations team also responsible for providing employment clarifications to employees regarding different necessary conditions. In this segment the HR Operations team issues **NOC** (No objection certificate) and **VISA** forwarding letter (Request for VISA extension) for the purposes of travel request (official and unofficial), pilgrimage, higher study and other personal reasons of employees.

3.3.5 Personnel Database Management:

The HR Operations team in Banglalink is also responsible for preserving the employee documents and information into personnel file. So personnel database management is another important task of HR Operations team in Banglalink. Here the team is responsible to create, prepare, arrange and update employee personal files according to employee ID numbers form HITS into specific folders. Each personal file is recognized by that particular employee ID number and department name which are mentioned on the file and folder. Then the team stores all the employee personal files into file cabinet room in specific drawers with tag line. The tag line shows the range of files in a specific drawer so that it will be easier to find a particular employee file from the file cabinet by focusing on the tag line of each drawer. Then the HR Operations team also manages on-board and resigned employee files in separate drawers into the file cabinet room.

3.3.6 HR Policy and Implementation:

Introducing HR policy and implementation according Labour Code 2006 Bangladesh is another important task of HR Operations team in Banglalink. In case of introducing and implementing new HR policy such as attendance policy, leave applying policy, hartal policy etc the HR Operations team Head discussed with the HR & Admin director. Then after reaching to a decision the HR Operations team introduces the policy to all HR and Administration employee in the monthly all hands meeting ceremony lead by the HR & Admin Director. After receiving feedback from whole HR & Admin members they took the final decision to introduce and implement new HR policy to top management level as well as CEO level. There the top managers discuss about the positive and negative impact of the introducing new policy and after considering all the issues when the top management level give approval to implement the new policy then the HR introduces the new policy to the overall organization. Finally, the HR Operations team informs about the new policy implementation through flash mail to overall organization. And the 'HR Operations' team members are always prepare to give clarification if employees from other department have any query about the new HR policy implementation and practice.

3.3.7 Exit Formalities:

Exit formalities refer to process of quitting from a position. Completing exit formalities under law code is another major responsibility of HR Operations team in Banglalink. The exit formalities are same for permanent and temporary employees. If any particular employee wants to resign from his/her position he/she has to give 1 month written notice to HR Operations through letter of resignation. In this case that particular employee does not need to compensate the company for shortfall of notice period. But without given written notice that particular employee has to compensate the company for shortfall of notice period. For completing the exit procedure the leaver has to submit resignation letter to his/her line manager and Director for departmental approval. After that the letter is forwarded to HR Operations. After receiving the letter the HR Operations team uploads information about that specific employee who wants to leave in the separation effective database. Then the HR Operations team calls that particular employee to come on his effective date according to the resignation letter to fulfill his/her exit

formalities. After getting call the leaving employee has to come on his separation effective date to fulfill his/her exit formalities. An exit form of 3 pages will be given to him/her, then at first he/she has to contact with his/her schedule team to get approval from his/her Director for completing exit formalities. Then he/she has to go to IT department to hand over laptop or desktop pc and other electrical company equipments and to get clearance. Then his/her company mail account will be deactivated. For completing the IT formalities the HR Operations team sent a mail to IT about that specific employee details. Then he/she has to go to the customer care department to get clearance for usage of pool phone (company SIM). After completing these steps the leaver again came to HR Operations Team. Here the HR Operations team does the calculation of final settlement of leaver by taking information from remuneration team. After calculating final settlement if the leaver get money from Banglalink then HR Operations mentions that on the exit form, then the leaving employee go to finance department to get finance clearance. On the other hand, if the leaver has to pay Banglalink then the HR Operations team gives bank check to leaving employee so that he/she could pay the money in bank. After paying the money in bank the HR Operations team sent a mail to finance department for giving finance clearance to leaving employee. After getting clearance from finance department the leaving employee has to go to the administration department to hand over his/her employee ID card. If the leaving employee wants to migrate his/her pool phone number as personal number then HR Operations provides the approval and forwarded to customer care department through support staff. Finally after completing all the steps mentioned above the leaving employee has to submit the exit form with money receipt of finance clearance in case of if employee has to pay to Banglalink to HR Operations team. After submitting the exit form with proper clearance from necessary departments HR Operations provide release letter to permanent employees and experience letter to temporary employees. After providing release or experience letter the HR Operations team forwarded the final settlement calculation database of leaving employees to remuneration team to complete the final settlement process.

