



INTERNSHIP REPORT ON



**INDUSTRIAL PROMOTION &
DEVELOPMENT COMPANY OF
BANGLADESH**

Report on
Retail Department
Of
(IPDC)
Industrial Promotion and Development Company of Bangladesh Limited

Submitted To:

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Letter of transmittal

18th August, 2015

Mohammad Rezaur Razzak

Associate Professor

BRAC Business School

BRAC University

Subject: Submission of Internship report on IPDC.

Dear Sir,

With due respect, I would like to inform you that it is a great pleasure for me to submit the internship report on "**Industrial Promotion And Development Company Of Bangladesh**" as per Bachelor of Business Administration (BBA) Program requirement. Throughout the completion of the report, it provides me practical knowledge.

Therefore, I firmly believe that this report will meet your requirement. I would genuinely appreciate and keen enough to make further corrections where you think it is necessary and placing this paper for your valuable evaluation and recommendations.

Sincerely yours,

Maliha Tabassum Shethi

ID: 10204111

BRAC Business School

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ACKNOWLEDGEMENT

It was very kind desire of the Almighty that I, Maliha Tabassum Shethi, have completed the assigned task within the specified time period. **Industrial Promotion & Development Company (IPDC) of Bangladesh Ltd** was my host organization for my Internship Program and in this connection; I want to acknowledge the contributions harnessed by me. The purpose of this Internship Program is to impart practical knowledge of that I had been bearing theoretically over the last few years. In order to acquire practical knowledge and to use it, I am really privileged that I have been able to complete my Internship Program successfully. I am greatly helped by those who were present at the time of this attachment.

First, I express my gratitude and acknowledge my indebtedness to my respected faculty supervisor, Mohammad Rezaur Razzak, Associate Professor, BRAC Business School, for his overall cooperation, guidance, advice and support to discharge of my responsibilities. I want to thank all the officials and staffs of IPDC Head office for their kind support and help. I would also like to thank them for giving me the required information to commence this report and for providing the permission to do the required work.

Finally, I would like to express my tributes and gratitude to all of my friends who directly or indirectly participated in this regard and also would like to thank to my parents, my sisters and all the well-wishers whose influence and inspiration have enabled me to complete this report.

ABSTRACT

Non-banking financial Institutions, or NBFIs, are financial institutions that provide banking services, but do not hold a banking license. These institutions are not allowed to take deposits from the public. Nonetheless, all operations of these institutions are still covered under banking regulations. Like other NBFIs, **Industrial Promotion and Development Company of Bangladesh (IPDC)** do offer all sorts of banking services, such as loans and credit facilities, retirement planning, money markets, auto loan, mortgage activities. Since its inception in 1981, IPDC is playing a pivotal role in the national economy of our country. The company's organizational environment is pleasant and customers of this bank are treated very friendly. Throughout this research paper I will talk about IPDC and the department where I worked in and the people that I worked with. Then I will also talk about my duties as an intern in IPDC, what I learned from the internship experience and how I contributed to the company. Shortly I also talked about their organizational culture and some criticism from my point of view. A short explanation of the difficulties that I faced during my internship is also mentioned. I will also talk about my expectations and achievements and also inspirations from internship for my career plans.

TABLE OF CONTENTS

1. Introduction	1
2. Overview of IPDC.....	1
2.1 The founding shareholders.....	1-2
2.2 Nature of business of the Co.....	2
2.3 Corporate Information.....	2-3
3. Departments.....	3
3.1 Overview of Retail Department- Head Office.....	3
3.2 People of Retail Department.....	4
3.3 Products/ Services Offered.....	4
4. Assignment to the organization.....	5
4.1 Duties and Responsibilities.....	5
4.2 Works Done	5-8
5. Contribution to the organization.....	8-9
6. Organizational Learning.....	9-10
7. Organizational Culture.....	10-11
7.1 Interaction with supervisor.....	11
7.2 Interaction with coworkers.....	11
7.3 Criticism.....	11-12
8. Compare & Contrast Academic Learning with Experimental Learning.....	12
9. Experience vs. Expectation.....	13
10. Impact of internship on my career plan.....	13
11. Difficulties Faced.....	14
12. Repeat Internship with Different Exertion.....	14
13. Conclusion.....	14
14. Appendix (Weekly Journal)	

1. INTRODUCTION

Industrial Promotion and Development Company of Bangladesh Limited (IPDC) is one of the oldest financial institutions of Bangladesh which was established by a team of **International Finance Corporation (IFC)** in the year 1981. The **Aga Khan Fund for Economic Development (AKFED)** acquired majority stake in the company and since then holds management control in the company. Company has focused to industrial financing since its inception and has been partner to many of the corporate giants since their startups. **IPDC** played a significant role in establishing unique and pioneer projects in Bangladesh. It is company's vision to be the most honored and innovative financial institution of the country. For my internship I worked for IPDC for 3 months. I worked under Retail department from 3rd September, 2014 to 2nd December, 2014. This gave me a huge opportunity to work for such a huge organization and to have a real life exposure of my academic learning.

2. OVERVIEW OF IPDC OF BANGLADESH LIMITED

Industrial Promotion and Development Company of Bangladesh Limited (IPDC) is the first private sector financial institution of the country established in 1981 by a distinguished group of shareholders namely International Finance Corporation (IFC), USA, German Investment and Development Company (DEG), Germany, The Aga Khan Fund for Economic Development (AKFED), Switzerland, Commonwealth Development Corporation (CDC), UK and the Government of Bangladesh. Since its inception, IPDC has played a pivotal role in reshaping the private sector industrialization of the country through innovative financial products and services. Today IPDC is a diversified financial institution with a wide range of products and services covering corporate finance and advisory services, middle market supply chain finance, retail wealth management and retail finances.

