

2017

Edotco Bangladesh Co.
Ltd.
MD. Foysal Bhuiyan

[INFRA MANAGEMENT PROJECT OF E.CO]

Infra Management Project of E.Co Bangladesh Co. Ltd.

Submitted to

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Submitted By

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Course Title: BUS-400

BRAC Business School

BRAC University

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Letter of Transmittal

Riyashad Ahmed

Assistant Professor,

BRAC Business school,

BRAC University,

65, Mohakhali, Dhaka

Subject: Submission of Internship Report.

Dear sir,

With due respect, I am submitting this internship report which has been on ‘Infra Management Project’ of Edotco Bangladesh co. Ltd. I have tried my level best to finish this report appropriately and also I have tried to portray my learning through this report. However, I have faced few difficulties while collecting some information as I started working on my report after being done with my internship tenor but in the end of the day I have overcome all the hindrance.

I am really grateful for your kind supervision, help, cooperation and suggestions without which my internship report might end up in a failure. However, I will be available to clarify any query whenever necessary.

Yours truly,

Md. Foysal Bhuiyan

ID: 12204036

BRAC Business School

Acknowledgement

The report is being done to meet the requirement of completing BBA program. While preparing the report, I have come across various difficulties which has easily been overcome due to some people. Without their help, this report might not be strong enough.

At first, I would like to show my gratefulness to almighty Allah for fulfilling me with the strength, wisdom and ability to work in an intense corporate environment for three months. Then I would like to thank Mr. Riyashad Ahmed sir for guiding me to do this report. Without his guidance, it would be impossible to finish this report. Through my entire report writing journey, sir supervises me as like parents take care of their children. Lastly, my warmest thanks go to Financial Accounting team of Edotco Bangladesh Company limited. To be specific, without the help of Mrs. Rawshan Ara Akter, Specialist, financial accounting, it may not be possible to work as finance intern. Her cooperation, guidance, flexibility help me to bolster qualities that needed for today's corporate world.

Executive Summary

The report solely focuses on my experience as an intern in working in ‘Infra Management Project’ of Edocto Bangladesh co. Ltd. Among five teams of Edotco Finance, I had the opportunity to work with the ‘financial Accounting’ team. This team is responsible for paying different kinds of bills and updating database for their own.

Being a part of this team, I need to support the team by the first level checking of electricity payment request, PO (purchase order) payment request, fuel bill payment request, vehicle bill payment request. After being done with the checking, I used to forward them for final payment in SAP.

However, being a part of that team was not so easy. Working in finance department need the highest degree of attentiveness. Also, the job is pretty tiresome and stressful as one need to do the same task repeatedly.

By the way, I have learnt how to work in an intense corporate environment. I have been accustomed to various form of bills which I would not have been come across if I was not be the part of that team. I have learnt how to be a team player. The learning is really invaluable to me.

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Background of the Study

After the completion of all courses in BBA program by any BRAC University students, the person needs to join any business enterprise or NGO to learn corporate environment and relate what he/she has studied during his/her university tenor. As a BRAC University student, I myself get the similar opportunity which is generally called internship. I was the intern of Edoco group for three months in 'Infra management project'. Being an intern, I was the part of financial accounting team where I got the chance of getting introduced to the corporate environment.

As an intern, I was assigned with the work of checking all payment request made by the vendor and finding out whether there is any discrepancy. Any payment request with mistake needs to be corrected by me under the supervision of my on the job supervisor.

My entire report will focus on the experience that I gathered from working on that organization. Before that, a brief description about organization will be discussed.

Company Profile

Overview:



One might have heard about the bamboo fort of rebellious Titumir back in 17th century but can anyone think of bamboo made cellular network tower while iron is the most integral part to erect a tower? If you have not thought about it, it is time to see it by your own eyes. World's first ever bamboo made cellular network tower is made by Edotco Bangladesh co. Ltd.

Edotco Bangladesh Company Limited, an integrated telecommunication infrastructure services company which strives to provide end to end solutions in the tower services sector including co locations, built-to-suit, energy, transmission and operations and maintenance. This is an Axiata company which operates its telecommunication operator brand in Bangladesh as 'Robi'. It is the regional tower services provider in Asia with a regional portfolio that includes 17000 towers across Malaysia, Bangladesh, Sri Lanka, Cambodia, Pakistan and Myanmar.

The employees are very much goal oriented in this organization. They always strive to provide their best to satisfy their clients and vendors.