[The exit form included in the appendix]

3.3.8 HR Employee Engagement:

Employee engagement is about having employees who are fully involved in their work as well as being very happy about their work.

- **Monthly birthday cards providing:** Banglalink has a policy of monthly birthday cards engagement for employees. In order to celebrate the birthday of each employee, a token birthday gift along with the birthday card (signed by the CEO & HR & Admin Director) is given to the employee. All expatriates, permanent & temporary are eligible for this gift. At first we take information from HITS that how many employees have their birthday on the upcoming month based on that headcount we forward a calculation to HR & Admin Director for her approval and order birthday cards and coupons for those employees. After that when the birthday cards and coupons are prepared for the process then we give birthday cards for printing with specific individual name on the cards to vendors and order for envelops for those cards. After getting printed we send the cards to HR & Admin Director and CEO for their signature on the birthday cards. After getting signature we print the card envelops with specific employee name, ID, designation and department name. We put card and coupon into each envelop for every employee. Then we contact with representative of different departments to collect the birthday cards from HR Operations and delivered them to specific employees on their birthday.
- **Children art competition:** Banglalink organizes a “Children Art Competition” at the end of every year participating by children of Banglalink employees. Banglalink organizes this event to involve the employees with their family members as a result the employees engage with the company with more motivation. Also the best arts are used as the cover page for birthday cards with name and picture of prize holder kid along with his/her parent’s name.



- **Cultural programs:**

HR Operations team also organizes different cultural programs based on the traditional occasions of Bengali tradition and culture such as Pohela Boishakh Celebration, Eid Celebration etc. Banglalink employees are participated in the cultural programs with colorful and enjoyable performances. The occasions are celebrated across all the eight regional offices of Banglalink under the supervision of HR Operations team.



- **Sports competition:** Banglalink organizes sports competition every year participating by own Banglalink employees. Different games like Carom, Chase, and Badminton are played by Banglalink employees.

3.3.9 Disciplinary Issue Management:

HR Operations are closely related with implementation of company policy and practices according to Labour law. So maintaining the compliance and non compliance of company policy as per Labour law is counted under disciplinary issue management in HR Operations. This operation is divided into three parts. They are:

- **Explanation:** when an employee conducts any activity regarding non compliance of Labour Law or regarding misconduct then the HR Operations team send explanation letter to him/her to show the cause why he/she did non compliance activity such as unauthorized absence, habitual late in or early out, taking leave without approval etc.
- **Investigation:** when convicted employee give reply to HR Operations by showing his cause then the HR Operations investigate on that particular case to find out whether the convicted employee is guilty or not.
- **Action/warning:** based on the outcome of proper investigation the management takes the final decision as disciplinary action against the convicted employee. If the convicted employee find innocent then he/she just receive warning from HR Operations. On the other hand, if he/she find out guilty then the HR Operations take disciplinary action against that employee according to Labour law and company policy.

3.3.10 Other HR Operations Process:

- **Employee transitions of different department (Transfer):** HR Operations team also handle the issue of employee transitions among different departments. Banglalink views transfers as opportunities to provide professional growth when the employee is exposed to work within various departments/locations. Transfers generally fall into one of two categories: those initiated by management, or those made in response to an employee's request. Transfers initiated by the company may be necessary to meet business needs. A transfer allowance can be applicable in cases where the transfer is from one city to another. Transfers requests can also be initiated by any employee, either as a response to an internal job opening or a change in personal circumstance or interests. This request is

subject to available opportunities and management approval. Transfer allowance is not applicable in such cases.

- **Confirmation:** HR Operations team conducts the employee confirmation process. At first the HR Operations informs the line manager about a specific employee to appraise his/her performance. If performance appraisal is reach above 100% expectation then that employee get confirmation as a permanent employee. On the other hand, if the performance appraisal is stay below 100% expectation then HR Operations extend the probation period for that particular employee. In Banglalink all permanent employees will be on probation for the initial 90 days of employment. This probation period may be extended further for another 90 days only. The employee will be notified at least 7 days before the confirmation date regarding his/her confirmation/extension/separation of employment.

