Internship Report:

"CSR Reporting Practices of Agrani Bank PLC"

Supervised By

Prof. Dr. Md. Abdur Rouf

Professor of Accounting

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Submitted By

Md Shahjada

ID: 221-14-406

MBA (Major in Finance)

Department of Business Administration

Daffodil International University

Submission Date: 13.07.2024

Letter of Transmittal

Date: 13.07.2024

Prof. Dr. Md. Abdur Rouf

Prof. of Accounting

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: CSR practices of Agrani Bank PLC.

Respected Sir,

I’m delighted to submit my internship report on "CSR Reporting Practices at Agrani Bank PLC." This report reflects the experiences and insights I acquired during my internship with Agrani Bank PLC. I would be privileged if you would review my report and acknowledge the effort and dedication I have invested in it. I have strived to accurately and comprehensively depict the current state of CSR Reporting Practices at Agrani Bank PLC.

I want to extend my heartfelt appreciation and thanks to you for giving me the opportunity to prepare this report.

Sincerely Yours,

Md. Shahjada

ID: 221-14-406

(Major in Finance, MBA)

Department of Business Administration

Daffodil International University

Letter Of Authorization

মীরজুমলা রোড শাখা, নারায়ণগঞ্জ
Phone: 7634144
Email: br4725@bangla.net

অগ্রণী ব্যাংক পিএলসি
Agrani Bank PLC

Mirjumla Road Branch, Narayanganj

TO WHOM IT MAY CONCERN

This is to certify that MD SHAHJADA, Daffodil International University, Present address: Nagarkhanpur, Narayanganj, has successfully completed 03 (three) months comprehensive internship programme from Agrani Bank Limited, Mirjumla Road Branch, Narayanganj. As far I have witnessed he is an honest and hardworking person. During this internship period his behavior was satisfactory.

I wish him every success in life.

Md. Ruhul Amin Bhuiyan

Md. Ruhul Amin Bhuiyan
Principal officer/Manager
Agrani Bank PLC
Mirjumla Road Branch,
Narayanganj.

Principal Officer/Manager
Agrani Bank Limited
Mirjumla Road Branch, Narayanganj.

Declaration

As a consequence, I hereby affirm that this internship report, titled **"CSR Reporting Practices of Agrani Bank PLC**," represents a substantial work carried out under the guidance of **Prof. Dr. Md. Abdur Rouf**, Professor of Accounting in the Department of Business Administration, Faculty of Business and Entrepreneurship at Daffodil International University.

I confirm that no portion of this report has been previously submitted to any other institution. The information contained herein has been gathered from online sources and consultations with senior executives at my bank.

Furthermore, I have taken steps to address any potential issues or liabilities that may arise from any breach of obligations related to this report.

MD. Shahjada

ID: 221 - 14 - 406

61th Batch, (Major: Finance, MBA)

Department of Business Administration

Daffodil International University

Approval of Internship Report

This is to notify you that, **Md. Shahjada, ID 221-14-406**, has prepared this internship report entitled "CSR Reporting Practice of Agrani Bank PLC" under my guidance, I hereby approve this internship report. This is to partially fulfill an MBA degree major in Finance under the Department of Business Administration of Daffodil International University.

I wish him every moral success in life.

13.07.24

Professor Dr. Md Abdur Rouf
Professor in Accounting
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Acknowledgment

First, thank Allah for giving me the ability to finish my report on "**CSR Reporting Practices of Agrani Bank PLC."** I am also very grateful to **Prof. Dr. Md. Abdur Rouf,** Prof. of Accounting at DIU, for his constant support and direction. His advice and suggestions were essential for completing this report.

I also want to thank **Agrani Bank PLC** for letting me with the opportunity to intern with their institution. I'm particularly thankful to all the staff members at Agrani Bank PLC who assist me to collect information for this report.

Executive Summary

CSR encourages institutions to include social and environmental considerations in their daily activities and engagements with stakeholders. This report, titled "CSR Reporting Practices of Agrani Bank PLC - An Internship Report on Agrani Bank PLC," was completed as part of my MBA program requirements. It consists of five Chapter: Introduction, Overview of Agrani Bank PLC, CSR Guidelines of BB, CSR Practices of Agrani Bank PLC, Findings and Recommendations, Conclusion and Appendix.

The main goal of this study is to explain BB''s CSR guidelines for CSR activities in financial institutions and to describe how Agrani Bank PLC implements CSR reporting. This study used existing secondary data sources. Agrani Bank PLC follows these guidelines in all financial activities. The study also compared Agrani Bank PLC's CSR policies with those of other banks in Bangladesh.

The findings indicate that Agrani Bank PLC mainly focuses on supporting health, education, disaster relief, contributions for COVID-19 victims, and daycare centers. It is recommended that Agrani Bank PLC expand its CSR efforts to include support for the arts and culture, similar to other banks. Additionally, Agrani Bank PLC should create a clear marketing strategy for its green banking services and CSR initiatives and increase promotional efforts to enhance its Customer and public support.