2.1 The founding shareholders

The Government of the Peoples Republic of Bangladesh (GOB)





The Aga Khan Fund for Economic Development (AKFED),Switzerland



International Finance Corporation (IFC) an affiliate of the World Bank



German Investment and Development Company (DEG), Germany



Commonwealth Development Corporation (CDC) United Kingdom



2.2 Nature of business of the Company

IPDC specializes in providing long term & short term financing, project financing, lease financing, equity financing, syndication finance, work order finance, mortgage finance, channel finance, SME & medium market enterprise finance, asset backed securitization through issuance of zero-coupon bond and related consultancies to both local and foreign private investments in Bangladesh.

2.3 Corporate Information

Registered Name of the Company

Industrial Promotion and Development Company of Bangladesh Limited.

Legal Form

A public limited Company incorporated in Bangladesh under The Companies Act 1913 (now the Companies Act 1994), listed with the Dhaka and Chittagong Stock Exchange Limited since December 3, 2006. Licensed as Financial Institution under the Financial Institutions Act 1993 on February 7, 1995.

Date of Incorporation:

November 28, 1981

Registered Head Office:

Hosna Centre (4th floor), 106 Gulshan Avenue, Dhaka 1212

PABX : (+88 02) 9885533-8, Fax : (+88 02) 9885532, 9885529

E-mail : email@ipdcbd.com, Web site : www.ipdcbd.com

Branches:

IPDC has four branches at Dhanmondi, Motijheel, Sylhet and Chittagong. They also have a new branch to be opened at Uttara.

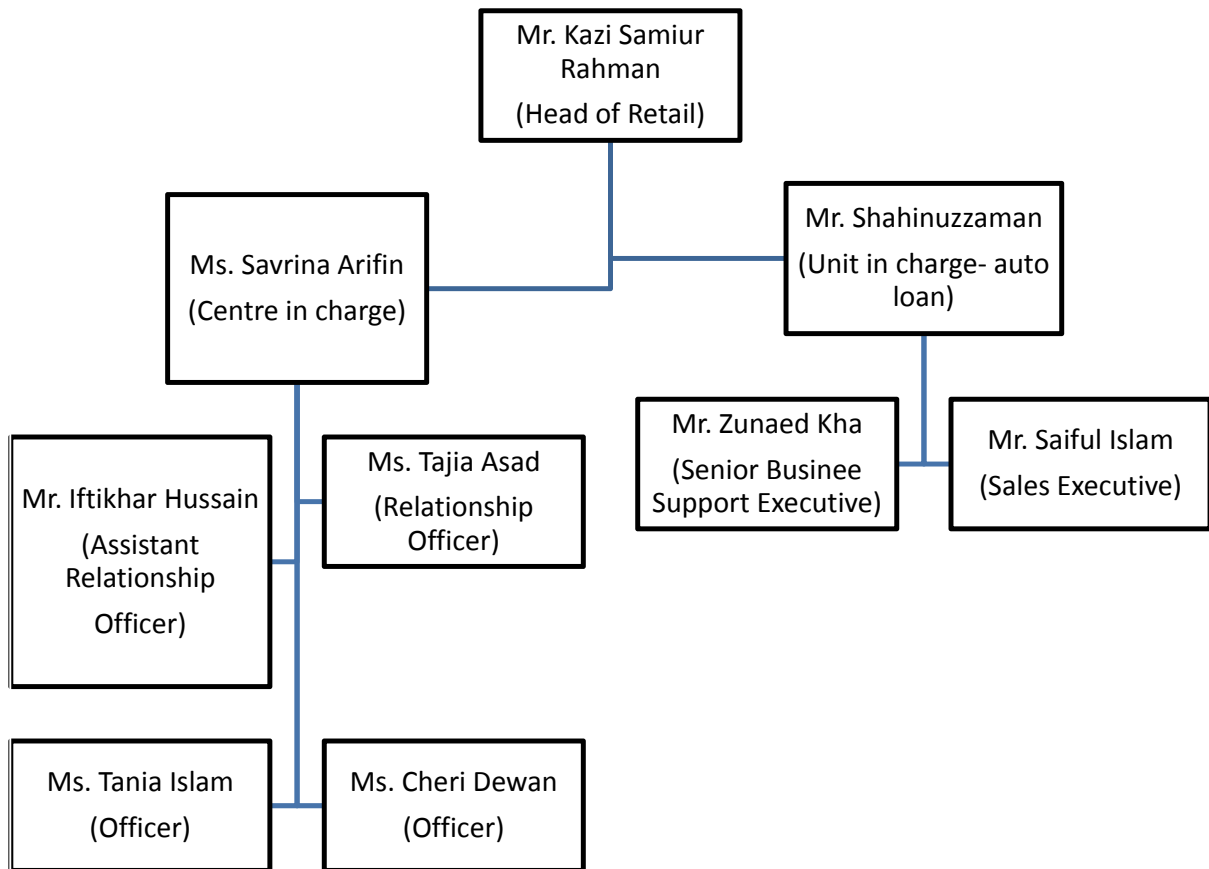
3. DEPARTMENTS

Along with the Retail Department, there are also many other department in IPDC such as Corporate Communication, Finance and Accounting, Corporate Investment, MME, Channel Financing Credit Risk Management, Administration and Operation. Each and every department gives their best effort to make the highest revenue and to fulfill their mission and vision. All the departments have a very good co relation between them to operate successfully and bring out the best result. As I am doing internship at Retail department, I will thoroughly discuss about the retail department because I have depth knowledge of this department rather than others.

3.1 Overview of Retail Department- Head Office

Retail banking is when a bank executes transactions directly with consumers, rather than corporations or other banks. Services offered by IPDC retail department include savings and transactional accounts, mortgages, personal loans, auto loan and home loan. The term is generally used to distinguish these banking services from investment banking, commercial banking or wholesale banking.