CHAPTER- 4

Non Compliance of Labour Law in Banglalink

4.1 Bangladesh Labour Act 2006

Bangladesh Labour Act 2006 is an act to consolidate and amend the laws relating to employment of labour, relations between workers and employers, determination of minimum wages, payment of wages and compensation for injuries to workers, formation of trade union, raising and settlement of industrial disputes, health, safety, welfare and working conditions of workers and apprenticeship. This is the highest command in the eye of law for every organization to manage industrial relations with a sense of complex, fast developing, ever-changing and expanding field of corporate world.

When an organization follows the instructions for different provisions of Bangladesh Labour Act 2006 in case of company policy making and practices as much as possible considering working class, working environment, socio-economic status of workers and their attitudes to work, management ideologies, role of the state, then it can be said that the organization is in compliance with Labour law of Bangladesh. On the other hand, when an organization does not follow the instruction for different provisions of Bangladesh Labour Act 2006 in case of company policy making and practices then it will be counted as non-compliance of Labour law of Bangladesh.

So, I have made a questionnaire which was answered by my Line manager Mr. Md. Masud Rabbi (HR Operations Senior Assistant Manager) to know how much Banglalink is concerned about the compliance with Labour law according to Bangladesh Labour Act 2006.

4.2 The Compliance of Labour Law in Banglalink

The provisions I have counted for my study are discussed below:

Chapter 2: Conditions of Service and Employment

Sec: 3

According to Bangladesh Labour code (sec: 3) Banglalink follows the conditions of service and employment.

Sec: 4

According to Bangladesh Labour code (sec: 4) Banglalink follows classification of workers and probation period as given bellow:

- Apprentice
- Badlie
- Casual
- Temporary
- Probationer
- Permanent

Sec: 5

According to Bangladesh Labour code (sec: 5) Banglalink provides 'Identity card' and 'Letter of appointment' to every employee.

Sec: 6, 7, 8

According to Bangladesh Labour code (sec: 6,7,8) Banglalink provides '**Service book**' with proper particulars to every employee and in case of previous employment collects '**Service book**' from every employee.

Sec: 6, 7, 8

Service book contains the criteria given below:

- Name of worker, parents name, address
- Date of birth
- Necessary particulars for identification
- Name & address of previous employer if any
- Period of employment
- Occupation/designation
- Wages & allowance
- Leave availed
- Conduct of worker

Sec: 9

According to Bangladesh Labour code (sec: 9) Banglalink maintains working '**Register**' with proper particulars of every employee and provide 'Ticket or cards' to every employee. Banglalink maintains all employee information in a HRIS which called 'HITS'.

Sec: 10

According to Bangladesh Labour code (sec: 10) Banglalink follows the procedure for leave.

Sec: 11

According to Bangladesh Labour code (sec: 11) Banglalink follows the procedure of wages payment for unveiled leave.

Sec: 12

According to Bangladesh Labour code (sec: 12) Banglalink follows the procedure of 'Stoppage of Work' if applicable.

Sec: 13

According to Bangladesh Labour code (sec: 13) Banglalink follows the procedure of 'Closure of establishment' if applicable.

Sec: 16, 17, 18

According to Bangladesh Labour code (sec: 16, 17, 18) Banglalink follows the procedure for ‘**Laid-off**’ workers in case of compensation, muster roll and uncertain cases.

Sec: 19

According to Bangladesh Labour code (sec: 19) Banglalink follows the procedure of ‘Death benefit’.

Sec: 20, 21

According to Bangladesh Labour code (sec: 20, 21) Banglalink follows the ‘Retrenchment’ procedure for any particular employee.

- Retrenchment means termination of services of workers but not as a measure of punishment.

Sec: 22

According to Bangladesh Labour code (sec: 22) Banglalink follows the ‘Discharge’ procedure for any particular employee.

- Discharge is the termination of services of a worker by the employer for reasons of physical ill health or mental incapacity.

Sec: 23, 24, 25

According to Bangladesh Labour code (sec: 23, 24, 25) Banglalink follows the procedure of ‘Misconduct’ in case of punishment for conviction, misconduct and punishment procedure

All the criteria given bellow are considered as misconducts in Banglalink:

- Willful insubordination
- Theft/fraud/dishonesty in connection with employers business
- Taking or giving bribe
- Habitual absence
- Habitual late attendance
- Habitual breach of any law/rules/regulation

- Riotous/disorderly behavior in establishment
- Habitual negligence of work
- Habitual disobedience/violation of rules
- Falsifying, tampering with, causing loss of employer's official record

Sec: 26

According to Bangladesh Labour code (sec: 26)

- Banglalink provides 120 days written notice to terminate the job of a permanent employee if he/she is a monthly rated employee and 60 days notice for other employee
- Banglalink provides 30 days written notice to terminate the job of a temporary employee if he/she is a monthly rated employee and 14 days notice for other employee.