Table of Contents

Chapter 01

Introduction

1.1 Introduction:

During my internship at ABP, I compiled a report focusing on Agrani Bank PLC's CSR initiatives. In an era where businesses are increasingly recognizing their role in societal well-being, Agrani Bank PLC stands at the forefront of responsible corporate citizenship. This financial system aims to provide an economy with a well-organized framework. I completed my internship report to assess my knowledge of CSR and the MBA programme. This was a component of my internship at Agrani Bank PLC's Mirjumla Road Branch in Narayanganj. This Corporate Social Responsibility (CSR) report serves as a testament to our commitment to create a positive impact beyond the realms of traditional banking. The internship report is organized into five chapters: an introduction, detailed guide on BB's CSR Activities, an overview of Agrani Bank PLC, Agrani Bank PLC's CSR , Findings and Recommendation, and conclusion. As an intern within the CSR division of Agrani Bank, I have had the privilege of witnessing firsthand the transformative initiatives and ethical practices that define our organizational ethos.

1.2 Study Background:

This research explaining to understand of Agrani Bank PLC's history of social responsibility. It's also useful to examine their current financial activities. Agrani Bank's Banking division faces challenges in meeting customer needs, but they tackle them by creating new products and practicing CSR. The competition among the private banks is increasing, pushing banks to offer more innovative goods and services to their customers. Every business aims to provide better service to compete in the tough banking sector. I knew about Agrani Bank PLC's daily operations, CSR practices, how they handle new customer service challenges, and how successfully they introduce new products. This paper will provide detailed information about Agrani Bank PLC's banking CSR activities.

1.3 Objective :

The research provided a complete summary of ABP's CSR status. The primary goal of this study is to determine the policy adherence to CSR at Bangladesh Bank and Agrani Bank PLC.

- **Specific Objectives:**
  - To understand BB's CSR guideline with those of other financial institutions.
  - Follow Agrani Bank PLC's overall CSR policies.
  - To identify the difference between ABP's CSR and BB's rules.
  - To provide recommendations based study findings.

1.4 Methodology :

The study employs a comprehensive methodology to achieve its objectives. The research involves a thorough analysis of Agrani Bank PLC's historical corporate social responsibility (CSR) initiatives and a detailed examination of their current financial activities. The following key methods are utilized:

- ❖ **Data Sources:** This study relied on secondary data.
  Secondary Data:
  - ✓ Include ABP Annual Report
  - ✓ Lots of contents & articles
  - ✓ An overview of my course contents
  - ✓ Internet and web base assistance

- ❖ **Process of data collection:**
  The "CSR Reporting Practice of Agrani Bank PLC" primarily utilized secondary data. Additionally, during my participation in the bank's internship program, I collected information by consulting with officers for their professional insights and conducting direct observations.

- **Literature Review:** A review of existing literature on Agrani Bank PLC's CSR practices and banking operations provides a foundation for understanding the historical context and industry trends.
- **Financial Analysis:** A meticulous examination of Agrani Bank's financial statements and reports is conducted to assess their current financial activities, performance, and stability.
- **Case Studies:** The study includes in-depth case studies of Agrani Bank's innovative product launches, CSR initiatives, and strategies for navigating challenges in the banking industry.
- **Competitive Analysis:** A comparison with nationalized private banks is carried out to understand the competitive landscape and how Agrani Bank distinguishes itself in offering cutting-edge products and services.
- **Document Analysis:** Examination of official documents, reports, and publications from Agrani Bank PLC contributes to a comprehensive understanding of their corporate practices and policies.
- **Data Synthesis:** The gathered data is systematically synthesized to draw meaningful conclusions about Agrani Bank PLC's historical CSR efforts, current financial standing, and strategies for addressing customer needs and industry competition.

By employing a multi-faceted methodology, the research aims to provide a nuanced and comprehensive analysis of Agrani Bank PLC's banking operations and corporate social responsibility initiatives.

1.5 Limitation Of The Study:

The study, focusing on Agrani Bank PLC Mirjumla Branch's CSR Reporting Practice, faced several limitations:

- **Time Constraint:** The primary challenge in crafting the internship report was a shortage of time, limiting the scope for a thorough investigation.
- **Limited Resources:** The depth of accurate analysis was curtailed due to a scarcity of relevant books, papers, data, and numbers. Overcoming these limitations would have enhanced the report's usefulness and appeal.
- **Data Collection Challenges:** Gathering information from a large organization, particularly when I was intern at Agrani Bank PLC Mirjumla Branch, proved to be a daunting task.
- **Confidentiality Restrictions:** The stringent policies, rules, and regulations of the organization regarding the disclosure of confidential information posed a significant obstacle to accessing and revealing all necessary information.
- **Interdepartmental Communication Difficulty:** Establishing effective communication with various departments within the organization presented a notable challenge.
- **Political Upheaval Impact:** Political upheaval further complicated matters, making it difficult to discuss issues with my university supervisor.

These limitations impacted the study's comprehensiveness and hindered the exploration of certain aspects of Agrani Bank PLC Mirjumla Branch's CSR reporting practices.

Chapter 02

Guideline of CSR Activities of Bangladesh Bank

2.1 CSR's Definition:

CSR refers to a business or organization's commitment to managing its activities in a responsible and ethical way, considering the social, economic, and environmental impacts of its actions. CSR goes beyond the traditional goal of profit maximization and involves taking into account the broader well-being of society.