Company Profile:

Edotco group focuses on providing complete infrastructure solution to build nationwide strong cellular network coverage for the business entity. Currently it owns 17000 towers and counting. It possesses and works in more than 7500 BTS tower all across Bangladesh. Edotco is giving first of its kind local availability. It is rigorously extending its business to Malaysia, Bangladesh, Pakistan, Cambodia and Myanmar. The main motto of this organization is to be cost effective while keeping our environment safe. Edotco's united framework system is intended to lessen downtime and costs required in foundation possession, with up to 30% foundation, capex and opex reserve funds. Edotco's territorial system of inventive arrangements empowers quicker sending by advancing space and asset, authorizing administrators to concentrate on their center business of offers, promoting, marking and overhauling. Edotco is ecology conscious. While doing their business they tend to minimize the effect on environment by their innovation. This helps them to be step ahead from their competitors. Their point is to lessen 30% of aggregate carbon dioxide discharges over all working organizations by 2017 (Chonchol, 2016). They have taken steps to diminish carbon footprint by:

- ✓ Consolidating power frameworks and sending creative vitality arrangements.
- ✓ Lessening diesel utilization using fuel-proficient diesel generators.
- ✓ Incorporating new era batteries and new innovation with higher temperature settings for battery cooling, and release of batteries, as prime move down.

History:

'We advance communications, today for tomorrow'

Edotco Bangladesh Co. Ltd. Started its journey back in 2013 as a subsidiary of edotco Group with the objective to provide communication infrastructure to the customers. With a footprint of over 7,500 sites nationwide, edotco Bangladesh product offerings include a complete range of site portfolios from Ground Based Sites, Rooftop Towers, In-Building Solutions (IBS), Cellular-on-Wheel (COW), Custom Built sites and solar energy (edotcogroup.com, 2017).

Earlier, Robi held 51% of its share where edotco held 49% share, both company is being owned by Axiata Group, Malaysia. In the month of February, 2017, Robi transferred 30% share to edotco after getting green signal from BTRC. As a result, edotco became an independent business entity.

Currently, it is serving six mobile operator company with their infrastructure services. Bangladesh is the largest market in terms of individual market for this company. Moreover, edotco is being named as one of the largest telecommunication infrastructure provider in Asia. In addition, it is currently named as market leader in this sector.

Below, a list of customers of edotco has been provided:

- ✓ Robi Axiata Ltd.
- ✓ Teletalk Bangladesh Ltd.
- ✓ Grameenphone Ltd.
- ✓ Banglalink Digital communication Ltd.
- ✓ Ollo
- ✓ Qubee
- ✓ Border Guards Bangladesh
- ✓ Rangs telecom
- ✓ Tomato Web Pvt. Ltd.
- ✓ Citycell

Products & Customers:

Products:

Edotco, as a complete telecommunication infrastructure provider has wide variety of products. In our country, basically it provides tower building and maintenance service to its customers. From 2013, since its inception, it is providing services to its parent company Robi Axiata Ltd. Though we know it is being separated from Robi after the 30% share being transferred to it. Now, I will be describing some of the products they are currently offering to the customers.

1. Built to Suit:



Edotco involves in constructing mobile towers according to the customers preference and given criteria. These towers are called as built to suit (BTS). Also, they are incorporated in site acquisition, development, control association, and support from locales with generator and solar systems.

2. Plug and Play:



Edotco provides end to end service like arrangements beginning from site sourcing, securing, air conditioning/ DC reinforcement with generator office and utilizing possess capex for supporting accomplices.

3. In Building Solution (IBS):



They provide in building solution to their clients for better network within the building. It includes big business complexes, airports, government offices, kpi structures and markets.

4. Operational and Maintenance Service:



They provide support as in overseeing power, tower upkeeping, security and investigating, generator gulling and sunlight based support.

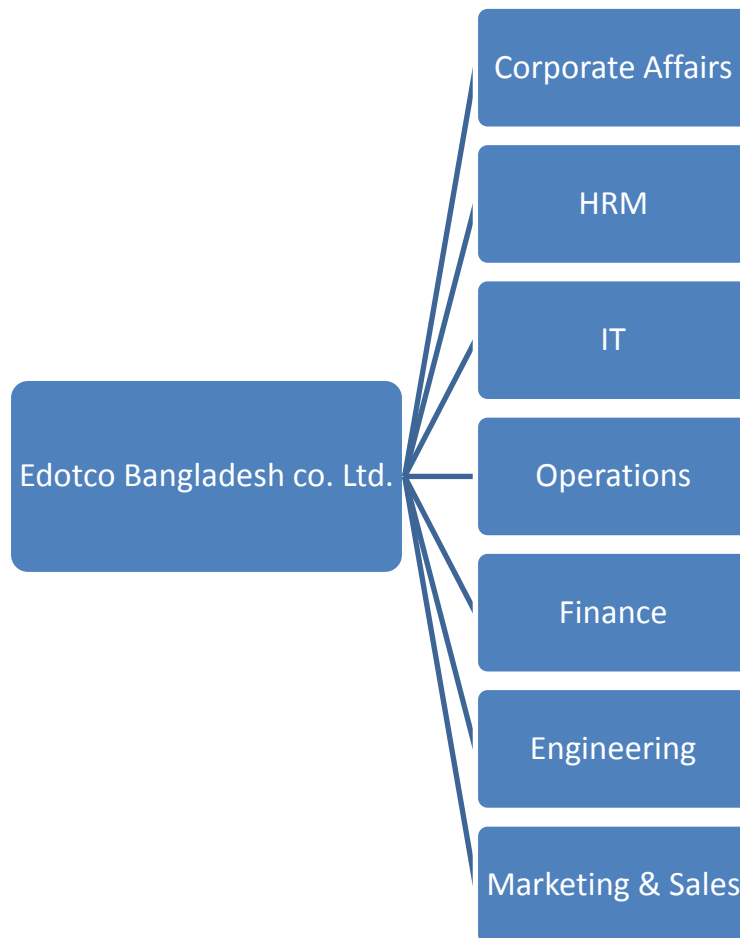
5. Capital Release:



Edotco offers asset consolidation, merger and acquisition other way to release capital.

