



Daffodil *International* **University**

Internship Report
On
Credit Operation Management of IDLC Finance Limited

Prepared for

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Program: BBA

Department of Business Administration

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Daffodil International University

02 December 2018

Date of Submission

Credit Operation Management of IDLC Finance Limited



LETTER OF ACCEPTANCE

I am pleased to declare that **Tanjil Hasan, ID: 151-11-4415**, BBA 40th Batch, Daffodil International University has performed his internship report on “**Credit Operation Management of IDLC Finance Limited**”. His Working is quite satisfactory and I am glad to confirm that the entire report has been conducted under my direct and active supervision.

Now I am convinced to permit him to submit internship report before the respective panel of judges.

I wish him every success in life.



.....
Nusrat Nargis

Assistant Professor

Department of Business Administration

Daffodil International University

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Preface

As a student of Business Administration, I have finished my Internship give an account of "**Credit Operation Management of IDLC Finance Limited**". During Internship program, I have attempted my best to gather the data identified with study subject and arranged the report inside a brief timeframe. That's why there may unexpected mistakes in the report. I am great regret for any mistake in this report.

I worked at **IDLC Finance Limited, Gulshan Branch** as full time internee from **21 May 2018** to **30 August 2018**. The internship aim was to gather practical knowledge which was related to the theoretical knowledge.

The best component of my entry level position program was the entrance to an inspired and persevering group of very proficient saving money experts. The most vital aptitudes that I took in the capacity to work in a group. I additionally grabbed extensive aptitudes in taking care of group correspondence, preparing others, getting prepared me, and the capacity to adjust to the consistently changing keeping money situation.

Letter of Transmittal

02 December, 2018
Nusrat Nargis
Assistant Professor
Department of Business Administration
Daffodil International University

Subject: Submission of Internship Report.

Dear Madam,

It is my pleasure to present this report on “**Credit Operation Management of IDLC Finance Limited**” which has been set up according to the prerequisites of the Course. I have unfalteringly pursued your rules and additionally the standards set by the host Organization IDLC Finance Limited to set up this report. While doing my Internship in Credit Administration Department (CAD) of the Company .I have found out about different parts of Operational Activities which is pretty much characteristic in all loaning establishments .all in all my temporary job in this association was an eye opener for me. It has empowered me to overcome any issues between hypothetical learning and handy parts of corporate world .Working in IDLC I have gotten a quintessence of the issues and matters a money related foundations may need to manage .It was additionally an extraordinary open door for me to saddle my aptitudes and kill my weaknesses . In composing this report, I have adhered to your directions and additionally those given by my association's director. I have additionally attempted to apply significant ideas that I have got the hang of amid the whole BBA program and my Internship period at the IDLC Finance Limited. The report depends on my workings, experience and perceptions amid my Internship in IDLC Finance Limited .To set up this I have directed both outer and inward examination .Despite confronting a few troubles and impediments I have attempted to be however much conscientious as could reasonably be expected .If you require any further elaboration on any issue. I will be extremely happy to oblige.

Sincerely Yours

Tanjil hasan

.....
Tanjil Hasan
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Student Declaration

I, Tanjil Hasan, hereby provide total and complete assertion that the report entitled “**Credit Operation Management of IDLC Finance Limited**”. An Analysis is prepared by me with the guidelines that have been provided by my supervisor and through maintaining the regulations of the institution as well .Along with that , I also assure that the report is authentic and genuine from every dimension .And it is also prepared for academic requirements of BBA program not for any other purpose .

Tanjil hasan

.....

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Acknowledgement

First of all I would like to acknowledge “**The Almighty Allah**” the supreme authority of the universe. This is an exclusive instance of professional life. I passed and enjoyed in the time of my internship, which help me to prepare this report. A single individual can achieve no noble objective. Completion of anything requires support from various sources. I am very much fortunate to get the sincere guidance and supervision from a number of people.

From my heart, I would like to thank my respectful teacher and internship supervisor **Nusrat Nargis, Assistant Professor; Department of Business Administration** who helped me in every steps of my internship.