2.2 CSR Mission & Vision:

The primary aim of CSR endeavors is to safeguard, conserve, and champion the fundamental entitlements of the disadvantaged, marginalized, distressed, and socially underserved segments of society, with the overarching goal of eradicating poverty and inequity in all its manifestations, thereby ensuring inclusivity for all.

According to Bangladesh Bank's establishment and supportive actions, the objective is to cater to vulnerable demographics, instilling a culture of socially conscious finance that motivates all banks and financial entities to actively participate in their CSR undertakings.

2.3 Objective Of CSR:

The objectives of Corporate Social Responsibility (CSR) can vary among organizations, but they generally revolve around the idea of contributing positively to society and the environment. Some common objectives of CSR include:

- **Social Impact:** To make a positive contribution to the well-being of society by supporting education, healthcare, alleviating poverty, and community development.

- **Sustainability:** To reducing the environmental footprint of business operations through practices, including resource conservation, pollution prevention, and support for renewable energy.

- **Employee Satisfaction and Well-being:** To create a positive work environment that prioritizes employee well-being, professional development, and work-life balance.

- **Risk Management:** To proactively address social and environmental regulatory compliance, and negative public perception by proactively addressing these concerns through CSR initiatives.

- **Long-term Sustainability:** To ensure the business enduring success by evaluating the broader effects of its actions on society and the environment, and by aligning its practices with sustainable development goals.

These objectives collectively contribute to the overall goal of CSR, which is maintaining economic success creating a more sustainable and responsible business model.

2.4 CSR Alignment with SDGs and INDC:

Bangladesh has taken significant strides in localizing and executing the Sustainable Development Goals (SDGs). Each of the objectives and milestones outlined in the 2030 agenda has been assigned specific responsibilities to relevant ministries and agencies. Bangladesh stands among the nations that have outlined-2020 climate action plans within their **INDCs** under the Paris Agreement. Consequently, CSR expenditures across various sectors and the intended beneficiaries have been aligned with the relevant SDG objectives and targets, as well as Bangladesh's commitments outlined in the INDCs:

SDGs	SDGs Targets	CSR expenditure	Target Beneficiaries	INDC Priority Area
	1.1, 1.2, 1.3, 1.4, 1.5, 1.a, 2.1, 2.3, 3.1, 3.2, 3.3, 3.4, 3.8, 3.b, 3.c, 3.d, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.a, 4.b,5.1, 5.3, 5.5, 5.6, 5.a, 5.b, 9.1,	1. Education 2. Health 3. Income-generating Activities 4. Infrastructure Development	1. Vulnerable and undernourished men, women and children of all ages living in poverty line 2. Under privileged students, street children 3. Indigenous peoples, family farmers, pastoralists and fishers 4. Unemployed youth and adults	
	6.1, 6.2, 7.1, 7.2, 9.1, 11.2, 13.1, 13.2, 13.3, 14.7, 15.1, 15.2, 15.3, 15.a	5. Climate Change Mitigation and Adaptation 6. Disaster Management 7. Green SRF	5. Climate vulnerable and coastal women, children and old aged people 6. People living in slums, informal settlements, remote area, hill tracts and islands 7. Climate refuges	Energy and Cross-cutting contribution for mitigation and adaptation
	1.1, 1.3, 3.4, 3.6, 1.4, 4.1, 4.4, 4.6, 5.1, 5.a, 11.4	8. Financial Inclusion 9. Sports and Culture	8. Students, unskilled and unemployed women and youths, pensioners and old age people 9. CMSMEs, micro-merchants and low-income households, freelancers, migrants.	

2.5 Financial Inclusion Under CSR:

Financial inclusion within the framework of CSR involves initiatives aimed at ensuring that individuals and communities, particularly those who are marginalized or underserved, have access to a range of financial services and products. These services can include savings accounts, credit facilities, insurance, and remittance services.

Under CSR, financial inclusion efforts may encompass several activities:

- **Promoting Access to Banking Services:** This involves establishing branches or banking outlets in remote or underserved areas to ensure that people have physical access to banking facilities.

- **Microfinance Support:** Providing support to microfinance institutions (MFIs) or establishing microfinance programs to give small loans and financial facilities to poor income separately, especially women and entrepreneurs with small loans and financially to assist them in expanding their enterprises.

- **Financial Literacy and Education:** Conducting programs to enhance financial literacy and educate people about basic financial concepts, such as budgeting, saving, borrowing, and managing debt. This empowers individuals to make informed financial decisions.

- **Policy Advocacy and Collaboration:** Engaging with policymakers, regulators, and other stakeholders to advocate for policies and regulations that promote financial inclusion & support the development of inclusive financial ecosystems.

- **Community Development Projects:** Investing in community development projects that have a direct or indirect impact on financial inclusion, such as infrastructure development, healthcare, education, and livelihood support programs.

Overall, financial inclusion initiatives under CSR aim to empower individuals and communities economically, reduce poverty, and foster sustainable development by everyone has permission to the financial tools and they need to improve their lives.

2.6 Socially Responsible Financing (SRF) under CSR:

According to the sustainable finance policy, Socially responsible financing are as follow:

- **Ethical Investment:** Investing in projects, companies, or financial instruments that adhere to ethical principles and values, such as environmental sustainability, human rights, labor standards, and corporate governance.