3.2 People of Retail Department



3.3 Products/ Services Offered

IPDC introduces its Wealth Management solutions that will its clients to maximize profit from deposits in a secured environment. IPDC has various relationship based wealth management programs such as:

Term Deposits	Saving Schemes	Auto Loan	HomeLoan	Club Royal
<ul style="list-style-type: none"> •Annual Profit Scheme (APS) •Quarterly Profit Scheme (QPS) •Monthly Profit Scheme (MPS) •Cumulative Profit Scheme (CPS) •Double Money Deposit Scheme (DMDS) 	<ul style="list-style-type: none"> •Deposit Premium Scheme (DPS) •Millionaire Deposit Scheme (MDS) •Ultiflex Deposit Scheme (IUDS) 	<ul style="list-style-type: none"> •Facilitate in purchasing brand new and / or reconditioned vehicles. •Upto 85% loan to value •Special features for Teachers, Doctors, Women Entrepreneurs and Young Executives 	<ul style="list-style-type: none"> •Purchase of apartment, house, commercial space and/or approved housing plots •Construction of residential / commercial buildings •Home Equity loan against mortgage of property 	<ul style="list-style-type: none"> •IPDC Club Royal is their exclusive privilege services proposition designed to meet all the personal financial advisory services of their most valued customers.

4. ASSIGNMENT TO THE ORGANIZATION

As a part of my academic learning I did 3 months internship at IPDC. I was attached to the retail department. I joined there on 6th May, 2015 and successfully completed my internship on 6th August, 2015. This 3 months journey was full of new learning and experiences. I had certain responsibilities which were my part of assignment to the organization.

4.1 Duties and Responsibilities

As a part of the retail department my main job was to assist my retail team members in their day to day task. The duties and responsibilities I was assigned includes the following:

- Preparing and Marinating Client Letters
- Filing and Documentation
- Assisting various MMI (Micro Marketing Initiative) Events
- Calling job applicants, clients for multiple purpose
- Preparing Memo

- Various task of auto loan division
- Preparing Requisition and Recruitment Memo
- Preparing power point slides
- Visiting Clients
- Editing IPDC Yearly Calendar
- Preparing various database

4.2 Works Done

Throughout my internship, I have done many types of work within my specific work area. Some of those are discussed below:

Filing and Documentation

In my 2nd week of internship I was given some real institutional job. Ms. Tajia Asad taught me hand to hand how to prepare clients file. There are 2 types of clients- existing and new. Filing methods are also different for them. For new clients I was taught to punch the forms, take a file, write clients' name, customer ID on it and punch the forms. For existing clients I am supposed to find their files and punch the new forms in it. As IPDC is a financial institute, thousands of client files have to be maintained. Ms. Tajia also showed me the shelves where the files are kept. She taught me how to find a file according to client ID. From the system I have to get the ID and then I can search the file. Without the ID it is impossible to find the files by name. Generally the files are kept in a sequential order. It was my duty to arrange the files in a sequential manner. Whenever any of the employees of my department receive any kind of client documents such as cheque, instruments, TIN, NID, passport etc they give it to me. I photocopy them and return back the original copy. Then I file the documents to the precise client file.

Assisting various MMI (Micro Marketing Initiative) Events

I got the opportunity to involve into some MMI events. IPDC had MMI events at some auto vendor shops such as Rangs and Hyundai Motors. Though I was not present at the event physically but I provided some support from the Head Office. Mr. Shahinuzzaman, Executive of Auto Loan department was supposed to deliver a presentation at the event. I was assigned to prepare the power point slides for the presentation. So I took the responsibility to prepare the slides. IPDC also had a MMI event at Mirpur DOHS which

was a cooking show. After the end of the event I prepared an excel file containing the name, address of the participants. Then IPDC also had teachers' day celebration at the Head Office. The clients who are teachers by profession were invited as admiration. I assisted Ms. Tania to organize the gifts and also to parcel them to the branches.

Calling job applicants, clients for multiple purpose

In the first week of my internship I sent some letters to clients regarding system migration. So I had to call some clients regarding those issues. Also noted down their complaints, queries and informed the authority to settle down the issues. Afterward I had to call some job applicants for interview. The retail department had some vacant position at the Head Office and at the new branch of Uttara. They needed to fill up the vacant positions as soon as possible. My supervisor Ms. Savrina Arifin gave me six CVs. I called the applicants and conveyed their time of interview. On the following day I again followed them up for the interview.

Preparing Various Memo

In my 5th week of internship I learnt an interesting thing. Mr. Shahinuzzaman (Unit in charge, auto loan), gave me a task to prepare a memo of auto loan vendor commissions. . IPDC has agreement with some of the auto show rooms. The sales persons of those show rooms refers IPDC's name whenever any customer buys any vehicles. They refer IPDC's name to take auto loan. Based on this job, the sales persons of the specific show rooms get commission which is 600 taka for per lakh. At the end of every month a memo is to be prepared under the supervision of our Retail Head Mr. Kazi Samiur Rahman. However, under the guidance of Mr. Shahinuzzaman I successfully prepared the memo and got it signed by the Finance department. Then I was assigned by my supervisor Ms. Savrina Arifin to prepare a requisition and recruitment memo for a new hiring at Uttara Branch. As IPDC has opened a new branch in Uttara, they were in need of new employee in the position of MT. I prepared a requisition memo which was addressed to the Managing Director. It contained why an additional head count is required, what is the position and what it will cost to the organization. It also mentioned the selection criteria & position requirements. The main aim was to get approval from the MD to hire new employee. Then

I prepared the recruitment memo. It was also addressed to the MD. A recruitment memo is prepared get approval for the new hired from the MD. It contained the details of the new recruit such as date of interview, working experience, educational qualification. It also enclosed his monthly salary, his marking at the interview etc.

Preparing slides for a training program

IPDC rendered training to the employees by the order of Bangladesh Bank on Anti Money Laundering. My supervisor Ms. Savrina Arifin (Centre in charge, Gulshan) conducted the training program. A day before the training she gave me some hand outs and materials to prepare power point slides according to it. I prepared total three handouts. All were regarding suspicious transaction identification, reporting, record keeping and rules imposed by Bangladesh government. Each of the hand outs were consists of at least 20 slides.