Sec: 27

According to Bangladesh Labour code (sec: 27) Banglalink requires 60 days written notice from permanent employee and 30 days notice from temporary employee and 14 days notice from other employee when he/she desires to terminate his/her job.

Sec: 28

According to Bangladesh Labour code (sec: 28) Banglalink follows the 'Retirement' procedure in case of age and adjustments for payment.

Sec: 29

According to Bangladesh labour code (sec: 29) Banglalink follows the procedure for payment of provident fund as per Banglalink board of trust for 'provident fund'.

Sec: 30

According to Bangladesh Labour code (sec: 30) Banglalink follows the time limit of final payment of employee due to retirement, retrenchment, discharge, dismissal and termination.

Sec: 31

According to Bangladesh Labour code (sec: 31) Banglalink provides 'Certificate of service' to every employee at the time of retrenchment, discharge, dismissal, removal retirement or termination.

Sec: 32

According to Bangladesh Labour code (sec: 32) Banglalink follows the procedure of 'Eviction from residential accommodation' in the form of house rent.

Sec: 33

According to Bangladesh Labour code (sec: 33) Banglalink follows the 'Grievance procedure'.

Chapter 3: Employment of Adolescent

Sec: 34

According to Bangladesh Labour code (sec: 34) Banglalink do not hire any employee aged fewer than 18

Chapter 4: Maternity Benefit

Sec: 45-50

According to Bangladesh Labour code (sec: 45-50) Banglalink provides 120 days 'Maternity leave' to every female employee with other benefits.

Chapter 5: Health and Hygiene

Sec: 51- 60

According Bangladesh Labour code (sec: 51-60) Banglalink ensures the ‘Health and hygiene’ issues for every employee.

Chapter 6: Safety

Sec: 61- 88

According to Bangladesh Labour code (sec: 61-88) Banglalink provides proper ‘Safety’ for every employee

- Banglalink also ensures the special provisions relating to health, hygiene and safety issues as per Labour Law (Chapter 7: Special provisions relating to Health, Hygiene and Safety)

Chapter 8: Welfare

Sec: 89

According to Bangladesh Labour code (sec: 89) Banglalink provides ‘First-aid appliances’ to every employee.

Sec: 90

According to Bangladesh Labour code (sec: 90) Banglalink maintains safety ‘Record book’.

Sec: 91, 92, 93, 94

According to Bangladesh Labour code (sec: 91, 92, 93, 94) Banglalink provides Washing facilities, Canteen facilities, Shelters and Room for children facility to every employee.

Sec: 99

According to Bangladesh Labour code (sec: 99) Banglalink provides ‘Compulsory group insurance’ to every employee.

Chapter 9: Working Hours and Leave**Sec: 100**

According to Bangladesh Labour code (sec: 100) Banglalink follows the guidelines in case of daily working hour limit for every adult employee.

Sec: 101

According to Bangladesh Labour code (sec: 101) Banglalink provides at least one hour interval for rest or meal purpose of every adult employee in per working day.

Sec: 102

According to Bangladesh Labour code (sec: 102) Banglalink follows the guidelines in case of weekly basis working hour limit for every adult employee.

Sec: 108

According to Bangladesh Labour code (sec: 108) Banglalink follows the ‘**Extra allowance**’ rule in case of payment of overtime to every employee.

Sec: 110

According to Bangladesh Labour code (sec: 110) Banglalink follows the restriction on double employment.

Sec: 115

According to Bangladesh Labour code (sec: 115) Banglalink provides 'Casual leave' for every employee with full wages for ten days in a calendar year.

Sec: 116

According to Bangladesh Labour code (sec: 116) Banglalink provides 'Sick leave' for every employee with full wages for fourteen days in a calendar year.

Sec: 117

According to Bangladesh Labour code (sec: 117) Banglalink provides one day 'Annual leave' for every eighteen days work performed by every employee in a calendar year.

Sec: 118

According to Labour code (sec: 118) Banglalink provides eleven days of paid 'Festival holidays' in a calendar year for every employee.