- **Impact Investing:** Allocating capital to businesses or projects that to tackle social or environmental challenges while also yielding financial source. Impact investments target issues like poverty alleviation, education, healthcare, renewable energy, and affordable housing.

- **Community Development Financing:** Providing financial support to initiatives that promote community development, empowerment, and economic inclusion, particularly in underserved or marginalized communities. This may involve financing small businesses, social enterprises, cooperatives, or community development projects.

- **Green Financing:** Offering financial products and services that support environmentally sustainable project and initiatives, including renewable energy developments, infrastructure, waste management solutions, and sustainable agriculture project.

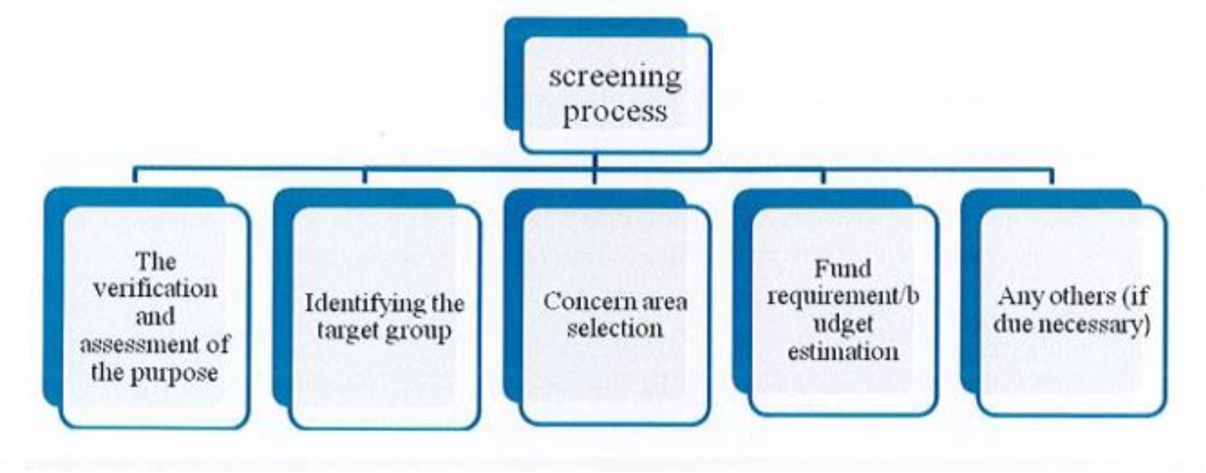
- **Stakeholder Engagement and Transparency:** Engaging with shareholders, including customers, investor, communities, and regulators, to ensure transparency, accountability, and alignment of financial activities with societal expectations and sustainability goals.

Banks and Fis may finance in concessional rate of interest from their CSR fund in the above mentioned fields. Concessional amount of interest will be treated as CSR where the interest rate is lower than the weighted average cost of fund. Utilization of such CSR fund will be applicable only upon Bank/Fis' own source financing at concessional rate of interest.

2.7 Screening Process of CSR Activities:

The screening process for CSR (Corporate Social Responsibility) activities typically involves several steps to ensure that the initiatives a with the institution's values, objectives, and resources when making a positive view on society and the environment.

Here's a general overview:



2.8 Scope of CSR(sectors and sub-sectors):

CSR spans across various sectors and sub-sectors, reflecting a company's commitment to societal and environmental well-being. Key areas include:

- Environment and Sustainability: Conservation, renewable energy, waste management.
- Education: Supporting schools, scholarships, skill development.
- Healthcare: Funding facilities, medical research, public health awareness.
- Community Development: Infrastructure, livelihood programs, disaster relief.
- Employee Welfare: Health programs, volunteering, diversity policies.
- Human Rights: Fair labor, anti-trafficking, marginalized groups support.
- Ethical Business: Anti-corruption, fair trade, transparency.
- Technology and Innovation: STEM education, sustainable tech R&D.
- Arts and Culture: Cultural events, heritage preservation, artist support.
- Supply Chain Management: Ethical sourcing, labor practices, environmental impact.

2.9 Education:

Banks and FIS have to maintain at least 30% of total CSR expenditure on their education sector that includes:

- Scholarships and Grants: Providing financial aid to deserving students can help them pursue their education without financial constraints.

- Infrastructure Development: Funding the construction and renovation of schools, classrooms, libraries, and laboratories can improve the learning environment.

- Teacher Training and Development: Investing in programs that enhance the skills and knowledge of educators can improve the quality of teaching and learning.

- Digital Literacy Programs: Supporting initiatives that enhance access to technology and digital resource can help to prepare students document for the future.

- Vocational Training: Supporting vocational training programs can equip students with practical skills that are in demand in the job market.

- Special Education: Supporting initiatives that cater to the needs of students with disabilities or special needs can ensure inclusive education for all.

- Community Engagement: Encouraging employees to volunteer their time and expertise in educational programs can foster stronger connections between the company and the community.

