Internship Report on

“Micro credit program of center for development innovation and practices of buro bangladesh’’

Supervised by

Sonia Rezina

Assistant Professor

Dept. Of Business Administration

Submitted by

Firoz mia

ID: 2192061008

Major: Finance

Program: MBA

Batch: 49

Department of business administration

Uttara University

Submission date:27/9/2020

Letter of Transmittal

To

Sonia Rezina

Assistant professor
Department Of Business Administration

Uttara University

Dhaka, Bangladesh

Subject: Submission of Internship Report on "Micro credit program of center for development innovation and practices of buro bangladesh"

Dear Sir,

With due respect I beg to inform you that I am a student of MBA, 49th batch & dept. of DBA at Uttara University. I am very glad to submit you my internship report prepared on "customer satisfaction level of Buro Bangladesh"**.**

I have given my best effort to prepare the report with relevant information that I have collected from Buro Bangladesh. & from other sources during my internship program from 1st Jun to 15th Agust 2020

I pray and hope that the mistake of the report may have, will be kindly excused. So I cordially request to you evaluating this report & enough kind to receive this report.

Sincerely yours

Firoz mia

ID: 2192061008

Dept.: DBA, Uttara University

Student Declaration

Firoz mia , hereby declare that the presented report of internship titled “micro credit program of center for development innovation and practices of buro Bangladesh ”. Is uniquely prepared by me after the completion of three months’ work at this organization.

I also confirm that, the report is only prepared for my academic requirement not for any other purpose. It might not be used with the opposite party of the corporation.

Sincerely Yours

Firoz mia

ID: 2192061008

MBA

Department of business administration

Uttara University

Supervisors Declaration

Dear student,

I hereby declare that the Internship report is entitled “micro credit program of center for development innovation and practices of Buro Bangladesh” submitted to Uttara University in association with the institution’s internship program is a trustworthy evidence of job done by “Firoz mia” under my supervision at the Buro Bangladesh noakhali Zone office- noakhali puraton collage, begumgonj from 01st July to 28th Agust 2020.

……………

Supervisor

Sonia Rezina

Assistant Professor

Dept. Of Business Administration

Acknowledgement

This report is the result of the assistance and truthful cooperation of different people. I could not possibly thank all of those amazing inhabitants who have contributed something of them directly or indirectly in preparing this report successfully. It gives me enormous thank them for their pleasant cooperation and support.

First of all, I would like to express my gratitude to the almighty Allah.

Then at first I would like to thank my course instructor Sonia Rezina Assistant Professor Dept. Of Business Administration for his important guidance, scholarly direction, and unconditional support during my tenure of the study.

In the next phase I would like to firoz mia , DM program, Buro Bangladesh Jakir Hossen Sr. Executive . I have learned a lot from them.

Finally, my heartiest thanks goes to all the other personnel of Buro Bangladesh organaigation and their various stuffs as they give me their valuable time and help me to collect data about this report.

EXECUTIVE SUMMARY

In today's global marketplace, effective micro credit is seen as a significant competitive advantage for a business. The enterprise that conducts robust supply chain planning activities, delivers increased efficiencies. micro credit managers plan, schedule and control that flow of goods to help the company stay competitive and control costs. They build the bridges between suppliers, companies and consumers. Boru Bangladesh, a knit organaigation manufacturer and a great concern of Boru Bangladesh, has started its journey in the mid of 1999.

I've joined at Buro Bangladesh as an Intern from 1st July 2020 and I've joined in the procurement and micro credit program of center for department. I tried my best to make this report as per my work and the companies working environment and different activities. This report is ultimately very informative which heavily an overview on the micro credit program of Boru Bangladesh. Apart from the report's main topic, there is also opportunity for knowledge about the entire process of micro credit management of this company. There's also mentioned some problems that this department is having and based on this problems I have tried my best to give a proper solution. I have conducted a survey on a topic "Survey on Boru Bangladesh Procurement and micro credit program for development innovation and practices of buro bangladesh " and showed the problems and results with the justifications. The survey was conducted by probability sampling technique because the exact population size was known. Lastly there is detail explanation and result of the survey and based on that I have mentioned the major problems and also given its solutions in the recommendation parts.

