

Internship Report

On

*Documentation with Communication activities under  
Capitalization project on Inclusive Market Development (IMD)  
of Consiglieri Private Limited.”*

**Mahfuza Akter**



**Reg No: 08-02772**

**MBA (Agribusiness)**

**Faculty of Agribusiness Management**

**Sher-e-Bangla Agricultural University**

**Dhaka-1207**

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**Documentation with Communication activities under  
Capitalisation project on Inclusive Market Development  
(IMD) of Consiglieri Private Limited.”**

**By**

Mahfuza Akter

REGISTRATION NO: 08-02772

*An Internship Report  
Submitted to the Faculty of Agribusiness Management,  
Sher-e-Bangla Agricultural University, Dhaka,  
in partial fulfilment of the requirements  
for the degree of*

**MBA IN AGRIBUSINESS**

**SEMESTER: JULY-DECEMBER, 2015**

**APPROVED BY:**

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**(Prof. Dr. Rokeya Begum)**  
**Supervisor**

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**(Prof. Dr. Rokeya Begum)**  
**Chairman**  
**Examination Committee**



## Department of Agricultural Economics

Sher-e-Bangla Agricultural University

Sher-e-Bangla Nagar, Dhaka-1207

PABX: 9110351 & 9144270-79

### CERTIFICATE

This is to certify that the internship report entitled “Documentation & Communication activities under Capitalisation project on Inclusive Market Development (IMD) of Consiglieri Private Limited.” submitted to the Faculty of Agribusiness, Sher-e-Bangla Agricultural University, Dhaka, in partial fulfillment of the requirements for the degree of Master Of Business Administration (MBA) in Agribusiness, embodies the results of a piece of *bona fide* internship carried out by Mahfuza Akter, Registration. No. 08-02772 under my supervision and guidance. No part of this report has been submitted for any other degree or diploma.

I further certify that such help or source of information as has been availed of during the course of this investigation has duly been acknowledged.

Dated:30.11.2016

Dhaka, Bangladesh

**Prof. Dr. Rokeya Begum**

Chairman

Dept. of Agricultural Economics  
Sher-e-Bangla Agricultural University  
Dhaka-1207, Bangladesh

# **Acknowledgement**

At first I present my due regards to almighty God, who provided me the excellent opportunity to build and complete this Internship report on “Documentation with Communication activities under Capitalisation project on Inclusive Market Development (IMD) of Consiglieri Private Limited.”

I am deeply indebted to my supervisor Professor Dr. Rokeya Begum, Dept. of Agricultural Economics, Sher-e-Bangla Agricultural University, for her whole-hearted supervision during my organizational attachment period. Her suggestions and comments were a great source of spirit to make the report a good one.

My special gratitude goes to Abdullah Al Shakib, Director, CPL. Additionally, I am also grateful to Foyzul Bari Himel, MD. Shibaji Roy, Kamrul Hasan for giving their Advice to complete my report. I am deeply indebted to all senior officers and research associates and all other employees of Consiglieri Private Limited for their friendly and sincere cooperation during my organizational attachment period.

## Letter of Transmittal

30.11.2016

To  
Professor Dr. Rokeya Begum  
Chairman  
Dept. of Agricultural Economics  
Sher-e-Bangla Agricultural University  
Dhaka-1207, Bangladesh

**Subject: Submission of the internship report titled “Documentation with Communication activities under Capitalisation project on Inclusive Market Development (IMD) of Consiglieri Private Limited.”**

Dear Sir,

It's my honor to let you know that I have furnished a report based on my practical experience under your supervision; during the internship period I had the opportunity to gather experience in project management unit. My topic has been decided “Documentation with Communication activities under Capitalisation project on Inclusive Market Development (IMD) of Consiglieri Private Limited.”. I have tried to write this report on the basis of my experience in this company.

I therefore, pray and hope that you would be kind enough to accept this report as fulfillment of the requirement of my post-graduation.

Yours sincerely

.....  
**Mahfuza Akter**  
Reg.No.08-02772  
MBA (Agribusiness)  
Faculty of Agribusiness Management  
Sher-e-Bangla Agricultural University

## **Student declaration**

30 November, 2016

To

Professor

Dr. Rokeya Begum

Department of Agricultural Economics

Sher-e-Bangla Agricultural University

### **Subject: Declaration regarding the validity internship Report**

Dear Sir,

This is my truthful declaration that the internship report on “**Documentation with Communication activities under Capitalization project on Inclusive Market Development of Consiglieri Private Limited**”. I have prepared it not a copy of any Internship report previously made by any other student.

I also express my honest confirmation in support of the fact that said internship report has neither been before to fulfill any other course related purpose nor it will be submitted to any other person or authority in future.

**Sincerely Yours,**

.....

**Mahfuza Akter**

Reg.No.08-02772

MBA (Agribusiness)

Faculty of Agribusiness Management

Sher-e-Bangla Agricultural University

## **EXECUTIVE SUMMARY**

This report has been primed as a requisite of the MBA internship program. Focal point of this report is about the practice of project management sector of developing firms those are practiced in Bangladesh. The development practices have been playing a vital role in the development of pro-poor in Bangladesh. My report is based on Documentation & Communication Activities of project management department in a consultancy firm under the supervision of Dr. Rokeya Begum, Professor, Department of Agricultural Economics, Faculty of Agribusiness Management of Sher-e-Bangla Agricultural University – Bangladesh.

I have separated my report into six different chapters. In the first chapter, I have clarified background and rational of my study, describe the scope and objectives of my study, and also the approach I have followed to make this report worthwhile. In the second chapter I have given detail description on company overview, in those services Consiglieri serves. As for principal services I have mentioned, for non-profit organization, project design, project implementation, project support, project review, for profit organization. Then I have to provide the operations of Consiglieri private limited. In operations section I have given detail description of the focal persons of this firm and about all other departments of Consiglieri Private Limited. In the first chapter I have also given objective of this study in two divided sections, which are primary objective & specific objective of my study.

