BANK FOR THE POOR
GRAMEEN BANK

Internship Report on

An Evaluation of Lending Process of Grameen Bank

Daffodil International University

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An Evaluation of Lending Process of Grameen Bank

Submitted By:

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Submitted To:

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Assistant Professor

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Date of Submission: March 15, 2024

Letter of Transmittal

Date: 23th April, 2024

Mr. Md. Anhar Sharif Mollah

Assistant Professor

Faculty of Business and Entrepreneurship

Daffodil International University

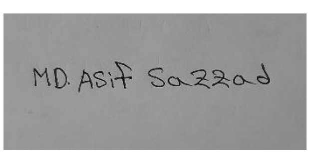
Subject: Submission of internship report entitled **“An Evaluation of Lending Process of Grameen Bank”.**

Dear Sir,

It gives me great pleasure to present to you the report from my internship program, "**An Evaluation of Lending Process of Grameen Bank**,". that is needed for the Department of Business Administration's BBA degree. Please take this into account. I completed the report ahead of schedule and met all recommended objectives. Writing the report and participating in this internship program have enhanced my understanding of the subject topic beyond what I have acquired in school.

I've put a lot of effort into making this report as thorough and educational as I can. My sincere wish is that you will find the report acceptable and value the effort I put into it. I must emphasize once again how much without your guidance and assistance I could not have finished this paper.

Sincerely yours,



Md. Asif Sazzad
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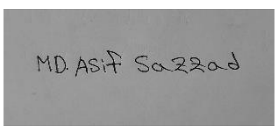
Student’s Declaration

I, Asif Sazzad, thus certify that, after finishing my ninety-day internship at the Grameen Bank, Mirpur-2, I myself created the internship report titled "An Evaluation of Grameen Bank's Lending Process" under of Mr. Md. Anhar Sharif Mollah Sir. This internship report's data is drawn from three months of hands-on work at the Grameen Bank Head Office.

Additionally, I would want to make it clear that the paper was created exclusively for academic purposes and for no other purpose.

Sincerely,



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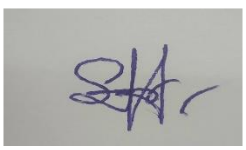
Letter of Approval

This verifies that Md. Asif Sazzad, ID# 201-11-6539, Batch 55th, BBA Program, Major in Finance, has registered as a discipline student at Daffodil International University's Department of Business Administration, Faculty of Business and Entrepreneurship. He successfully completed his internship program at the Grameen Bank headquarters in Mirpur-2, Dhaka, and I was directly responsible for the production of this internship report. The topic of his internship was "**An Evaluation of Grameen Bank's Lending Process.**"

I wish his happiness and every success in life.



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Mr. Md. Anhar Sharif Mollah

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgements

I would like to express my heartfelt gratitude and appreciation to all those who have supported and guided me throughout my internship period and the completion of this internship report. First and foremost, I want to express my appreciation to **Mr. Md. Anhar Sharif Mollah** Sir, who monitored my internship. His experience, guidance, and steadfast support were important in shaping my understanding of the industry and providing valuable suggestions for the creation of this study. His encouragement and constructive criticism have been crucial in my professional development, and I genuinely appreciate his outstanding mentorship.

In addition, I'd like to thank my entire team for their collaboration and kind welcome throughout my internship. In particular, my team leader, **Mr. Nahid** Sir, whose rigorous supervision and encouragement inspired me to accomplish the duties. My learning and growth have been substantially facilitated by the team's collaborative working environment.
I genuinely thank all of my colleagues who generously shared their expertise and experience with me. Their openness to exchange ideas, patience, and responsiveness to my concerns have been exceptional.
In addition, I'd like to thank Grameen Bank for this internship opportunity. My professional development has been tremendously benefited by exposure to real-world problems and the actual application of academic learning, which will undoubtedly benefit me in my future endeavors.
I am extremely grateful for the help offered by my fellow interns as we went through our internship together. This internship has been memorable due of their friendship, talks, and shared experiences.
Last but not least, I'd want to thank my family and friends for their unwavering support and encouragement throughout my intern. trust in my abilities and unfailing support have been the driving forces behind my success.
Thank you for being such an important part of my internship experience and assisting me in my success.

Executive Summary

This report is from my internship program, which is a requirement for the BBA degree. This will be completed as part of my three-month internship at Grameen Bank. This orientation paper contains real-life work experience with diverse duties at Grameen Bank, Mirpur2, Dhaka-1216, Head Office. This research is based on primary and secondary data sources. Grameen Bank assesses all risk variables prior to loan acceptance. Once all processes are completed, the loan will be issued by the appropriate authority. When all of the prerequisites are completed, the loan is disbursed by the necessary personnel.

Grameen Bank is a prominent microfinance institution globally. This bank wants to help those in need, especially women, by providing them with excellent services.
The board of Grameen Bank is fervently committed to empowering women and the impoverished. An review of Grameen Bank's lending process is the title of the report. A synopsis of his worries and suggestions about a study conducted by Grameen Bank. There are five chapters in all in this report. The overview, theoretical framework, organizational profile, findings and analysis, and suggestions and conclusion from Grameen Bank are the five chapters that make up the study.

Grameen Bank provides loans to the poorest individuals in rural Bangladesh without requiring collateral. Grameen Bank uses credit as a cost-effective tool to combat poverty and improve socio-economic circumstances for those who were previously excluded from banking due to their low income.
Professor Muhammad Yunus, Founder and Managing Director of Grameen Bank, believes that providing financial resources to the poor on reasonable terms can lead to significant development.

Analysis; common record size; common earnings report size; analysis; and record analysis. The financial performance analysis included in the report's fourth chapter is crucial.

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CHAPTER-1
INTRODUCTION

1.1 Introduction

All banks have historically given loans to applicants who offer sufficient collateral. Thus, there was no way for the landless and poor, especially women living in rural areas, to qualify for bank loans. Despite the fact that they provide investment opportunities. By doing away with the requirement for any collateral and establishing a banking system built on responsibility, innovation, participation, and mutual confidence, This type of banking practice has been totally reversed by Grameen Bank (GB). The underprivileged are given modest loans by GB in the absence of collateral. In essence, it provides loans to Bangladeshi rural women who are landless and asset-poor. Because It is now widely acknowledged as an effective tool for empowering women and combating poverty, it has become a novel phenomena in today's globe.