Table of Contents

CHAPTER: ONE

INTRODUCTION

1. Introduction

Internship is one of the major parts of Masters of Business Administration (MBA) Program offered by Faculty of School of Business, Uttara University. Being a course requirement, I was assigned to do my internship in Buro Bangladesh for a period. In today's world, education is not just limited to books and classrooms. Education nowadays is understanding the real world and applying knowledge and education for the betterment of the society. Internship is such a way that helps to apply the knowledge and understanding of the courses and to use them in a practical field. Internship gives this opportunity to be engaged in an organization where it is possible to have an experience of the real business world and to see the corporate culture differently. Uttara University has goals to produce world class graduates within the local environmental with knowledge and skills to provide leadership in enterprise, public service and welfare. Internship program is a step towards fulfilling this commitment by giving the students an opportunity to get ready for the real world before they enter into it.

A business report is defined as an orderly, objective communication of information that serves some business purpose. Therefore, in order to serve this business purpose a topic of the report has to be clearly stated. The topic that has been defined for studying in this report is in infinitive phase. The topic has been defined as, “micro credit program of center for development innovation and practices of Boru Bangladesh". I have tried to prepare the report in such a way that it reflects what I learn during the orientation period. I tried to clarify my experience with practical knowledge on micro credit program of center for development innovation and practices .

1.1Limitation of the study

Centre for Development Innovation and Practices of Buro Bangladesh provide educational support program it is not traditional education system. The objectives of this system is to reduce the number of school drop-out children.

There are some limitation of my study:-

- Time consuming:- Because of it is very tough to write a report within three month.
- Sometime organization employees does not want to discloses organization information.

Above this type of limitation I try to show as much as possible in my report microcredit activities.

1.1.1:**Policy and procedures**

Centre for Development Innovation and Practice of Buro Bangladesh executes different development programs to direct benefit of this society. And my internship project is about to show the micro credit operation. What type of service Centre for Development Innovation and Practices of Buro Bangladesh provide, how they provide micro credit loan and how they8 recover there loan amount of policy.

- Working committees
- Policy on Gender, equal
- Opportunities, social justice
- Women employment

1.1.2:**Objective of portfolio Management:**

BURO Bangladesh maintains gender policy emphasizing on equal opportunities and social justice irrespective of create, creed and religion. The major thrust of the organization in giving on the opportunities to the accesses the women community that promote their in the family, and society to objective of portfolio management.

- ✓ In order to diversification investment portfolio is taken.
- ✓ In order to ensure of investment portfolio is taken.
- ✓ Portfolio Management ensures a fixed income.
- ✓ In order to maximize wealth portfolio is taken.

1.1.3 : **Broad Objective:**

BURO Bangladesh focused at awareness – raising and group formation for the poor aiming at integrated development through asserting rights of the poor, education, mini-irrigation, primary health credit for income generation etc. The non-governmental organization based in Bangladesh which provides microcredit financing of broad objective.

- ➢ To see how the non governmental non profitable development organization are regulated and to earn practical knowledge
- ➢ To observe the important financial operation
- ➢ To apply theoretical knowledge in the real situation
- ➢ To identify the problem of it's financing
- ➢ To have a clear idea about the various aspect of micro credit provided by buro bangladesh
- ➢ To learn organizational behavior

CHAPTER: TWO

COMPANY PROFILE

2.0 Historical background of BURO Bangladesh.

BURO Bangladesh stands for Basic Unit for Resources and Opportunities of Bangladesh.

BURO Bangladesh is a national non-government social development organization was established in 1990 intended to work for the poor and rural people to reduce human poverty and also increase the income. Over the period, the organization emerges as a front ranking specialized microfinance institution. It provides high quality flexible financial and social services to one million low-income people, particularly the poor women.