Chapter 13: Trade Union and Industrial Relations

Sec: 175

According to Labour code (sec: 175) Banglalink do not follow 'Trade Union' practice.

Discussion

So in case of conditions of service and employment Banglalink follows classification of workers, probation period instruction, provides appointment letter, employee identity card, maintains service book in form of HRIS update, follows procedure for leave by online application to HRIS as per Labour Law 2006. Also the remuneration team of Banglalink deals with payment of unveiled leave as per Labour Law 2006 when HR Operations forwarded the information about a particular employee to them. In case stoppages of work and closure of establishment Banglalink has the commitment to follow the rules of Labour Law 2006 if any such condition is applicable. In case of ‘Laid-off’ workers Banglalink follows procedure for compensation and muster-roll as per Labour Law 2006 with the cooperation between HR Operations team and Remuneration team. In case of death benefit Banglalink follows the procedure as per Labour Law 2006 by compensating the late employee’s nominee family member. In case of retrenchment Banglalink follows the rules and instructions as per Labour Law 2006 with proper notice period, reasoning and compensation for employees. Then in case of discharge of employees Banglalink follows the procedure for realizing as per Labour Law 2006 with proper checking of medical reports by company’s authorized Doctor with proper compensation. In case of any misconduct occurrence Banglalink follows the rules and procedures for punishment as per Labour Law 2006 by counting all the criteria as misconduct as per labour law and conducting proper investigation. Punishment is taken according to significant level of occurring misconduct by any employee. For example if any employee do anything indicating misconduct then he/she is warned not to repeat that again initially. But if any employee do anything indicating misconduct repeatedly then he/she can be removed, or get punished by reduction to a lower post/grade/post, or get punished by stoppage of promotion, or get punished by withholding of salary increment for a period not exceeding one year. In case of termination of employment in both terms by employer and by employee Banglalink follows the instructions as per Labour Law 2006 by given or received accurate notice period and provides proper compensation to employees. In case of retirement and provided fund scheme Banglalink follows the procedure as per Labour Law 2006 where Banglalink ‘Board of Trust’ handles the whole issue. Banglalink also provides certificates for employment and service in case of employee needs as per Labour Law 2006 where Banglalink provides ‘Experience Certificate’ ‘Release Order’ ‘No Objection Certificate’ for permanent employees but for

temporary employees Banglalink only provides 'Experience Certificate'. Also Banglalink follows the procedures for employee grievances and in case of eviction from residential accommodation as per Labour Law 2006. In case of employment age Banglalink do not hire any employee aged fewer than 18 as per Labour Law 2006. Banglalink provides proper maternity leave with compensation as per Labour Law 2006. In case of health and hygiene issues Banglalink provides a clean working environment with proper ventilation and temperature office rooms, hygiene sanitary system, pure drinking water supply. In case of safety issues Banglalink provides proper secured office building in proper commercial area in Dhaka Gulshan with proper lifting, stairs, power supply, strong security team, and emergency exit mode and fire evacuation systems. In case of welfare issues Banglalink provides first aid appliances, washing facilities, canteen facility, and day care facility and maintains safety record book.

In case of working hours and leave Banglalink follows the rules and instructions as per Labour Law 2006 where nine hours daily working hour is mandatory for all permanent employees including one hour lunch break. In case of weekly working hours it is mandatory in Banglalink for every employee to work for 48 hours at least in a week as per Labour Law 2006. Banglalink follows the over time procedure in case of allowance as per Labour Law 2006. Banglalink provides 10 days Casual leave, 10 days Sick leave, 21 days Annual leave and Festival Holiday with wages as per Labour Law 2006.

As a MNC in case of trade union practice there is no practice is available in Banglalink as per Labour Law 2006.