The function and effects of the GB microcredit program for reducing poverty and empowering women will be examined in this study. Extensive study will be done for this objective in order to give findings on the report.

1.2 Background of the Study

It provides modest, no-collateral loans to the underprivileged. Professor Muhammad Yunus of the University of Chittagong started a research project in 1976 to look into ways to create a credit delivery system so that the impoverished in rural areas might receive banking services. This initiative resulted in the founding of Grameen Bank. National legislation gave the Grameen Bank permission to function as an autonomous bank in October 1983. A World Habitat Award was given to the Bank's "Lowcost Housing Program" in 1998. The bank and Muhammad Yunus, who founded it, shared the 2006.

With 2,568 locations and over nine million borrowers in 2019, the Bank has a 99.6% payback record. Women made up 97% of the borrowers. 97% of Bangladesh's communities have seen Bank activity. Due to its great, other initiatives have been started in over 40 countries, including a World Bank proposal to fund programs akin to Grameen. Richer nations are also seeing an expansion of the Grameen Banking system. There are 23 Grameen America locations in 15 US cities as of 2017. Invested a total of $1.26 billion across 15 sites in order to assist 100,000 American women borrowers who are low-income.

UNB, 23 SEPTEMBER 2019

1.3 Rationale of the study

Microcredit has emerged as a novel phenomena in the contemporary era, owing to its acknowledged efficacy as a tool for combating poverty and fostering significant opportunities for women's empowerment. The new financial system was pioneered by Grameen Bank. Working at such a renowned company as a business student and conducting research on its main operations and effects on the national economy is an amazing opportunity. The microcredit program and its effects on reducing poverty and empowering women are the primary subjects of the research.

1.4 Scope of the study

The scope of a study on the lending process of Grameen Bank encompasses various aspects of its microfinance operations. Here's a breakdown of what could be included in such a study:

Background information on Grameen Bank, including its goal, aims, and organizational structure. The historical development and evolution of Grameen Bank's lending method. Understand Grameen Bank's group lending model. Analysis of the concepts, methodology, and tactics that underpin Grameen Bank's microfinance strategy. An examination of the process of building borrower groups, including group formation criteria and group dynamics. Analysis of how group dynamics influence loan repayment and social cohesiveness. Describe the loan application procedure, including paperwork requirements and qualifying criteria.

Analyze how loan applications are evaluated, approved, and distributed to borrowers. Examining Grameen Bank's payback schedule, frequency, and methodology. Examine the factors that influence loan repayment rates, as well as measures for guaranteeing timely repayments. Identifying and analyzing risks connected with microfinance lending, such as credit risk, operational risk, and market risk. Assessment of Grameen Bank's risk management techniques and mitigation strategies. Grameen Bank's lending initiatives' social and economic impact on borrowers and communities is being assessed. Evaluation of the bank's outreach activities and their success in reaching marginalized groups. An examination of how Grameen Bank employs technology, such as digital platforms and mobile banking, in its lending operations.

Assessment of the advantages and disadvantages of technology integration in microfinance. Examining the regulatory system that governs microfinance institutions in Bangladesh. Analysis of how policy changes and government actions affect Grameen Bank's lending operations. Identifying Grameen Bank's lending troubles, such as over-indebtedness, repayment issues, and sustainability concerns. Investigate prospects for innovation and improvement in Grameen Bank's lending model. Comparison of Grameen Bank's lending method to other microfinance organizations or models throughout the world. Identifying excellent practices and learning from comparable firms. Developing proposals to improve the efficacy, sustainability, and social impact of Grameen Bank's lending process. Suggestions for resolving difficulties and capitalizing on chances for progress.

The distinctions between the Grameen banking system and other traditional banking systems are also discussed. Since Grameen Bank exclusively conducts business in Bangladesh's rural communities, emphasis has been placed on those operations. Given that 97% of Grameen Bank members are women, the impoverished women are the primary focus of this study In this study, particular consideration to a number of crucial factors, including loans, interest rates, interest rates, earnings and income distribution of borrowers, borrowers' propensity to save, members' health and nutritional conditions, children's education, preserving a healthy environment, the health and sanitation system, medical costs, and the roles played by women in rural Bangladeshi families.

1.5 Objectives of the study

The objectives of the study may be viewed as:

- To analyze the "Micro credit lending process of Grameen Bank .
- To analyze disbursement & recovery of micro credit loans.
- To evaluate the various microcredit programs' performance.
- To recommends some process to improve lending process.

1.6 Methodology of the Study

There are two primary groups into which this study's data sources may be separated:

Primary sources

- Receiving input from random Grameen Bank members via questionnaire.
- By conducting personal interviews and interactions with Grameen Bank members.
- Face-to-face interaction with Grameen Bank staff.
- Different files and documents study.
- Conversation with the bank officers and consumers.

Secondary sources

The Grameen Bank's credit operations and other data were gathered from secondary sources and are shown here.

- Annual report of GB.
- Company websites.
- Grameen Bank Library
- Published articles, magazine

1.7 Limitations of the Study

The study is restricted to a specific area of Grameen Bank. The researchers faced the following constraints when preparing this paper.

- The loan team lacked sufficient information regarding the borrower's operations through papers, diaries, and databases.
- These branches had 100 percent female replies. They are wary about answering my questions.
- Up-to-date information is unavailable.
- Grameen Bank's lending and risk management information is poorly organized.
- There are insufficient books, periodicals, and other resources.
- A lack of important facts and information

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CHAPTER-2

THEORICAL FRAMEWORK

2.1 Micro credit

It is intended to benefit businesses and lessen poverty, but it is also typically intended to involve women and uplift whole networks via growth. In many networks, women lack the deeply stable company accounts that traditional loan experts often need. Many lack education, making them ineligible to complete the administrative tasks necessary to apply for conventional mortgages. It was anticipated that 74 million borrowers will hold microloans totaling US$ 38 billion starting in 2009. Reimbursement rates elsewhere are estimated by Grameen Bank to be between 95 and 99 percent. Microcredit is a key component of Grameen Bank's approach to providing financial services to the poor, particularly women, in rural areas of Bangladesh. Here's an overview of microcredit at Grameen Bank:

Serving the most impoverished people—especially women—who do not have access to standard financial services is the main goal of Grameen Bank. Because Grameen Bank strives to enhance gender equality and empower women, the majority of its borrowers are women. Under the group lending strategy used by Grameen Bank, borrowers are grouped into smaller groups, usually consisting of five people. Groups of borrowers assist one another and serve as guarantors for one another's debts, which promotes a feeling of shared accountability.