BURO Bangladesh currently server 1.95 million poor women through its 1064 branch 0ffice which are managed by 9, 970 full time work forces.

BURO Bangladesh is one of the first MFIs in the country to articulate a clear, unequivocal commitment to achieve financial sustainability by using commercial capital, and established itself as an independent institution. Since then it has been achieving milestones of success and eventually has attained financial sustainability.

Legal status:

- BURO Bangladesh is registered with:

The Department of social Welfare, No. TA. O489 dated 9Th April 1991.

NGO Affairs Bureau No. 610 dated 19Th March 1992.

The registrar of Joint Stock Companies &Firms, Bangladesh No. S-7026

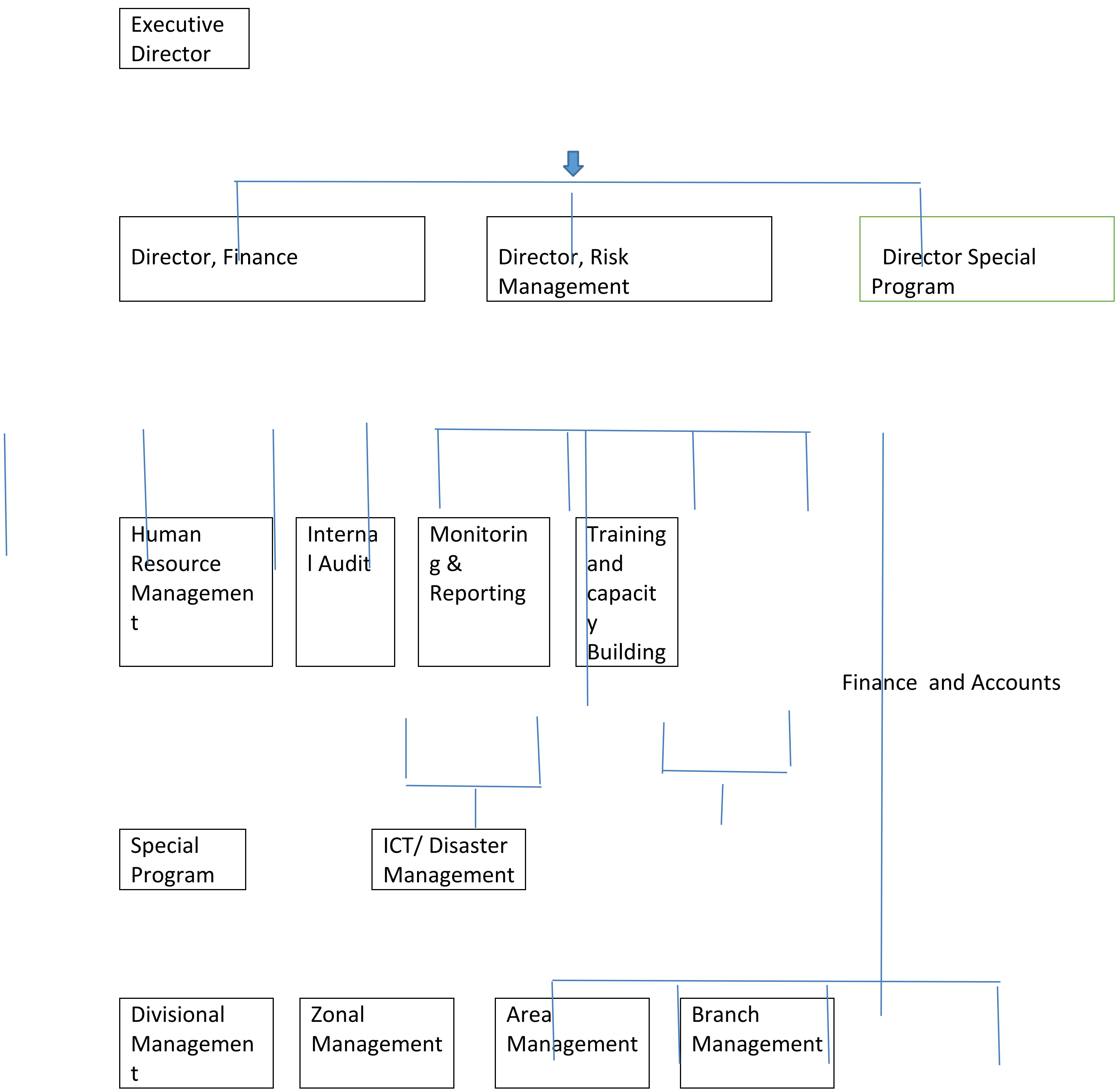
(214)/07 dated 6Th September 2007.

