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Intern Report on

Office Sitting Process, Operational Modality, Developing SOP, Flow Chart on Estate Management Process and Travel and Expatriate Support: Robi Perspective

Prepared For

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Prepared By

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ID # 2007-1-10-132

Date of Submission: 18 August 2011

Intern Report

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Letter of Authorization

East West University

43, Mohakhali C/A, Dhaka 1212

28 June 2011

Md. Fatema Tuz Zahara

ID # 2007-1-10-132

Dear student

I would like to authorize you, the student of Project Report BUS- 499, to prepare a report on Office Sitting Process, Operational Modality, Developing SOP, Flow Chart on Estate Management Process and Travel and Expatriate Support

In your study please concentrate on the topic properly and provide recent information. If you need any kind of further assistance from me please let me know without any hesitation.

Submit the report by 18 August 2011

Regards

M. Sayeed Alam

Assistant Professor

Department of Business Administration

East West University

Letter of Transmittal

18 August 2011

M. Sayeed Alam

Assistant Professor

Department of Business Administration

East West University

Dear Sir

I write this letter to inform you that I have prepared the report on Office Sitting Process, Operational Modality, Developing SOP, Flow Chart on Estate Management Process and Travel and Expatriate Support: Robi Perspective for the course BUS-499 along with the overview of Robi's other activities. I tried to gather information to make our term paper specific and coherent through the procedure of collecting and using necessary data from relevant sources. I have discussed and analyzed every inch and outs about SOP, Flow Chart on Estate Management Process and Travel and Expatriate Support

I tried our best to make applicable and feasible planning so that it becomes effective and as good as you expected. I consider providing any information or clarification if necessary. I sincerely hope this report will fulfill the requirements suggested by you under course BUS-499. I will appreciate if you kindly manage some of your valuable times by going through the report.

Thanking You

Fatema Tuz Zahara
ID = 2007-1-10-132

Declaration Statement

I declare that me, myself have made the report by all authentic information and this report was not inspired from anywhere and also not submitted earlier to any organization for any kind of purpose.

Fatema Tuz Zahara

ID # 2007-1-10-132

Signature and Date

Acknowledgement

At the beginning, we would like to thank our honorable course instructor M. Sayeed Alam who has always been the mentor of my Research knowledge and gave me the opportunity to prove my potentiality. During the research paper, his friendly, helpful, co-operative attitude helped me a lot to accomplish the whole task. Making this report, I got too know many thing, related to our subject, our honorable instructor has been always helpful towards us to meet our confusion related to our report.

I also want to thank my university's friends, who were very much active, friendly and co-operative to complete this task. However, I hope that this work experience will help me to build my career in successful and precise way in this arena. I am also grateful to my senior students, especially undergraduate teaching assistant of this course. Moreover I also thank to some of my classmates to be cooperative in making this report by sharing information and information collection procedure.

Finally I would also like to thank those people who helped us throughout the work directly and indirectly by providing necessary information and support, grammar checking and composing. This report is prepared successfully because I have a strong bonding of understanding in this arena which has made my effort successful and memorable.

Thanking you

Executive Summery

As a part of academic requirement and completion of BBA program, I have been assigned to complete internship report on "Flow Chart, Developing SOP, Estate Management Process, Travel and Expatriate of Robi Axiata Ltd." under the guidance of M. Sayeed Alam. Flow Chart and Estate Management process is a segment of administrative process; As such I have selected this topic to make it clear. I have divided this report in some sub segments. As a young intern in a reputed telecommunication company like "Robi Axiata Limited" I have tried my best to go through their Flow Chart, Developing SOP, Estate Management Process, Travel and Expatriate within little tenure of 03 months.

The report starts with a general introduction "Robi Axiata Ltd" As well as its purpose, scope and limitation. Then this report proceeds onto the preliminary talk about "Robi Axiata Ltd." Robi Axiata Ltd. one of the pioneers in the telecommunications private sector of Bangladesh, It is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. At first it introduced with a brand name AKTEL in 1997 then it started a new journey 28th March, 2010. I have shown the vision, strategic goal and principles of it. Afterward here discuss about Robi Axiata Ltd.'s different Division and Department. Then it carries on with Robi's Long Term Vision, CSR activities, Achievement. Than the report proceeds with the job part, where the jobs which is done by me is discussed. for the sample.

Table of Content

Subject

Chapter 1: Introduction part

1.1 Introduction

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

Under the proper guidance of onsite supervisor **Mr.Md. Shah Jahan Chowdhury,** I have conducted my study on 'Recruitment and Selection process in Robi. My faculty supervisor **Mr. M. Sayeed Alam, Assistant Professor of East West University,** also approved the topic and authorized me to prepare this report as part of the fulfillment of internship requirement and gave me proper guidance and assistance over time

Robi Axiata Limited is a leading telecommunication company and being attached to this organization as per requirements of BUS 499 course for the last couple of months is a wonderful experience. The assignments received from my supervisors helped me gather some basic knowledge regarding the Flow Chart, Developing SOP, Estate Management Process, Travel and Expatriate that are being used by this company in the different departments. My supervisors provided me the information regarding the process of the various tasks that are done for maintaining the organization. All the tasks have different segments. The entire works will be described in each segment. How a huge organization is maintained with some easy tricks can be found through this study. Here we can also get an analysis on the procurement and contract management process.

1.2 Background/ Origin of the study:

The report focuses on the developing SOP and flow chart, estate management process, travel and expatriate activities to view its different spheres of tasks. I am interested to do my report on this topic as it deals with the developing SOP and flow chart, estate management process, travel and expatriate, their task assortment, & employee satisfaction towards the offerings. It requires

focusing on the employee choices regarding developing SOP, estate management process, travel and expatriate and contract management assistance. It also finds out new array for supply chain. That's why I am really engrossed to do research on this theme. These management processes are very important part of an organization. There are several parts of an organizations management process. So I am doing my report on this topic.

1.3 Objective of the study

1.3.1 General Objectives of the report:

General objective of the project is to fulfill the internship requirement for BBA program. In order to make the students more competent, East West University requires the students to take the Internship course, BUS 499, as a BBA program requirement which helps us to get accustomed to the real business world. To complete the course students need to spend three months at an organization and submit an internship report.

1.3.2 Specific Objectives of the report:

From the broad objective stated above we can bring out the following specific objective:

- To understand and analyze the developing SOP and flow chart, estate management process, travel and expatriate process of a renowned multinational telecommunication organization like Robi Axiata Limited.
- To identify the strategies & policies for SOP, estate management process and travel and expatriate process.
- To find out their key unique features.
- To analyze the methodology of SOP, estate management process andtravel and expatriate process in a simple way.
- To find out bottleneck of their process with effective solution to overcome the limitation.
- To know about the challenges and time loss of their process.

1.4 Significance of the study

Other than determining the key SOP, estate management process and travel and expatriate process for the management, it will also be useful to employees, management practitioners, competitors, industry and the society as a whole. Employees can find out how well or how bad these management processes is doing based in their satisfaction towards the organizational environment. Management practitioners can gain important insights regarding the areas for improvement or adequate spheres. Competitors can also benefit from the outcomes of this study by getting an indication of where to focus its resources. Finally, the society at large will benefit if the findings help improve overall atmosphere of the organization because it will then contribute proportionate amount to the community it serves through CSR activities.

1.5 Methodology of the Study

1.5.1 Framework of the report:

The whole report has been arranged with four specific parts. Part one named as introduction part which includes the introduction of the project. Here the topic, methodology of the study, limitations and significance of the study are introduced. Part two named as organization part which includes the description of the overall organization. Part three includes the main project part and part four contains the analysis & conclusion.

1.5.2 Target population:

The target populations for the study are –

- Internal employees.

- Vendors of the organization.

- Key executives.

1.5.3 Study Area:

The study will be conducted within the organization to represent the procurement and contract management process of Robi Axiata Limited.