Grameen Bank provides microcredit loans, which are modest, short-term loans meant to satisfy borrowers' requirements for income-generating activities. The loans are commonly utilized for a variety of objectives, including starting or developing small enterprises, acquiring animals, and investing in agriculture. Grameen Bank does not demand standard collateral for its microcredit loans. Instead, it is based on the notion of social collateral, in which group members serve as guarantors for one another.
This technique allows the bank to lend loans to the impoverished, who may not have assets to put as security.

Microcredit loans are repayable in weekly installments, with payback sessions held in the borrower's villages or communities. Grameen Bank has high repayment rates, frequently reaching 95%, due to the group's social pressure and a strong emphasis on communal responsibility. Grameen Bank has a tiered lending approach in which borrowers are first given modest loans. As they demonstrate repayment capacity and properly use loans, they will be eligible for larger loans in succeeding rounds.

Grameen Bank trains and supports borrowers on a variety of issues, including financial literacy, entrepreneurship, and health awareness. Training sessions are frequently held at group meetings to ensure that everyone benefits from the information given. Grameen Bank's microcredit programs have had a substantial influence on poverty reduction, women's empowerment, and rural development in Bangladesh. Grameen Bank has helped millions of households escape poverty and improve their living conditions by providing loans and supporting entrepreneurship.

Overall, microcredit at Grameen Bank has proven to be an effective tool for poverty alleviation and economic empowerment, enabling the poor to build sustainable livelihoods and improve their quality of life.

One aspect of microfinance that allows the impoverished a greater range of financial authority is small-scale loans, especially with regard to investment accounts. It is widely believed that the Grameen Bank, situated in Bangladesh, was the pioneer of global microcredit in 1983. Several conventional banks used a smaller credit scale in this way, despite early reservations. 2005 was designated as the Microcredit International Year by the UN.

2.2 Modern Micro credit

In its present practical incarnation, Grameen Bank stands out among other Bangladeshi firms as the supplier of microcredit. Muhammad Yunus founded Grameen Bank in 1983, and it is now recognized as a small-scale financial organization. Using his own funds, Yunus launched the business in the village of Jobra, providing the underprivileged in the province with small loans at cheap financing charges. Microcredit became an important tool for financial development very away, and numerous foundations sprang up throughout the third world. Even though the Grameen Bank was first established as a non-benefit organization dependent on government funding, it eventually changed its status to corporate entity and was called Grameen II in 2002. Muhammad Yunus received the Nobel Peace Prize in 2006 in recognition of his efforts to provide impoverished individuals with small-scale credit administrations.

Modern microcredit expands on classic microcredit concepts while also using creative methodologies, technology, and financial products to better suit customers' increasing demands. Here's a look at modern microcredit:

Many modern microcredit firms use digital platforms to issue loans, repay them, and communicate with consumers. This lowers transaction costs and increases efficiency. Mobile banking enables customers to access their accounts, make payments, and receive loans straight via their mobile phones, therefore increasing financial access to remote places. Biometric technology, such as fingerprint scanners, guarantees that clients are identified securely and reliably, lowering the risk of fraud and enhancing record accuracy.

Modern microcredit organizations may provide microinsurance products to protect clients from risks such as crop failure, sickness, or natural catastrophes. Encouraging clients to save money through microsavings accounts allows them to accumulate assets and plan for emergencies or future investments. Many current microcredit programs include financial literacy instruction to assist customers in managing their finances, understanding loan conditions, and making sound financial decisions. Modern microcredit organizations may provide loans with customizable repayment schedules, interest rates, and loan amounts that are tailored to the specific needs of each customer.

In addition to typical business loans, contemporary microcredit organizations may provide loans for education, housing, health, and other objectives to satisfy the different requirements of their clientele. Modern microcredit firms frequently focus social performance monitoring alongside financial performance. They assess outcomes including poverty reduction, women's empowerment, and client well-being. Modern microcredit relies on fair and transparent lending processes, preventing customers from overindebtedness, and respecting their rights. Modern microcredit programs may enable market connections for clients, allowing them to access markets for their products and increase their earning potential.

Some programs assist customers in adding value to their products through processing, branding, and marketing services, hence enhancing profitability and competitiveness. Modern microcredit organizations frequently work with various stakeholders, including banks, NGOs, governments, and technology providers, to increase financial inclusion and reach disadvantaged communities. Partnerships with organizations that provide technical assistance, training, and capacity-building support help to increase and improve microcredit institutions' efficacy. Many modern microcredit organizations match their activities with the United Nations' Sustainable Development Goals

(SDGs), which prioritize poverty reduction, gender equality, and long-term economic growth. Modern microcredit is evolving, embracing innovations and best practices to better meet the requirements of customers while fostering sustainable development and poverty reduction.

2.3 Principles

2.3.1 Economic Principles

Originally, microcredit societies were created as alternatives for "advance sharks," or lenders that prey on unsuspecting clients. Undoubtedly, many Microcredit began as nonprofit organizations that used funding from the government or from private donors. In any case, by the 1980s, the Harvard Institute for International Development and neoliberalism had spread the "money related frameworks approach," which had become the dominant paradigm among smaller credit organizations. When Bank Rakyat Indonesia established Unit Desa (BRI-UD) in 1984, the marketing of small-scale loans officially began. 'Kupedes' small-scale credits were made available by Unit Desa and were contingent on showcase loan payments. Many Microcredit Accredited Societies presently function as independent banks. This has led to them emphasizing investment fund programs more and charging greater financing rates on credits. To be precise, Unit Desa has taken a fee of over 20 percent on venture capital advances. Researchers and development specialists have disagreed over the application of neoliberal financial principles to Micro credit; others claim that leaders of Micro credit banks, like Muhammad Yunus, leverage advance sharks' actions to further their own interests. A national fund in Indonesia showed how Unit Desa might lower its rates by around 8% while still offering enticing returns to financial experts throughout the 1990s.