The third chapter is all about my activities those I have performed in my internship period. Consiglieri offers a group of in house experts who hold strong record of implementing projects and assignments which makes Consiglieri fit for any project implementation. In project management department documentation and communication is very important. Conducting workshop, stakeholders visit, attending meeting on project need basis are the parts of communication. Meeting minutes, workshop reports, contract papers, terms of reference (ToR) are so called documentation. The success of any project highly depends on proper strategy formulation and initial informed moves. CPL is privileged with experienced professional who provides guidance for performing these activities efficiently.

One of the most common issue facing Consiglieri today is that concentration its management efforts on executing individual projects, but fail to understand the impact of these on the wider business. The result is a sub-optimal performance and lower returns for the business as a whole. The typical challenges facing Consiglieri today when managing projects include, Misalignment between projects objectives, Late or delayed projects, Dependency conflicts, Execution difficulties, Overlapping and redundant in projects,

Resource conflicts, Diffused decision making. Challenges those I was facing conducting workshop, preparing minutes, time sheets, reports, detail activities plan, terms of reference (ToR), contract paper, all these things briefly discussed in chapter four

In the chapter five of this report I have explained the lessons those have learned working in Consiglieri Private Limited. My professional experience was one of the most enriching of my life, I have done four months' internship in Consiglieri private limited. In this session I have gone through so many challenges but able to learn about knowledge gathering, time management, stress management, team work, communication, organization culture, gathering experiences & responsibilities. In chapter five, my identified lessons those have learned within my internship period, will be more helpful for my future professional life. I was fortunate to land a full-time offer after my internship, and I have joined in Consiglieri Private Limited.

In chapter six I have provided recommendations on individual activity basis and also conclusion on overall my report. Poverty is a constant companion of most of the people of Bangladesh due to some specific reasons for which the rich are becoming richer and the poor are becoming poorer. Accordingly, a lot of Development firms are working simultaneously in the country. Consiglieri is a consultancy firm that mainly works on development activities through Inclusive Market Development (IMD) approach. Performing different activities in project, sometimes I have faced some limitation. My recommendation provides that information that could eliminate intern's limitations while working in a company. This report concludes with few of the recommendation that I thought can make the process more efficient.

The foremost focus of Consiglieri is to develop poor people including low incoming people into mainstream market system as a market actor, while ensuring commercial incentives for the private sector. Poverty reduction and implementation of livelihood of the poorest of the poor has always been one of the major goals of all development activities. I have ended up this report with references of some of the sources that have supported me in finishing this report.



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ON INCLUSIVE MARKET DEVELOPMENT (IMD) OF CONSIGLIERI PRIVATE LIMITED**

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# **Chapter -1**

## **INTRODUCTION**

## **1.1 RATIONALE**

I did my internship in Consiglieri Private Limited. Fundamentally, in this report I have tried to acquire basic things on documentation & communication activities of project management. My supervisor in Consiglieri assigned me for the tasks related to conducting workshop, preparing meeting minutes a recorded document that give time line & furthermore activities schedule, Preparing contract papers & Terms of Reference (ToR) for the internal and external consultant of Capitalization Project, preparing time sheet, invoice for the company staff also for the consultant, communicating with stakeholders that is essential part of my job description, preparing report on monthly basis and finally preparing detail activity plan for the Capitalization project.

The dynamic point of this report is to get a comprehensive indication about the project management activities of Consiglieri Private Limited. I have gained a wide range of valuable experiences from this internship program which will actually help me in future if I go for a project management based job. Now I have an idea about project management procedures, knowledge implication on project intervention, communication with partners, about the essential documents those should be recorded for a successful project implication, rules and regulation of the legal papers related to the project etc. As I have been exposed project management division of the consultancy firm, I have tried my level best to state my working experiences in this report.

Because of the above mentioned reasons I have prepared my report on the topic ***“Documentation with Communication activities under Capitalisation project on Inclusive Market Development (IMD) of Consiglieri Private Limited.”***

## **1.2 Objectives of the Report**

### **1.2.1 Primary objective:**

The primary objective of this report is to state my working experience as an intern in the project management division of Consiglieri Private Limited. This report is initiated as partial requirement of my Bachelor of Business Administrative degree.

### **1.2.2 Specific objective:**

- To understand the procedure of preparing meeting minutes.
- To understand different task in preparing contract papers & terms of reference (ToR) for internal and external consultants.
- To understand procedures of day to day activity plan of the project.
- To identify the problems related to the project management department of Consiglieri Private Limited.

To provide recommendation regarding the identified problems.

# **Chapter-2**

## **Organization Overview**

## **2.1 Organizational Overview**

Consiglieri Privet Limited is a Dhaka-based management consultancy firm. They support government, companies and development partners in strategy formulation, implementation and evaluation. They follow a pro-poor approach and are specialized in developing and implementing strategies that benefit and reach the bottom of the pyramid. They have the ability to dexterously apply academic knowledge to practical problem scenarios. Consiglieri Private Limited is a market development focusing consultancy firm that aims to contribute to increased income for poor men and women in rural areas. It does so by increasing the competitiveness of farmers and small enterprises by facilitating changes in services, inputs and product market CPL's approach is based on the premise that enhanced private and public sector business services, coupled with an improved enabling environment, lead to more competitive enterprises, sustainable economic growth, and poverty reduction.

The firm works indirectly, focusing on achieving sustainable changes to the market system. It partners with a wide range of private and public sector intermediaries who have either long-term business interests or a mandate to work in a particular sector.