Completed Auto Vendor Database

I was assigned to prepare a database of the auto vendors. Firstly Mr. Shahinuzzaman gave around 120 visiting cards of different auto vendors of Dhaka city. Then he gave an excel format and told me to make a database according to it. After completing the database containing the data provided him, I was assigned with another task. I was assigned to call all the branches of IPDC such as Dhanmondi, Motijheel, Chittagong and Sylhet to send their conserved vendors visiting cards so that I can enrich my vendor database. After getting my phone call they instantaneously couriered me those visiting cards. I completed my database using that information. Hence I finished my auto vendor database containing 300 vendors' information. After finishing it, I responsively sent them back their preserved cards.

5. CONTRIBUTION TO THE ORGANIZATION

Throughout my internship I tried to render my best to contribute to the organization. Though I was very inexperienced, I tried to earn practical knowledge and apply it to my daily work.

- **Process Improvement:** As I was in the retail department, we had to deal with thousands and thousands of clients. Naturally for documentation purpose masses of files have to be maintained. As a part of my responsibility I had to handle the client files. I found that the files are kept in a disorganized way which used to make everyone's task more complicated. Looking for a file used to be a time consuming task. So I, by myself took the responsibility to organize the files according to the file numbers. I believe my little step will help the employees of IPDC for a longer period.

- **Everyday Operation:** I did not have any specific task at IPDC. I used to help my retail team members in their day to day work such as
 - documentation,
 - sending client letters/ documents,
 - receiving checks/ documents from clients,
 - keeping track of sent letters,
 - dealing with operation department,
 - Preparing Memo
 - calling client/ receiving call from clients etc

I trust my involvement helped the retail department to perform more smoothly and render flawless customer service.

- **Skill/ Knowledge transfer:** The skills I gained from my academic learning helped me a lot to perform my tasks properly. My supervisor Ms. Savrina Arifin and retail head Mr, Kazi Samiur Rahman used to rely on me for my MS Word skill and I used to prepare, edit various word file such as PPG (Product Program Guide), various training material for them.

6. ORGANIZATIONAL LEARNING

The 3 month long internship program is aimed at helping us to gain practical knowledge along with our academic learning. I will not say such aim was fully met through my internship at IPDC but I learnt some skills which I could not gain through my academic courses. Some of the leanings are given below:

1. Technical Skills: I didn't have that much knowledge about excel. But our department highly depends on excel. So, I was quite nervous whether I will be capable to do the work or not. But the way they were helping me to learn excel, I had started knowing lots of thing regarding excel of which I didn't have any idea earlier, which was a great achievement for me. We learnt basic excel in our MIS 105 course but that was not sufficient. In work life the work span of MS Excel is more extensive. Though I had the basic knowledge of Excel, I learnt some new functions such as freeze pane, filtering, merge cells etc. Besides I also learnt full function of printers such as printing letter heads, stamps etc. It may sound humorous but having the knowledge of printing various kinds of papers is very valuable in work life. I also worked constantly on MS Word. Though I did not learn anything new but it enhanced my proficiency.

2. Analytical Skills: Analytical skill is the ability to visualize, articulate, and solve both complex and uncomplicated problems and concepts and make decisions that are sensible and based on available information. During my internship I gained some analytical skill which helped me to demonstrate the ability to apply logical thinking to gathering and analyzing information, designing and testing solutions to problems, and formulating plans. I gained it most in the field of auto loan. Whenever any auto loan application comes, I could predict by judging the applicant's background that whether he could be capable of getting the loan or not.

3. People Skills: My work period at IPDC facilitated me in developing my interpersonal and communication skills. My experience at IPDC enabled me to interact positively and work effectively with others. It developed my interpersonal skills which is a key goal of development initiatives for many companies, and is considered a constructive manner in which to handle office disputes and other personnel issues. I got proficiency in the areas of communication, listening and delegation.

4. Personal Development: My internship experience made me more efficient in various fields. Now I am capable of doing multitasking which was out of my imagination may be three months back. I also gained the efficiency of completing task appropriately in a limited time period.

7. ORGANIZATIONAL CULTURE

Culture includes the organization's vision, values, norms, systems, symbols, language, assumptions, beliefs, and habits. Organizational culture affects the way people and groups interact with each other, with clients, and with stakeholders. IPDC has a shared attitudes, beliefs, customs, and written and unwritten rules that have been developed over time and are considered valid.

Vision of IPDC: To be the most respected and innovative financial institution of the country.

Mission of IPDC: To be the brand of quality and integrity for delivering innovative and tailored financial solutions to a diverse client base.

Core Values:

Company's core values define the success and growth mantra for the company. These are:

- Client needs to be addressed promptly with top priority
- Quality of services must be at the heart of all the operation and should flow as a blood within organization
- To retain leadership position in the industry
- To fulfill the social responsibility
- To preserve the environment
- To remain alert towards economic changes in the environment
- To be responsible towards shareholders and investors.

IPDC has a group of motivated employees who enhance the organization's productivity and performance, provide excellent customer care and service. A friendly relationship exists among the employees which work as a motivation. "Good Working Environment" has

always been a reputation of IPDC which attracts many applicants apart from the existing employees to join IPDC. There is a culture of giving “star” to the co-workers who are helpful. The person with highest stars gets an award at the month end. So such small practice actually improves the co-ordination among co-workers.

7.1 Interaction with supervisor

In my internship my supervisor was Ms.Savrina Arifin who is the Centre In-charge of Head Office. At the beginning period of my internship she used to be very formal to me. The power distance between us was very high. But as time flided the distance reduced between us. A healthy bondage grew between us. Whenever any task was given to me, she used to teach me hand to hand how to perform it. She was never harsh to me for the unwilling mistakes I did. Not only me but also co-operative to all the members of the retail team.