2.3.2 Group Lending

Group lending is an essential component of Grameen Bank's microfinance concept, which is intended to offer financial services to the underprivileged, mainly women, in rural Bangladesh. Here's an outline of how Grameen Bank does group lending:

Grameen Bank divides its borrowers into tiny groups of five. These organizations are frequently created based on social connections within the community. Each group member acts as a guarantee for the others, instilling a sense of shared duty and accountability. Borrower groups often meet weekly to discuss loan repayment, company success, and other important subjects. The group serves as a support network, encouraging, advising, and assisting its members. Individual borrowers submit loan applications to Grameen Bank, detailing their business plans and finance requirements. Although loans are made to individual members, the entire group supports and oversees the repayment process.

Group members are jointly responsible for repaying debts obtained by any member of the group. This implies that if one member defaults, the remaining members must fund the payback. Joint responsibility acts as a type of social collateral, allowing Grameen Bank to lend loans to borrowers without requiring traditional collateral. Grameen Bank has a tiered lending approach in which borrowers are first given modest loans. As they demonstrate repayment capacity and properly use loans, they will be eligible for larger loans in succeeding rounds. This method promotes financial discipline and appropriate borrowing.

Weekly loan repayments are made at group sessions. Borrowers bring their installment payments at the meeting, which are collected by Grameen Bank employees. The group's social pressure and emphasis on communal responsibility contribute to high repayment rates. Grameen Bank trains and supports borrowers on a variety of issues, including financial literacy, entrepreneurship, and health awareness. Training sessions are frequently held at group meetings to ensure that everyone benefits from the information given.Group financing has made a substantial contribution to poverty reduction, women's empowerment, and rural development in Bangladesh. Grameen Bank has helped millions of households escape poverty and improve their living conditions by providing loans and supporting entrepreneurship.

Overall, Grameen Bank's group lending program has proven to be a successful model for providing financial services to the poor and disenfranchised, boosting self-reliance and community development.

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2.3.3 Lending to Women

Women's lending has emerged as a key microcredit principle, with banks and organizations like BancoSol, WWB, and Pro Mujer serving as mere conduits for women. Genius Mujer has also updated a different method for combining smaller loans with social insurance companies, as the stability of their clients is crucial to the success of microcredit. Even though Grameen Bank initially attempted to lend the two individuals at comparable rates, women ultimately make up 95% of the bank's clientele. 75% of the receivers of small credit globally are still women. In the 1980s, elite lending to women began as a result of Grameen Bank's discovery that women often accept smaller credit amounts than males and had higher repayment rates. Thus, a great deal of small-scale credit companies have made use of the goal of giving women the ability to justify their uneven advancements.

2.4 Impact of Micro credit

The effects of microcredit are hotly contested. Supporters claim that it does away with the need for demanding work and better pay. This depends on the lenders' youngsters providing greater advice and timely additional help. Many contend that microcredit benefits women. Microcredit is said to enable applicants to transition out of US, UK, and Canadian assistance programs.

Scholars claim that while microcredit hasn't increased the number of people with jobs, it has instead put low-income families in a cycle of debt, which has occasionally led to suicide. These include the fact that it fails to engage women, that it has not enhanced training or wellbeing, and that the money from advances is frequently used on solid buyer products or use rather than successful initiatives. There is ample evidence to suggest that microcredit has played a significant role in sustaining the expansion and output of businesses over the course of this time. Although it has frequently led to freelance employment, since premium installments it hasn't actually improved income. It has occasionally driven investors into financial traps. There isn't any proof that female microcredit participants exist. Granted, microcredit has accomplished far less than its proponents had predicted, but its drawbacks were not as isolated as some had suggested. Microcredit is just one element influencing the success of independent businesses; an economy's or a particular market's level of development has a considerably greater influence on these businesses' successes.

2.5 Loan Disbursement Policies

Three primary principles of funding for development projects are outlined in the Agreement Establishing the ADB, often known as the Charter:

- The Bank's revenues from loans, acquisitions, and other capital can only be used to purchase items and services produced in Member States, unless specifically approved by its Board of Directors.

- The Bank will let the creditor to withdraw its cash only to be used for project expenses as they are now being incurred

- Any gains from loans made, guaranteed, or engaged in by the Bank may only be applied to the original aims of the loan, taking efficiency and productivity into consideration. The Bank will let the creditor to withdraw its cash only to be used for project expenses as they are now being incurred.

The creditor can only take credit money when the loan arrangement has been successfully completed.

2.6 Disbursement Procedures

Four Major Types

- Direct payment plan in which ADB lawfully pays a designated recipient at the borrower's request
- scheme of commitment whereby the Asian Development Bank (ADB) grants a permanent commitment, upon request by the borrower, to reimburse a business bank for payments made to or to be made to a supplier against an LC financed by a credit account.
- Impress subsidize strategy: ADB creates a development that transfers funds from the credit represent store to an interest record that may be used for a variety of approved purposes only.

- Reimbursement technique: ADB uses this method to reimburse eligible consumptions that it has bought and paid for using its own assets or its spending designation. The payments are sent from the advance record to the borrower's record or, occasionally, to the venture.

2.7 Simplified Reimbursement Process paperwork

There are several circumstances in which ADB permits less complex paperwork, even though it normally demands comprehensive supporting documentation.

- As part of the articulation of uses (SOE) process, the borrower provides an SOE to support an application.
- When eligible DFIs demand repayment of usage and ADB's affirmation of sub advances below the established "free point of confinement," they must provide streamlined supporting archives using the concurrent application for sub credit endorsement and withdrawal (SAW) technique.
- The borrower must periodically certify the progress or completion of common works on the side of its payback application in accordance with the power account works methodology.

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CHAPTER-3
ORGANIZATIONAL OVERVIEW

3.1 Background of Grameen Bank

In August 1976, Dr. Muhammad Yunus, who was Chittagong University's Head of the Economics Department at the time, founded Grameen Bank. The enterprise expanded to Tangail in 1979 inside an entity that partnered with Bangladesh Bank. In October 1983, it was founded as an independent bank.The idea for Grameen Bank originated in Jobra. Currently, Grameen Bank is a massive small-lending institution. It is larger than many Bangladeshi commercial banks. It has been replicated in more than 100 countries worldwide.