In partnership with market players, Consiglieri Private Limited designs and implements interventions to address underlying market constraints. A key feature of these interventions is that they harness market incentives to encourage the reaching of large numbers of beneficiaries and to ensure sustainability. Consiglieri Private Limited follows a rigorous monitoring and impact assessment system which measures results and helps to inform and improve future interventions. Therefore, we are known as “Academic Thinkers” as well as “Practical Doers”

Strength of Consiglieri Private Limited lies in the diversity of its expertise. Their resource pool is not only experienced in implementing projects, conducting wide ranges of studies/ assessments but they are enriched with staffs who are sound in corporate strategy formulation and implementation. So in a broader scale we have categorized their services based on the target industries while often they might overlap because of their in-built nature.

## **2.1.1 Services Offering**

### **For Non-Profit Organizations**

CPL focuses in Project Cycle Management for development projects/ assignments. We offer specific services for different stages of a project/ assignment. This can be regular set of services focused on certain stages of the project or customized service packages. However, CPL is competent and confident to take the responsibility of the whole cycle management.

### **Project Design**

The success of any project highly depends on proper strategy formulation and initial informed moves. CPL is privileged with experienced professional who played key roles in strategic analysis for some major projects. Services for project design involves but not limited to conducting Scoping Studies, Subsector Studies, Value Chain Assessments, Baseline Survey etc. and writing Inception Reports and other Strategy Documents.

### **Project Implementation**

Consiglieri offers a group of in house experts who hold strong record of implementing projects and assignments which makes Consiglieri fit for any sort of facilitative/ direct implementation assignment. CPL holds the commitment to the greater community to provide meaningful and effective impact and wants to make that the Secret of Success. Our resource pool has staffs with varied mix of skillset ranging from field staffs who are well experienced to know the facts and challenges of real working areas to people to provide with strategic leadership and key decisions.

### **Project support**

One of the core areas of expertise for Consiglieri is Monitoring and Evaluation. Besides the traditional M&E system, Consiglieri follows the Result Based Monitoring System, which is widely known as DCED standard for M&E. Consiglieri offers a one stop M&E services that includes Developing M&E strategy, Framework, Tools etc. and Data Collection, Analysis and Reporting. The service is offered by DCED trained in-house experts of CPL. We also offer full scaled outsourced M&E team.

Apart from our skilled M&E team, we also have a big pool of widely experienced enumerators which enables us to conduct multiple large scale qualitative and quantitative studies simultaneously with no compromise to quality. We also help organizations to prepare for the DCED audit.

We offer services targeted to support the projects like providing wide range of Trainings, developing Training Modules, organizing and moderating Seminars/ Conferences etc. This support is purely need basis and customized on case by case basis.

### **Project review**

Our experts have been involved in reviewing of a number of national as well as international projects. Services include Design, Reviews and Evaluations (Mid-term Review, End-of-Project Review and Impact Assessments) etc. Apart from the reviews we also help in forming Exit Strategy, Wrap Up plan, preparing Project Completion Report and all other sorts of regular and special reports.

### **For Profit organizations**

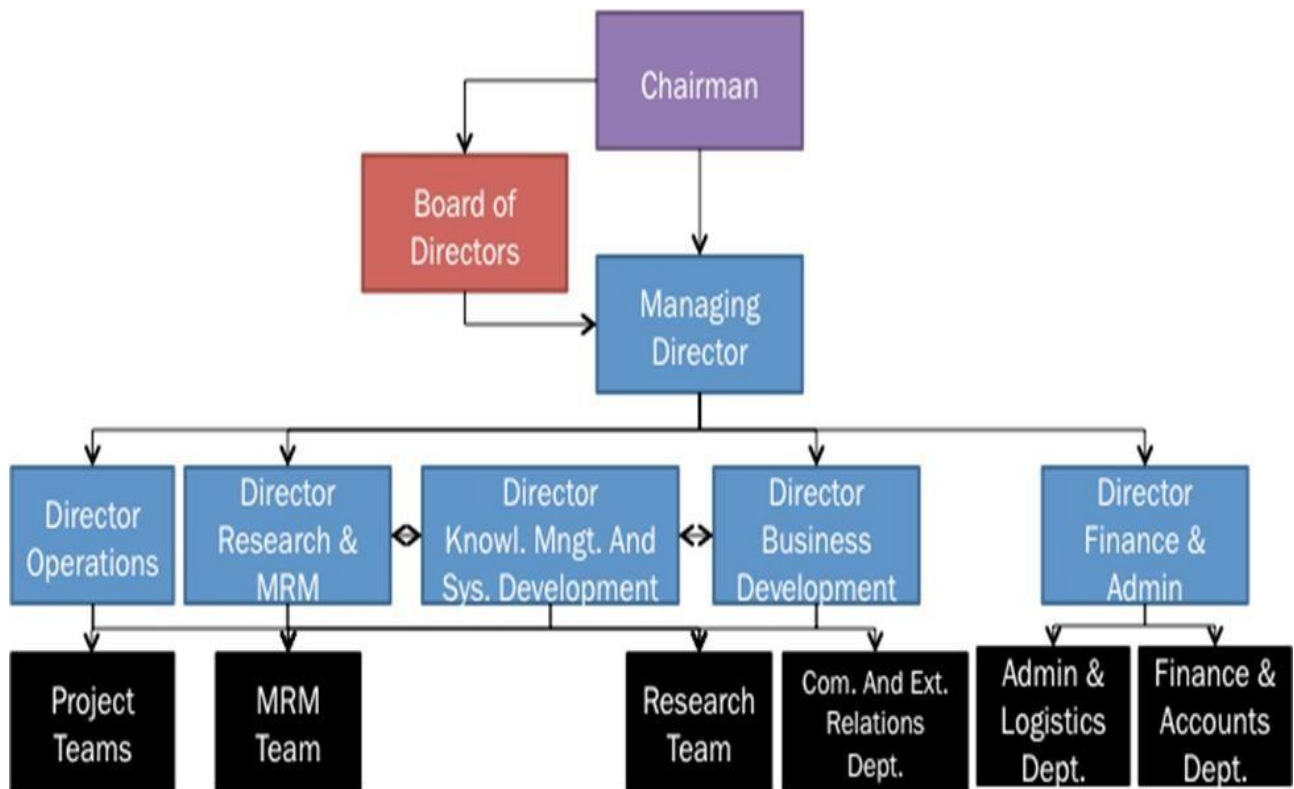
Apart from conducting effective Market Research and organizing training sessions, seminars/ conferences on special topics, CPL is skilled to provide advisory services like Market Analysis, Business Development Consultation, Demand and Supply Gap Analysis, Business Process Reengineering, Project Feasibility Analysis, Business Modeling, Business Case Verification and Validation, System Optimization Approaches and Operational Excellence Plan. Our in-house experts as well as associate consultants are well experienced to offer such services to government, semi- government, autonomous and non-government entities both nationally and internationally.