Furthermore, I am very much grateful to the executives who extended their wholehearted co-operation during my internship period. I would like to extend my gratitude to **Prodduthmoy Barua (Manager, Credit Administration Department, IDLC Finance Limited)** for teaching me all the basics of my tasks and patiently showing me every elaborate details and guiding me throughout my internship period, **Mohibul Hasan (Senior Executive Officer), Ataul Hoque Mazumder (Senior Executive Officer)** of **IDLC Finance Limited, Gulshan Branch**, for all their guidelines and support and the entire team for being helpful and supportive in every little help I needed and for creating the opportunity for me to bring out my best performance . Finally, I would like to render my gratitude and my heartiness thank to my supervisor and others who extend their support to prepare the report.

Executive Summary

IDLC Finance Limited, one of eminent non-banking financial Institutions in Bangladesh. It began its task in 1985 as the pioneer budgetary organization in Bangladesh. IDLC Finance constrained has various types of items and administrations .IDLC is financing in various parts through their items and administrations. IDLC financing in various areas through their items and administrations. IDLC Finance Limited is a mother organization. It has two isolated temporary position in IDLC Finance Limited in Credit Administration Department in Corporate Head Office Branch.IDLC Finance Limited as a main and pioneer NBFi ruling the NBFi division and in addition adding to the flourish of financial improvement .Their achievement in this industry has enlivened others to put their capital gainfully .

This report is set up with a view to exhibit an engaging investigation of the Credit Administration Department of IDLC Finance Limited to its per users. In the business of monetary organization of Bangladesh IDLC back is one of the pioneers and pioneers of the term and also having extraordinary compared to other portfolios in the nation. A detail history of IDLC bunch with its different concerns has been included in the report alongside some talk of their Business points of view. The Credit Administration Department began as one of the primer divisions of IDLC which ended up one of the front lines for the foundation with its one early lunches, offices and gifted and capable representative's .I got a chance to work in the Operations offices as an intern for three months .My center obligations were supporting my managers in any capacity conceivable , take in the exchange and facilitate .Being an understudy in the Credit Administration Department , I go the chance to perceive how the Credit Administration Works with Corporate Division to accomplish focuses with a base hazard . As a piece of the temporary position I am appointed to set up a report which will reflect what I gained from my work there.

At first this report contain an entire redesign about IDLC Finance Limited and its different divisions and offices. At that point it additionally digs into different examination both which has been indicated both unmistakably and metaphorically. Additionally, it likewise gives an image what I had done amid the three months in length entry level position at IDLC Finance and how my function profited the firm as well as myself.

At long last, with a legitimate suggestion which can additionally upgrade the capacities of IDLC Finance to an exceptional level has likewise been archived .Despite having difficulties I endeavored to create this report with however much data as could reasonably be expected with the measure of assets I had.

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1

Introduction

1.1: Introduction

Throughout the previous years the IDLC bunch has turned into the greatest multi-item and multi fragment non-keeping money budgetary establishment in Bangladesh and one of the blue-chip organizations on nearby securities exchanges .The single item renting which began in 1986 with 5 staff has today advanced into a multi-item \$ 800million business which Has expanded into the Corporate ,SME ,Retail and Capital Market portions .IDLC is today speak to out of 48 branches and both in 15 urban areas with more than 1400 representatives .

This report has been set up as a prerequisite for the culmination of the BBA program under Department of Business Administration, Daffodil International University. I have arranged the report dependent on my three months in length Internship program in IDLC Finance constrained .while setting up this report I have utilized some viable data which I have accumulated pretty much from my everyday works in the organization. In my report I have concentrated for the most part on the investigation of exercises execution and significant business issues of the organization. Since I was put in the Operations bureau of Credit Administration Division of IDLC for my Internship, this report has enveloped a short rundown on different capacities and activities of the office. This report will suggest a short rundown on different capacities and activities of the division and additionally their execution will likewise be assessed through contrasting their data's. There are number of Products in the head of advantage ,, for example, home advance , auto advance , individual credit , training advance , travel advance , customer advance , specialist advance , home value advance , supply fund and so on. .The reports IDLC offers to customer under Credit Administration Division, assume an imperative job for the improvement of the nation and the economy.

1.2: Origin of the Report

This report has been prepared as an essential of the Bachelor of Business Administration (BBA) Internship program of Daffodil International University under the supervision and direction of **Nusrat Nargis, Assistant Professor; Department of Business Administration**. As a piece of the Intern position program, the Internship Supervisor has doled out me to investigation of the Comparative Financial Performance and Credit Operation Management of **IDLC Finance Limited**. In this association this report has been intended to break down the **IDLC Finance Limited**. Being an Intern of **IDLC Finance Limited**, I have figured out how the association functions and plays out its Credit task easily and reliably.