Grameen Bank is the claim of the bank's debtors. The primary objective is to provide credit to the rural poor, primarily women, in the fight against destitution. Advances are provided to borrowers in order for them to generate income and find housing. Every advancement is done without legal tools or insurance. The repayment of loans from Grameen Bank occurs on a weekly basis. Grameen Bank launched its fought-part program in 2002, with the specific goal of lending money to the underprivileged in order to help them find a worthwhile profession.

Intrigue offers them a free advance. For the children of the borrower, Grameen Bank offers a higher education advance starting in 2000. 54,300 understudies had received advanced education credit from Grameen Bank as of October 6, 2019. To encourage people to educate their children, Grameen provides scholarships to its members' children. As of October 6, 2019, 2, 93,053 understudies—both male and female—had received awards totaling US$5.07 million. October 6, 2019: 2568 branches, 268 offices, 40 zonal workspaces, 40 zonal review workspaces—all part of Grameen Bank. More than 81678 towns were distributed through 1,42,223 foci, accounting for more than 93% of Bangladesh's total village population. Prof. Muhammad Yunus, the creator of Grameen Bank, received the Nobel Peace Prize in 2006.

3.2Corporate Information

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Official Name	Grameen Bank
Industry	Financial Service
Founder	Muhammad Yunus
Founded	October 1983
Headquarters	Mirpur-2, Dhaka, Bangladesh
Key People	Babul saha , Acting managing Director
Number of Locations	2586 (January 202)
Number of centers:	1,37,360
Number of villages served:	81,678
Number of groups:	13,95,145
Number of members:	9,227,659
Area served	Bangladesh
Products	Microfinance
Total Assets	3500000000
Number of Employees	25000 Above

3.3 Management Structure:

Main office:

Dhaka is home to Grameen Bank's headquarters. Grameen Bank is in charge of the decisions made at the Board of Directors meeting. Twelve Grameen Bank divisions are overseen by a managing director who is backed by a deputy managing director, five managing directors, and nine deputy managing directors.

Board of Directors:

Bangladesh Bank's registered bank is Grameen Bank. It has been functioning as a bank since 1983, hence it abides by the regulations and guidelines set out by Bangladesh Bank. The primary decision-making body of Grameen Bank is the Board of Directors. There are thirteen members of this organization, three of whom are representatives of the Bank of Bangladesh, the Government of Bangladesh, and other members of the Bank of Grameen. Managing directors are members of Grameen Bank's board of directors due to the significance of their position, however they are not able to vote.

Managing Director and Deputy Managing Director:

Mohammad Shahjahan, a deputy managing director of Grameen Bank, took over as the acting managing director of the institution.

General Managers and Deputy General Managers

Nine Deputy General Managers and Five General Managers oversee the twelve departments that make up Grameen Bank.

- Managing Directors Secretariat
- Grameen Bank Secretariat
- Audit department
- Services Departments
- Administration Department
- Training department
- Co-ordination & operation Department (west)
- Establishment Department

- International Program Department

3.4 Objectives of Grameen Bank

According to the GB, the goal is to reduce poverty by citing credit as the primary tool for progress. To this end, the most disadvantaged segments of rural society have been provided with group-based credit offices so they can create independent jobs and income-generating activities. The objectives are mentioned here, although they are spiffed by the GB:

- To empower rural underprivileged people, especially women who are really disregarded and undervalued, by creating possibilities for them to pursue independent employment.
- To save the impoverished people from the shady moneylenders who are rewarding them by charging interest rates that are excessively high.
- To provide financial services just to the poorest area of the province that is turned down by traditional lending institutions.
- To provide those who prevent others with structural assistance so they may use recognition and compensation more effectively.
- Reverse the deeply ingrained, never-ending cycle of poverty with microcredit.
- Give financial facilities to underprivileged, unprotected country bases.
- Eliminate the abuse of cash loan specialists.
- To reduce unemployment and dependency on handouts in the province by providing opportunities for independent labor. not in the rural area.
- To develop human capital in the provincial zones by providing formative initiatives concerning executive failure, nutrition, training, and other areas.
- To activate reserve funds as a piece of future no for poor.

3.5 Mission of Grameen Bank

Providing comprehensive financial services to empower the poor to realize their potential and to break out of the vicious cycle of poverty.

3.6 Vision of Grameen Bank

“Banking for the poor people”.

3.7 Functions of Grameen Bank

My research will be concentrated on Bangladesh's Grameen Bank. Women in Bangladesh are discouraged from pursuing wage occupations due to the patriarchal culture that views them as inferior to males. They don't qualify for individual lending programs, and their primary source of income is self-employment. While the agricultural, industrial, and service sectors can only handle 1.7 percent annual labor-power expansion, the labor force has expanded by 2.4 percent annually. The agriculture industry, which accounts for 78% of employment, is constrained and saturated as a result of technological limitations. The only practical ways to reduce poverty and foster economic growth are to enhance human capital, boost productivity and income through informal self-employment, and expand the size of the modern urban sector (World Bank 1997). The main causes of Bangladesh's poverty are rapid population increase, high unemployment, poor literacy, and landlessness. Land ownership and financial resource control are the primary factors that determine social class in rural settings.

Grameen style delivery refers to lending to the impoverished in their communities by utilizing the fundamental components of the Grameen loan distribution method.

CHAPTER-4

Lending Process of Grameen Bank

4.1 Lending Process of Grameen Bank:

The term "Loan" refers to any written record used to document a loan transaction. Grameen Bank follows Bangladesh Bank directives and rules while developing its own policies. This method prioritizes profit maximization through sustainable expansion and cost-effectiveness. The bank strives to provide financing to new sectors, in addition to existing ones.

4.1.1 Types of Loan:

- Basic Loan.
- Housing Loan.
- Higher Education Loan.
- Struggling Loan.

4.1.1.1 Basic Loan

Grameen Bank's core product is the Basic Loan. This type of loan is accessible to all low-income individuals. With a basic loan, all borrowers will begin their trip. The loan began at 5000 Taka per individual. The interest rate is 20% of the falling rate. Essentially, throughout one year, Borrower paid.

4.1.1.2 Requirements for Basic loan:

There are a few prerequisites for getting a simple loan from Grameen Bank. For example:

- Wealth less.
- Landless, who possesses less than one acre of land.
- Creation of a group contain of 5 to 9 members from her neighbor.