### **2.1.2 Operations**

CPL follows a big hierarchy. In the hierarchy, there are five different divisions, which are headed by the Chairman to Board of Directors and Managing Director. Under each division, there are several departments. These divisions and department plays a very crucial role for the success of the company.



## CPL Organogram



## Brains behind the entity

Name	Position	Qualification	Expertise
Zaheed Halim	Chairman	Masters in Supply Chain Management; Graduation in Industrial Engineering	Supply chain complexity; Project and Change Management; Management of Inventory Systems, Quality Engineering; Reliability Engineering
Foyzul Bari Himel	Managing Director	Master's in Business Administration; Graduation in Industrial & Production Engineering	M4P; Value Chain Strengthening; Asset Based Community Development; Enterprise Development; Health Sector TA Development; Strategic Business Planning
Shibaji Roy	Director, Knowledge Management	Masters in Development Studies; Graduation in Computer Science and Engineering	M4P, Monitoring & Result Measurement; Private Sector Development, Value Chain Strengthening
KamrulHasan	Director, Operations	Graduation in Industrial and Production Engineering	Engineering; Multi-dimensional Project Management; Procurement & Strategic Sourcing; Organizational Development
Abdullah Al Shakib	Director, Business Development	Masters in Development Studies; Graduation in Industrial and Production Engineering	Program Design And Deployment, Results Measurement, Pro-Poor Growth Strategies, Combining Market-Led Development With Other Systemic Development Approaches

**Chairman:** Mr. Zaheed Halim is the Chairman of Consiglieri Private Limited. The principal role of the Chairman of the firm is to manage and to provide leadership to the Board of Directors of the Company. Our Chairman is accountable to the Board and acts as a direct liaison between the Board and the management of the Company, through the Board of Directions. He has expertise in Supply chain complexity; Project and Change Management of Inventory Systems, Quality Engineering; Reliability Engineering.

**Board of Directions:** The board of directors, including the Managing Director, has very defined roles and responsibilities within the organization

- 1. Managing Director:** Mr. Foyzul Bari Himel is the managing director of Consiglieri Private Limited. He is a Making Market Work for Poor (M4P) practitioner and a Springfield Alumni. His area of expertise in this firm are M4P; Value Chain Strengthening; Asset Based Community Development; Enterprise Development; Health Sector TA Development; Strategic Business Planning.
- 2. Director Research & MRM:** Mr. Shibaji Roy is the Director in research & MRM in Consiglieri. He is a proven expert in Consiglieri on monitoring and results measurement especially of development projects following M4P approach. Apart from his research and analytical expertise, Mr. Roy also Serve the organization with a strong project management skill. He is a true expert in developing different types of intervention models and training modules. He played very vital role in conduction on Consiglieri MRM system. His area of expertise are M4P, Monitoring & Result Measurement; Private Sector Development, Value Chain Strengthening. Contribution on Knowledge management and System management is another focal responsibility of Mr. Shibaji Roy.
- 3. Director Business Development:** Mr. Abdullah Al Shakib is the director of Business Management. His main responsibilities are Program Design and Deployment, Results Measurement, Pro-Poor Growth Strategies, Combining Market-Led Development with Other Systemic Development Approaches through the organization.
- 4. Director Finance & Admin:** The director of finance and admin is contributing in Engineering; Multi-dimensional Project Management; Procurement & Strategic Sourcing; Organizational Development.

**Project Team:** The main responsibilities of project team in Consiglieri; are Developing Project Plan, acquiring project resources, and leading kickoff meeting. Overseeing project tasks and reporting project status. Maintaining list of Lessons Learned and leading Lessons Learned meeting.

**MRM Team:** The MRM team of Consiglieri campaign management software focuses on the design and execution of marketing campaigns, MRM software combines workflow and knowledge management to improve the upfront planning of a marketing function. Their main role is planning of a marketing function and the coordination and collaboration of marketing resources.

**Research Team:** The research team are participating in study based work on different aspect of the market. They involve in Business model & structure, improving existing business. The research team studies product, sometimes services.

**Company and external Relation Department:** Government of Bangladesh is a key player and partner of Consiglieri's ongoing efforts to reduce rural poverty. Consiglieri aims to work closely and effectively together with relevant government ministries (such as the Ministries of Commerce, Ministry of Agriculture, Ministry of Fisheries and Livestock) and their respective departments (such as Department of Agricultural Extension, Department of Fisheries, and Department of Livestock Services etc.). Consiglieri's External Relations unit has the mandate to raise and increase awareness for and understanding of the firm's market development approach among relevant government ministries and departments by disseminating project-related information and knowledge to government officials.

**Admin & logistics department:** The administration department is responsible for the general running of the organization. This department provides administrative and logistical assistance to all departments of Consiglieri.