I was sufficiently honored to finish my temporary job from IDLC Finance Limited , the biggest Non-Banking Financial Institution which gave me a genuine learning of the exercises of a money related organization .During my Internship encounter I have run over an assortment of elements of the organization .I have chosen to take a shot at its of **Operation of Credit Administration Department (CAD)** .On this Report I endeavored to discover real clarification and activity of CAD from this viewpoint of Bangladesh , system and arrangement of CAD , Challenges of CAD in IDLC Finance Limited In request to speak to the Credit Administration Department Of IDLC Finance Limited , I attempted to make the report more useful and predictable As far as concern .

1.3: Objectives of the Study

- ✚ **To know about the products of IDLC Finance Limited.**
- ✚ **To analyze the Credit Operation Management process of the IDLC Finance Limited.**
- ✚ **To evaluate the performance of the company from 2013-2017.**
- ✚ **To find out the problems of the Company.**
- ✚ **To provide some recommendation about the problems of the company.**

1.4: Methodology of the report

The choice of a successful and proficient strategy for research contemplate is extremely imperative to think of nature of data and information. Here I attempted some consecutive technique and method for exercises to finish with this report effectively. Here while doing the report I gather information from various sources some are essential that I gather from direct IDLC back and some I gather from various auxiliary sources. Consolidating and investigating the majority of that data I simply think of this report.

The two manners by which I have gathered data given underneath:

1. Primary Data

I have gathered this Data with the assistance of an organization chief , tail specifically with the shoppers likewise examine with national deals group , CAD group of IDLC Finance .anyway I talked straightforwardly with the Clients to get their profitable conclusion about IDLC Finance and other NON-Banking Financial Institution .

2. Secondary Data

I have been gathered auxiliary information from various sources. These sources are specified beneath:

- a. Experiencing Websites.
- b. To think about the profile of IDLC Finance Limited
- c. To distinguish significant quality and shortcoming of IDLC Finance Limited
- d. Yearly reports of IDLC Finance Limited 2013-2017
- e. Diverse diaries, books, reports and daily papers.

So I will likewise incorporate different figures which will appropriately grandstand the different viewpoints which includes the CAD and how it works alongside some examination speak to through graphically and outlines with a few counts finished with the assistance of instruments like Microsoft word and Microsoft Excel. I have been gathered information from Credit organization Department (their colleagues, discussion with their customers, agent, Officials and relative findings).Annual reports, organization sites and leaflets/flyers and so on. At that point I utilized and also to investigate the measurable data and details results.

1.5: Sources of Data

Primary sources of data:

- Conversation with the IDLC Finance Limited officers, customers and staffs.
- Informal discussion with the customers of IDLC Finance Limited.
- Different manuals of IDLC Finance Limited.
- Different booklets of IDLC Finance Limited.
- Sharing commonsense information of authorities and customers.
- Relevant document think about given by the officers concerned.

Secondary sources of data:

The majority of the data and information required for my temporary position report reason for existing was gathered from auxiliary sources:

- Institution booklet and Annual Report of IDLC Finance Limited
- Policy direct hand notes
- Circulars of IDLC Finance Limited
- Published Books
- Different Papers of IDLC Finance Limited.
- Prospectus of IDLC Finance Limited.
- Unpublished information of this Financial Institution
- Different course readings
- Official records
- Credit manuals

1.6: Scopes of the report

This report encourages me to comprehend the unmistakable continuous experience about the how activity of Credit Administration Department of IDLC Finance Limited all the more unequivocally about Non-Banking organization works. It likewise encourages me to see how the aggregate procedure of CAD functions in Non-Banking Financial Institution.

This report can be utilized as an optional wellspring of data around one of the center business of IDLC Finance Limited, Small and Medium Enterprise Financing and Supply Financing. SME financing and Supply Financing are a generally new idea to the budgetary organizations of Bangladesh.

The greater part of the Banks and Financial Institutions are engaged with financing this fragment. This section is exceedingly urged to be financed by the national bank in light of the fact that the improvement of the nation is enjoyed the advancement of SMEs. Credit Administration Department works with these two divisions reasonably. I trust that my report will help a great deal of the individuals who need an introduction about non-managing an account money related foundation.