4.1.1.3 Housing Loan

The Grameen Bank first offered home loans in 1984. It developed into a highly alluring lending system. This curriculum was recognized for its design in 1989 with a foreign Aga Khan Award. The maximum amount granted for a housing loan is Taka 15,000, which must be paid back in weekly installments over the course of five years. The interest rate is eight percent. & 647130 homes have received housing loan disbursements. In the last year, which ran from June to May of 07, 12545 homes were constructed utilizing housing loans totaling $1,105.21 million.

4.1.1.4 Higher Educational Loan

This loan is being provided in order to support education among the villages and lower the proportion of individuals from these low-income households who drop out of school. As a result, it provides scholarships, coaching, and loans for further education to the students of GB borrowers. 13,161 female members and 41,139 male members have taken out loans for higher education thus far. A total of 2,781.19 (male) and 1,074.89 (female) in million Bangladeshi Taka has been disbursed.

4.1.1.5 Struggling Loan

Bank Grameen launched a difficult loan scheme in 2002. It is specifically made for begging people. They are providing loans with no interest. As of December 2019, there were 77,986 total participants in this program. So far, 181.60 (in million Taka) has been disbursed in total.

4.1.2 General Procedures of Sanctioning Loan

4.1.2.1 Approval Process

The GB approval procedure and loan sanctioning are really simple. Members of Grameen Bank apply and pay for the loan. Borrowers complete out the application form that the center manager offers them. Zonal Manager receives the loan application form from the center manager after clearing it. Manager by Zone After the loan is approved and signed, the center manager awards the borrower's loan.

4.2 Loan Disbursement System:

BKB has created and put into effect its loan distribution policy. The following were the key components of the aforementioned policy:

- Agricultural credit was established with the goal of guaranteeing the expansion and development of agriculture and other associated industries in a harmonious manner.

- With the aim of promoting the standard of life of rural populations and diversifying, modernizing, and commercializing agriculture, seven sectors were prioritized for loan disbursement based on labor intensity and potentiality. The seven industries that provide loans are

- ➢ Crop
- ➢ Fishery
- ➢ Irrigation & Farm Machinery
- ➢ Livestock
- ➢ Agro Industries
- ➢ Working Capital
- ➢ Socio Economic Development Activities
- ➢ Others

- With the aim of promoting the standard of life of rural populations and diversifying, modernizing, and commercializing agriculture, seven sectors were prioritized for loan
- With the intention of expanding the market for agricultural products and giving them additional value
- Giving loans to business owners based on their needs was deemed important. Giving credit, for instance, to business owners in Jessore, Sathkhira, Rangunia, and Hathajari for the production and sale of flowers.
- Credit to private organizations involved in agroproduct diversification, channel optimization, and, most importantly, modern agriculture was also deemed important. For instance, funding the various projects of Ifad Multi Products, Square, BRAC, Pran, Harvest Rich, Kazi Farms, Bay Agro, and others.
- To expand loan disbursements in order to keep up with demand, particularly in areas like agriculture, livestock, and fishing.

4.3 Main Sector of Microcredit Loan Disbursement

4.3.1 Crop Loan

A crop loan, also known as agricultural loan or farm loan, is a type of financial assistance provided to farmers to meet their agricultural production needs. Crop loans are typically short-term loans offered by banks, credit unions, or agricultural finance institutions. During the year under review, the agricultural sector accounted for 50% of the work force and contributed 4.7% of GDP alone. Crop loan distribution is given top priority by Grameen Bank. Taking into account the agriculture sector's intensity and contribution to the national economy. 41% of the overall loan disbursements are made up of crop loans.

4.3.2 Fishery

Fishery, or fisheries, refers to the industry or activity of catching, processing, and selling fish, shellfish, and other aquatic organisms for food, recreation, or commercial purposes. It encompasses a wide range of activities, from small-scale artisanal fishing to large-scale industrial operations. It makes a significant contribution to GDP, helps the large population's protein demands be met, generates foreign exchange through exports, lowers poverty by creating jobs for the unemployed, and enhances socioeconomic conditions for everybody.

4.3.3 Irrigation & Farm Machineries

Irrigation and farm machinery are essential components of modern agriculture, facilitating efficient and effective crop production. Here's an overview of irrigation systems and farm machinery commonly used in agricultural practices:

1. Irrigation Systems:

• Sprinkler irrigation uses high-pressure jets or nozzles to imitate rainfall and distribute water on crops. They are suited for a variety of crops and soil conditions.

• Drip irrigation is a technology that provides water to plant roots via tubes or pipes with emitters. It minimizes water waste and is appropriate for row crops, orchards, and vineyards.

• Furrow Irrigation: Water is delivered through channels between crop rows. It is widely used in row crops such as maize, cotton, and soybeans.

• Surface irrigation involves applying water to the soil surface and allowing it to run across the field, covering the entire area. It comprises methods like flood irrigation and basin irrigation and is ideal for level or gentle.

2. Farm Machinery:

• Tractors are versatile machinery used for plowing, tilling, planting, harvesting, and transporting.

• Plows are tractor-mounted implements used to break and turn soil before planting.

• Seeders and Planters: Equipment for accurate agricultural seeding.

• Harvesters are machines that chop, thresh, and separate grains or other crops during harvest.

• Sprayers: Used to spray insecticides, herbicides, and fertilizers to crops.

• Tillage equipment, such as cultivators, harrows, and disc plows, is used to prepare soil and manage weeds.

• Hay and forage equipment includes machinery for harvesting, drying, and baling crops.

• cattle equipment includes feeders, waterers, and handling tools for cattle management.

• Irrigation equipment includes pumps, pipelines, and fittings for various irrigation systems.

• Post-harvest equipment includes grain dryers, silos, and packing machines to store and process harvested crops.

4.3.4 Agriculture Equipment's

Agricultural equipment includes machinery, tools, and implements used at all stages of agricultural production, from land preparation to harvesting. These tools and equipment are intended to improve efficiency, productivity, and yield in agricultural activities. Here is a summary of agricultural equipment:

- Tractors: Used for plowing, tilling, and seeding fields.
- Plows: Implements attached to tractors for breaking and turning soil.
- Harrows: Used to break up clods, level soil, and incorporate fertilizers.
- Cultivators: Implements for weed control and soil aeration.