7.2 Interaction with coworkers

I had an amazing group of team members. I am very thankful to them for co-operating me in every single step. I must mention about Ms. Tajia Asad (Relationship Officer), Ms Tania Islam (Assistant Executive), Cheri Dewan(Assistant Executive) and Mr. Iftikhar Hussain (Assistant Relationship Officer). They were beside me from the very first day of my internship. I used to ask for their assistance whenever I faced any problem. They never showed any dissatisfaction to help me.

7.3 Criticism

There is no specific rule of perfection. What seems right to anyone may look wrong to the other. In my opinion the following issues should be considered for the betterment of the company:

1. Employee empowerment should be increased: In my opinion IPDC employees have lack of empowerment. Employees do not have the minimum autonomy and responsibility for decision-making regarding their specific organizational tasks. If employees were empowered it could lead to increased organizational responsiveness to issues and problems and an increase in productivity. It could also lead to a greater degree of employee commitment to organizational goals, since employees can take some degree of ownership in the decisions made towards goal achievement.

2. Lack of information flow: From my point of view I found that there is lack of information flow between the seniors and subordinates. There is a hidden gap between superiors and subordinates which often time creates obstacle in smooth flow of communication. As a result it also hampers the organizational tasks.

8. COMPARE AND CONTRAST ACADEMIC LEARNING WITH EXPERIMENTAL LEARNING

Experiential learning is a method of educating through first-hand experience. Through internship- skills, knowledge and experience are acquired outside of the traditional academic classroom setting. When we refer to academic learning, we have in mind the kind of learning that improves academic achievement, paves the way for successful degree completion and sets the stage for a successful transition into productive adulthood. The main aim of internship program is to have the real life exposure of our academic learning. There are certain issues which are the base of academic learning and helped me in my internship. Throughout our BRACU life we had to do many project works consisting of groups. That time I could not realize the importance of group work rather it seemed to be an irritation. But in work life every single task is based on team work. As we are very familiar with group works, I did not face any trouble working in a team in corporate life. In the other way, in academic life we did not have to think out of the box. A prescribed book and syllabus was given and all we had to do is just to follow that. But in work life we never know what problem may arise from where. We have to be prepared for every possible situation and there is no way to back off. So it is not possible that academic learning will make us fully ready for facing our work life. Experimental learning plays a pivotal role here. When we enter into work life we learn many things by experiencing it. Not every issue can be learnt within the four walls of traditional class room. So it can be said that academic learning and experimental learning are actually co-related. There is no way to give importance to one neglecting another.

9. EXPERIENCE VS. EXPECTATION

During my education period I have never been involved in any kind of financial activities. So I expected few things at the beginning of my internship. Some of my expectations

matched with my experience and some of my expectations did not match with my experience that I got from my internship.

I expected that the senior level officer might not be friendly with me but they proved me wrong and they were very friendly and it was fun to do work at IPDC.

I expected that they might tell me to do only photocopy or just tell me to do printing the papers but the situation was totally opposite. They assigned me to do job by using system.

I expected that doing a job in a financial institute might be flexible but I was wrong. Here I could not do a single work without the permission of higher officer.

I expected that financial institute would only deal with financial matters but I was wrong. They also worked hard to satisfy their customer and making relationships to promote their organization to their target customers.

10. IMPACT OF INTERNSHIP ON MY CAREER PLAN

Internship program helps one to have a real life exposure of the academic learning to practically experience what he or she has learned so far. An internship program can only be efficient if this practical learning can be earned effectively. As I was assigned to Retail Department I got real life experience of how retail works and deal with clients. But during my work period I felt that may be I am not suitable for retail department. The main duties of retail members are to communicate, deal with clients. Sales are also a major part of retail functions. Often time I used to go to client visit with my colleagues. I did not feel comfortable doing such works. Rather I felt that the functions of HR, Corporate Communication is more attractive. If I get the opportunity I would like to build up my career in HR field. But apart from the departmental tasks, I got to learn a lot about corporate culture. I got a complete grooming of how to talk, dress up, behave, greet at office. I believe no matter where I work my learning will always help me in my future career.

11. DIFFICULTIES FACED

I never had any experience of working in a corporate firm before. So naturally I faced some problems which I never faced earlier than. Some of the difficulties are as following:

- Sometimes I forgot to do some important tasks because of rush hours and workload, so I wrote all my important tasks in a small piece of paper so that I could do those tasks properly.
- At the beginning of the internship period I faced some communication problem with my colleagues. As days passed on I prepared myself to become more confident to communicate with my colleagues.
- Limited knowledge of MS Excel often caused me trouble. I could have finished the tasks swiftly if I had known more about Excel.

12. REPEAT INTERNSHIP WITH DIFFERENT EXERTION

Since an internship helped me to know the real-life settings and allow me to apply my knowledge which I gained throughout the program, I would try to learn new skills along with my existing skills if I had to redo this internship. I would try to prove myself in other tasks and try to begin building my professional network. I would work on time management and try to improve my interpersonal skills, organizational skills and communication skills. I would also try to learn other things that I had not learned yet.

13. CONCLUSION

A new breed of Financial Institutions known in the world of finance as Non-Bank Financial Institutions (NBFIs) is imperceptibly taking on an increasing important role in the field of financial intermediation in Bangladesh. Significantly, leasing Industry represents one of the most important segments of the financial system of Bangladesh and plays a very important role in mobilizing and channeling resources. Among the leasing market, IPDC has contributed significantly over the years, despite several constraints. With the challenges of time, the overall growth of IPDC achieved through diversification of products and services and aggressive marketing with special focus on the SME sector, is indicative of the industry's contribution to our national economy. From 3rd September to 2nd December- these three months will always be dazzling in my mind. It was a short journey which taught me enormous things. My experience will create a great impact on my career.