Organizational Chart:

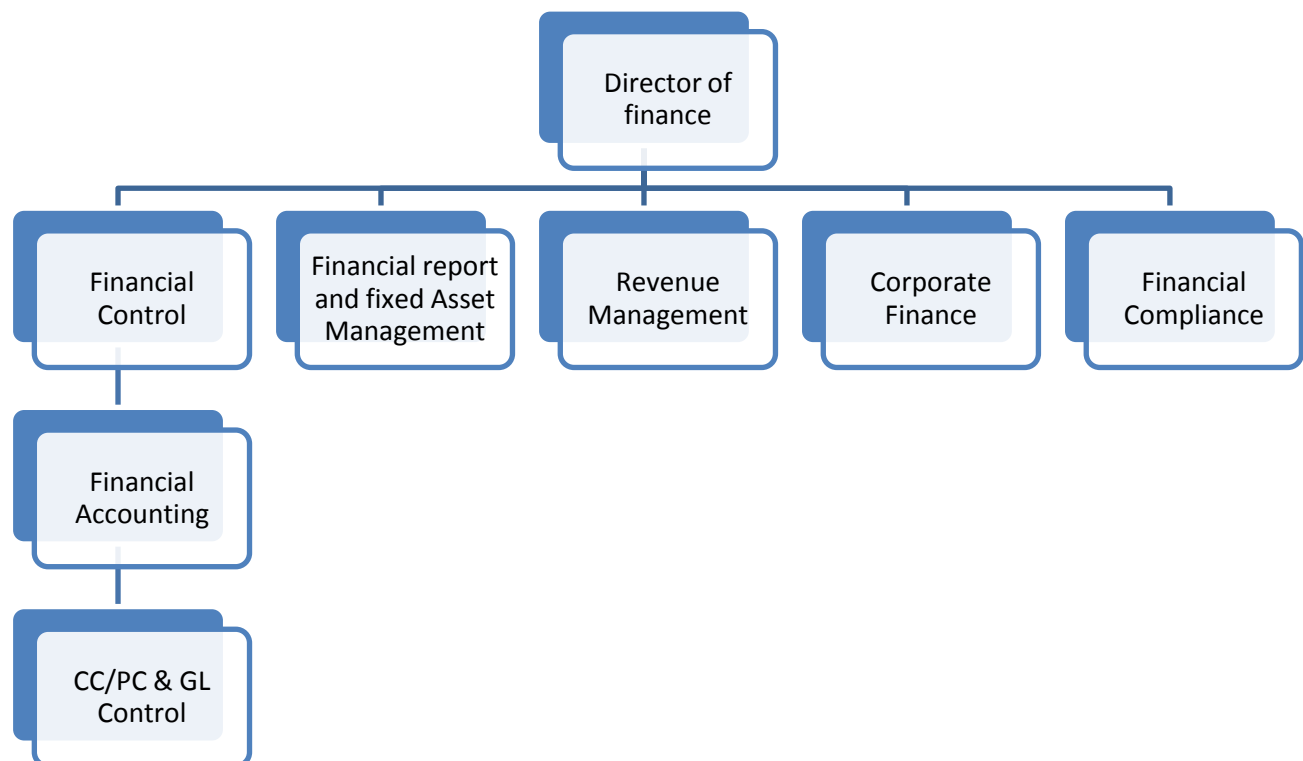
Edotco has 7 different department under the supervision of CEO. Every department consist of several teams. Every department has its own director where teams are headed by general managers. Also, there are regional offices which are also headed by general managers. An organizational structure is given for better understanding.



However, I worked in a team in dotcom which is called financial accounting team under finance division.

Finance division:

Finance division of edotco is the composition of 5 different teams. There are around 150 people working in the head office of edotco and among them 32 people works in finance division. The structure of finance division is outlined below:



Financial Asset management and Financial Reporting:

This division gives bookkeeping and monetary administration bolster administrations to the Edotco. This incorporates help with record structures, cost focuses, finance control, general record and bookkeeping exchange/change examination, cost exchanges and rectifications, cost assignments, entomb organization exchanges, administrative and administration of monetary records and reports and so on (Chonchol, 2016).