4.3.5 Livestock

In Bangladesh, an agro-based economy, livestock is essential. The sale of livestock goods, such as fur, bones, and leather, is a significant source of foreign cash. Ninety percent of the cultivable area was put under cultivation with the use of draft animals purchased with funds provided by Grameen Bank.

4.3.6 Agro Based Industry

Agro-based businesses are those that predominantly use agricultural products or raw materials in their manufacturing operations. Many nations, particularly those with large agricultural sectors, rely heavily on these industries to drive economic growth. Here's an overview of agro-based industries:

This comprises companies that convert agricultural products into food items including flour, sugar, dairy products, oils, drinks, and processed meats. Cotton, jute, silk, and wool are among the most important agricultural products utilized in textile industry. Sugarcane, maize, and soybeans are among the crops used to make biofuels such as ethanol and biodiesel. These companies manufacture fertilizers, insecticides, and other agricultural chemicals that increase crop output while protecting against pests and illnesses. Agro-based industries include those that convert wood into lumber, paper, and pulp.

4.3.7 Financing Socio Economic Development Programs

Through its extensive nationwide branch network, Grameen Bank offers financing to those in financial difficulties who are involved in socioeconomic activities. These are

Credit program for landless and marginal farmer

- Swanirvar credit program
- United Nation Capital Development Fund
- BKB-NGO small credit program
- Special credit program for handicraft
- Special Credit program for the Rakhains of Cox's Bazar
- Joint program for poverty alleviation
- South East Asia Poveryt Alleviation Program
- Employment Development Program for Rural Women
- Milk cow rearing program for women
- Micro Enterprise development program for Monipuri
- Ghore Fera Kormosuchi

4.3.8 Others

Like other commercial banks, Grameen Bank offers funding for import and export in addition to finance for the agriculture industry. The bank performs additional tasks, such as pre-export financing and the acquisition and negotiation of export bills, with the aim of accelerating export performance. In addition, Grameen Bank funds the import of machinery and raw materials for projects and the apparel industry.

4.4 Lending Process

Grameen Bank's lending procedure in Bangladesh is systematic and inclusive, with the goal of providing financial services to the underprivileged, mainly women living in rural regions. Here's a thorough summary of the loan process:

Potential borrowers indicate interest in Grameen Bank's microcredit. They frequently visit Grameen Bank branches or are suggested by current borrowers or community leaders. Borrowers are grouped into small groups of five people. These associations offer mutual assistance and act as guarantors for one another's debts. Group formation promotes social bonding and collective responsibility.

Borrower groups meet regularly with Grameen Bank officials. These gatherings provide opportunities for training, education, and debate of a variety of themes pertaining to entrepreneurship, financial management, and social concerns. Grameen Bank thoroughly evaluates each borrower's creditworthiness. This assessment comprises an evaluation of the borrower's business plan, home status, repayment capacity, and desire to engage in group activities. Borrowers apply for loans from Grameen Bank, providing details about their business objectives and financial requirements. The loan application comprises a First Information Sheet (FIS), which contains critical information about the borrower and the potential business. Loan officers evaluate loan applications and associated risks. Borrowers that are authorized are advised of the loan terms, which include the amount, payback period, and interest rate. Grameen Bank prioritizes speedy approval processes to satisfy borrowers' urgent requirements.

Borrowers receive direct loan disbursement once authorized. Disbursement may occur in the presence of group members to guarantee openness and responsibility. Borrowers are urged to use the loan for income-generating purposes. Borrowers repay loans in weekly installments. Group members work together to guarantee timely repayments. Grameen Bank's "peer pressure" methodology encourages borrowers to return loans on time in order to retain the group's credibility and get access to future loans. Grameen Bank offers ongoing help and monitoring to customers throughout their loan cycle. Field officers pay monthly visits to borrowers, providing instruction and resolving any concerns that may arise. Borrowers that successfully repay their loans have access to larger loans for company expansion. As borrowers establish creditworthiness, they "graduate" to higher loan tiers. Borrowing repeatedly enables borrowers to establish long-term livelihoods and raise their living levels.

Overall, Grameen Bank's lending method focuses on empowerment, social cohesion, and financial inclusion, allowing borrowers to escape the cycle of poverty and enhance their quality of life.

4.4.1 Pre-sanction Stage

The pre-sanction stage of Grameen Bank in Bangladesh is a structured process designed to ensure that borrowers are adequately prepared and supported before receiving a loan. Here's a descriptive overview:

Borrowers first contact Grameen Bank to indicate their interest in microcredit. These people frequently have modest company ideas or plans for revenue generating but lack the essential money. Grameen Bank supports the development of small borrower groups, which generally comprise of five people. These organizations function as mutual support networks and are critical to the bank's lending strategy. Members of these organizations frequently know each other well and serve as guarantors for one another's loans. Once constituted, these borrower groups meet on a regular basis with Grameen Bank staff. These gatherings have different uses. They provide a forum for discussing business ideas, exchanging financial management information, and reinforcing Grameen Bank's lending policies. Grameen Bank undertakes a rigorous examination of borrowers' creditworthiness. This assessment involves an evaluation of their company ideas, revenue sources, home conditions, and overall repayment capabilities. This stage guarantees that the loans are sustainable and advantageous to the borrowers. Grameen Bank provides training and education programs to its borrowers. These workshops address a variety of themes, including entrepreneurship, financial management, and health awareness. The goal is to provide borrowers with the required skills and knowledge to efficiently use the loan and enhance their overall well-being. Borrowers submit loan applications to Grameen Bank after completing all essential stages and meeting the prerequisites. Loan officials study these applications, evaluate the risk, and determine whether to authorize the loans. Grameen Bank disburses loans directly to clients once they have been approved. The amount disbursed is determined by the business plan and the borrower's specific requirements. This is the first stage in implementing the borrower's business strategy.

Throughout the pre-sanction period, Grameen Bank stresses empowerment via education, social dynamics, and access to financial services. The ultimate objective is to improve the economic situation of borrowers and their communities by encouraging entrepreneurship and self-sufficiency.