1.5.4 Data Sources:

For the information of the report both primary and secondary sources of data have been collected. But mostly the primary data are used. Primary sources of data consists various data collected by informal interview with the employees. Secondary sources including several studies on Robi Axiata Limited of the website publications have been used for this purpose.

1.5.5 Phases of the study:

Data will be collected from different executives, internal employees & company vendors through informal interviews. Besides, several website publications will be studied. As it is a descriptive study of the procurement and contract management process of Robi Axiata Limited, so there is no specific sample size or population and also there will be no survey for research. It is just an analysis of the critical procurement and contract management process of the company. This descriptive study includes information collected from the population through informal interviews. The information collected for this topic is objective as they are collected from the company's internal employees which are very much genuine.

1.6 Scope and Limitation of the study

1.6.1 Scope

The scope of the study was the Supply Chain Management in Robi Axiata Limited. But due to lack of access to sources of information, the study mainly focused on the Procurement and Contract management process of the company. From this point of view this report could be a new contribution in the study of Knowledge, Attitude & practice in urban Bangladesh concerning Telecommunication. And this can be said as an empirical study.

1.6.2 Limitations

While doing this project I had to face some limitations. These are as follows-

○ This study has kept limited on analysis. There is no formal test on any hypothesis base as it is a procurement and contract management theme.

○ Time is the key constraints of this report.

○ To perform employee survey became impossible because of limitation in number of employee in SCM.

- All the Information is not easily accessible or not permitted to disclose according to the company policy, rules and regulations on the disclosure of confidential information.

1.7 Approach to the problem

Literature review:

I focus on identifying the key factors for the SOP, estate management process and travel and expatriate process and analyze each and every task in this department in an obvious manner. The different number of task and their organizing need to be analyzed. Estate management and expatriate processes are huge units & it has tremendous categories of work. I need to analyze the activities & offerings of each work category of the unit. Thus through analysis of these issues I make an approach to the problem.

I have identified some aspects which might be severely correlated with the procurement and contract management process of the organization. This unit needs to conduct its tasks through some software's to make it easy. This software's are used for documentation & to provide notifications regarding various purposes.

1.8 Cost & Time

For the analysis of the report, it required no cost as I completed the entire analysis through interview & discussion with the respondents and also through studying related materials regarding the procurement and contract management process of this organization.

The time frame of the study can be divided as follows:

Events	1st Month	2nd Month	3rd Month
Information Collection	███	███	
Analysis & Report Generation		███	███
Findings & Result Generation			███

Chapter 2: Organization Part

2.1 Company Profile

Background of Robi Axiata Limited:

A dynamic and leading GSM communication provider, "Robi Axiata Limited", is one of the pioneers in the telecommunications sector in Bangladesh. Formerly known as Axiata (Bangladesh) Limited, Robi Axiata Limited is a joint venture company between the Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. It started its venture in Bangladesh to meet the communication needs of people here in the year 1997, under the brand name of Aktel. Afterwards, on 28th March, 2010, the company was rebranded to "Robi". Robi has got more than 12.368 million subscribers as of 31st October, 2010. By serving the urban dwellers and rural people in tandem, Robi is going to fulfill the country's vision to make communication a basic necessity and with the reach at all levels of the society. Sharing Robi's experience and expertise with people of Bangladesh will not only assist in the development of the telecom infrastructure in the country but most importantly the people of Bangladesh remains connected and closer with each other.

By serving the urban dwellers and rural people simultaneously, Robi is going to fulfill the country's vision to make communication a basic necessity and with the reach at all levels of the society. Sharing Robi's experience and expertise with people of Bangladesh will not only assist in the development of the telecom infrastructure in the country but most importantly the people of Bangladesh remains connected and closer with each other.

Robi is truly a people-oriented brand of Bangladesh. Robi marches ahead with innovation and creativity. The company is providing the telecommunication services to support national telecommunication policy for a higher rate of telecommunication ratio and coverage in Bangladesh. Robi is committed to provide warm, friendly approachable services to its valued customers as well as mass society. Robi serves its subscribers with the philosophy of the excellence with the limited interconnection.

To ensure leading-edge technology, Robi has the international expertise of Axiata and NTT DOCOMO INC that support 2G voice, CAMEL phase 2 and GPRS/EDGE service with high

speed internet connectivity. Its GSM service is based on a robust network architecture and cutting edge technology such as Intelligence Network (IN), which provides peace of mind solutions in terms of voice clarity, extensive nationwide network coverage and multiple global partners for international roaming (IR). It has the widest International Roaming coverage in Bangladesh connecting 553 operators across 207 countries. Its customer centric solution includes value added services (VAS), quality customer care, easy access call centers, digital network security and flexible tariff rates.

As a customer focused Information Communications Company, Robi believes in providing superior service that leads to good business and good development in the society. Robi believes that quality is continuous and never ending journey. Hence, any step taken by Robi is always upgrading, in order to expanding their network for better and more efficient services to the subscribers.

Company Profile

Name of the Company	: Robi Axiata Limited
Shareholders	: Axiata Group Berhad **axiata**
	NTT DOCOMO INC **docomo**
Head Office	: Robi Corporate Centre
	53 Gulshan South Avenue
	Gulshan-1, Dhaka-1212; Bangladesh.
Nature of Business	: Cellular
Year of establishment	: 1997
Industry	: Telecommunication
Technology Deployed	: EDGE, GSM, GPRS
Current Packages	: Robi Muhurto Tariff plan, Robi Shoccho plan,
	Robi Prothom Package, Robi Shorol Package,
	Robi Club Tariff Plan.
Subscriptions	: 12.368 Million (March, 2010)
Position in the Industry	: 3rd
Network Coverage	: 86% of the population
	80% Geographical network
Major Competitors	: Grameenphone, Banglalink, Airtel
Market Share	: 19% (March, 2010)
Total Revenue	: 26.034 billion (2010)
Corporate Website	: http://www.robi.com.bd
Company Logo	: রবি

2.2 Market Position and Customer base of Robi:

Robi has got 19% market share in the Telecommunication industry in Bangladesh considering the subscriber base and is in the third position based on the number of customers.
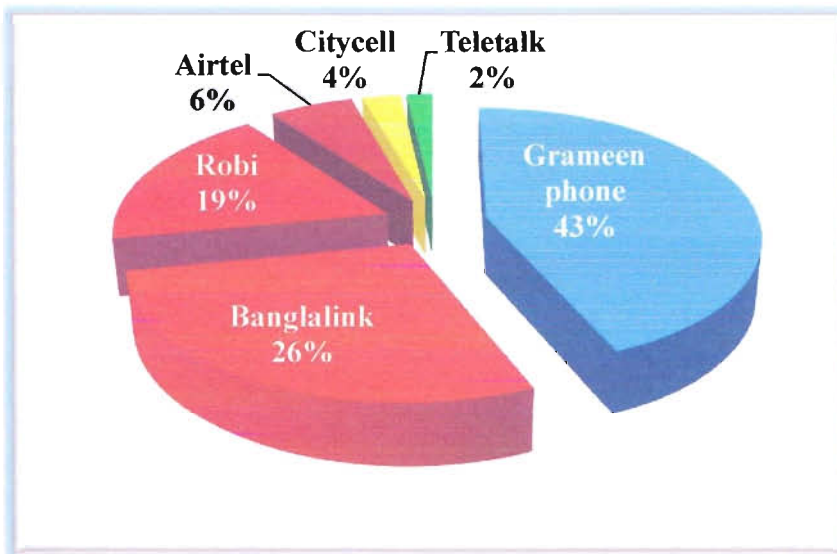
Figure 1: Market Share of Mobile Operator

(According to the BTRC data as at 31 March, 2010)

Figure 1: Market share of Robi

2.3 Objective of the Company

Robi Axiata Limited started its commercial operations as a GSM cellular phone operator with the objective of offering state-of-the-art and modern telecommunication services to the people of Bangladesh at competitive prices.

2.3.1 Purpose and Principles of Robi:

"Robi is unique. Our new brand is people-centric. We exist because of them. Anything is now possible. Any new idea is appreciated no matter where it comes from within the organization. It is all in our own hands now."