Licensed from Micro Credit Regulation Authority (MRA) No. 00004-00394-

00288 dadet

25 June 2008. Tax Identification Number ((TIN): 142-400-2581

2.1BURO Bangladesh Organic of micro credit Management Department



2.1.1: Method of action

Center for Development Innovation and Practices Buro Bangladesh Method of action can be illustrated by the following principles:

1. Make sure that the credit system serves the poor, and not vice-versa: credit officers visit the villages, enabling them to get to know the borrowers.

2. Adopt a progressive attitude: development is a long-term process which depends on the aspirations and commitment of the economic operators.

3. Establish priorities for action vis-a-virsa to the target population: serve the most poverty-stricken people needing investment resources, who have no access to credit.

4. Lean on solidarity groups: small informal groups consisting of co-opted members coming from the same background and trusting each other.

5. Associate savings with credit without it being necessarily a prerequisite.

6. Invest in human resources: training leaders will provide them with real development ethics based on rigor, creativity, understanding and respect for the rural environment.

2.1.2: A broad classification of microcredit of Buro Bangladesh

A. Traditional informal microcredit (such as, moneylender's credit, pawn shops, loans from friends and relatives, consumer credit in informal market, etc.)
B. Microcredit based on traditional informal group.
C. Activity-based microcredit through conventional or specialised banks (such as, agricultural credit, livestock credit, fisheries credit, handloom credit, etc.)
D. Rural credit through specialised banks.

E. Cooperative microcredit (cooperative credit, credit union, savings and loan associations, savings banks, etc.)
F. Consumer microcredit.
G. Bank-NGO partnership based microcredit.
H. Grameen type microcredit or Grameen credit.
I. Other types of NGO microcredit.
J. Other types of non-NGO non-collateralized microcredit.

2.1.3:Values of BURO Bangladesh:

Centre for Development Innovation and Practice of Buro Bangladesh executes different development programs to direct benefit of this society. And my internship project is about to show the micro credit operation are as follows.

1. Listening to Customers
2. Customers Empowerment
3. Right to Access Information
4. Financial and social Services as universal Right
5. Feature of Quality Financial Service
6. Financial Prudence
7. Good Governance
8. Social and Development commitment

2.1.4:SMAP of Buro Bangladesh

(Small and Marginal Sized Farmers Agricultural Productivity Improvement and Diversification Financing Project)

1.The product short name -these names provide a short hand method to differentiate among the products

2.A very brief product description -additional small project documents provide complete specifications of the format and the content of each data product.

3.the small daacs have mere these documents available to the user community

2.1.5 Mission:

An independent, sustainable, cost-effective micro finance institution that provides diverse, appropriate and market responsive quality financial and business development services at competitive prices along with other social development programs to Very Poor/Extreme Poor/Ultra Poor, Moderate Poor, Micro Entrepreneurs and Small and Marginal Farmers.

- Buro Bangladesh mission is to provide various financial and social development services to the poor people who has the potential and initiative to come out of the poverty trap by using the services.
- High modality service
- Fast and accurate customer service.
- Deep commitment to the society and the growth and national economy.
- Extended financial assistant to poor section of the people.

2.1.6:Vision: A happy, prosperous and pluralistic democratic society that meets the basic needs of the people in Bangladesh.

1.Buro Bangladesh vision is to contribute towards building a poverty free Bangladesh through implementation of its various programs and social development activities.