Chapter 03

CSR Practices of Agrani Bank PLC

3.1 Agrani Bank PLC's CSR Practices: Environment-friendly banking, sometimes known as green banking, is a relatively new concept in our country. To be more specific, it is a Bangladesh Bank innovation. However, it is a long-standing and well-discussed topic in the West. However, through Corporate Social Responsibility (CSR), Agrani Bank Limited has implemented environmentally friendly in-house and out-of-house green banking. The bank has already launched a credit line for green finance in industries such as solar energy, biogas plants, and wastewater treatment plants. CSR has been taken a initiative and an important indicator for the progress of developing worldwide. Its significance lies in the endeavors undertaken to improve the lives of disadvantaged individuals within society. Recognizing its importance, Bangladesh Bank has officially taken steps to promote the integration of CSR practices within banks and financial institutions in Bangladesh, aligning them with the achievement of the SDGs. ABL firmly believes that a thriving society is a prerequisite for a favorable business environment. The ethical standards of ABL extend beyond profit maximization, as the vision is centered on creating an opportunity so that, people are held in the highest regard. CSR allow business for profit-driven activities with endeavors that benefit society. It entails developing businesses that maintain a positive relationship with the communities in which they exist or operate. By committing to social responsibilities, companies can not only enhance their reputation but also generate profits. These ideas inspire investors to invest in and consume goods and services offered by socially responsible companies. In essence, social responsibility helps companies build a positive reputation. ABL places great emphasis on providing CSR facilities, particularly in prioritized sectors such as supporting marginalized communities (including the physically disabled, disadvantaged individuals, groups and those affected by natural disasters), poverty reduction, human resource development, education expansion, healthcare and treatment, and the establishment of Day Care Centers. The bank also focuses on preserving history, culture, tradition, sports, and environmental conservation.

3.2 Education: As per the BB's instruction , all banks and FIs have to allocate 30% of their total CSR expenditure on education so that merit & poor students can get proper education, study, and contribute to society. ABP adheres to these instruction on it. They allocated the following amount to the education in compliance with Bangladesh Bank's CSR rules.

- Agrani Bank PLC has contributed a total of Tk 9.98 crores towards the education sector from 2011 to 2023. In 2023, ABL donated a financial grant of Tk 18.13 lakh to the PM's Education Assistance Trust Fund. The aim of this contribution is to support the various initiatives taken by the government to eradicate illiteracy and ensure education for all. The grant is intended to provide stipends and enhance the quality of education for underprivileged but talented students who are unable to access educational opportunities due to financial constraints.

In 2023, CSR funds worth 18.13 million Taka were granted to the PM's Education Trust.

In 2022, an amount of 15.84 million Taka was granted from the CSR fund to the PM's Education Trust.

3.3 Health: BB's CSR rules require all kinds of commercial banks and organizations in Bangladesh to spend at least 30% of their total CSR budget on providing free and low-cost healthcare to poor people. BB has instruction to all banks and FIs on the health sector to make sure people get the treatment they need. Agrani Bank PLC follows the CSR rules set by Bangladesh Bank.

- From Health sector Agrani Bank Limited has disbursed Tk5.57 crore during the period 2011-2022. Tk10.00 lakh was provided from CSR sector in favor of ICDDR, B in 2022 to deal with health risks during Corona situation.

3.4 Relief-Disaster: BB's CSR standards say that disaster-relief is an important part of sustainable development. Relief-Disaster should to focus on promotion and include preparedness, response, and recovery to help society handle any disaster. People can benefit to spend money relies on their needs and priorities. ABP follows the CSR rules set by Bangladesh Bank.

- ABL has always played a leading role in dealing with disasters. From disaster relief sector Agrani Bank PLC has disbursed Tk 10.27 crore to the period

2011 to 2022. ABL has donated a total of Tk1.98 crores to the PM's Relief Fund from the CSR sector to help the victims of recent floods and landslides. The following sectors ABP has taken much initiative and donated on the sector:

- Contributions to aid relief efforts for floods, cyclones, and earthquakes. Agrani Bank PLC has given money aid to a variety of organizations involved in disaster-relief and reconstruction.

- Supporting victims of fire events. Agrani Bank PLC has made donations to fire service to assist them in providing good services and support to persons affected by fires.

- Helping impoverished communities facing poverty and social inequity. Agrani Bank PLC has provided financial assistance to a variety of organizations dedicated to improving the living conditions of poor populations.

- Giving to hospitals and other healthcare facilities can help patients receive treatment. Agrani Bank PLC has enable to them offer treatment as they need.

- Contribute to social welfare organizations and non-governmental organizations (NGOs) to improve society. Agrani Bank PLC has made donations to a variety of social welfare organizations and non-governmental organizations (NGOs) striving to better people's lives in Bangladesh.

3.5 Special Contribution for COVID-19 Victims:

In 2021 Agrani Bank Limited distributed 62.78 lakh among the beneficiaries affected by Covid-19 through in as many as 960 branches including 36 corporate branches to conduct special CSR activities nationwide under the supervision of Sustainable Finance Division.

3.6 Daycare Center:

The Bank of Bangladesh (BB) sent a circular and recommendations to all bank managing directors and CEO, requesting that they establish a day-care center either individually or collaboratively to provide the necessary emotional and physical assistance for the employees' children. According to the circular, employees of all banks irrespective of gender can avail the services of the daycare centers. As per Bangladesh Bank circular, state-owned 5 banks (ABP, Sonali Bank PLC, Janata Bank PLC, Rupali Bank PLC, BASIC Bank PLC) has been operated a day care center since 2015. ABL has been covering the monthly operation cost from its Corporate Social Responsibility fund.