To help people understand the idea mentioned above, the company described the new brand in terms of purpose and principles.

2.3.2 Purpose

The purpose statement is their ambition for future, to set a common direction for new brand, a framework for all their strategic planning.

Robi's purpose is also to empower their customers. They claim that,

"We are there for you, where you want and in the way you want, in order to help you develop, grow and make the most of your lives through our services."

The new brand is here to help people to empower and enable themselves to make a better life. They also believe that,

"We will keep our promises and deliver. We will innovate, execute fresh ideas and, as a nationwide organization, we will be respectful of our customers and stakeholders."

2.3.3 Principles of Robi:

Principles statements define how people want to behave with each other in the organization. Robi Axiata Limited statement is about how the organization will value their customers, suppliers, and the internal community. For this reason Robi Axiata Limited Employees hold themselves accountable to the following guiding Principles for the organization. From the perspective of Robi:

- **Passionate:** We are Passionate-it's in all of us. Whether visible or hidden within for whatever reason. Everything we do is about doing the best we can. We are there for each other and we endeavor to help in every way we can.

- **Respectful:**
  We are truly respectful to each other, our subordinates, peers, partners and customers. We treat everyone equally and we allow people to express their thoughts opinions in a respectful manner.

o **Creative:**

Everything we do we should do in a creative innovative manner. We bring energy to our work. Our communications demonstrates our creative flair. We provide creative and imaginative and services to our customers.

o **Open:**

We have no hidden agendas. We share information freely. We can only be open with our customers, partners, and stakeholders if we are open with ourselves- regardless of hierarchy.

o **Simple:**

Everything we do and say should be simple and easy to understand. In terms of communications we make sure the massaging is in plain, simple language. Our plains are simple and uncomplicated.

o **Transparent:**

A few key words and phrases sums this up: Honesty, openness, frankness, no lies, no deceit, no games, easily understood. We are transparent with our customers, with each other, with our subordinate and peers.

o **Ethical:**

We are moral, upright, honest, righteous, virtuous, honorable, keeping our promises in all we say and do. We clearly align to our internal and organizational code of ethics and code of honor. We will oppose all forms of corruptions.

o **Ownership:**

Whilst working individually or correctively, we clearly demonstrate individual and collective ownership. Making mistakes is clearly part of daily business as it is part of daily life- as long as we own up to this clear, no culture of fear.

2.4 Mission, Focus and Vision of Robi:

2.4.1 Mission of Robi:

Robi aims to achieve its vision through being number 'one' not only in terms of market share, but also by being an employer of choice with up-to-date knowledge and products geared to address the ever changing needs of our budding nation.

2.4.2 Focus:

Axiata is focusing on not just developing a talent pool for the group and its subsidiaries – but on succession planning for key positions in the Robi. Robi Leadership program focuses on seven areas of leadership skills- strategic thinking, business acumen, result orientation, customer orientation, people management, coalition building and personal attributes.

2.4.3 Vision:

Robi's vision is to continuously monitor its customer's needs and to plan accordingly. It will monitor the development of technology and updated self to meet customer demand.

2.4.4 Long-Term Vision of the Company:

Robi strongly believes that subscribers are their most valuable asset. They have a strong Customer Service Center. Being always with their customers the Robi 'Help Line' is there. Robi has successfully migrated to a new switch with higher capacities in terms of accommodating higher customer base and as well as to let them use all the basic supplementary services under GSM technology. Robi Axiata Limited expertise and experience are acknowledged throughout the industry.

Demand is growing all the time, not simply for the services it already provides, but for greater and more diversified services and even higher quality performance. Its pace is fast, rewards are high and work is of constant challenge. They introduced the both-way national roaming all

through their network coverage. The Prepaid services with enhanced features have been commercially commenced successfully and now they are taking some projects to accumulate more advanced technological features in their network. In terms of Network Quality, the company will ensure not only the equipment are of world class standard but more importantly its size or capacity is catered to the right dimensioning of customer base, in order not to face the problems of drop calls or congestion.

All these are done through proper planning, control and schedule maintenance program. They maintain the benchmark for providing the quality services. They monitor these through generating regular reports and on site survey. If there are any weak signals or a call drops, the skilled engineers are providing services round the clock to resolve the problem instantly. This is the most important key resource factor in Robi Axiata Limited. Robi has efficient human resource.

Moreover, its decisions are based on facts from market research and coverage survey. Moreover, the above objectives can only be achieved through the right people. Robi has put its keen eyes in developing its employees through proper training, as they believe that the most important asset for Robi Axiata Limited. So they are ensuring quality services by quality people. Robi has the plan to give opportunity to every household in using cellular service in the country at the competitive price providing unparalleled quality service and customer care. In achieving this goal,

They can't wait for more interconnection facilities with the fixed network. Robi is planning to enforce their strong efforts to create their own independent network. They have already started the Dhaka-Chittagong Robi backbone. The future plan is to vigorously expand the network, which was called cell to cell expansion, covering almost all the regions of Bangladesh within the year 2012.

25. Company Achievements:

- Robi has been conferred the prestigious Frost & Sullivan Asia Pacific ICT Award 2010 for 'Emerging Market Service Provider of the Year'

- Awarded the prestigious fund grant from GSMA MMU (Mobile Money for the Unbanked) in 2009

- Crossing 10 million subscribers mark in 2009

- Ranked within top 6 global comparable telcos in A.T. Kearney benchmarking exercise in 2009.

- Cost optimization project saved 2 times of what was projected.

- The weekly Financial Mirror Samsung Mobile & Robintex Business Award 2008-2009 as the best Telecommunication Company.

- TeleLink Telecommunication Award 2007 for its excellence in service, corporate social responsibilities and dealership management for the year 2006 in commemoration of World Telecommunication Day 2007

- Arthakantha Business Award given by the national fortnightly business magazine of Bangladesh for its excellence in Service in telecom sector.

- Financial Mirror Businessmen Award given by the national weekly Tabloid business magazine.

- Deshbandhu C. R. Das Gold Medal for contribution to telecom sector in Bangladesh.

- Beautification Award for exceptional contribution to the Dhaka Metropolitan City from Prime Minster Office on 13th SAARC summit.

- Standard Chartered-Financial Express Corporate Social Responsibility (CSR) Awards 2006 for contribution in Education, Primary Health, Poverty Alleviation and Ecological Impact.

- Desher Kagoj Business Award 2006 for corporate social responsibilities activities.

2.6. Corporate Social Responsibilities:

Robi Axiata Ltd. is always committed to the society. In fact, 2005 & 2006 were a year of exploration into Corporate Social Responsibility (CSR) for Robi Axiata Ltd. To actively identify and start establishing Robi Axiata Ltd. as a concerned entity devoted to the development of many social interests throughout greater Bangladesh based on four core values. There are enlightened through education, Assure better health, Protect environment and Fight with poverty. In recognition of its CSR effort, Robi Axiata Ltd. is the first among all mobile phone operators to win prestigious "Standard Chartered-Financial Express Corporate Social Responsibility Award-2006".

Robi Axiata Ltd. believes education platform remains the main focus to develop a nation. To ensure an early jump into technology and intellectual transfer, Robi Axiata Ltd. has established a tradition of providing scholarships every year to three individuals to complete their higher studies in Multimedia University in Cyberjaya, Malaysia. To provide a world-class teaching and learning resources for Bangladeshi professionals, Robi Axiata Ltd. joint hand with Chittagong Skills Development Center (CSDC), Underprivileged Children's Education Programs (UCEP-Bangladesh), etc. Robi Axiata Ltd. also aims to identify and supports indeed those in need of basic infrastructure to practice the fundamentals of Islam. This contribution goes in building orphanages and renovations of mosques all across the Bangladesh.

To improve living condition of distressed people; Robi Axiata Ltd. has always been providing support to them. As a shared concern with the society at large, Robi Axiata Ltd. also focused towards the roaming street children found throughout Bangladesh. Not only with Robi Axiata Ltd. continue its thrust towards identifying & involving itself with more avenues for CSR activities, it encourages the fellow enterprise of Bangladesh to participate in such activities on a regular basis. By becoming more aware of living & social community, Robi Axiata Ltd. can certainly see so many areas to be involved in. Only through concerted efforts of the private sector, there will be emerged a socially responsible collective consciousness.