4.4.2 First Information Sheet Filled Up

The First Information Sheet (FIS) is an important document completed at the pre-sanction stage of Grameen Bank in Bangladesh. It provides critical information about the borrower and their intended business. Here's what it usually includes:

1. Personal Information:

Name, Age, Gender, Address, Family details (number of dependents, marital status),Educational background

2. Business Details:

Proposed business or income-generating activity, Description of the business (nature, products/services offered),Estimated start-up costs, Expected income from the business, market analysis (potential customers, competition)

3. Financial Information:

Current income sources, Assets owned (land, livestock, etc.), Liabilities (existing loans, debts), Monthly household expenses

4. Group Information:

Names and details of other group members (if applicable),Group dynamics and support system

5. Risk Assessment:

Assessment of the borrower's creditworthiness, Evaluation of the feasibility of the proposed business, Identification of any potential risks or challenges

6. Agreement Terms:

Agreement to abide by the rules and regulations of Grameen Bank, Understanding of the group lending model and mutual support system, Consent for regular group meetings and repayments

7. Signatures:

Signature of the borrower(s), Signature of Grameen Bank representative

The First Information Sheet serves as the foundation for additional evaluation and decision-making about loan approval. It assists Grameen Bank in understanding the borrower's requirements, assessing their loan eligibility, and determining the viability of the planned business venture. It also forms a legal agreement between the borrower and the bank on the loan's terms and conditions.

4.4.3 Credit Application Form Filled Up

The applicant receives a credit application form from the facility manager. The following information is included in the credit application form:

- Name and Address of the business unit
- Types of Organization
- Date and number of registrations
- Brief description of existing company
- Details of properties/ partners
- Proposed product
- Nature of proposed project
- Project cost and means of finance
- Loan required

4.4.4 Zonal Office Approval

The project is once again evaluated in the proposal from the zonal office branch. The zonal office credit committee (ZOCC) makes decisions about loan approvals and grants or denies them. The Branch receives permission from the ZO if the loan is authorized by the zonal office credit committee.

4.4.5 Post-sanction/Pre-disbursement

The branch provides the borrower with a sanction letter once it has received permission from the zonal headquarters. Among other things, a punishment letter includes the following information.

- Name of Borrower
- Facility Allowed
- Purpose
- Rate of interest

4.4.6 Loan Disbursements

After examining all of the documentation, the bank gives the applicant the loan. A loan repayment plan is typically created by the bank and provided to the applicant.

4.4.7 Post disbursement stage

At this stage ,the GB of the Aukpara branch, took into consideration the following at this point:

- The loan account is being completed to a high standard.
- Balance in the loan account remains within limits
- The money that was disbursed was used for the reason that the loan was approved.
- Personal contact with the borrower on a regular basis
- Keen watch in irregularity of any form on the loan account
- Keep a close eye on and oversee the borrower's financial and managerial situation.
- Finally, The loan is disbursed by the appropriate authority upon approval and fulfillment of all requirements.

4.5 Loan Monitoring

Loan monitoring is examining the disbursed money' usage patterns to make sure they are being used appropriately. The communication setup and reporting system between the lending institution and the borrower are handled by the bank. The corresponding officer does the subsequent actions.

- Verifying the borrower's account balance on a regular basis
- Regular telephone conversations with the defaulting customers and guarantors
- Sending a letter to clients right away following a check dishonor
- The clients in default and the guarantors before the loans were classified

4.6 Credit Analysis as a good Loan

The examination of a company's or borrower's financial statements with the intention of lending money is known as credit analysis. The goal of the credit investigation is to determine the client's dependability as well as whether or not they have sufficient income and support services to pay back the advance. The main purpose of a credit analysis is to determine if the advance is negotiable by the client and whether the bank will continue to recognize the advance in the event that the borrower defaults on the loan. In our country, credit inquiry is not done very well. Many credit authorities are so inexperienced that they are unable to even comprehend the credit proposal or its importance in the credit-making process.

4.7 Major Issues Analyzed in Credit Analysis

- Is the borrower creditworthy?
- The loan's goal complies with both government requirements and the bank's credit criteria.
- The borrower or his company may make enough money to pay back the loan.
- If enough security has been provided, the bank's funds should be recouped in the case of failure.
- It is possible to make bank claims on the security with little or no risk.
- The loan amount, terms & conditions, documents, etc. are fixed to satisfy the borrower's demands and safeguard the bank's interests.

CHAPTER-4

FINDINGS, RECOMMENDATIONS AND CONCLUSION

Findings:

- Loans are given to small solidarity groups, fostering peer support and accountability.
- Grameen Bank doesn't require collateral, making loans accessible to the poor.
- Borrowers apply through their group, with staff visiting villages for assessment and disbursement.
- Loans are repaid weekly, promoting discipline and manageable debt.
- Rates are higher than traditional banks but lower than local moneylenders, covering operational costs.
- Group dynamics encourage timely repayment through social pressure and support.
- Borrowers start with small loans, gradually increasing as they demonstrate repayment capability.
- Loans are encouraged for income-generating activities, fostering sustainable livelihoods.

Recommendations:

- Other institutions could adopt similar models for social cohesion and risk reduction.
- Ensure accessibility for illiterate borrowers through simplified processes and local language documentation.
- Offer more flexible repayment options aligned with borrowers' income streams.
- Communicate interest rates clearly to build trust and prevent misunderstandings.
- Provide training in financial management and entrepreneurship to enhance borrowers' skills.
- Prioritize women in lending programs and provide tailored support to address gender-specific barriers.
- Regularly assess program effectiveness to inform improvements and decision-making.
- Leverage technology for streamlined processes, reduced costs, and improved outreach to remote areas.

Conclusion: Grameen Bank is Bangladesh's first microcredit banking industry. Grameen Bank began its project in 1976 and became an autonomous bank in 1983 by a government decree. Grameen Bank's principal objective is to alleviate poverty and empower women in Bangladesh. Grameen Bank provides easy loans to disadvantaged women. Members who are landless or have limited assets can quickly obtain a loan. This bank loan has a high disbursement and recovery rate (99%). Grameen Bank has always attempted to operate honestly and within legal boundaries. This bank has a tight contact with its borrowers and customers. Grameen Bank provides them with a collateral-free borrower loan. Grameen Bank plays a key role in reducing poverty and empowering women in our country.

The bank has been able to build a diverse lending portfolio. Non-performing loans pose a significant obstacle to prudent credit management. Lack of monitoring is leading to an increase in default rates. The bank is attempting to improve its loan quality by expediting its recovery program. The bank may focus on loan portfolios with minimal default risk and successful investments. To maintain good credit, the lending method has been made more calculative and rational.

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