3.7 Special CSR Activities For Green Banking: Green banking, or environment-friendly banking, is a new idea in our country. Bangladesh Bank came up with this idea, but it has been common in the Western world for a long time. As part of its Corporate Social Responsibilities (CSR), Agrani Bank Limited has started green banking both inside and outside the bank. The bank has already set up loans for green projects like solar energy, bio-gas plants, and water treatment plants.

3.8 Agrani Bank's CSR Yearly wise Total Contribution:

Fig in Lac

Category	Year-wise Contribution											Total
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	
Education	281.18	143.31	102.86	-	1.00	–	–	–	24.85	120.55	73.59	**747.34**
Health & Care	85.32	154.04	37.27	103.00		–	–	2.00	75.00	4.88	10.00	**471.51**
Disaster Relief	14.19	262.15	151.08	174.33	225.62	–	–	–	0.25	-	198.00	**1,025.62**
Environment	7.00	80.50	80.51	-		–	–	55.00	–	1.00	-	**224.01**
Sports	21.15	76.90	119.61	-		–	–	–	5.00	2.00	-	**224.66**
Arts & Culture	48.45	39.06	39.20	-	2.50	–	–	–	–	-	-	**129.21**
Social Welfare	-	-	-	-	2.47	–	–	–	42.00	-	8.75	**53.22**
Others	75.69	81.19	115.02	39.18	13.52 (Day Care)	–	–	12.60 (Day Care)	10.80 (Day Care)	10.80	12.30	**371.10**
Special CSR	-	-	-	-	-	-	-	-	-	62.78	-	**62.78**
Total Contribution	**532.98**	**837.15**	**645.55**	**316.51**	**245.11**	–	–	**69.60**	**157.90**	**202.01**	**302.64**	**3309.45**

3.9 Agrani Bank Women empowerment Activities by Nari Agrani: Under its CSR program, Agrani Bank PLC has launched a number of projects to support women's empowerment in Bangladesh. One such person is Nari Agrani. For women, there is a unique credit scheme called Nari Agrani. It is a new and well-liked credit initiative from Agrani Bank Limited. The goal of its 2010 introduction under SME finance was to include women in mainstream development initiatives. A qualified woman may apply for the SME credit under this program with just a 9.00% annual interest rate and a 75:25 debt equity participation. Up to Tk. 1.00 million (10.00 lacks), no collateral is needed. With the requisite collateral, one can borrow up to Tk. 10.00 million (1.00 crore), the maximum loan amount. The program's activities are expanded throughout all of the branches of ABP.

3.10 Activities Of CSR Prohibition: It is the duty of everyone in our society to put an end to activities related to child labor and forced labor. These issues undermine our social values and tarnish our public image. Agrani Bank PLC's Dedication to Social Responsibility:

- Branding and Business Development through CSR:
  Agrani Bank PLC is involved in branding, advertising, and business development initiatives through its Corporate Social Responsibility (CSR) efforts.

- Agrani Bank PLC's Dedication to Social Responsibility:
  Agrani Bank PLC implements programs it implemented to address disaster-related problems and to make sure that no one engages in extremism or unrest.

3.11 CSR Opportunity for Agrani Bank PLC and clients:

It is the duty of everyone in our society to eliminate child labor and forced labor activities. These issues erode our social values and tarnish our public image.

Agrani Bank PLC's Dedication to Community and Ethical Practices:

Fostering Customer Confidence:

Corporate Social Responsibility (CSR) is a powerful tool for building trust by partnering with charitable organizations rather than merely making donations. Agrani Bank PLC should focus on initiatives that directly benefit the local community.

Enhancing Customer Engagement:

Agrani Bank PLC should actively reach out to customers and get involved in special activities that get a lot of attention in the media. This means they should offer learning materials to kids, their parents, and local media. Positive social interactions can transform public perception of the bank and actively enhance its reputation. Customers will build a strong connection with Agrani Bank PLC due to its commitment to the community and the importance it places on their support. These efforts can foster trust and create a positive environment.

Valuing Customer Support:

Customers like supporting businesses that use their money and show genuine concern for their well-being and the environment. How customers choose Agrani Bank PLC products can reflect their commitment to the bank's values and their support for its initiatives. In order to boost client loyalty and cultivate a favorable public image, Agrani Bank PLC ought to incorporate ethical behavior into its overall business plan. These CSR programs show that the bank is committed to using its revenues for the good of the community in addition to its own financial success.

Enhancing Engagement:

While CSR brings significant benefits to marketing, customer satisfaction, and consumer perception, it also enhances employee relations and creativity internally. The lasting business advantages of CSR include a more united and driven by Agrani Bank PLC's social mission, which can flourish in and contribute to a sustainable environment through a robust corporate social responsibility program.

Although not everyone prioritizes social justice or responsibility, many individuals appreciate and value CSR initiatives as active community members and potential customers. They recognize Agrani Bank PLC's commendable contributions. In terms of customer support, creativity, engagement, and company reputation, these efforts can lead to substantial long-term benefits, positively impacting socially responsible communities connected to the bank. With motivated and engaged employees, this enduring impact can strengthen the bank's investment influence.