Business planning and Revenue Assurance:

Business arranging division is in charge of guaranteeing that fitting far reaching resource based and operations-based arranging frameworks and procedures are set up. It includes digestion of all resourcing, booking, specialized, strategic, labor, contracting, adherence to direction, hazard evaluation, and improvement of budgetary data from all divisions and ventures and the cooperation and joining aptitudes with different offices to create and keep up the organization's arrangements and procedures, empowering a best-in-class and institutionalized way to deal with the business. It likewise directs operation of the organization's PMO (Project Management Office). This incorporates direction/preparing of venture administrators, and ensuring undertaking level data about staff, connections to the organization's ERP framework, and so on.

Corporate Finance:

Corporate finance team helps the organization with all money related arrangements, administration and control keeping in minds the end goal to guarantee viable and fruitful monetary administration that company seeks. This team is also responsible for paying money on time which helps to keep vendors motivated.

Financial Compliance:

This division work is to help with the oversight of all angles including: surveying inborn dangers and irreconcilable circumstances; creating and actualizing value-based, intermittent, and criminological testing projects to evaluate the amplexness of Edotco strategies and techniques; performing consistence testing; helping with the advancement of consistence preparing programs and so forth. In addition, it arranges, direct, and facilitate hazard and protection programs control dangers and misfortunes.

Job Responsibilities

Working Environment:

A positive, cooperative, goal oriented work place can foster an employee's attitude toward work. In addition, it can boost morale of an employee to work most efficiently and effectively. Edotco Bangladesh is an exceptionally great place which always tends to provide its employee the above mentioned environment. As a result, they have most energetic minds with them.

Every single employee of Edotco is exceptionally good at carrying their own task. However, if anyone seeks help, someone from the same team is there to help him/her to get rid of the problem. This is something is the best of Edotco. As an intern, I also faced a lot of difficulties but I never felt that I have to deal with it all alone because someone from my team was there to help. From my very first day of job to my final day, I got whatever help I needed. To be specific, I worked under financial specialist Mrs. Rawshan Ara Akter. She was always there to get rid of my problems. Other member is also helpful while I needed any assistance.

On the top of that, every member in the office is benevolent to each other. At first, I was nervous about dealing with the people who are much qualified than me which made my starting days a bit harsh. But in a short span of time, I came back to real myself as my team members were facilitating me to appear so. Sometimes, I used to see the team members as in my family members as they showed up where I got stucked.

The general population inside the office used to make the office a fun place. Beginning from the general manager, everybody used to make fun and shares episodes which make the work place more funny and light. With sufficient lighting and complete aerating and cooling, the work place seems lovelier than alternate offices. To conclude, this place is phenomenal because of the people Edotco has.

Learning:

Amid my internship program program I was working in their Financial Accounting which is a sub division under finance division. They likewise had a few groups working under financial accounting. Among them, I worked in the accounts payable team which is designated for making payments and recording the payments in their system called “**edotcoims**” this team is also

designated for setting up the payments term. My role in the team was checking, sorting and processing 4 types of bill. They are:

1. PO (Purchase Order) bill
2. NPO (Non Purchase Order) bill
3. Electricity Payment Request
4. Fuel Bill payment request

PO (Purchase Order):

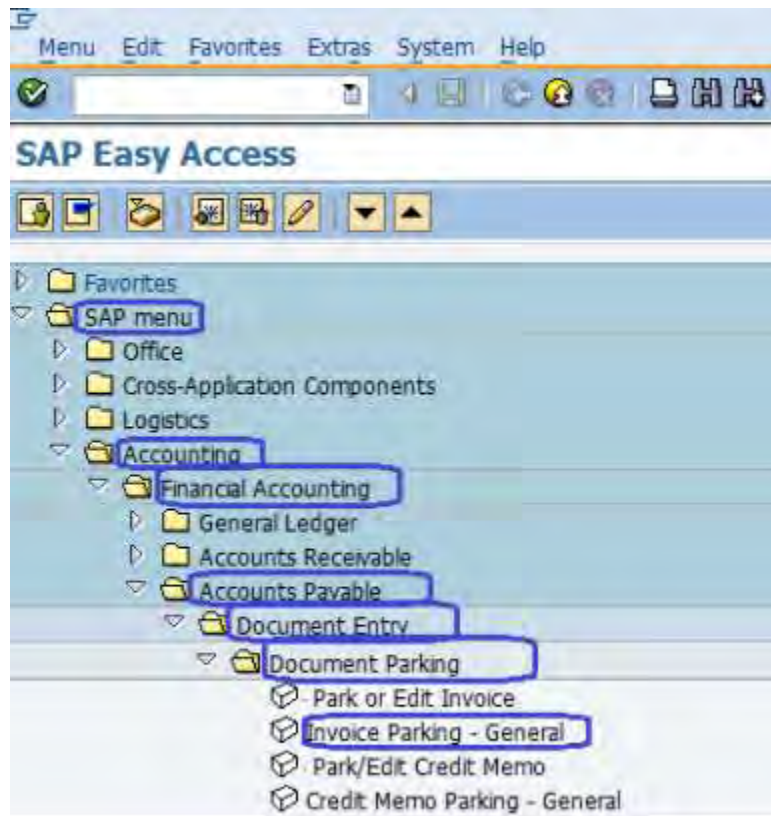
A Purchase Order is a made endorsement from a buyer to acquire stock or administrations. The report supports a supplier to pass on to the buyer at the esteem, quality level, transport date, and certain diverse terms demonstrated in the comprehension. A purchase order is legally legitimate after the supplier counter-signs it. A PO is dull to make. To reduce the work stack, a couple of affiliations issue an expert purchase demand to each supplier, favoring broadly more than is at first required, and after that issue releases against the expert purchase.