2.6.1 CSR Highlights:

- Robi organized 'Konthe O Tulite Bangladesh' contest (Wednesday March 31, 2010)

- Robi initiates health camp at Rangpur for underprivileged women (Wednesday March 07, 2010)

- Robi Axiata Ltd. pledge for 'Healthy Women, Healthy Family' (Sunday March 08, 2010)

- Robi Axiata Ltd. stands beside the visually impaired people of the society (February 28, 2010)

- Robi Axiata Ltd. donates sewing machines for the underprivileged women (January 31, 2010)

- Robi stood beside the cold affected people of Northern region.

- Robi Axiata Ltd. & The Daily Star have jointly initiated English in Schools (EIS), a language learning program to promote English language learning at secondary schools across the country.

- Robi Axiata Ltd. was besides the cold affected underprivileged people of the city.

- Robi Axiata Ltd. stands besides SOMA

- Robi Axiata Ltd. had taken various initiatives in Bishwa Estema 2008

- Robi Axiata Ltd. organized debate championship 2008 in Chittagong.

- Robi Axiata Ltd. joined hands with SEID trust rehabilitate children with disabilities especially intellectual and multiple disabilities into mainstream society and to facilitate activities directed towards ensuring the rights of such children.

2.7 Organizational Structure:

The organization is headed by its Chief Executive designated as the Managing Director entrusted with overall responsibilities of business direction of the organization and leading dynamically towards the attainment of its purpose and principles. In attaining the purpose and principles, the Chief Financial Officer, General Managers & department Heads assists the MD. Robi has established a strong and formidable sales channel, which consists of direct dealers and its own sales force.

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CEO ─── Legal
    ─── Transformation Office
    ─── Ethics Office
    ─── Internal Audit
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Admin	Corporate Affairs	Regulatory	HR	Strategy	Technology	Finance	Market operation
Fleet mgt	Corporate Communications & Media Relations	Technical regulation	Organizational Development	Business development	Development	Corporate finance	Market Strategy & Pricing
Security	Company affairs	Economic regulation	HR Operations	Business strategy	Planning	Financial Accounting & Management reporting	Marketing
Regional support	CSR & Sponsorship	Regulatory Compliance	Competence Development	Corporate management	Implementation	Financial compliance/ Insurance & process improvement	Business Sales & service
Facility mgt			Employee Relations & Compliance		Central operation	SCM	Consumer Sales & service
					Regional Operations	Revenue Assurance	Contact Center
					Compliance	Business Control	CLM
					HR Business partner	Company Secretary	Transformation Office
					Business Control	HR Business Partner	HR Business partner
							Business Control

Figure 2: Organogram of Robi Axiata Limited

2.8 Chain of Command

The organization is headed by its Chief Executive designated as the Managing Director entrusted with overall responsibilities of business direction of the organization and leading dynamically towards the attainment of its Vision, Mission and Goal. In attaining the above mission, the MD is assisted by 4 general managers Robi Axiata Ltd. has established a strong and formidable sales channel, which consists of direct dealers and its own sales force.

2.9 Divisions & Departments of Robi Axiata Ltd.

Robi is operating with following Divisions / Departments having its establishment in different locations at Dhaka, Chittagong and other regions of Bangladesh.

2.9.1 Robi has following divisions:

- ☐ Commercial Division
- ☐ Information Technology Division
- ☐ Technology Division
- ☐ Finance Division
- ☐ Human Resources Division
- ☐ Market Operation Division
- ☐ Strategy Division
- ☐ Corporate Affairs Division
- ☐ Administration Division
- ☐ Regulatory Division

2.9.2 Robi has following departments:

- ○ Business Strategy Department
- ○ Business Development Department
- ○ Development Department
- ○ Planning Department
- ○ Implementation Department

- Central Operation Department
- HR Business Partner Department
- Business Control Department
- Economic Regulation Department
- Employee Relation & compliance Department
- Facility Management Department
- Revenue Assurance Department
- Regulatory Affairs Department
- Regional Support Department
- Regional Operation Department
- Internal Audit Department
- Corporate Finance Department
- Financial Accounting & Management Reporting Department
- Financial Compliance / Insurance & Process Improvement Department
- Company Secretary Department
- Corporate Management Department
- Corporate Communication & Media Relation Department
- Company Affairs Department
- Competence Development Department
- CSR & Sponsorship Department
- Technical Regulation Department
- Transformation Office Department
- Marketing Strategy & Pricing Department
- Marketing Department
- Consumer Sales & Service Department

2.10 Marketing Division

2.10.1 Marketing Strategies:

RAX always wants to achieve the desired sales growth and customer base. RAX wants to encourage the existing customers to use more of their services. They launched a package called "Robi EID DOUBLE BONUS" which was one of their successful initiatives for obtaining potential customers.

2.10.2 Product Positioning

Initially RAX's target was to reach the top, but other mobile operators are also targeting to the grass roots level and thus increasing their customer base. RAX wants to be the leader with good quality and designing products for the middle and lower middle class range too.

Marketing division constitutes seven units. A brief description of each unit is given below:

2.10.2.1 Brand and A&P

Brand and A&P denotes to brand and advertising & promotion. This unit deals with the overall brand management and promotion activities of the company. The unit covers both outdoor (billboards, road-overhead etc.) media and indoor (print & electronic) media.

2.10.2.2 Product Development

Product development unit is like the R&D unit of a company, which is responsible for developing new products and services. This unit is closely related to the marketing research unit.

2.10.2.3 International Roaming

International roaming (IR) unit is basically responsible for ISD, international SMS etc services. The core task of this unit is to negotiate with foreign telecommunication companies and to expand the international coverage by making deals with them.

2.10.2.4 Corporate Sales

Corporate sales unit deals with the sales of products and services to other companies. The unit makes agreements with different companies to be the corporate clients of Robi and only handle the corporate level sales.

2.10.2.4 Direct Sales

Direct sales unit is responsible for the sales of products and services to the mass customers through the customer service centers.

2.10.2.5 Dealer Management

Dealer management unit oversees the dealers of the company around the country.

2.10.2.6 Advertisement and Promotion

Robi GSM are trying to convert non users to mobile phone users stressing the benefit of GSM services, and with the service benefit of Robi that will make their life easier. To serve the market more accurately their target market will be further segmented based on psychographics and business sites. The strive to develop a better product will be a continuous process. Conducting of market research will be held every 3 months. They will use their import to develop new products based on the data they will get from survey. Thus the product will be designed to meet the customers need. Robi has a wide variety of promotional activities. The promotional activities include T.V., radio, newspapers, magazines, flyers, brochures, etc. Robi has also put up billboards at certain strategic locations in order to attract customers as well as give their products and services a boost so that they can increase their customer base.

Robi branding has been carried in order to bring about its brand awareness. They are trying to identify Robi as a unique product so that it can be differentiated from its competitors. Billboards are there to attract attention and appeal to customers so that they are aware of Robi's products and services. Mostly billboards have been put on main roads and some major shopping centers around Dhaka city like Eastern Plaza, where mostly the younger generation hang out.

This in turn would attract that segment of customers within a specific age group, i.e. teenagers and people in their early twenties, as this generation has the urge to communicate frequently and be up-to-date on recent events. Thus, by promoting their products and services through these various media, electronic as well as press advertisements, Robi can well be in the way of obtaining it's vision and so resulting in a higher subscriber base and in turn a higher potential market share. The Commercial Division distributes leaflets or brochures so those new customers can find out information about Robi's various packages and choose from among them.

2.11 Information Technology Division:

IT division constitutes seven units and they closely work together.

2.11.1 Value Added Services (VAS)

Value added service is a unit that implements the developed concepts and ideas of the marketing division. This handles the VAS content providers who are the third party to the company.