G. Banking Assistance for Clients:

"Green banking," with its primary goal of benefiting society, is a concept that emerged from banks' concerns about environmental sustainability. The economics and banking industry are seen as essential components of green finance. In order to protect the environment from the negative consequences of traditional banking operations, green banking incorporates eco-friendly practices as well as enhanced operations and technology. Through cost savings, decreased paper usage, and the ability to conduct transactions and withdrawals from any place, customers have benefited immensely from green banking. Client paper usage has decreased thanks to Agrani Bank PLC, increasing banking's effectiveness and cost-effectiveness.

Employee Productivity Benefits for Clients:

CSR initiatives support the problems of society and the environment by drawing in fresh talent and retaining motivated, effective, and devoted staff members. Because of the knowledgeable workforce, clients may do their tasks with ease. Inquiries from clients are promptly addressed, and they are informed about societal efforts. Trained staff members improve customers' banking experiences by offering financial advice on subjects they might not comprehend.

Health Sector Benefits for Clients:

To assist customers in covering the costs of medical procedures, testing, and hospital stays, Agrani Bank PLC provides financing solutions for healthcare. To lower the cost of healthcare, the bank offers attractive fees and adjustable payback arrangements. In addition, Agrani Bank PLC works with leading insurance companies in Bangladesh to offer health insurance services that provide financial security against unforeseen medical costs. Furthermore, Agrani Bank PLC provides its customers with a health card that entitles them to savings on medical services and supplies at participating clinics, hospitals, and pharmacies. Clients of Agrani Bank PLC are eligible to receive a complimentary health card, which is accepted at over 350 partner locations around the country. Additionally, Agrani Bank PLC has partnered with one of Bangladesh's top telemedicine providers to provide remote medical consultation services.

Education Sector Benefits for Clients:

Agrani Bank PLC’s CSR department benefits clients by building schools in developing roads, for better access to schools, and enhancing the teacher training system to provide quality education.

3.12 Agrani Bank PLC supports customers CSR::

Agrani Bank PLC shows its commitment to CSR (Corporate Social Responsibility) to supports customers in the following ways:

- **Transparency:**

Agrani Bank PLC's CSR initiatives is disseminated, and the bank frequently publishes reports on its website that describe its programs and their outcomes. Clients are able to observe the bank's social and environmental contributions because of this transparency.

- **Client Interaction:**

Agrani Bank PLC uses events, email, and social media to interact with their clients about CSR subjects. The bank asks its customers for input on its CSR initiatives and incorporates their recommendations into its plans.

- **Community Involvement:**

Through its CSR initiatives, Agrani Bank PLC supports education and healthcare programs, gives financial aid to underprivileged organizations, and promotes environmental sustainability in the community. Customers as well as the larger community will grow to trust and appreciate this.

- **Employee Involvement:**

Employee participation in CSR initiatives is encouraged at Agrani Bank PLC, which inspires staff members to donate their time and expertise in support of social and environmental issues. This shows the bank's commitment to corporate social responsibility to its clientele and instills a sense of pride and purpose in the workforce.

3.13 Gap Between Bangladesh Bank & Agrani Bank PLC Guide Line (Last Three Years:- 2020-2022):

Fig in Lac

Year	Sector in Expenditure	Total Expenditure **(Fig in Lac)**	Expenditure in ABP **(Fig in Lac)**	Guideline Of Bangladesh Bank CSR	ABP % Of Expenditure
2020	**Education**	157.90	24.85	30%	**15.74%**
2021		202.01	120.55		**59.68%**
2022		302.64	73.59		**24.32%**
2020	**Health**	157.90	75.00	30%	**47.49**
2021		202.01	4.88		**2.42%**
2022		302.64	10.00		**3.31%**
2020	**Disaster Relief**	157.90	0.25	20%	**0.16%**
2021		202.01	0.00		**0.00%**
2022		302.64	198.00		**65.42%**
2020	**Art & Culture, Sports and Others**	157.90	57.80	20%	**36.60%**
2021		202.01	12.80		**6.34%**
2022		302.64	12.30		**4.07%**

There seems to be a difference in in Agrani Bank PLC's real spending in various industries from 2020 to 2022 and the guidelines established by Bangladesh Bank. For the education, Bangladesh Bank's guideline was 30%. (G. BB), In 2020 ABP's expenditure in education sector 15.74% (ABP Yearly Report-2020) of in 2020, then the following year Agrani Bank PLC gave out 59.68% (ABP Yearly Report-2021) of in 2021 and 24.32% (ABP Yearly Report-2022) in 2022. This indicates the Agrani bank has gap in 2020 but the Agrani Bank PLC maintain the BB guideline in 2021 and the next year in 2022 there was a variance between the ABP CSR percentage and the actual percentage of BB guideline. In the health sector, the guideline was 30% (G. BB), ABP spent 47.49% in 2020 (ABP Yearly Report-2020) of in 2020 but the next year ABP only gave out 2.42% (ABP Yearly Report-2021) of in 2021 and 3.31% (ABP Yearly Report-2022) in 2022. Again, there is a difference among the guidelines and the actual proportion offered. In the disaster support sector, the guideline was 20% (G. BB), but ABP just gave it 0.16% (ABP Yearly Report-2020) in 2020, then 0.00% (ABP Yearly Report-2021) in 2021 and 65.42% (ABP Annual Report-2022) in 2022. This implies that ABP's lending in this sector improved between 2020 and 2021 compared to 2022. Finally, in the art and culture, sports, and other sectors, the suggested percentage was 20% (G. BB). In 2020, ABP awarded 36.60% (ABP Yearly Report-2020), however the following year, ABP only awarded 6.34% (ABP Yearly Report-2021) and 4.07% (ABP Yearly Report-2022). This shows that there is an imbalance between the guidelines and the actual proportion delivered. Overall, the data demonstrates that Agrani Bank failed to achieve the Bangladesh Bank's standards in most sectors, except education in 2021, disaster assistance in 2022, and arts, culture, sports, and others in 2020. To help the country prosper, Agrani Bank must increase its funding in those sectors.