I was assigned for first level checking for those bills. I had to make sure few things which are as follows:

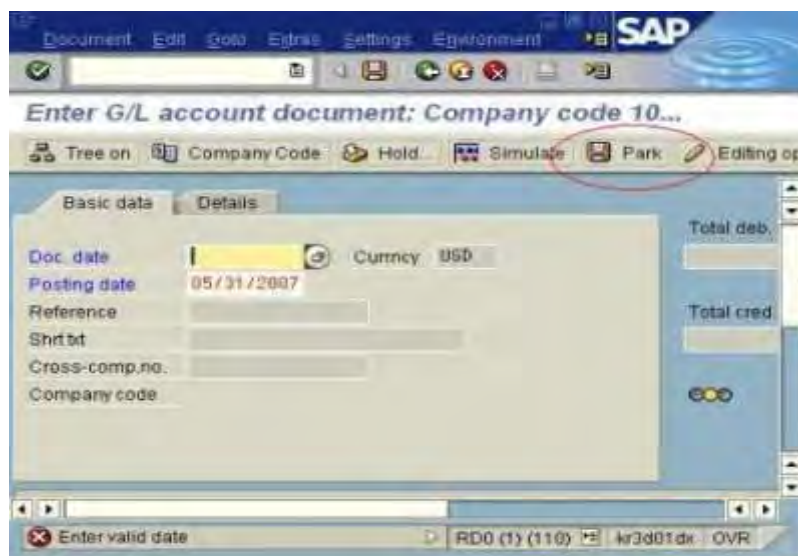
1. Calculating VAT for finding out discrepancies.
2. Calculating voucher for correcting or identifying mistakes.
3. Checking terms and conditions whether they are being met.
4. If any vendor fails to meet the terms and condition, proposing penalty for those vendors.
5. For site acquisition PO, I use to check whether the agreement is correct or not.
6. Checking whether delivery date is met otherwise suggesting penalty for those who failed to meet.

After above mentioned rigorous checking, I used to forward those for final level payment. Then, those PO are being paid.

Normally in edotco Bangladesh they prefer EFTN mode which is electric fund transfer or the bank transaction. For this reason they use SAP ERP software to make the payment. A snap shot of PO processing is given bellow-



This is the first page of processing a PO bill which falls under a T-code which is F-63. From here we can park the bill in queue which will lead to the final payment. After parking this process approaches the next level to be processed and recorded for payment-



This page is the final page which is activated with a code which is FBV0 which leads the bill to be listed into the main treasure. These are the task I used to do while checking and processing PO Bills.

NPO (Non PO) bills:

This is the bill which I used to check rarely. Non PO bills include Petty cash payment; vehicle rent payment, BTS maintenance payment and so on. The main task of checking Non PO's is:

1. Checking calculations of petty cash bills.
2. Checking TAX amount of vehicle rent payment.
3. Classify the expenditure in BTS maintenance bill.

Electricity Payment Request Checking:

Edotco has around 10000 sites including BTS, IBS sites. Their major portion of expenditure goes to electricity payment. Through the entire month, electricity bills keep coming from the regional offices to head office for the further processing. There are three different vendors who used to serve electricity. They are

1. PBS (Palli Biddut Samiti)
2. PDB (Power Development Board)
3. Sub Meter (Mainly house owners)

The main job of mine in terms of electricity payment was cross checking main bill amount with the amount which has been uploaded to IMS. These bills need checking because there, sometimes IMS amount is being uploaded wrongly. And usually payment is being made on the basis of IMS amount.

Fuel Bill:

For smooth operation, towers need to signal simultaneously which might not be possible due to power outage. So, sites need generator for smooth operation. To run those generators, edotco incur a big amount of money. The fuel bills of generator come from different regions through

Robi OSS. After those bills are being received, I had to check whether total amount of bill is calculated right. After doing so, I had to update a database of fuel bill for future advantage.