**Finance & Accounting Department:** The basic responsibilities of accounts and finance department of Consiglieri are mainly Accounts Payable (money out), Accounts Receivable and Revenue Tracking (money in), Payroll, Reporting and Financial Statements, Financial Controls.

# **Chapter-3**

## **ACTIVITIES UNDERTAKEN**

I have worked under project management department of Consiglieri Private Limited. All the employees of the firm were kind and helpful in providing information about various interventions of their firm and the process of providing different types of services to the partners. Overall, I have experienced a very friendly and supporting environment at Consiglieri Private Limited which gave me pleasure and satisfaction to be a part of them for a while. I was also encouraged to learn from the firm employees. They have discussed in details about their respective task. It also helps me to understand how they deal with the associates. I'm still working there as a deputy project coordinator.

### 3.1 LIST OF ACTIVITIES PERFORMED

Followings are the activities I have performed in the firm during my internship affiliation:

**Activity 1:** Conducting Workshop

**Activity 2:** Preparing meeting minutes

**Activity 3:** Preparing Contract papers &ToR for the consultant

**Activity 4:** Preparing Time Sheet & Invoice for the company staffs/external consultants

**Activity 5:** Communicate stakeholders on need basis

**Activity 6:** Preparing reports on workshop/field visit

**Activity 7:** Preparing detail activity plan (DIP) on monthly basis

### 3.2 TIME FRAME OF THE ACTIVITIES PERFORMED

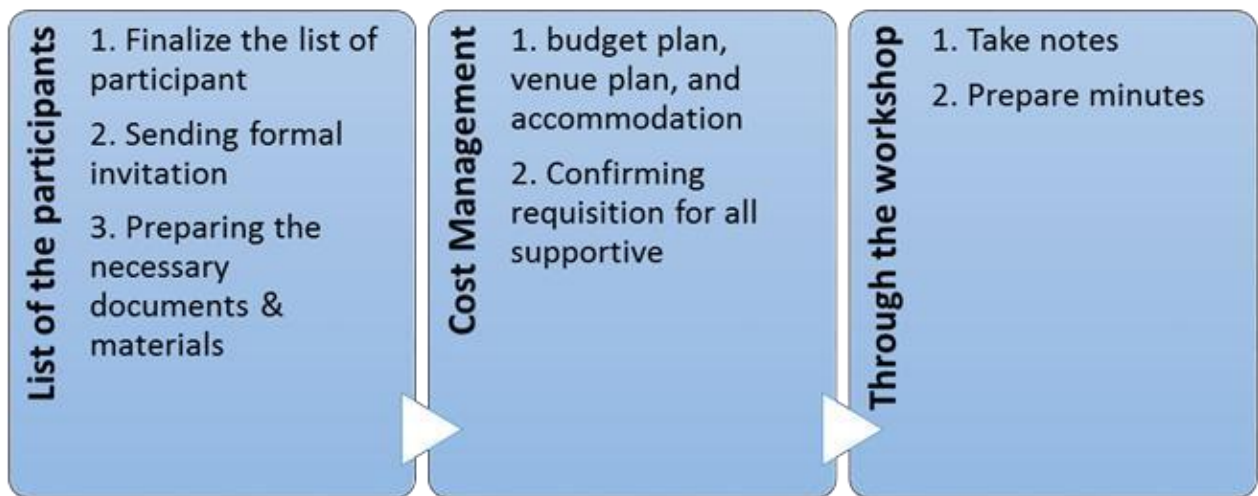
Activities	Weeks															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Activities 1			III			III						III		III	III	III
Activities 2	III			III	III		III		III		III		III			III
Activities 3		III	III					III	III	III		III	III			
Activities 4			III			III		III			III	III			III	
Activities 5	III	III			III	III	III			III	III			III	III	III
Activities 6				III	III		III	III					III			III
Activities 7	III			III	III				III			III			III	

### 3.3 Conducting Workshop:

The workshops are mainly held with the participation of the project stakeholders and action owners. Initially, I have to make a **list of the participants**. Sometimes some modification arises. I have to finalize the list of participant by the help of my supervisor and coordinator. The further activity is sending formal invitation mail to the participants. By this time, I have prepared the necessary documents & materials for

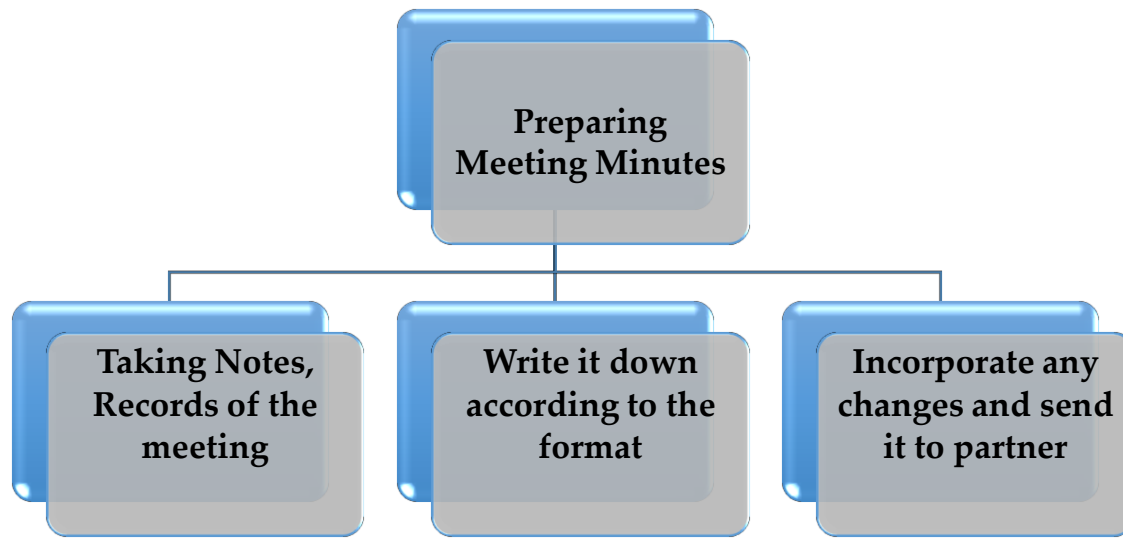
the workshop and collect approval from office authorities. After completion with all these procedures I have to prepare and revise **budget plan, venue plan, and accommodation** with the project manager. Confirming requisition for all supportive belongings is the final step before attending workshop program. During the workshop I **take notes and prepare minutes** on daily basis. As my working area is quite sensitive I have to contact with the stakeholders & update all detail activity plan (DIP) regularly. Preparation of workshop report is another important objective of my job description. Mostly, this time I collect all information from different participants and revise those with the project coordinator. After having only necessary information I prepare workshop report on the basis of outcomes and share with the all head in charge of the project