Chapter 04

Findings & Recommendations

4.1 Findings:

- **Education:** As per Bangladesh Bank's CSR guidelines, In 2021 the ABP’s education percentage was sufficient but in 2020 and 2022 the ABP’s CSR percentage was not sufficient.

- **Health:** In 2020 the ABP’s health sector CSR was much sufficient but in 2021 to 2022 the ABP’s health sector CSR percentage did not sufficient and it was very poor as per Bangladesh Bank’s CSE guidelines.

- **Disaster Relief:** ABP has not followed Bangladesh Bank's CSR guidelines in 2020 to 2021 in disaster relief but in 2022 the disaster relief percentage was much sufficient as per BB’s guidelines.

- **Art & Culture, Sports and Others:** According to Bangladesh Bank's CSR guidelines, ABP’s art, culture, sports and others sector CSR percentage was sufficient in 2020 but the next two years (2021-2022) it was insufficient and there was difference among the BB’s guideline and the actual percentage of ABP.

4.2 Recommendation:

- **Education:** As per annual report-2022, In education sector ABP's should to increase there expenditure according to Bangladesh Bank CSR and maintain it every year. Because they didn't maintain the BB's CSR rules in 2022.

- **Health:** In 2021 to 2022 (As per annual report 2021-2022) Agrani Bank PLC did not follow the actual percentage of BB's CSR in health sector, which include funding for public health and hygiene, safe drinking water, and sanitary toilets for low-income families. So they should increase the percentage of expenditure in health sector.

- **Disaster Relief:** In Disaster Relief Agrani Bank did not maintain BB's CSR percentage in 2020 and the following year they didn't take any necessary step in 2021 but in 2022 in disaster relief sector ABP's expenditure percentage was too much satisfied. So, they should to keep it up. (As per annual report 2021-2022)

- **Art & Culture, Sports and Others:** In 2021 to 2022 (As per annual report 2021-2022) ABP's Environment, Art & Culture, Sports and Others sectors CSR expenditure percentage was too insufficient that indicates there has a big gap between the guideline and the actual percentage of BB's CSR guideline. So ABP's should to increase the expenditure percentage on the sector.

By making these changes, Agrani Bank PLC can improve its CSR practices and show its commitment to helping society and the environment.

Chapter 05

Conclusion & Appendix

5.1 Conclusion:

Bangladesh, as a developing country, faces many challenges that the government often struggles to solve. Agrani Bank PLC, known for its leadership in CSR, actively promotes social welfare and helps develop the CSR concept. In developing countries, combining social responsibility with the goal of making profit has become a trend. Both public and private companies participate in CSR initiatives that advance charitable causes and foster long-term social advancement. This internship report shows that CSR initiatives are often used to support company policies rather than purely altruistic motives. These initiatives help promote social activities and create a sense of social responsibility. The main reasons why companies, including banks, engage in CSR are to grow their business, improve their branding, and build a positive reputation. As a result, CSR initiatives have a big impact on society and can benefit families, communities, and the nation at large.

5.2 Appendix:

ABP: Agrani Bank PLC

PLC: Public Limited Company

CSR: Corporate Social Responsibility

G. Banking: Green Banking

PM: Prime Minister

ATM: Automated Teller Machine

SDG: Sustainable Development Goals

INDCs: Intended Nationally Determined Contributions

SME: Small and Medium Enterprise

BB. G: Bangladesh Bank Guideline

References:

- Bangladesh Bank. January 9, 2022. Guidelines for Banks and Financial Institutions on Corporate Social Responsibility Policy. taken from May 22, 2024 https://www.bb.org.bd/mediaroom/circulars/gbcrd/jan092022sfdl01e.pdf

- Agrani Bank PLC CSR. Retrieved May 22, 2024, from

  https://tinyurl.com/2jbjb7d4

- Agrani Bank PLC Vision & Mission. Retrieved May 22, 2024, from https://www.agranibank.org/index.php/aboutus/vision_mission

- Agrani Bank PLC CSR Environment Friendly Banking. Retrieved May 22, 2024, from https://www.agranibank.org/index.php/home/sme/Environment-Friendly-Banking

- Agrani Bank PLC Annual Report-2022, taken May 22, 2024, from https://www.agranibank.org/assets/reports/annual/ABL_Annual_Report_2022