2.Eliminate poverty through service.

3. Development financial development through microcredit.

2.1.7: BURO Bangladesh Grade and Designation Stratification

Designation	Grade
Executive Director	1
Director	2
Additional Director	3
Deputy Director	4
Assistant Director	5
Coordinator	6
Assistant Coordinator	7
Officer	8
Assistant Officer	9
Area Manager	10
Branch Manager	11
Branch Accountant	12
Senior Program Organizer	13
Program Organizer	14
Assistant Program Organizer	15

2.1.8Future Direction.

As such, along with financial services, Buro Bangladesh has been actively providing social development services with locally available resources which most other MFIs are doing with financial assistance from international donors. Buro Bangladesh did not so far accept any donor's money of future direction.

- More Expansion of Micro Finance Program.
- Reaching increasing to the Hardcore Poor.
- Going Extensive Automation.
- Enterprise (ME) and Agriculture.

2.1.9 : Market Positioning:

Buro Bangladesh has been constantly endeavoring to develop a sustainable model of socio-economic development for the disadvantaged people of market positioning.

- Identify the major attributes that the customers value most in the financial products.
- Review deferent attributes in terms of product quality, prices, availability & service delivery.
- Continuously asses BURO Bangladesh and its competitors offer for positioning in the market.
- Development linkage with NGO-MFIs across the boundaries of the nation- state for future effective collaboration within the greater realm of microfinance industry.

2.10 :Department where intern worked:

In the time of internship period I was worked in Buro Bangladesh in MRA department. From this department I have collected information of the whole supply chain management process.

- Pursue use of commercial capital.
- Facilitate foreign remittance flow to the rural and urban areas.
- Facilitate the nation-state and market to create favorable investment climate for the microfinance clients.
- Support emerging market segments like hardcore poor; small & micro enterprises; and small& marginal farmers.

Adapt strategies with the emerging demands in the demand side for vibrant supply chain management

CHAPTER: THREE

Data Collection and Processing

3.0 Methodology:

There are two types of sources of methodology. One is primary and another is secondary sources while I was conducting the study both primary and secondary information were explored. But hardly any primary information could be found. In the absence of primary information the majority of the study has been based on secondary information. For the procurement of data, I had to take support of some specific methods as follows:

3.1 Types of data

Data collection is the process technique, or method of observation, survey and analysis.

There are two types of data-

- Primary data
- Secondary data

The report has been prepared based on primary and secondary data. I collected data by the following ways-

Primary data are collected in the following ways:

– Face to face conversation with the officer and employees.

– File study of different section of deskwork.

– Face-to-face conversation with clients visited the organization.

– Relevant field study as provided by the officer concern.

Secondary data are collected in the following ways:

– Website of the Buro Bangladesh.

– Various book articles.

– Different procedure manual published by Buro Bangladesh.

3.2 :Data Method of Action

Center for Development Innovation and Practices Buro Bangladesh Method of action can be illustrated by the following principles:

1. Make sure that the credit system serves the poor, and not vice-versa: credit officers visit the villages, enabling them to get to know the borrowers.

2. Adopt a progressive attitude: development is a long-term process which depends on the aspirations and commitment of the economic operators.

3. Establish priorities for action vis-a-virsa to the target population: serve the most poverty-stricken people needing investment resources, who have no access to credit.

4. Lean on solidarity groups: small informal groups consisting of co-opted members coming from the same background and trusting each other.

5. Associate savings with credit without it being necessarily a prerequisite.

6. Invest in human resources: training leaders will provide them with real development ethics based on rigor, creativity, understanding and respect for the rural environment.

CHAPTER: FOUR

ANALYSIS

4.0 Terms & Conditions of Microcredit Loan For New Member

Commercial Department of Buro Bangladesh is one of the most vital functional departments of the Company which deals with the micro credit program of center for development innovation and practices of Buro Bangladesh's. In order to keep all the businesses running flawlessly, the dedicated and hardworking employees of this department maintain a good liaison with the customers, both national and international. The Commercial Department is consistently achieving the best prices for the products that they purchase, ensuring enormous amount of cost savings for the company. It offers invincible professionalism and expertise in the entire commercial activities of Buro Bangladesh

(1) After admission of 1st week new member can apply for loan in 2nd week and than loan will be distribute.