REFERENCES:

- Web site : www.ipdcbd.com
- IPDC Annual Report,2014

14. APPENDIX (WEEKLY JOURNAL)



Weekly Journal no. 1 (From 6th May,2015 to 13th May,2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Preparing and Marinating Client Letters

It was my first week as intern at IPDC. I have been recruited at the Retail department. As I joined there, I got a warm welcome from every member of my department. The HR Manager Ms. Natasha Chowdhury showed me all the departments. Ms. Savrina Arifin who is the center in charge there is my supervisor. She showed me my desk and gave me a laptop. However, in my first week I was assigned to send some letters to the clients. Our company shifted to a new IT platform. Hence we were required to send letters to the clients mentioning this migration of system. A form was also provided along with the letters to upgrade client information. Total 1086 letters were sent. My main job was to fold all the letters, putting them into window envelope and pasting. Then I had to count them and arrange them district wise. My task ended by handed it over to the courier person.

Learning and Achievement:

I think my main achievement was it increased my patience level. It also created a sense of responsibility in me. It was my sole responsibility to prepare and send all the 1086 letters. I was assigned to maintain a register of how many letters are sent each day. I learnt how to take responsibilities and how to perform them. I also realized every single task is important. Normally in day to day life we get so many official letters but never realized how much effort is given to each of the letters. So this task also created a sense of respect for every job in me.

Observations:

It is a huge exertion to migrate the whole IT system. The way all the clients were informed and updated of the migration that was worth of praise.

Notable Incident:

I never knew there were so many kinds of envelope like A4, legal, window, small etc. So I was very amazed to learn the types of envelopes.

Weekly Journal no. 2 (From 14th May, 2015 to 21st May, 2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Filing and Documentation

As I joined in the middle of a week, the 1st week passed so fast. In my 2nd week I was given some real institutional job. Ms. Tajia Asad taught me hand to hand how to prepare clients file. There are 2 types of clients- existing and new. Filing methods are also different for them. For new clients I was taught to punch the forms, take a file, write clients' name, customer ID on it and punch the forms. For existing clients I am supposed to find their files and punch the new forms in it. As IPDC is a financial institute, thousands of client files have to be maintained. Ms. Tajia also showed me the shelves where the files are kept. She taught me how to find a file according to client ID. From the system I have to get the ID and then I can search the file. Without the ID it is impossible to find the files by name. Generally the files are kept in a sequential order. It was my duty to arrange the files in a sequential manner. Whenever any of the employees of my department receive any kind of client documents such as cheque, instruments, TIN, NID, passport etc they give it to me. I photocopy them and return back the original copy. Then I file the documents to the precise client file.

Learning and Achievement:

As slowly they were making me a part of their work, I was feeling valued. I got to know how the documents are conserved for future reference. It has been a great experience for me to work in the financial institute and also got much knowledge on different aspects. It is not an easy task to maintain all the client files and keep them up to date. Each and every document from the client is considered very important and has to be conserved very carefully.

Observation:

I found all the employees very sincere regarding preserving the file. They use the files according to their needs but after finishing their task they put the files back in the right order which make their work stress-free.

Notable Incident:

Once I could not find a file and asked Ms. Tajia about it. I was very surprised to see that he told me the location of the file without even looking at the shelves where there are thousands of files. It demonstrates their dedication to work.

Weekly Journal no. 3 (From 24th May, 2015 to 28th May, 2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Assisting various MMI (Micro Marketing Initiative) Events

Soon it became my 3rd week at IPDC. By this time I got the opportunity to involve into some MMI events. IPDC had MMI events at some auto vendor shops such as Rangs and Hyundai Motors. Though I was not present at the event physically but I provided some support from the Head Office. Mr. Shahinuzzaman, Executive of Auto Loan department was supposed to deliver a presentation at the event. I was assigned to prepare the power point slides for the presentation. So I took the responsibility to prepare the slides. IPDC also had a MMI event at Mirpur DOHS which was a cooking show. After the end of the event I prepared an excel file containing the name, address of the participants. Then IPDC also had teachers' day celebration at the Head Office. The clients who are teachers by profession were invited as admiration. I assisted Ms. Tania to organize the gifts and also to parcel them to the branches.

Learning and Achievement:

I had real life experience of how such events are organized, how to invite, follow up the guests. I learnt how food arrangements should be done and make the clients happy. From the beginning till the end we have to be very careful to make the clients happy, to make them feel special.

Observations:

The Retail Department not only invited the clients, they very sincerely followed up the clients to come. Even the clients who could not attend, their gifts were sent to their address. Such initiative is praise worthy.

Notable Incident:

On the event of the Teachers Day celebration on clients requested to bring her another colleague who is not our clients. Though we had very limited capacity, I saw how our Retail Team handled the issue and happily welcomed the guest. It was a great learning for me.

Weekly Journal no. 4 (From 1st June, 2015 to 4th June, 2015)

Maliha Tabassum shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Calling job applicants, clients for multiple purpose

This week I did some jobs which I enjoyed a lot. I felt like a part of this organization. In the first few days of the week I called some of the clients of IPDC. In the first week of my internship I sent some letters to clients regarding system migration. So I had to call some clients regarding those issues. Also noted down their complaints, queries and informed the authority to settle down the issues. Afterward I had to call some job applicants for interview. The retail department had some vacant position at the Head Office and at the new branch of Uttara. They needed to fill up the vacant positions as soon as possible. My supervisor Ms. Savrina Arifin gave me six CVs. I called the applicants and conveyed their time of interview. On the following day I again followed them up for the interview.

Learning and Achievement:

It was a great experience for me. So far I had to face interviews. But when I called for interviews it was a different feeling. Moreover, I also learnt how I should talk to the clients, how to convey messages. Handling client is a very sensitive issue. So lots of things need to

be learnt regarding this issue. Each and every word said by the clients is considered very precious.

Observations:

Not every client is of same nature. Every person has different kind of way of talking and behaving. We may feel offended for some of their behavior. But we have to handle them very carefully.

Notable Incident:

Once I called a client who was a very elderly person. I found it very difficult to make him understand who I am and what I am saying.