**Workshop processing diagram:**



**3.4 Preparing meeting minutes:**

My Team in Consiglieri mainly facilitate Katalyst with their intervention. I have to attend so many meeting with different stakeholders. In every meeting I took notes, sometimes phone record of the agenda. I collect necessary information by gathering all other notes collected by others. Sometimes I talk over phone whether meeting deadlines is possible or not. Meeting minutes is a very sensitive document, because action is taken by the respective of deadlines. Any wrong or invalid information may cause to massive problem. After confirming all these things, I have to prepare meeting minutes. In every minutes I categorize all activities, completion deadlines and the deliverables according to stakeholders. As I'm pretty much new here so Initially, I send a mail of minutes to my supervisor. Nevertheless, sometimes some correction arises, I incorporate those issues and then send it to partner.



### **3.5 Preparing Contract Papers &ToR for the consultant:**

These are the legal papers of the firm that tell about the contract rules and terms. Most of the time I have prepared consultant contract paper.

#### **Consultancy Contract paper**

Consultancy agreement specifies the terms of an engagement between the organization and the consultant. Contract paper's agreement specify the services provided, the term of the agreement, and any payment due. If the consultant develops any inventions, improvements or concepts on the project during the engagement, I have stated which parties owns the work product. In consulting agreements, I have stated that consultant is an independent contractor, and not an employee of the company. In every contract paper the consultant's working period, payment method, responsibilities, deliverable etc. are written.

Contract papers are included some fundamentals such as:

- The date of the contract
- The number of a specific contract
- The names of consultant and other related stakeholders who involved with the engagement
- Payment amounts and due dates.
- Contract expiration dates
- Contract involvement and deliverables
- Any legal issue that related to the contract
- Potential damages for breach of contract, missed deadlines or incomplete services



### **Terms of reference (ToR)**

In Terms of reference I have described the purpose and structure of the project, committee, meeting, negotiation, or similar collection of people who have agreed to work together to accomplish a shared goal. The terms of reference of Capitalisation project is referred to as the project charter.

In Terms of reference I have showed the object of the project, development, and scope. I have also provided a documented basis for making future decisions and for confirming or developing a common understanding of the scope among stakeholders. In order to meet these criteria, I have incorporated success factors/risks and constraints. These issues are very important for project proposals. I have included following concerns in every terms of reference:

- ❖ Vision, objectives, scope and deliverables (i.e. what has to be achieved)
- ❖ Stakeholders, roles and responsibilities (i.e. who will take part in it)
- ❖ Resource, and quality plans (i.e. how it will be achieved)
- ❖ Work breakdown structure and schedule (i.e. when it will be achieved)
- ❖ Success factors/risks and constraints

Most of the time I have collected necessary information mainly from my supervisor, sometimes from administration department.

### **3.6 Preparing Time Sheet & Invoice for the company staffs/external consultants:**

#### **Time Sheet**

I have prepared the time sheets at the end of the month which are signed by the staff/client. The staff are being paid on daily basis engagements. Time sheet is the valid document of the project involvement. Confirming full involvement of the employee, payments are being paid. Again this is another important document for the project members /consultants. I have tagged their participation over the month, taking notes of their weekly engagements, and finally prepare time sheet at the end of the month on a selected XL sheet format. After that I need to take signatures from the authority and submit it to the finance department. Sometimes I have to prepare time sheet for external consultant for the payment procedures.

#### **Invoice**

After getting the signed timesheet clients have to prepare an invoice sent it to the client.

As Consiglieri Private Limited acts as a facilitator of Katalyst. These time sheet and invoice has been sent for the completion of payment procedure

Invoice are contains following information:

- Name of the individual/company.
- Full postal address of individual/company and telephone number.
- Invoice date.
- The invoice number
- Due date for payment.
- Charge period.
- Number of hours / days being charged.
- Rate per hour/day (as per the contract).
- The total value of time charged.
- Expenses chargeable to the consultant/client company.
- Total net value of invoice for VAT (time charges plus expenses).
- The amount of VAT charged at the standard rate of 10%.
- Total invoice value including VAT.
- The company VAT number if the company is VAT registered.
- Terms of payment.

After completing all these procedures, I need to collect signature from the client and send it to Katalyst.

### **3.7 Communicate stakeholders on need basis:**

Communication with stakeholders is another important part of my job descriptions. Mostly I have to communicate with Katalyst on various deliverable or deadlines. I also need to communicate with external stakeholders or consultant. The communication procedure is very much formal and sensitive because most of the stakeholders are the leading company in Bangladesh when the consultants are from different academic institutions. I have communicated with client in two ways:

- a. Written communication
- b. Oral communication

Sometimes I have talked over phone or sent email for the deliverable updates. Following elements are included in my communication procedures:

Written communication	Oral communication
Letter	Talking over phone
Email	Face to face communication
Website Link	Meeting or discussion

### **3.8 Preparing reports on workshop/ field visit:**

Preparing report is the formal writing of a project. In report I have clearly defined sections presented in a standard format, which are used to state the reader what have done during workshop or field visiting, why and how did the activities have done and what are the decisions. Every single information that is important need to be incorporated in the report.