(2) Samity attendance must be 80%.

(3) Deposit must be paid in weekly meeting in samity.

(4) For the first time against Tk. 15,000 loan minimum Tk. 120 have to be deposit.

(5) Member must learn signature before getting loan.

(6) Terms & conditions must be obey of the Samity.

(7) Must be take such kind of project which will be profitable and multipurpose income source.

4.1 Terms & Conditions of Microcredit Loan For Old Member

(1) Was all previous due clear of loan.

(2) Was the previous project profitable.

(3) Was the member take loan from another organization.

(4) Could use extension loan.

(5) Is the percentage of attendance is pleasing than loan will be paid.

(6) Was payment weekly deposit regularly.

(7) For 2nd term loan against proposed loan deposit must be 10%.

4.2: Policy and Procedures:

In order to establish good governance in the organization gives significant importance on the implementation of various rules and procedures that include,

1.Rules of Business for Micro - finance and Micro – enterprise,

2.Staff Service Rules,

3.Accounting and Financial Procedures and Rules,

4.Internal Audit Manual,

5.Human Resource and Administration Manual,

6.Program Implementation Manual,

7.Gender Policy, and

8.New Branch Opening Policy.

.

4.3 Micro credit Monitoring system:

Monitoring system is a systematic process which helps success a project, takes decision, get information.

Different type of Employ
Of head office

↓

Zonal manager

↓

Regional Manager

↓

Brand manager

↓

Accounts Officer/Branch manager

↓

Field officer

↓

Creditor /Entrepreneur

4.4:Terms & Conditions of Micro Enterprise loan

buro bangladesh always attach high importance on the delivery of quality financial and social services to its targeted poor members. Buro Bangladesh started its journey back in 1990without any external financial assistance from any donors rather depended solely on internal resource mobilization of terms &conditions of micro enterprise loan.

1) Member equity Must be 20% to 25% of total investment.
2) Maximum one micro enterprise loan will be paid in one family.
3) Weekly deposit must be minimum 40% member security Sowings is mandatory.
4) 1% must be deposit in general found of total loan which is non Refundable.
5) Loan is Repay able within one gear in 45 weekly equal installment with 12. 5% service charge.

.

4.5 Training Program and Human Resources Development

Training and development of quality human resources is always a very important program of buro. As such, staff training is an ongoing activity in buro round the year. Accordingly, in order to ensure effective and quality training in a friendly environment,buro has established a Microfinance Training Centre in Sonargaon under Narayongaonj District. The Training Centre is well equipped with all modern facilities where at a time 25 trainees can be accommodated with full residential and class room accommodation. The Training Centre is mostly used for in house staff training. However, outside organizations also can use the facilities of the institute as and when possible. In order to develop the capacity of the staff, buro usually organize different training programs for its different levels. Some of the typical training courses for staff capacity development are as follows :

i. Branch Management Training (For Branch Managers)

ii. Accounts Management Training (For Branch Accountants)

iii. Samity Management Training (For Field Officers)

iv. Training on Forms, Formats (For Field Officers)

v. Training on MIS and Branch Reporting (For Branch Managers)

vi. Pre-Service Orientation for new recruits.

Besides, many other training programs and workshops, Review meetings/ Seminars are regularly organized by the training department. It may be mentioned that buro organized more than 900 man days of training for its staff in the fiscal year of 2008-09 alone.

4.6 Supervision system:

For working on planed way buro bangladesh has supervision system. In this system EDIP emplace always communicate with creditors. In this system makes a relation between organization creditors for this reason it is help full for risk Reduction.