Weekly Journal no. 5 (From 7th June, 2015 to 11th June, 2015)

Maliha Tabassum Shethi , Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Preparing Memo

In my 5th week of internship I learnt an interesting thing. Mr. Shahinuzzaman (Unit in charge, auto loan), gave me a task to prepare a memo of auto loan vendor commissions. First of all, he showed me a format of a memo. Then he gave the necessary information to make the memo. The memo was prepared in a excel file containing eight fields such as name of the client, facility type, account no, disbursement amount, date, referred by, recipient name and commission amount. IPDC has agreement with some of the auto show rooms. The sales persons of those show rooms refers IPDC's name whenever any customer buys any vehicles. They refer IPDC's name to take auto loan. Based on this job, the sales persons of the specific show rooms get commission which is 600 taka for per lakh. At the end of every month a memo is to be prepared under the supervision of our Retail Head Mr. Kazi Samiur Rahman. However, under the guidance of Mr. Shahinuzzaman I successfully prepared the memo and got it signed by the Finance department.

Learning and Achievement:

In my opinion this week I learnt something really valuable which will also help me in my future career. I got to know how important role does memo play in an organization. The commission memo is prepared to get it authorized by the finance department so that the commissions can be paid to the recipients. So indirectly the third parties are also involved here.

Observations:

A well designed format of memo is preserved here which help the user to work smoothly. Though I was a new learner, I did not face any trouble in preparing the memo.

Notable Incident:

I had to print the same memo at least three times to get it finalized by Mr. Shahinuzzaman. He tried his best to show my mistakes and make my job error free.

Weekly Journal no. 6 (From 14th June, 2015 to 18th June, 2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Various task of auto loan division

This week I mostly worked with Mr. Shahinuzzaman who is the unit in charge of auto loan unit. My performed tasks were:

1. Receiving installment from clients: An auto loan client came to our office to give his installments. Mr. Shahinuzzaman took me with him. So far I used to do back office tasks. It was the first time I faced any clients. Main conversation was rendered by Mr. Shahinuzzaman. I was there just to provide him support. As the client provided the cheque, I filled up the cheque deposit slip. Then I provided the customer's copy to the client. After

dealing with the client, I returned to my desk, filled up the cheque deposit register and provided a photo copy of the cheque to the operation department.

2. Releasing auto loan file: Another task was done by me to release an auto loan file.

Whenever any auto loan is sanctioned, there is a procedure to release the file. First of all, I filled up the auto loan application register containing information such as client name, loan amount, RM name, branch etc. Then I submitted the form to the Credit department and took their sign. I made a photo copy the National ID Card, CIB form of the client. Then I submitted those documents to the CIB (Credit Information Bureau) and took their sign. Thus the auto loan form submission process was completed.

Learning and Achievement:

The week was full of new learning. It was a great experience to deal with a client in person for the first time. So far I had to communicate with clients over phone. As I got an opportunity to meet a client for the first time, I felt really excited. Mr. Shahinuzzaman is a true mentor. He is trying hand to hand to teach me every detail.

Observations:

I observed how smartly Mr. Shahinuzzaman deals with his clients. He was taking installments; at the same time he was convincing him to take another loan. The best part is the client also looked very much convinced.

Notable Incident:

At the first I was little annoyed that why Mr. Shahinuzzaman is taking me with him to meet his clients. Then I realized it was for my own good. He tried to teach me hand to hand how a client should be handled.

Weekly Journal no. 7 (From 21st June, 2015 to 25th June, 2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Preparing Requisition and Recruitment Memo

IPDC has opened a new branch in Uttara. They recruited an MT (Management Trainee) for the new branch. I was assigned by my supervisor Ms. Savrina Arifin to prepare a requisition and recruitment memo for the new hiring. A requisition memo is a request for something, especially a formal written request on a pre-printed form. A recruitment memo is a written document to the authority for recruiting new employee. As IPDC has opened a new branch in Uttara, they were in need of new employee in the position of MT. I prepared a requisition memo which was addressed to the Managing Director. It contained why an additional head count is required, what is the position and what it will cost to the organization. It also mentioned the selection criteria & position requirements. The main aim was to get approval from the MD to hire new employee. Then I prepared the recruitment memo. It was also addressed to the MD. A recruitment memo is prepared get approval for the new hired from the MD. It contained the details of the new recruit such as date of interview, working experience, educational qualification. It also enclosed his monthly salary, his marking at the interview etc.

Learning and Achievement:

In my opinion this week I learnt something really valuable which will also help me in my future career. I got to know how important role does memo play in an organization. A requisition memo is a written order or a formal demand by the user (which is not made available without a specific request) to the organization. If the requisition memo is approved, new employee is recruited. Then recruitment memo is prepared to make the recruitment process approved by the authority.

Observations:

A well designed format of memo is preserved here which help the user to work smoothly. Though I was a new learner, I did not face any trouble in preparing the memo.

Notable Incident:

Preparing such memos is very confidential to the organization. I had to be very careful regarding the confidentiality of the documents.

Weekly Journal no. 8 (From 28th June, 2015 to 2nd July, 2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Preparing slides for a training program

IPDC rendered training to the employees by the order of Bangladesh Bank on Anti Money Laundering. My supervisor Ms. Savrina Arifin (Centre in charge, Gulshan) conducted the training program. A day before the training she gave me some hand outs and materials to prepare power point slides according to it. I prepared total three hand outs. All were regarding suspicious transaction identification, reporting, record keeping and rules imposed by Bangladesh government. Each of the hand outs were consists of at least 20 slides.

Learning and Achievement:

Though I was not present at the training but came to know lots of things through preparing the slides. Money laundering is a growing disease in our country. Money Laundering is the process by which proceeds from a criminal activity are disguised to conceal their illicit origin. In other word it is any act or attempted act to conceal or disguise the identity of illegally obtained proceeds so that they appear to have originated from legitimate sources. It is the responsibility of all financial institutes to trace their clients to prevent money laundering for the welfare of the country.

Notable Incident:

I got very short time to prepare all the slides. I could not copy paste anything, had to type each of the sentence. So it was a time consuming task. However I tried to finish my task in time and I completed it within 4 hours.