A report on field visit/workshop gives an overview of field participation. I have taken notes of the activities during the workshop/ field visit, sometimes new agenda that been taken need to be recorded. By gathering all these things, I have prepared a very formal report and send it to the related partner.

Following elements those I have written in the reports are:

- Title of the workshop/field visit
- Place, Venue, Date, Time
- Participants of the workshop/field visit
- Agenda of the workshop/field visit
- Discussion
- Key Decision
- Conclusion
- Summary of the workshop/field visit

### **3.9 Preparing detail activity plan (DIP) on monthly basis:**

Detail plan activity (DIP) is a calendar of the project activities. In detail activity plan at first I have selected the stakeholders. Then I have tracked down their activities. After that I have to select the agenda of deliverables which are need to be finished in specific timeline or date those are provided. The DIP is a selected format of activities. I have collected stakeholder wise pending activities from the partner. After that I have categorize the activities in a XL sheet on monthly basis. In any correction or modification arise, I immediately have changed the deadline or deliverables. I have updated detail activity plan at the end of each month.

# **Chapter-4**

# **CHALLENGES**

Consiglieri Private Limited is a traditional Consultancy firm. Several problems raised those I have faced during my internship in the organization. As a tradition consultancy firm Consiglieri Private Limited only focuses on performing task and that's it. Here I have provided activity wise challenges those I have experienced in my professional working period.

**Challenges in conducting workshop:**

Working in Consiglieri Private Limited, sometimes I was facing so many difficulties. Some issues were really tuff that I couldn't even solve till now. For example, I have joined CPL in the second phase of the project. Some basic orientation has provided from here. I didn't get any formal orientation from this project. As I didn't have any workshop experience, most of the time I have faced difficulties. The participant was mainly from planning ministry or government officials. They were much more sensitive. Sometimes I have failed to meet their expectation. On the other hand, it was a huge problematic part to take all notes and necessary agenda from the workshop because previous workshop's outcomes were quite unknown to me, again this all phases were linked. Without any kind of previous preparation, it was very difficult to conduct workshop by myself. Cooperation from my supervisor & colleagues were limited. As I was quite fresher in the development sector where experience is must often create complications. Nevertheless, conducting workshop was a challenge to me.

**Challenges in meeting minute's preparation:**

Meeting minutes are very much important documents in the project implication period. Sometimes I were being unable to understand necessary agenda. Most of the time I had to memorize all this information. While preparing minutes I was facing information gap problem when the seniors are not willing to support me. Minutes template was being updated frequently, my line managers were not provided those templates to me. I created problem when I have shared minutes with the partners. Taking notes during meeting is very traditional, no technical support was provided. Meeting related logistics were not available. My supervisor has not yet provided any sample or template at the very beginning of my internship. These were seemed a problematic issue for me.

**Challenges in contract paper & ToR's preparation:**

Most of the time contract has made by professional. But in consiglieri this paper has been prepared in very casual way. Contract papers is another sensitive paper in Consiglieri. The name of the consultant, payment method, contract period, necessary agenda were taken by the superior authority of Consiglieri. While my supervisor has provided an oral instruction to me. Sometimes few issues have missed from the papers that create a huge problem in consultant's participation. Sometimes amendment need to be

incorporated with contract papers & terms of reference. While I have prepared contract papers or terms of reference communication and proper documentation gap often raised challenges to me.

### **Problems in time sheet and invoice preparation:**

I have tracking down some problems in time sheet and invoice preparations. Those are:

- This was not possible to track down all engagements of the employee/ consultant by myself.
- The employee/consultant even didn't know their involvement over the month. This was completely an illogical idea for the company working procedure.
- The administration department weren't supportive at all. Sometimes I need to incorporate the corrections over & over again.
- I was also facing communication gap also a vital problem for preparing time sheet.

### **Challenges in stakeholder communication:**

In communication with stakeholders I have often faced so many challenges. Our stakeholders in Capitalisation project were:

- ❖ Bangladesh Agricultural University (BAU)
- ❖ Bangabandhu Sheikh Mujibur Rahman Agricultural University (BSMRAU),
- ❖ Sylhet agriculture university (SAU)
- ❖ National Academy for Planning and Development (NAPD)
- ❖ Bangladesh Public Administration Training Center (BPATC)
- ❖ Rural Development Academy (RDA)

I couldn't frequently communicate with all stakeholders because of the internal problem. Most of time I had to communicate with government level teachers. They were not available to communicate. Some of the stakeholders had very few contributions in the Capitalisation project. They were not sincere on the responsibilities. I have faced a huge technological gap with stakeholders. Most of the time I couldn't put pressure to the honorable teachers on their deliverables and timeframe.

**Limitations in reports writing:**

In writing a report on field visit/workshop, a number of problems were faced. Preparation of report has several limitations:

**Lack of knowledge:**

As a fresher I didn't have much more knowledge on company's formal report writing procedure. Consiglieri didn't provide any training on this. Sometimes I have felt lack of knowledge in report writing.

**Lack of times:**

A report is a very urgent document for the organization. For the time limitation I could not gather more information to justify exact outcomes. The time constraints were limiting factors for preparing a report on workshop/field visit.

**Lack of Information:**

During workshop or field visit this was not possible to note down all information related to the report. I have faced limitations of information while writing a report.

**Limitations in preparing detail activity plan:**

My supervisor and colleagues in Capitalisation project were not always supportive. As I have worked in a team based project most of the time necessary activities and deliverables were not provided. While I had to submit detail activity plan to the project partner at the end of the month, sometimes I couldn't meet their expectation in activity completion. That was a problematic part in the detail activity plan (DIP) preparation.