CHAPTER- 5

Findings and Analysis

5.1 HR Operations in Banglalink

- Very effective performance of HR operations team in their area of functions
- HR personals are very efficient in time management
- HR personals are highly productive
- Team working spirit is appreciable
- Handling huge responsibilities
- Experienced and sensible supervision of team leader
- Learning opportunities are high

5.2 Non Compliance of Labour Law in Banglalink

This study is a comparative analysis of Bangladesh Labour Law 2006 by covering chapter 2: conditions of service and employment, chapter 3: employment of adolescent, chapter 4: maternity benefit, chapter 5: health and hygiene, chapter 6: safety, chapter 8: welfare, chapter 9: working hours and leave and chapter 13: trade union and industrial relations. By analyzing the answers of the questionnaire of this study it can be said that

- As a MNC Banglalink maintains 86 % (percent) compliance with Bangladesh Labour Law 2006 in major areas labour law provisions such as conditions of service and employment, health and hygiene issues, safety issues, maternity benefits, working hours and leave.
- On the other hand as a MNC it is not possible for Banglalink to be 100% (percent) compliant with Labour law as the company do not follow any kind of trade union practice, and there is less chances for closure of establishment and stoppages of work so Banglalink has a lack of 14 % (percent) non compliance with Bangladesh Labour Law 2006 which is a not a major issue regarding non compliance of labour law.

CHAPTER- 6

Recommendations

- Daily working hours has to be more flexible. For example if any employee came early at 8.30 am in the morning after completing the daily working hour limit of nine hours with one hour lunch break he/she can leave early at 5.30 pm from office. Banglalink should practice flexible working hours for employees.
- To reduce the work load pressure the HR Operations should increase their head count. Because they have only five people in their HR Operations team where they have to manage huge responsibilities every day. If they increase their headcount with one or two more people in HR Operations team then it will be easier for them to share and fulfill the responsibilities with more flexibility.
- To increase employee engagement beside of official activities and to develop interaction with employees from other departments HR Operations can arrange get together, day out activities where employees from other departments also can participate. So that if employees from other department have any confusion about any HR policy by sharing view and discussion they can remove their confusion.
- The on boarding joining formalities took a lot of time to save the information's as personnel files. So to save time and human labour the HR Operations can introduce online joining process where the new joiners can fulfill all the formalities through online so there would be fewer hazards to maintain paper works.
- The exit formalities are also too lengthy to process. So if the HR Operations convert the process into online process then it can be time saving and easier for exit employees as well as for HR Operations personals to complete the procedure.

CHAPTER- 7

Conclusion

HR Operations activities are very important for an organization to manage their employees in a disciplined way. As I have made this report on Banglalink's HR Operations that is why I got the chance to know that how they manage their HR activities and how they implement those in their organization. I have focused on ten HR Operations activity of Banglalink. These are: On boarding formalities, Induction and Orientation, HRIS Management, Personnel Database Management, Employment Clarifications, HR Policy and Implementation, Exit Formalities, HR Employee Engagement, Disciplinary Issue Management, Other HR Operations Process. Banglalink is enormously sensitive about their HR Operations process. On the other hand, by analyzing company policy and practices by questionnaire study it is now clear Banglalink is highly compliant with Bangladesh Labour Law 2006.

So at the end of this report we can say that the HR Operations team of Banglalink is very much efficient in doing their job in a proper way. They follow all the effective ways to implement HR activity in their organization to manage their employees properly as per labour law.

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Appendix

1. **Questionnaire**
2. **Employee joining bunch**
3. **Employee exit form**

Questionnaire

Sec	Statement	Yes	No	Remarks
Sec: 3	Banglalink follows conditions of ‘Service and employment’ as per Labour law			
Sec: 4	Banglalink follows classification of workers and probation period as per Labour law			
	Apprentice			
	Badlie			
	Casual			
	Temporary			
	Probationer			
	Permanent			
Sec: 5	Banglalink provides ‘Identity card’ and ‘Letter of appointment’ to every employee as per Labour law			
Sec: 6, 7, 8	Banglalink provides ‘Service book’ with proper particulars to every employee and in case of previous employment collects ‘Service book’ from every employee as per Labour law			
	Name of worker, parents name, address Date of birth Necessary particulars for identification Name & address of previous employer if any Period of employment Occupation/designation Wages & allowance Leave availed Conduct of worker			
Sec: 9	Banglalink maintains working ‘Register’ with proper particulars of every employee and provide ‘Ticket or cards’ to every employee as per Labour law			
Sec: 10	Banglalink follows the procedure for ‘Leave’ as per Labour law			

