INTERNSHIP REPORT

Bhutan Development Bank Limited

INTRODUCTION

An Internship have become necessities for the new graduate and those seeking new opportunities in the job market. It gives professional work experience in particular career field to the freshers and those who wish to change their job. An internship provides new opportunity to try new job without permanent commitment and gains real life experience to decide their career based on their interest. More importantly we can apply theoretical knowledge in the real working environment to experiments our years of learning.

As a part of MBA rural management, I had an opportunity to undergo two-month internship from 10th April 2021 to 10th June 2021, in one of the rural banking in the country, Bhutan Development Bank Limited. The internship program has been helping me to understand the world of work and build self-confidence as I was dealing with many clients. Although I was assigned with the credit department, I had an opportunity to explore other department and interact with experienced staff in the organization.

The internship report consists of objectives, services provided by the organization, key activities and learning experiences during one and half month internship program. Further, report presents organizational profile and the key activities I have under taken within short period of time.

OBJECTIVES OF INTERNSHIP

The overall objectives of internship program are to provide educational and work experiences and also to meet the requirement of MBA Rural Management. However, specific objectives are:

- To get familiar with real working environment of the organization,
- To apply theoretical knowledge in real life situation,
- To enhance working with multiple people and create a network of people,
- To fulfill the course requirements,

- To get practical experiment and
- To acquire required skills before joining job like professional and managerial skills to deal with various problems arising in the organization.

ORGANIZATIONAL PROFILE

Bhutan Development Bank Limited was incorporated under royal charter, in January 1988, with assistance of the Asian Development Bank to function as a development finance institution. Currently, BDBL functions as a domestic development bank in the country. The bank works towards upliftment of rural poor by providing various financial services that is accessible and affordable by low income group of people. BDBL is the only bank that focus on rural farmer by introducing farmers outreach banking that deals with loan disbursement, collection, deposit and withdrawal by providing door to door services once a month. Its vision contributes towards achievement of Gross National Happiness by promoting customer focused bank. Despite normal banking services, the bank also provides seasonal loans to the farmers to support their livelihoods and aims to reduce poverty in the county. Further, BDBL provides separate platform for women encouraging them to save and invest with high interest rate.

Mandates of BDBL

- Provide micro, small and medium financial services for the development and modernization of agricultural, commercial and industrial enterprises in the country.
- Enhance income of the people thereby improves standard of living through provisions of financial services.
- Provide financial services for private sector development.
- Alleviate poverty.
- Provide technical and advisory services to the enterprises and
- Mobilize external and internal funds for investments.

SERVICES PROVIDE BY ORGANIZATION

Bhutan Development Bank is the only rural banking in the country that provides seasonal and other small and medium loans to the rural people. The bank provides loan services to women and small group of women with separate programs mainly for the rural women in the country. Despite normal banking services, BDBL provides innovative financial services as follows:

- Farmers outreach banking
- BDB e-banking
- Gewog banking services
- ATM services
- SMS services
- Provides seasonal loans to the farmer
- Especial saving system for rural women
- Grants loan to small group of women and they can also save together after selling agricultural products.

KEY ACTIVITIES

During the internship period in Bhutan Development Bank Limited for the duration of two month, I was assigned as branch staff in credit section. However, within short duration I had an opportunity to visit various department such as loan, customer service and teller section and perform different activities. Following activities are performed in different department during internship program:

Loan department

- To verify and filling documents
- Two days Field trip for monthly collection
- Calling for loan payment
- Data entry for new clients

Customer service

- Photocopying
- Dealing with customer
- Helping customer write the information required for withdrawal and deposit

- Balance enquires

Teller section

- Distribution
- Documenting deposits and saving accounts of customers

KEY LEARNINGS FROM ORGANIZATION

During my one and half month internship, it was new experience and exposure to the real working environment. I learned a lot about the Bhutan Development Bank Limited and its operations. My supervisor and experienced staff in the organization have enlighten me with the banking information and knowledge. Today in this modern era, everything have became competitive where experiences plays vital role in getting any jobs. Therefore, this internship program has helped me gain professional skills to proceed with my future and following are the learnings from internship.

- Communication skills: Daily interactions with clients and staff has increased my communication skills. It has literally helped me to be good listener and gained confidence to talk with strangers as I have to deal with different clients every day.
- Teamwork skills: This internship has shown me the importance of working in team to achieve the common goal. Learning from the experienced staff has helped me gain more information related to banking and helped me to solve assigned task properly.
- Computer and technical skills: Within short duration I learned to use banking system such as balance enquires and filling documents of new clients.
- Problem solving skills: During internship I had undergone various problem but with the guidance from staff and supervisors I could solve problems arising daily in the banks. Verbal information from my supervisors has helped me to understand banking system in our country.
- Self-confidence: This internship has helped me gain self-confidence where I could easily ask any information to any staff without fear and embarrassment.