# **CHAPTER- 5**

## **Lessons Learned**



During the Internship program I had also learned some lessons that are really very important to be a resourceful human. Some for applicable for organization and some make me resourceful which I can apply in my future career.

### **Knowledge Gather**

It's a big achievement for me to gathering knowledge through practical experience. Before Internship, Knowledge is kept on only book. So this Internship opens the door to enter in the corporate world. Where getting the real life knowledge. Not only that the way of different work done is gain from this Internship. Profession experience is a great achievement in the career.

### **Stress management**

In the time of work lots of problems and conflicts are arise and because of this problem I got stressed. It is very important to learn about stress management for a successful employee. My supervisor helped me a lot and let me know how to remove, prevent and cope up with this stress.

### **Time management**

Time management is a precious achievement in professional experience. I had to arrange, organize, schedule and budget time to complete a particular task which help me to improve my time management skill that is related with effective work and productivity.

### **Team work**

As I have worked in a project, during this internship program I understand the importance of team work. Team includes some common elements.

1. Common purpose.
2. Inter dependence.
3. Clear rules and contribution.
4. Satisfaction from mutual working.
5. Mutual and individual accountability.
6. Empowerment which make the work much easier and enjoyable
7. Ethics building in group task.

### **Communication**

During the Internship program I had to talk and interact with different types of people for our work. Completion which helps me as intern to improve my communication skills as well as my confidence level.

### **Organization culture**

Internship program helps to understand the Consiglieri values, visions, norms, working language, systems, and symbols; it includes beliefs and habits which named as organizational culture.

### **Gained Experience**

Without any doubt I have achieved a big experience from my Internship Program. This experience leads me to ride the career ladder. If I am appointed for the project based job, this work will help me to solve various problems which I learned from that experience. Actually every person helps me so much.

### **Performing Responsibility**

Responsibility is such a thing that the all liability goes to one person and that person is responsible for that job. So from my internship I learned how to perform duty with proper responsibility, it was very much challenging because any fault makes you penalty.

# **Chapter -6**

## **RECOMMENDATION & CONCLUSION**

## **6.1 CONCLUSION**

I have done, this affiliation report on the four months' experience during the internship program that I had done in the Consiglieri Private Limited as a part of my MBA(Agribusiness) Program. It was a lot of good experience and new things to learn in the Development sector. I could involve with the poor people's development activities, those I always dreamt of. I have learned through IMD approach, M4P, MRM etc., which are very important achievement for my career path. This internship could build a good connection with private sector as well as public sector. I am still working here. There are also many challenges that I have faced from which I learned a lot that I can use in my future Work place.

In review this internship has been an excellent and rewarding experience. I have been able to meet and network with so many people that I am sure will be able to help me with opportunities in the future.

One main thing that I have learned through this internship is time management skills as well as self-motivation. When I first started I did not think that I was going to be able to make myself sit in an office for eight and half hours a day, five days a week. Once I realized what I had to do I organized my day and work so that I was not overlapping or wasting my hours. I learned that I needed to be organized and have questions ready for when it was the correct time to get feedback. From this internship and time management I had to learn how to motivate myself through being in the office for so many hours. I came up with various proposals and ideas that the company is still looking into using.

I have also experienced some of training programs, workshops and field visits arranged by Consiglieri Private Limited for the provisionary employees. Those activities were really a great time as part of my Internship Program.

To sum up it was a good journey of the work experience Consiglieri Private Limited & Project department. During this period, I have learned about this organization and working environment also their working culture, which inspired me to work on my topic. Report will be more focused on the Activities I have done through my Internship period in Consiglieri Private Limited.

## **6.2 RECOMMENDATION**

As I was facing so many difficulties while working, I have identified some very basic recommendation on activity basis for the company. Recommendations relevant to the activities of this project are given below:

### **Recommendation for workshop conducting:**

Following initiatives could be taken to resolve these limitations:

- A formal orientation on various interventions in conducting workshop could be provided from the organization.
- Some workshop on workshop learning tools could be arranged inside the project team.
- Organization should identify the preferable participation area in the workshop of the interns.
- Support from supervisor & colleagues need be provided while conducting workshop
- A supportive documentation of workshop outcomes & procedure could be incorporated.

### **Recommendation for prepare meeting minutes:**

The possible initiatives that could be taken by the organization are:

- Organization should not fully depend on Intern's information. There need to have other sources too.
- As minutes is very urgent document seniors should provide continuous supervisory support.
- Sometimes partners also need to be supportive in minute's preparation.
- Should have alternative support for collecting important agenda of meeting.
- Should have sufficient support from stakeholders.

### **Recommendation for contract paper & ToR's preparation**

- Consiglieri should prepare contract paper & ToR in a very formal way. Cause these papers are another sensitive documents for proper internal and external support of this organization.
- Some samples of contract papers & tor should be provided to interns for their better understanding.
- Consiglieri should have proper documentation of evidences.

**Recommendation for time sheet and invoice preparation**

- Consiglieri should initiate some innovative idea to track down all engagements of the employee/consultant through electronic media.
- They should find supportive way to track down their employee/consultant on activities basis.
- They should renovate administration department to make supportive.
- Consiglieri should be more communicative get rid of the problem for preparing time sheet.

**Recommendation for stakeholder communication**

- Consiglieri should analyze those internal problems that caused for communication gap with the stakeholders.
- Stakeholder should be sincerer about this project to make it successful.

**Recommendation for reports writing**

- Consiglieri should arrange some training facilities on professional report writing.
- They should provide more time to prepare quality report.
- They should more volunteer for taking notes of all information during workshop/field visit.

**Recommendation for preparing detail activity plan**

- Consiglieri should emphasize on communication gap among employees.
- Supervisor should provide more instruction on detail activity plan.

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