Weekly Journal no. 9 (From 5th July, 2015 to 9th July, 2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Visiting Clients

This week I had a unique experience. I assisted Ms. Cheri Dewan (Officer) in visiting her clients. My supervisor Ms. Savrina Arifin (Unit in charge, Gulshan) sent me with her for gaining experience. Firstly we attained a client at the head office who came to submit account opening form. After attaining the client we went to a client's office at Banani. He was the MD of an organization. For confidentiality I am not disclosing his identity. After arrival we informed at the reception. The receptionist let us sit at the meeting room. After waiting for 15 minutes, the client called us inside. It was a nicely decorated room. He was an auto loan client. Ms. Cheri Dewan went there to complete some formalities of taking auto loan. However, I did not have any role there. Ms. Cheri conducted the conversation and all the formalities. The client asked more about other product offerings of IPDC. All the formalities finished by taking the clients signature.

Learning and Achievement:

Visiting client was a great practical learning experience for me. Most of the time I have to communicate with clients over phone. As I got an opportunity to visit clients with Ms. Cheri,

I felt really excited. Ms. Cheri is a true mentor. She is trying hand to hand to teach me every detail.

Observations:

I observed how smartly Ms. Cheri deals with her clients. She was taking installments; at the same time she was convincing him to take another loan. The best part is the client also looked very much convinced.

Notable Incident:

At the first I was little annoyed that why Ms. Savrina is sending me with to meet clients. Then I realized it was for my own good. She tried to teach me hand to hand how a client should be handled.

Weekly Journal no. 10 (From 12th July, 2015 to 16th July, 2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Editing IPDC Yearly Calendar

This week apart from Retail department I also worked with Corporate Communication department. IPDC is making their yearly calendar of 2015. The rough copy was already prepared. The head of Corporate Communication Ms. Nousheen Rahman assigned me some tasks. Her associate Mr. Mahfuz gave a rough copy of the calendar along with a copy of government calendar and a copy of list of bank holidays published by Bangladesh Bank. My job was to check the dates, days of the calendar. Also to check the text copies of the calendar if there was any grammatical or spelling mistake. I marked all the holidays matched with the

list of bank holidays. There were twelve photos published in each page. IPDC had a photography competition through facebook. The 12 best photographs were published in the calendar along with the names of the photographers. I checked from a list if the photographers name was correct and printed with the correct photo.

Learning and Achievement:

This task was based on my English skill. I had to prove my English skill through the task as I had to check grammatical errors. However, I enjoyed doing the task as it was different from my day to day job. I found out some errors which were skipped by them. Ms. Nousheen was happy with my job.

Observations:

I work with retail department. Directly or indirectly I always work with clients. So working with the Corporate Communication was a different experience for me. I enjoyed doing a different kind of job.

Notable Incident:

While checking I found that they made calendar page of November consisting of 31 days and none noticed it at all! I found it very surprising.

Weekly Journal no. 11 (From 19th July,2015 to 23rd July,2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Completed Auto Vendor Database

It came to the end of my internship. All the members of my department were very friendly. As I am the youngest one, they are very protective regarding me. However, in this week I mostly worked with Mr. Shahinuzzaman who is the unit in charge of auto loan segment of retail department. He defined my task very precisely and helped me a lot. I was assigned to prepare a database of the auto vendors. Firstly Mr. Shahinuzzaman gave around 120 visiting

cards of different auto vendors of Dhaka city. Then he gave an excel format and told me to make a database according to it. After completing the database containing the data provided him, I was assigned with another task. I was assigned to call all the branches of IPDC such as Dhanmondi, Motijheel, Chittagong and Sylhet to send their conserved vendors visiting cards so that I can enrich my vendor database. After getting my phone call they instantaneously couriered me those visiting cards. I completed my database using that information. Hence I finished my auto vendor database containing 300 vendors' information. After finishing it, I responsively sent them back their preserved cards.

Learning and Achievement:

This task helped me to apply my excel skill which I learnt throughout my NSU life. I did not find this task difficult and I enjoyed doing it. Mr. Shahinuzzaman was also pleased seeing my quick response.

Observation:

According to my view such database must have been prepared long back. As auto vendors are the bloodstream of auto loan, it is a must to maintain such database. However maybe it was in my fate to prepare auto vendor database by myself for IPDC.

Notable Incident:

As I was continuously doing this task, at some point it became monotonous.

Weekly Journal no. 12 (From 26th July, 2015 to 30th July,2015)

Maliha Tabassum Shethi, Intern, Industrial Promotion & Development Company of Bangladesh (IPDC)

Work Done: Visiting Clients

This week I had a unique experience. I assisted Ms. TajiaAsad (Relationship Officer) in visiting her clients. My supervisor Ms. SavrinaArifin (Unit in charge, Gulshan) sent me with her for gaining experience. Firstly we attained a client at the head office who came to submit account opening form. After attaining the client we went to a client's office at Mohakhali. He was one of the founders of a legal consultancy firm. For confidentiality I am not disclosing his identity. After arrival we informed at the reception. The receptionist let us sit at the meeting room. After waiting for 15 minutes, the client called us inside. It was a nicely decorated room. He was an auto loan client. Ms. TajiaAsad went there to complete some formalities of taking auto loan. However, I did not have any role there. Ms. Tajia conducted the conversation and all the formalities. The client asked more about other product offerings of IPDC. All the formalities finished by taking the clients signature.

Learning and Achievement:

Visiting client was a great practical learning experience for me. Most of the time I have to communicate with clients over phone. As I got an opportunity to visit clients with Ms. Tajia, I felt really excited. Ms. Tajia is a true mentor. She is trying hand to hand to teach me every detail.

Observations:

I observed how smartly Ms. Tajia deals with her clients. She was taking installments; at the same time she was convincing him to take another loan. The best part is the client also looked very much convinced.

Notable Incident:

At the first I was little annoyed that why Ms. Savrina is sending me with to meet clients. Then I realized it was for my own good. She tried to teach me hand to hand how a client should be handled.