2.11.2 Billing

The billing unit is responsible for processing and monitoring the billing systems for the postpaid users. The unit has a manager who reports to the AGM of IT.

2.11.2 Rating (postpaid)

This unit is responsible for charging the rates of postpaid services. The unit fixes per-minute and pulse rates and also fix the pulse durations. It has changes the rates on demand basis.

2.11.3 Prepaid

This unit only deals with the prepaid service. It administers the e-fill and scratch card systems. At the same time, it fixes per-minute and pulse rates and fix the pulse durations.

2.11.4 Product Configuration

This unit is responsible for designing and developing products and services. It develops the blueprints of the product design.

2.11.5 Billing Operation Team

Billing operation team is responsible for administering the entire billing process and developing required software for collecting bills from postpaid users.

2.11.6 Customer Relation Management (CRM)

This unit supplies required software to the customer care centers and work with these centers side by side. The centers usually inform CRM concerning their necessaries and the unit prepares suitable software for them.

2.12 Finance Division

Financial division has eight units dealing with financial matters of the company.

2.12.1 Treasury Management

Corporate finance unit consists of the treasury management and L/C. Treasury management deals with the inflow and outflow of the company, whereas L/C (letter of credit) deals with the L/C opening banks and other foreign banks.

2.12.2 Accounts Payable

This unit keeps track on the accounts payable of the company.

2.12.3 Accounts Receivable

This unit keeps track on the accounts receivable s of the company while preparing the balance sheet. As Axiata is a large company with thousands of financial transactions every day, a unit to keep track on the accounts is necessary.

2.12.4 Core Account

Core account is an important unit of the finance division dealing with the budget and fixed assets. The annual budget of various departments is prepared under the close observation of this unit.

2.12.5 Revenue Assurance

Revenue assurance unit consists of the revenue assurance and fraud management. Revenue assurance monitors the transactions and assures all protection of the finances. On the other hand, fraud management protects the fraudulences take place in the daily transactions.

2.12.6 Taxation

Taxation unit takes care of the tax, VAT and tariffs of the company.

2.12.7 Reporting unit

The reporting unit reports the entire financial transactions Axiata to the parent company.

2.12.7 Costing

This unit forecasts the costing of different departments and resorts them regarding the expected expenditure of any alternation.

2.13 Technical Division:

The technical division consists of three major units- planning, infrastructure, and property management.

2.13.1 Planning

The planning unit makes plans regarding the technical matters such as the RF, SWITCH etc. They assure the proper placement of technical devices and equipments.

2.13.2 Infrastructure

The infrastructure unit selects the locations and builds the base transceiver station (BTS) towers. They are also responsible for the maintenance of the towers.

2.13.3 Property Management

The property management unit manages the technical equipments and assets.

2.14 Human Resource Division

Human resource department is responsible for the recruitment and training of the employees of the company. They also monitor the performance and handle the promotion and salary related matters. They also administer the regulations of the company.

2.15 Corporate Strategy Department

The corporate strategy department determines the long term strategies and short term plans. All the corporate level policies come from them and they are also responsible for the implementation.

2.16 Corporate Affairs Department

The corporate affairs department is responsible for the internal and external synchronization. At on hand, they coordinate with outside companies. Along with that, they harmonize among the divisions and departments inside the company.

3.0. Product Portfolio

Robi mainly offer two types of product based on the subscription category for general subscribers-Pre-paid and Post-paid.

3.1.1 Pre-paid package:

Robi Pre-paid is continuously offer new features and plans to provide absolute freedom to the customer. Robi offers a single Pre-paid package with different tariff plans to meet different types of needs instant, easy and multiple migration facility form one tariff to another. Tariff plans are as follows-

- ☐ Robi Club Tariff Plan
- ☐ Robi Prothom
- ☐ Muhurto Tariff
- ☐ Shoccho Tariff
- ☐ Shasroyee Tariff
- ☐ Shorol Tariff

For the entrepreneurs Robi offer a different package called Uddokta & Easy Load Tariff.

3.1.2 Post-paid package:

Robi offers few lucrative Post-paid Packages named Simple plans, Normal plans, and Robi corporate. These Tariff and facilities can be easily found from the webpage: ***www.robi.com.bd***

3.2. Services

3.2.1. Supplementary services:

☐ Call Waiting and Call Holding

☐ Call Forwarding

☐ Call Conferencing

☐ National Roaming-Both way

☐ Dedicated Customer Services

☐ Music

☐ Entertainment

☐ Downloads

☐ Internet & Data Services

☐ Messaging

☐ Community & Chat

☐ Information & Services

☐ Mobile Assistance

☐ Education & Career

☐ Islamic Info

☐ Lifestyle

☐ M-Ticket

☐ Finance

☐ Balance Transfer Request

☐ Call Management etc

4.0 Process Flow

4.1 New Acquisition / Renewal of Office / Robi Sheba / Expat House / Warehouse:

☐ Concern user raise requirement to CFT (Admin play role as a CFT member).

☐ Admin Attend "site visit" with CFT team (when as required basis).

☐ Provide technical feedback (when as required basis).

☐ Attend "Negotiation meeting" with CFT team (when as required basis).

☐ Check and verify "Approval Note" and provide consent.

☐ Check and verify "Draft Lease Agreement" and provide consent.

☐ Provide Signature at "Lease Agreement" (when as required basis).

☐ Start process for "Takeover".

☐ Collect soft copy of Lease Agreement and Approval copy from SCM and process for PR (Payment Request) in SAP in line with Lease Agreement details.

☐ Follow up with SCM for PO (Purchase Order) completion.

☐ Process for Advance & Security Deposit Payment as per Lease Agreement.

☐ Prepare Payment Instruction for Advance & Security Deposit Payment and collect signature from Unit Head and Head of Admin.

☐ Process Down Payment Request (DPR) in SAP.

☐ Submit Payment Instruction to Finance with Down Payment Request (DPR) number and follow up for cheque issuance.

☐ Delivery cheque of Advance & Security Deposit to concern Owner.

☐ Start Monthly Rental Payment process.

☐ Prepare Payment Instruction every month (as per Lease Agreement).

☐ Check and verify Payment instruction and collect signature from Unit Head and Head of Admin.

☐ GR (Good Receive) process in SAP for all Payment Instruction.

☐ Submit Payment instruction to finance with GR details for issuing cheque.

☐ Follow up with Finance to issue Monthly Rental cheque.

☐ Collect Monthly Rental cheque from Finance.

☐ Disburse Monthly Rental cheque to concern Owners.

☐ Updated Rental data base monthly.

4.3 Monthly Utility Payment Process for Office

☐ Collect Utility bills (Electricity & WASA) from concern Owner.

☐ Check and verify Utility bills with related documents.

☐ Prepare Payment Instruction against utility bills.

☐ Collect signature on Payment Instruction from the line supervisor / Unit Head.

☐ Submit Payment Instruction to Finance for issuing cheque.

☐ Follow up with Finance to issue Utility cheque.

☐ Collect Utility cheque from Finance and disburse accordingly to concern Owner.

☐ Updated Utility data base.

☐ Collect Utility bills (Electricity, WASA, GAS, Internet etc.) round the month from concern Owner and concern of Robi Sheba.

☐ Check and verify Utility bills with related documents.

☐ Prepare Payment Instruction for "Advance" against unpaid utility bills and collect signature from the line supervisor / Unit Head.

☐ Submit Payment Instruction for "Advance" to Finance for issuing check.

☐ Follow up with Finance to issue Utility "Advance" cheque.

☐ Collect Utility "Advance" cheque from Finance.

☐ Submit cheque to Bank.

☐ Collect money from Bank and disburse to concern owner of Expat house / Head of Branch (HOB) of Robi Sheba for utility payment.

☐ Collect paid bills copy from concern owner of Expat house / Head of Branch (HOB) of Robi Sheba.

☐ Advanced settlement with Finance.

☐ Keep the original utility paid bill (Hard copy) in safe custody.

☐ Updated utility data base.