Sec	Statement	Yes	No	Remarks
Sec: 11	Banglalink follows the procedure of wages payment for ' Unveiled leave ' as per Labour law			
Sec: 12	Banglalink follows the procedure of ' Stoppage of work ' as per Labour law			
Sec: 13	Banglalink follows the procedure of ' Closure of establishment ' as per Labour law			
Sec: 16, 17, 18	Banglalink follows the procedure for ' Laid-off ' workers in case of compensation, muster roll and uncertain cases as per Labour law			
Sec: 19	Banglalink follows the procedure of ' Death benefit ' as per Labour law			
Sec: 20, 21	Banglalink follows the ' Retrenchment ' procedure for any particular employee as per Labour law			
	Retrenchment means termination of services of workers but not as a measure of punishment			
Sec: 22	Banglalink follows the ' Discharge ' procedure for any particular employee as per Labour law			
	Discharge is the termination of services of a worker by the employer for reasons of physical ill health or mental incapacity			
Sec: 23, 24, 25	Banglalink follows the procedure of ' Misconduct ' in case of punishment for conviction and misconduct as per Labour law and punishment procedure			
	Willful insubordination Theft/fraud/dishonesty in connection with employers business Taking or giving bribe Habitual absence Habitual late attendance Habitual breach of any law/rules/regulation Riotous/disorderly behavior in establishment Habitual negligence of work Habitual disobedience/violation of rules Falsifying, tampering with, causing loss of employer's official record			

Sec	Statement	Yes	No	Remarks
Sec: 26	Banglalink provides 120 days written notice to terminate the job of a permanent employee if he/she is a monthly rated employee and 60 days notice for other employee			
Sec: 26	Banglalink provides 30 days written notice to terminate the job of a temporary employee if he/she is a monthly rated employee and 14 days notice for other employee			
Sec: 27	Banglalink requires 60 days written notice from permanent employee and 30 days notice from temporary employee and 14 days notice from other employee when he/she desires to terminate his/her job			
Sec: 28	Banglalink follows the ‘Retirement’ procedure in case of age and adjustments as per labour law			
Sec: 29	Banglalink follows the procedure for payment of ‘Provident fund’ as per Labour law			
Sec: 30	Banglalink follows the ‘Time limit’ of final payment of employee due to retirement, retrenchment, discharge, dismissal and termination as per Labour law			
Sec: 31	Banglalink provides ‘Certificate of service’ to every employee at the time of retrenchment, discharge, dismissal, removal retirement or termination as per Labour law			
Sec: 32	Banglalink follows the procedure of ‘Eviction from residential accommodation’ as per labour law			
Sec: 33	Banglalink follows the ‘Grievance procedure’ as per labour law			
Sec: 34	Banglalink do not hire any employee aged below 18 years			
Sec: 45-50	Banglalink provides 120 days ‘Maternity leave’ to every female employee as per Labour law			
Sec: 51-60	Banglalink ensures the ‘Health and hygiene’ issues as per Labour law for every employee			
Sec: 61-88	Banglalink provides proper ‘Safety’ as per labour law for every employee			

Sec	Statement	Yes	No	Remarks
Sec: 89	Banglalink provides ‘First-aid appliances’ to every employee as per Labour law			
Sec: 90	Banglalink maintains safety ‘Record book’ as per Labour law			
Sec: 91, 92, 93, 94	Banglalink provides Washing facilities, Canteen facilities, Shelters and Room for children facility as per Labour law			
Sec: 99	Banglalink provides ‘Compulsory group insurance’ to every employee as per Labour law			
Sec: 100	Banglalink follows the guidelines in case of daily working hour limit for every adult employee as per Labour law (9 hour including 1 hour break)			
Sec: 101	Banglalink provides at least one hour interval for rest or meal purpose of every adult employee in per working day as per Labour law			
Sec: 102	Banglalink follow the guidelines in case of weekly basis working hour limit for every adult employee as per Labour law			
Sec: 108	Banglalink follows the ‘Extra allowance’ rule in case of payment of overtime to every employee as per Labour law			
Sec: 110	Banglalink follows the restriction on double employment as per Labour law			
Sec: 115	Banglalink provides ‘Casual leave’ for every employee with full wages for ten days in a calendar year as per Labour law			
Sec: 116	Banglalink provides ‘Sick leave’ for every employee with full wages for fourteen days in a calendar year			
Sec: 117	Banglalink provides one day ‘Annual leave’ for every twenty one days work performed by every employee in a calendar year as per Labour law			
Sec: 118	Banglalink provides eleven days of paid ‘Festival holidays’ in a calendar year for every employee as per Labour law			

Sec	Statement	Yes	No	Remarks
Sec: 175	Is there any ‘Trade Union’ practice available in Banglalink?			