A sample picture of database is given below for better understanding-

Vendor	VNm	Agree. Vs	Month	Part	Region	VAT	Oil	Rate	Oil	Rate	Oil	Oil	VAT Used	VAT Oct	Base Amou
Naf Petrol Service	101775	31/4/2018	Sep'18	1st half	Chittagong	5%	4800.00	66.50	60.00	92.00	319,200.00	5,520.00	15,960.00	276.00	340,956.00
Tiger Pass Agency	500086	31-May-18	Sep'18	2nd half	Chittagong	5%	3600.00	65.00	125.00	89.00	294,000.00	20,025.00	11,700.00	1,001.25	266,726.25
Naf Petrol Service	101775	31/4/2018	Sep'18	2nd half	Chittagong	5%	5300.00	66.30	90.00	92.00	352,450.00	8,280.00	17,622.50	414.00	378,746.50
Fayet and Brothers Filling	500062	31-May-18	Sep'18	1st half	Chittagong	5%	13200.00	66.00	350.00	90.00	871,200.00	31,500.00	43,560.00	1,575.00	947,835.00
Gas Filling Station	500641	30-May-18	Sep'18	1st half	Chittagong	5%	4000.00	65.00			260,000.00		13,000.00		273,000.00
Gezi Filling Station	500641	30-May-18	Sep'18	2nd half	Chittagong	5%	600.00	65.00	100.00	89.00	99,000.00	8,900.00	1,950.00	445.00	90,295.00
K C Filling Station	500705	31-May-18	Sep'18	Full mon	Chittagong	5%	37100.00	65.75	2000.00	89.75	2,499,325.00	187,577.50	121,966.25	9,378.86	2,758,247.61
Muhun Filling Station	500090	31-Dec-18	Sep'18	2nd half	Noakhali Re	5%	900.00	65.18	381.00	89.35	58,862.00	51,912.35	2,933.10	2,595.62	116,103.07
Muhun Filling Station	500090	31-Dec-18	Sep'18	1st half	Noakhali Re	5%	6000.00	65.18	613.00	89.35	381,080.00	54,771.55	19,554.30	2,738.58	468,344.13
Muhun Filling Station	500090	31-Dec-18	Aug'18	1st half	Noakhali Re	5%	6600.00	65.18	1348.00	89.35	430,188.00	120,443.80	21,509.40	6,022.19	578,163.39
Muhun Filling Station	500090	31-Dec-18	Aug'18	2nd half	Noakhali Re	5%	6600.00	65.18	2567.00	89.35	430,188.00	229,361.45	21,509.40	11,469.07	692,526.92
Lata Filling Station	501015	31-Dec-18	Oct'18	2nd half	Rajshahi Reg	5%			170.00	89.55		15,225.50		761.18	15,986.68
Dhonty Filling Station	501772	31-Dec-18	Oct'18	1st half	Noakhali Re	5%	8000.00	65.35	1186.00	89.35	522,800.00	105,989.10	26,140.00	4,298.46	640,207.56
Amir Hossain Khan & Co	102289	20-May-17	Oct'18	1st half	Noakhali Re	5%	3800.00	65.00	360.00	89.00	247,000.00	32,040.00	12,350.00	1,602.00	292,992.00
Naimul Filling Station	500230	31-Dec-18	Oct'18	1st half	Comilla Reg	5%	3600.00	65.12	1785.00	89.25	234,482.00	196,311.25	11,721.60	7,965.56	415,430.41
Muhun Filling Station	500090	31-Dec-18	Oct'18	1st half	Noakhali Re	5%	5050.00	65.18	2252.00	89.35	329,159.00	201,216.20	16,457.35	10,060.81	556,893.96
Ayesha Filling Station	101856	31-Aug-18	Oct'18	1st half	Noakhali Re	5%	17200.00	65.30	2039.00	89.30	1,123,160.00	182,082.90	58,158.00	9,104.14	1,370,504.84
Jilani Filling Station	501370	31-Dec-18	Oct'18	1st half	Comilla Reg	5%			30.00	89.00		2,670.00		133.50	2,803.50
Arman Enterprise	501296	31-Dec-18	Oct'18	1st half	Borissal Regi	5%	1350.00	66.15	390.00	91.15	89,302.50	35,548.50	4,461.13	1,777.43	131,093.55
Shurmo Filling	500899	8-Jun-18	Sep'18	Full mon	Rangpur Reg	5%	2600.00	65.25	1325.00	89.42	169,650.00	118,481.50	6,482.50	5,874.08	302,536.08
Mozaffar Rahman	500506	31-May-18	Oct'18	Full mon	Kustia region	5%	900.00	65.51	350.00	89.51	19,653.00	31,328.50	882.65	1,566.43	53,530.58
Sowdagar Filling Station	102143	31-Dec-18	Oct'18	2nd half	Mymensingh	5%	5400.00	65.32	200.00	89.82	352,728.00	17,864.00	17,636.40	893.20	389,121.60
Ahiamul haque Filling St	501299	31-May-18	Sep'18	Full mon	Rangpur Reg	5%			710.00	89.85		63,793.50		3,189.68	66,983.18
United Filling Station	501843	31-Dec-18	Oct'18	2nd half	Kustia region	5%	879.00	65.56	180.00	89.56	57,627.24	36,120.80	2,881.36	806.04	77,435.44
Amir Hossain Khan & Co	102299	20-May-17	Oct'18	2nd half	Comilla Reg	5%	6800.00	65.00	540.00	89.00	442,000.00	48,060.00	21,100.00	2,403.00	514,563.00
A & A Associates	100558	18-jun-19	Oct'18	2nd half	Sylhet Region	5%	5950.00	89.00	700.00	89.00	328,250.00	82,300.00	19,412.50	5,115.00	410,077.50
Naimul Filling Station	500230	31-Dec-18	Oct'18	2nd half	Comilla Reg	5%	11698.00	65.12	1480.00	89.25	761,773.76	127,627.50	38,088.69	6,381.38	933,871.32
Hamid & Company	501291	31-Dec-18	Oct'18	2nd half	Mymensingh	5%	1200.00	65.20	360.00	89.20	78,240.00	68,316.00	3,911.00	3,415.80	155,883.80