5.1 Introduction

This Policy is designed by the Administration Division to clarify the General Administration policies and procedures with regards to a certain general administrative functions performed throughout the TM International (Bangladesh) Limited (AXB). To acquaint with the proactive backend Admin support provisions affecting all over working areas of AXB. It is intended to be used by the executives at all levels, but truly belongs to all employees of Axiata (Bangladesh) Limited.

The Administration Division has already ensured it's standard of service by providing quality and dependable general admin support to the administrative areas of AXB in the filled of Electrical, Fixed Assets, Immigrations, Visa and Work-Permit processing, In-house Travel, Drinking Water, and many other Logistic Supports etc.

Our objective is to provide dependable quality Admin support at all AXB premises for creating a proactive working environment that is constructive to both personal and professional growth.

5.2. Change in Policy

AXB business and organization are subject to change, AXB reserve the right to interpret, change, suspend, cancel, or dispute all or any part of our policies, procedures, etc. with or without notice at any time. AXB will notify all areas of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor. The bottom of every page includes a dates in which the relevant section takes effect.

The Administration Division is responsible for reading, understanding, and complying with the provisions of this Policy.

5.3 Applications

We rely upon the accuracy of information contained in this application and the accuracy of other data presented throughout the hiring process.

The purpose of the Service Level Agreement (SLA) is to detail the service arrangements between the parties covered by the Agreement. The process of developing the SLA will be used to establish a common understanding of these service arrangements. The other services provided by the Facility & Estate Mgt. will be detailed in separate project specific SLA's.

5.4 Parties Covered by the Agreement

a. The parties covered by this agreement are:

5.4.1 Service Provider

o Facility & Estate Mgt.

5.4.2 Client

o Robi Axiata Limited

5.5 Changes to the Agreement

a. Any changes to the service levels specified in this agreement will be subject to agreement by both parties. The exception to this will be changes resulting from issues beyond the control of either party. In these circumstances, the changes will still be recorded by both parties.

5.6 Quality Assurance

a. Admin (Facility & Estate) and Services will apply the following quality assurance system. Where failures to meet agreed services levels are identified either through sectional reports or employee complaints, a report will be raised identifying the process failure for MC.

b. Where a written complaint is received from an employee, the receipt of correspondence will be recorded and the employee will receive a written response detailing the action taken by Admin (Facility & Estate) team in respect of the complaint.

It is not intended that this agreement should have legal consequence, rather that it should serve the mutual benefit of involved parties by providing a clear understanding of agreed operating arrangements and performance criteria. It is expected that it will evolve over time.

5.7 Travel Support

This SLA provides information regarding travel as a condition of employment.

1. **Travel Support:**
1.1. **Itinerary:**

Employees intending to travel out of the stations for official purpose should submit the approved **"TRAVEL ITINERARY FORM"** to the concern Manager of Administration Division of Robi Axiata Limited at least 10 days prior to departure. (International & Domestic) Administration Division will make the arrangements of Air ticket as per the request.

Original approved Travel Itinerary Form must be submitted to the Concern Admin while going for official Trips, required to take following necessary steps:

- Any International Travel Itinerary must be approved by Divisional Head. Only **CXO's** itinerary should be approved by Managing Director.
- Itinerary must be produced for official travel.

5.7.1. Ticket Entitlements:

International Air Travel for Official Business,

Grade	Entitlement Classes	Remarks
A	Business Class	
B	Economy Class	If flying hrs is more than 6 hrs on board will be entitled for Business Class.
C	Economy Class	Do
D	Economy Class	Do
E	Economy Class	Do
F	Economy Class	Do
G	Economy Class	Do
H	Economy Class	Do

Administration Division will not be responsible to issue any Air Ticket without approved Travel Itinerary. Exceptional issues may be considered by Head of Admin on behalf of the E-mail request from the concern traveler.

5.7.2. Passport validity for Local Employee

For any International travel the Passport must be valid for next 06 (six) months onward to comply visa procedure.

5.7.3. Applying for visa for Local employee

To obtain visa for any country the concern travelers should responsible to inform Administration Division **at least 10 working days before** for Inter Asia and **15 working days before** for Europe & other state **(subject to Embassy policy)**.

5.7.8. Hotel Accommodation

Arranging Hotel for Robi and Axiata group employees (as & when required) as per the entitlement (HR benefit policy).

5.7.9. Confirmation of Air Ticket

○ Enlisted vendor will ensure all International and Domestic Air Ticket upon requesting of designated Admin personnel along with pertinent documents. No personal ticket will be treated as official.

○ Responsible Admin Manager will inform the status of Ticket Booking accordingly if everything is suitable for the said then only Ticket will be issued to the concern traveler.

○ Ticket confirmation will be subjected to the availability of the respective air lines and schedule.

5.7.10. Cancellation/ Reschedule of Air Ticket

○ For any cancellation/reschedule issue the concern traveler should be responsible to inform Administration Division **(24 hrs before for Local & 36 hrs before for international** and cancelation/ reschedule request should be communicated to the Administration Division through email communication with proper justification. When cancelling or changing a reservation, a percentage of amounts will be deducted by the air ticket authority **(charge applicable subject to respective Air lines policy).**

5.7.11. Airport Logistic Support

○ Only **CXO** level will be entitled to get required Airport protocol support from Administration Division **(subject to individual request)Outsource vendor**

○ For **CEO & MD** and the Board Directors above, will be handled by **CA** of **Corporate, Regularity & Legal Division.**

5.7.12. Payment

○ For Official Trip, payment to be made to vendor against actual number of Air Ticket, hotel accommodation, visa assistance etc. Admin will be responsible to send payment request to Finance Division for settlement of the payment after necessary verification.

○ Admin receive the Air Ticket bill from the vendors **(as per approval Itinerary of concern authority)** should be scrutinized and comparing with required related papers.

○ For any personal trip concern user may take consultancy from the travel agent for processing visa, Air Ticket, and the bills has to be settled by the concern employees not by Robi.

5.8. Visa & Work permits process for Expatriate

○ Every effort is made to make all foreign expatriates feel settled and comfortable throughout their stay in Bangladesh. Inevitably there is a fair amount of Administration involvement with moving to and living in another country.

○ When an expatriate is appointed to work for Robi, the following procedures need to be completed before he/she arrives.

5.8.1 "E" visa process:

Initially, the expatriate has to submit pertinent documents to Administration Division for **processing** "E" visa (processing time: at least 12 working days from the date of receiving "E" **visa** documents)

Following documents should be submitted to **BOI** (Board of Investment) for obtaining "E" Visa.

1. Forwarding Letter from Robi Axiata dully sign by **CEO**.
2. Passport size photograph 1 (one) copy.
3. Advertisement of Newspaper Clipping.
4. Photocopy of the Board of Director's resolution.
5. Photocopy of the appointment letter, from Robi Axiata Limited.
6. Curriculum Vitae of concerned expatriate.
7. Photocopy of the education & experience certificate.
8. Photocopy of passport with "B" Category Visa.

5.8.2. Work permit process

Expatriate has to submit pertinent documents to Administration Division for processing Work permit (processing time: **at least 20 (twenty) working days** from the date of receiving Work permit)

Following documents should be submitted to BOI (Board of Investment) for obtaining Work permit.

1. Forwarding Letter from Robi Axiata dully sign by **CEO/MD.**
2. **BOI** (Board of Investment) prescribe form 4 (four) set with photograph 4 (four) copies
3. Supplementary Information Letter from Robi to BOI office.
4. Advertisement for Newspaper Clipping
5. Photocopy of the Board of Director's resolution.
6. Photocopy of the education & experience certificate.
7. Photocopy of the appointment letter, from Robi Axiata Limited.
8. Photocopy of the passport with **"E" Visa** with last date of **Arrival** in Dhaka is required.
9. Tax exemption source Challan/ Tax clearance certificate (while extending).