Different type of Employ
Of head office

Zonal manager

Regional Manager

Brand manager

Field officer

Creditor /Entrepreneur

4.7JUNE 2020,

- Working District : 64
- Upazila (Sub – district) : 482
- Villages : 41,165
- Branch Offices : 1,059
- Area Offices : 219
- Divisional Offices : 8
- Center for Homan Resource Development : 8 (Khulna, Comilla, Tangail, Chittagong, Modhupur, Sylhet, Baridhara, Faridpur)
- Kendra (Center) : 71,454
- Active Customer : 1.963 Million
- Active borrower : 1.287 Million
- Loan Portfolio : BDT 8,480 Crores (Principal + Interest)
- Saving Portfolio : BDT 2,400 crores
- Regular Staff : 10,o10
- Arsenic and Iron Free Rural Piped Water Supply : 560 Households Connected
- No of Remittance Transaction : 10,57,997 (Correct Year Cumulative)
- No of Remittance Transaction : 5,382 (Current Month)

4.8Ongoing Development Projects:

For these small entrepreneurs accessing loan facilities from formal institutional sources is near impossible. They neither fall into the client category of commercial banks nor into the landless group members of the typical microfinance program of ongoing development projects.

- Enhanced Institutional Capacity on Water Credit Program.
- Small and Marginal Sized Farmers Agricultural Productivity Improvement and Diversification Financing Project, (SMAP)
- Financial Inclusion Literacy for Strengthening Entrepreneurial Capacity
- Digital Financial Services Project
- INSPRED Project
- Rural Piped Water Supply Project

CHAPTER: 5

Finding, Conclusion & Recommendations

5.1 Findings

- **Poor maintenance of Database of CVs:** The Company do not maintain a database of CVs of all applicants, which would be easier if applying online is encouraged. BURO Bangladesh may also maintain a separate database of candidates who have been selected. From this database it will be evident after a while, which university graduates are more suitable for the jobs in National.
- **Training and Developments:** There is no effective training canter of BURO Bangladesh. The problem with Training and development is that it is only available for the high level officer and not for lower staff members.
- **Lack of employees in some departments :** Although BURO Bangladesh is a very good employer of talent professionals at different factories, however it was observed that there were some departments in the company lacked the number of professional in it that resulted in efficiencies in that department.

5.2 Recommendation

I find that there are some problems are associated with the BURO Bangladesh. If the problems can be solved BURO Bangladesh will be more renowned, complain free and gain a higher amount of profit. I am trying to give some suggestion that can help BURO Bangladesh to improve and overcome the problems:CDIP as well MFI's cannot take any co lateral from the micro enterprise. Microcredit regulatory authority (MRA) can take initiatives for resolving their limitation

i. Buro Bangladesh should maintain better service package for their staffs because of manpower turnover is very high.
ii. Bangladesh bank and take necessary steps to improve volt capacity for in rural areas bank.
iii. Information is very important for any organization so that organization should take initiative steps for develop their automation information system.

5.3 Conclusions:

A company's micro credit program from the organization where its products are made to the point the products are in customer hands.On the conclusion, it can be said that Center for Development Innovation and Practice of buro bangladesh has made remarkable progress building and poverty free Bangladesh through implementation of its various programs and social development activities.

I believe & hope that this report will odder a member of benefit to improve and update the procedure for its smooth operation and will co-operate in redesigning that system and atmosphere of there sector .If this report can important the existing conditions and is implemented, my little initiation will be a breathed satisfaction.

CHAPTER: SIX

Internship experience

6.1 Internship experience:

After many findings I found Firoz mia, DM organization, BURO Bangladesh, Jakir Hosen Sr. Executive Director. He offered me to join as an intern with CHRD department.

I did my Internship at BURO Bangladesh in noakhali. noakhali puraton collage From the 1st January 2020. My internship was at BURO Bangladesh, which I found very refreshing and unique. I was pleasantly surprised how all the ZM even the DM works together and help one another, which is rare to me in my experiences.

Working with BURO Bangladesh, my experience has been extremely position. Everyone has been so helpful and positive. They help me a lot.