Overcoming Challenges:

Studying in university and working in corporate environment is far more different. Though there are some hard and fast rules in university, it is nothing compared to the job life. At the very first day of my office life, I felt lost when I was assigned with the task but within few days, with the help of my peers, I overcame all difficulties.

Initially, I was bothered by multitasking. I used to make mistake while doing so. Then, I realized that I had to cope with that. Otherwise, I might not be able to stay there. After being perseverant and sharply attentive, I minimized the ratio of mistaking close to zero.

Infra Management Project

Infra Management Project not only deals with paying PO, NPO, electricity bills, fuel bills but also they are responsible for monitoring whether there is any discrepancy or not. Infra Management Project is supervised by 2 departments of edotco. Operations division, Finance division and Robi One Stop Service (OSS) closely work together to operate it smoothly. A detailed description about how this project goes on will be given beneath:

PO Bills:

As I have discussed earlier, PO's attached with detailed voucher is sent to OSS by the vendors. Then, after being attached with the tracking number, this PO's are sent to Accounts Payable team. Once AP team is done checking those PO, they are immediately processed for payment. If any problem arises, they are given back to OSS. The process diagram chart is as follows:



PO Process Diagram

NPO Bills:

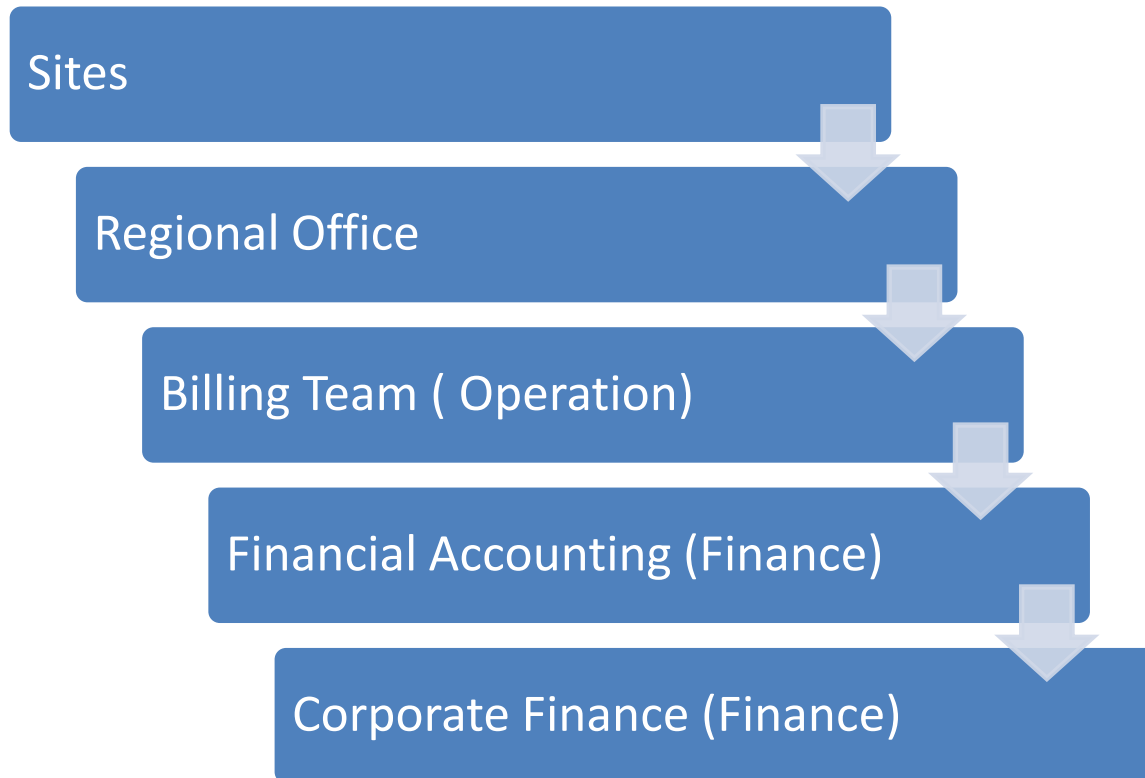
Non PO bills originated from the regional offices of edotco. Expenditure of regional offices is directly sent into operations division. Then, billing team of operations checks them and prepares them for AP team. After they are done with their part, they send those bills to AP team. Then AP team checks those bills for one last time and process them for payment. NPO bills include vehicle bill, BTS maintenance bill, petty cash bills, site rent and other expenditure. The process diagram is as follows:



NPO Payment Diagram

Electricity Bill Payment:

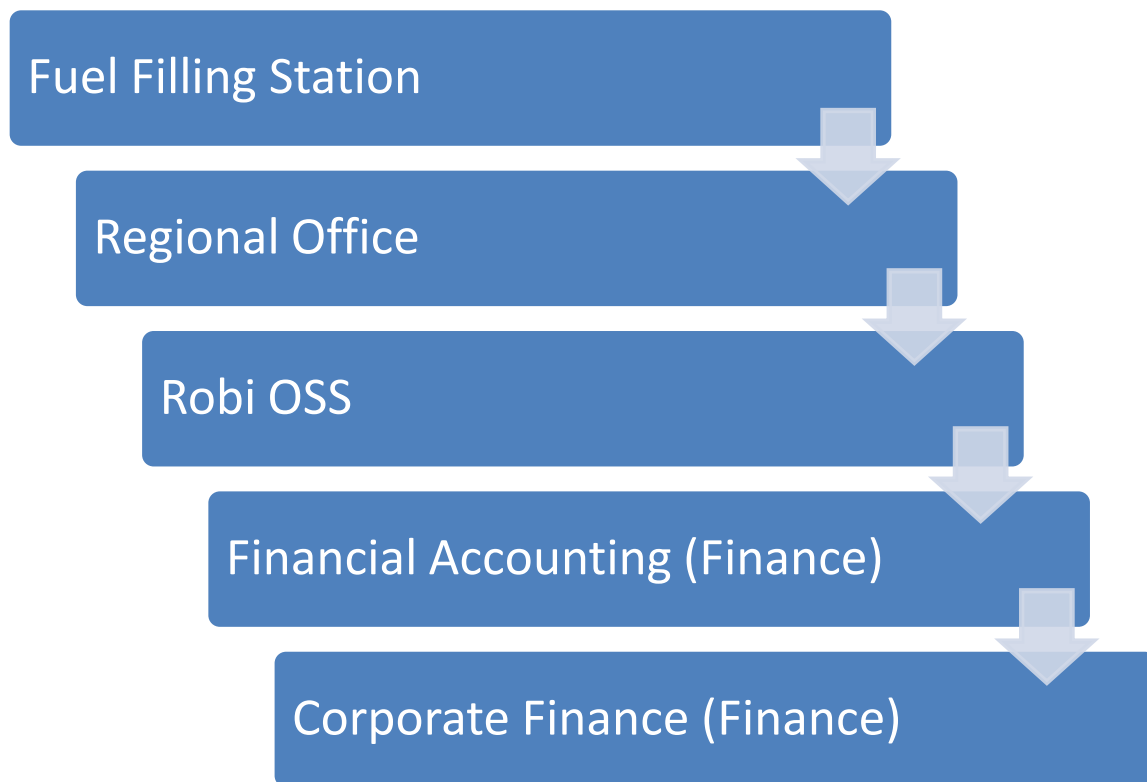
Electricity bills are being processed same as the NPO Bills. These bills are at first come to regional offices from different sites. After that, bills are accumulated and uploaded to IMS by the regional office. Then, they are sent to billing team whose main task is to shallow checking and collecting signatory to the accumulated bill. Then, they send them to AP team. AP team processes it for final payment.



Electricity Payment Process Diagram

Fuel Bill Payment:

From different filling stations, fuel bill comes to the regional offices. Then, regional office sends them to OSS. OSS enlists them by putting a tracking number on it. Once this task has been done, OSS sends them to AP team and AP team processes them for the final payment. Diagram of this process is given underneath:



Fuel Bill Payment

Recommendation:

Working in edotco was a real privilege for me. It has several departments which are controlled by very skilled people. But it still has something to improve according to my observation. So, few recommendations are given beneath based on my observation:

- ✓ Edotco strives to show them as ecologically friendly organization and it is evident by their recent invention of bamboo made telecom tower. However, in their office, they consume a bulk amount of papers for photocopying documents. It seems to me quite unnecessary as documentation can be done in computers. Also, they use lots of papers just for a single checking. So, if they really want to be an eco friendly organization, they should decrease dependency on paper.
- ✓ Accounts payable team should hire more people as it is really stressful to finish the job within deadline. Moreover, if any employee is on leave, others need to finish the job of that employee to keep the working flow smooth. For the sake of accuracy in work, they need to hire few more employees.
- ✓ They have to check sub meter electric bill which is provided by the house owners or the building owner. Some of them are well educated some of them are not. They should provide them a standard format to make the bill before submitting so that it becomes easier and informative as well.

Conclusion:

Working on edotco was really fruitful for me. There, I learned how to do multitasking though it was not really easy for me to acquire. It was a great journey of learning, getting used to corporate environment and many more. It made me resilient to feedback, working passionately to meet the deadline. Also, this experience helps me to learn about being team player.

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