5.8.3. BOI permission process

1. All documents of "E" visa as well as work permit must be attached by the MD/ CEO or Company Secretary.
2. Admin will apply to BOI for the work permit of the concern expatriate.
3. Admin will prepare the approval note, forward to the Finance Division for the pay order (**Tk. 10,000/-** for two years, **Tk. 5000/-** for the renewal fee for next 1 year) to BOI for the work permit.

5.8.4. Security Clearance

Once the work permit letter issued by Board of Investment and circulated the same letter to all the respective Government Offices (usually takes **15 working days**) concerned person from Admin

Division will collect the Provisional Security Clearance Certificate from the Ministry of Home Affairs, Bangladesh.

5.8.5. NSI (National Security of Intelligence) & SB (Special Branch) Investigation

After receiving the work permit from the Board of Investment Office, National Security Intelligent (NSI), and Special Branch of Police (SB) will visit ROBI Corporate Office to inquire about the expatriate and to review pertinent documents/ papers.

The following papers are required for NSI & SB personnel's:

1. Advertisement for recruitment/ News paper Clipping

2. BIO data from concerned Expatriate.

3. Photocopy of the Educational and Experience Certificate.

4. Photocopy of the Board of Director's resolution.

5. Photocopy of the appointment letter, from Robi Axiata Limited.

6. Photocopy of the work permit

7. Photocopy of the passport with **"E" category visa** and date of **Arrival** in Dhaka.

8. Photocopy of the TIN Certificate.

9. Photocopy of the Certificate of Incorporation.

10. Photocopy of the Company Trade License.

11. Photocopy of the Import Registration Certificate.

12. Photocopy of the Company Memorandum and Articles of Association.

13. List of Expatiates who are working in Robi Axiata Limited.

14. List of Local staffs who are working in Robi Axiata Limited.

Admin will communicate with the concerned Expatriate for the visa for him/her and family members. The user Division will raised the PR for the said multiple visa fee, then admin concern person will collect the cheque from Finance. The whole process takes **10 (Ten) working days** accordingly Admin will process for the said multiple visa.

The following papers are required for the processing of the multiple entry visa with "E" category.

1. Visa application form.
2. Photograph **2(two)** copies each.
3. Authorization letter from concerned expatriate/family members.
4. Forwarding letter from Administration Division for the concerned expatriate and family members.
5. Photocopy of the work permit, security clearance, and passport photocopy (first 5 pages with latest visa and last date of arrival). Concerned person from Admin will submit necessary papers to the Department, Immigration & Passport Office, Dhaka, Bangladesh.
6. Before submission of the visa applications, all pertinent documents should be endorsed by the Assistant Director, Immigration & Passport office.
7. Admin will collect voucher from the Sonali Bank booth, and fill it up for all and deposit the visa fee to the adjacent Sonali Bank Booth.
8. Admin will submit the visa application forms to the Immigration counter, they will provide us the visa receipt, in that receipt copy they will mention the call date for the visa stamping.

The entire process takes **10 (ten) working days** from the date of submission of application to the Department of Immigration & Passport, Dhaka. In case of any emergency to collect the visa the concerned expatriate will have to provide photocopy of the confirmed Air ticket along with the application form.

5.9. Visa process for Local Employee for International Tour

Any local traveler who entitled to travel abroad for official matter should inform Administration division **at least before 10 working days** for inter Asia and **15 working days** for others with proper document. Any exceptional issue is may be consider subject to concern embassy policy. Following documents should be submitted to the Embassy.

1. Forwarding Letter from Robi Axiata dully sign by **Head of Admin.**
2. Visa Application form with recent 2 (two) copies photographs.
3. Bank statement for last 6 (six) months.
4. Insurance Certificate of the applicant (for European Country).
5. Visa fee has to submit at Standard Chartered Bank (for European Country)
6. Confirmed Air Ticket of the applicant.
7. Photocopy- Original Passport.
8. Business Card.

5.10 Visa procedure for Group Axiata employees & Foreign Delegates

Any Invitation letter for Group Axiata employees, and Foreign Delegates for B Visa the concern requester must be informed to Administration division **at least 2 working days** befor through email communication along with the following information/documents.

1. Signed copy of the agreement or any approval copy in relation of their engagement with Robi Axiata Limited.
2. Name and details of the concern along with their stay during the Bangladesh.
3. Purpose of their visit at Dhaka.
4. Duration of their stay at Dhaka.

If there is any misconduct happened during the stay of Foreign Delegates, Admin will not liable for that.

5.11. Non Employment visa for foreign vendor:

Those who are not holding work permit, security clearance, only have **"B"** visa, they can extend the visa, for 2-3 months, either by getting permission from the Department of Immigration & Passports Office which will take **25 working days**.

1. **"B" visa for short duration of stay** with last date of **Arrival** in Dhaka passport pages are required
2. Visa application form with 3 recent passport size photographs.
3. Photocopy of the Company trade License.
4. Photocopy of the company Incorporation Certificate.
5. Invitation letter from Mother Company
6. Forwarding letter from Robi Axiata Limited
7. Original passport of Applicant

5.12. Illegal Expatriate Staying in Bangladesh

No expatriate is allowed to stay illegally in Bangladesh as significant amount of penalty will be imposed by the Government of the Bangladesh for illegal stay which will be payable to the Immigration & Passport office as well as Legal action will be taken against the concern foreigner where Robi will not take any such responsibility.

3.13 . Space Allocation Process

5.13.1 Administration division will ensure the optimum use of office space for its staff and accordingly, every staff of AXB is entitled for a standard sitting space upon management approval.

5.13.2 Grade/Designation wise Space allocation:

Sl No	Designation	Type of Allocated Space	Office Furniture	Remarks
1	Head of the Division/Department	200-250 sft	Table, Chairs, Visitors Chairs, Sofa, Side Table, File cabinet, Side Cabinet, Coat hanger.	Separate glass partition room with attached toilets
2	AGM/DGM Grade-25-26	150-200 sft	Table, Chairs, Visitors Chairs, Sofa, Side Table, File cabinet, Side Cabinet, Others furniture	Separate glass partition room
3	Sr. Manager/Manager Grade-23-25	100-150 sft	Table, Chairs, Visitors Chairs, File cabinet, Side Cabinet, Others furniture	Separate glass partition room
4	DM/AM Grade-20-22	075-100 sft	Table, Chairs, Visitors Chairs, File cabinet, Side Cabinet, Others furniture	Individual Cubical Work station
5	Sr. Executive/Executive Grade-17-19	050-705 sft	Table, Chairs, File cabinet, Side Cabinet, Others furniture	Group Cubical Work station
6	Non-Executives Grade-3-4	030-050 sft	Table, Chair, File Cabinet	Group cubical work station

5.13.2.1 Any requirement for new space or carry out any type of internal re-organization of space, concern divisions will be responsible to inform Admin to ensure sitting arrangement for new staff or division/department which requires written permission with justification or mail to the Head of Administration. The Administration Division will take necessary management approval to complete the job as per requirement.

5.13.2.2 Concerned division/department will be responsible to inform Admin about their new space requirements for new staff with floor/place intimation at least 15 days ahead. Admin will arrange or ensure space in consultation with concerned division/department accordingly necessary approval will also be taken from management.

5.13.2.3. The provisions for kitchens break space and photocopiers, printer etc will be strictly regulated.

5.13.2.4. The use of office space for locating printers/photocopiers/IT server Room/Prayer room/tea room/dining room will be provided as per requirements by utilizing the maximum usages of space

6.0 Expatriate Support

6.1 Background

AXB will provide residence to the Expatriates while they come in Bangladesh with at least 6 months assignment. If the assignment is less than 6 months, s/he will reside at guest house.

Administration division is responsible to rent expatriate residence in consultant with him/her and accordingly will arrange to make an agreement between landlord and AXB authority. The residence may be furnished with a basic furniture and appliance package. However, each residence may vary somewhat in terms of what furnishing, cutlery have been purchased.

6.2. Lease Agreement

Administration division will be responsible to make agreement with house owner and AXB authority if the terms and condition are accepted. **(Draft Agreement Attached).** Once Admin (with the help of CFT) found any suitable place they will forwarded to SCM for negotiation and Lease Agreement. After lease agreement admin will take over the house accordingly.

6.3. Rent

Administration division is responsible to pay monthly expatriate residence rent as per agreement on behalf of the expatriate. Administration division is responsible to pay monthly expatriate residence rent as per agreement on behalf of the expatriate. (Once the Agreement has signed than Admin will responsible to raise the PR within 5 working days, Once PO issued by SCM than Admin will proceed for Down Payment Request through SAP & forward to Finance for Advance & Security Deposit payment as per Lease Agreement)

6.4. Telephone

A telephone connection will be provided to each Expatriate house (Subject to availability). Telephone bill will be paid by the concerned expatriate.

6.5. Utilities, Cable, Maintenance & Repairing

Administration division will pay all utilities (gas, water, electricity) in favor of the concerned expatriate. The bills may be received by the house owner and forward the same to the Administration Division for payment. In addition to utilities, AXB will also cover misc. maintenance costs and minor repairs of the expatriate house. Administration division is responsible to arrange cable line for each expatriate house. Accordingly, admin will arrange to pay monthly rent of cable upon submission of bill.

6.6 Security

No security guard shall be provided at any expatriate house. So concerned expatriate will ensure his/her own residence security.

6.7. Care Taker Cum Cook

No cook will be provided at any expatriate house. Relevant cost shall be borne by the concerned expatriate if s/he hire for his residence.

6.8. Cancellation of Agreement (Residence)

At least 3 months ahead, the expatriate will inform to Administration about the discontinuation of his/her assignment as well as cancellation of house agreement.

6.9. Shifting Personnel effects

Administration division is responsible to monitor the residence until handover to house owner. So that, the designated person will check each and every corner of the house after leaving the expatriate as well as shift his/her personnel effects.

6.10. House Handover

Head of Administration or his designate will handover the house after completion of necessary repairing (as per agreement) with a letter which must be endorsed by the house owner.

7.0 SOP

- To ensure 24 hours service, electrician will do that job at all offices, a record book register will be maintained in this regard.

- Technician will remain always ready to move after receiving call from any office, customer care centre and expatriate residence etc.

- All required goods will be purchased through CPU and administration department will be responsible for maintaining stock through a prescribe register

- . Ensure all related PPE's in place.

7.1 Renovation & Re-sitting Arrangement

Renovation and Re-sitting arrangement is required due to senior position or changing office pattern to ensure safety and security which result latest designed, furniture and lighting are to be changed. Every renovation or Re-sitting arrangement should be done by the administration division upon requesting of the concerned Head of Department/division.

Administration Division shall ensure renovation and re-sitting support under the supervision of Head of Administration. A requisition of requested mail is to be forwarded to the respective responsible officer assigned by the Head of Admin to ensure whenever required a renovation or re-sitting work at AXB offices take place.

7.2 SOP for Renovation & Resetting

- Requirement of renovation and support requirements receive through proper channel are placed to the budgetary department of Finance Division for budgetary allocation and its approval.

- Approved papers are place at CPU for issuance work order after reviewing rate etc.

- After completion of the said work in accordance to the work order, a comparative check of the records with CPU will be placed for payments to the Finance Division.

7.4 Transfer:

Fixed Assets transferring within their division/department or to a different division/department (from one location to another) are required to be completed the transfer without any change in location and/or custody of the assets; if it is required to be transferred from one division/department to another division/department there must be involvement of the Unit with a close coordination with Fixed Assets Department of Finance Division. In case of large quantity transfers, Fixed Assets Transfer Unit, Finance Division may authorize an attachment to a single transfer form that lists the capital furniture being relocated.

Requirement of transfer should be informed over mail to the Administration Division for logistic and recording process and procedure by the concern division the Administration Division would initiate the approval of Management for arranging said transfer work and forwarded to the Head of Admin with a copy to Inventory Section of Finance Division for their information only.

7.5 SOP for Assets Transfer:

- Requirement of transfer information receive through proper channel are placed to the inventory department of Finance Div for their records.
- Recorded papers are place for issuance of gate pass.
- If there is any cost involvement for transfer work, approval paper should place for getting approval from Finance Division.
- After completion of the transfer work, a comparative check would be required for the records with inventory section of Finance Division.

8.0 Recommendations

8.1   Functional Recommendations

O   The management and commercial coordinators in the estate management process unit need to be more accountable and responsible for their decisions and activities. Gap between management at different levels has to be decreased. Supervisors need to become aware of the status of estate management activities and projects handled by the officers.

O   The current structure/ organogram of estate management process, travel and expatriate process needs to be updated to make the department suitable for the age of digital technology.

O   SCM needs to develop a well-structured SOP (Standard Operating Procedures) that provides detailed guidelines about every step and system in all the process.

O   Currently, Robi has a vertical and rigid organizational structure and SOP process. The approval sequences for purchase requisition and purchase orders have too many levels, which slows down decision making. Robi should take steps to flatten the organizational structure and decrease the approval layers of the visa and tickets requisition and booking orders. Lower management should be given decision making authority.

O   Robi should take a long-term plan to bring automation in the entire organization, especially. Automated system would increase both efficiency and effectiveness of the personnel and the estate management processes. SCM also has to ensure that the vendors Robi are dealing with also have similar kind of automation.

8.2 Recommendations for Improving Relationships

○ Contract with different parties for ticket booking, visa processing, rent rest house etc. should be perfect so that two parties cannot blame one another and can build up a good and long term relationship. Contracts should see the benefit of both the parties and understand one another's obligations and problems. And by understanding one another's' problem the relationship between two parties can be improved.

○ Sound estate management process makes a good relationship between two parties in the long run. Seating arrangements and discrimination should be re organized. There should be necessity action taken to minimize the discrimination of sitting procedure at every level of organization. So that a sound relationship can be build among and between different hierarchy level of the Robi.

8.3 Recommendations for Government Authorities

➢ Currently, the Bangladesh government is skeptical about the huge investment on foreign-sourced products of Robi, and the outward remittance from Robi to foreign vendors. So, the government continuously monitors and regulates the contract management process of telecom providers like Robi. Instead of being fearful, the government should play the role of facilitator to the industry, and make favorable policies and regulations.

➢ Government should decrease import tariffs on telecommunication products due to huge volume of import and subsequent high amount of revenue earnings.

➢ There should be a separate set of HS Codes for telecommunication. This would lead to better understanding by all parties and quicker clearing of goods from ports.

➢ Corruption in different government departments should be decreased. Currently, the person-job match of the government departments is not right. Qualified and learned persons should be placed in key positions of contract management.

Robi delivers the finest class GSM service to its customers in Bangladesh. The operational goal is being achieved through the regular purchase of sensitive telecommunication equipment, accessories and services. In Robi, contract management procedures are handled by the Administrative Department. To create a contract of Robi Administrative department has to carry out a systematic procedure consisting of various steps. During this process, the personnel involved face various challenges and problems. The challenges could be general or specifically related to different stages of the contract management process.

The key general challenges identified are: lack of planning, inadequate specification of requirements etc. Key challenges specific to different stages are: Lack of knowledge and skill of Administrative department personnel about estate management process, lack of coordination between members, incomplete and untimely technical evaluation, high bargaining power of specific vendors, disagreements with vendors about terms and conditions of the contract, lengthy process of selecting vendors and awarding contracts etc.

Key recommendations to internal and external stakeholders of Administrative Departmet's are: creating a service-oriented mentality in FP, developing a Standard Operating Procedure for contracts, giving more importance to parties' suggestions in creating the terms and conditions of a contract, formulating favorable government policies and regulations for the telecommunication sector etc.

As a whole this attachment program comes to us as a big learning occasion. It certainly changed our way of thinking and boosts our confidence by highlighting the scopes of our subject. We are greatly indebted to our organizational and academic supervisor for extending their helping hands throughout our journey.

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Intern Report

on

Office Sitting Process, Operational Modality, Developing SOP, Flow Chart on Estate Management Process and Travel and Expatriate Support: Robi Axiata Perspective

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