1.7: Limitations of the report

Promote it is included that the gathering of correct data and information are troublesome in light of the fact that greatest data is classified. A large portion of the data has been taken from Secondary sources. It was exceptionally hard to get the genuine data for me as a result of classification. Adequate records, productions, archives were not accessible. This requirement limits the extent of genuine investigation. In light of time limitation, I couldn't invest adequate energy to make an inside and out examination. Because of time restriction huge numbers of the viewpoints couldn't be examined in the report. Each association has their own mystery that isn't uncovered to other people. While gathering information they didn't unveil much data for authoritative classification.

2

Company Profile

2.1: Historical Background

IDLC Finance Limited, the principal renting organization of Bangladesh, It was built up in 1985. Its introduction to the world was really a collective exertion between a few neighborhood and worldwide money related establishment e.g. Universal Finance Corporation (IFC), German Investment and Development Company (DEG), Kookmin Bank, Korea Development Financing Corporation, The Aga Khan Fund for Economic Development, The City bank constrained, IPDC of Bangladesh Limited, Sadharan Bima Corporation. With the advancement of this organization the underlying remote shareholding of 49% was continuously being pulled back. The nearby supporters were taking the shareholding places of the organization lastly in 2009 there was no outside shareholding of the organization.

IDLC was authorized as a Financial Institution by the Country's national bank (Bangladesh bank) following the sanctioning of the Financial Institution ACT 1993.

IDLC began with an objective of revamping the current money related administrations of our nation. Already in Bangladesh the show of financing was connected just with banks. The Term financing implied taking solid measure of advances from banks which was especially muddle and nearly for each situation was defaulted. In such a circumstance IDLC presented new instruments of financing one of a kind ideas of financing for Bangladesh. For instance auto credit, Home advance, Business advance. So people with constrained pay can get entrance.

2.2: Company Overview

IDLC Finance Limited began its adventure in 1985, as the primary renting organization of the nation with global coordinated effort and the lead sponsorship of the International Finance Corporation (IFC) of the World Bank gathering. Specialized help was given by Korean Development Leasing Corporations, the biggest renting organization of the Republic of South Korea.

IDLC which has now risen as Bangladeshis driving multi-items money related foundation, has among its outside investors, worldwide improvement offices, for example, Aga Khan Fund for monetary advancement (AKFED) and German Investment and Development Company (DEG) other than the IFC. The other remote supporters including Kookmin Bank of the Republic of Korea notwithstanding KDLC and all these foundation together hold 47.3% of the organization's offers.

The novel institutional shareholding structure involving generally of money related foundation encourages the organization to always create through sharing of involvement and expert methodology at the most astounding approach making level. IDLC offers an assortment of money related administrations and answers for institutional and singular customers to meet their

differing and elite necessities .The item offering incorporate Lease Finance, Term fund, Real Estate back, Short term fund, corporate fund, Merchant managing an account, Term store plans, Debentures and Corporate Advisory administrations.

IDLC has additionally settled two entirely possessed auxiliaries, One of is IDLC Securities Limited which offers undeniable global standard business administrations for both retail and institutional customers. The other is IDLC ventures a main brand for the speculation keeping money in the nation. The Company is dedicated business hones and strong budgetary execution.

The corporate logic is release their capacities with appropriate responsibility for activities and results and visually impaired themselves to the most astounding moral principles.

2.3: Vision

IDLC Finance Limited will be the most favored budgetary establishment in the nation by Surpassing partner's desires and we will be the best budgetary establishment in the nation.

2.4: Mission

IDLC Finance will center on quality development, predominant client encounter and supportable Business hones.

2.5: Strategic Objectives

- In underneath I made reference to the key goals of IDLC Finance Limited
- Grow and build up our ability pool
- Optimize circulation point
- Filly use the new center saving money stage
- Grow deals and administration abilities in the shopper division
- Grow and differentiate financing sources
- Aggressively become the SME portfolio
- Focus on top-level customers in the corporate portion
- Consolidate capital market activities and upgrade capacities
- Embrace universally acknowledged corporate administration and feasible business hones
- Create high caliber and deliberately adjusted portfolios
- Maximize corporate incentive through managed superb development

2.6: Strategy

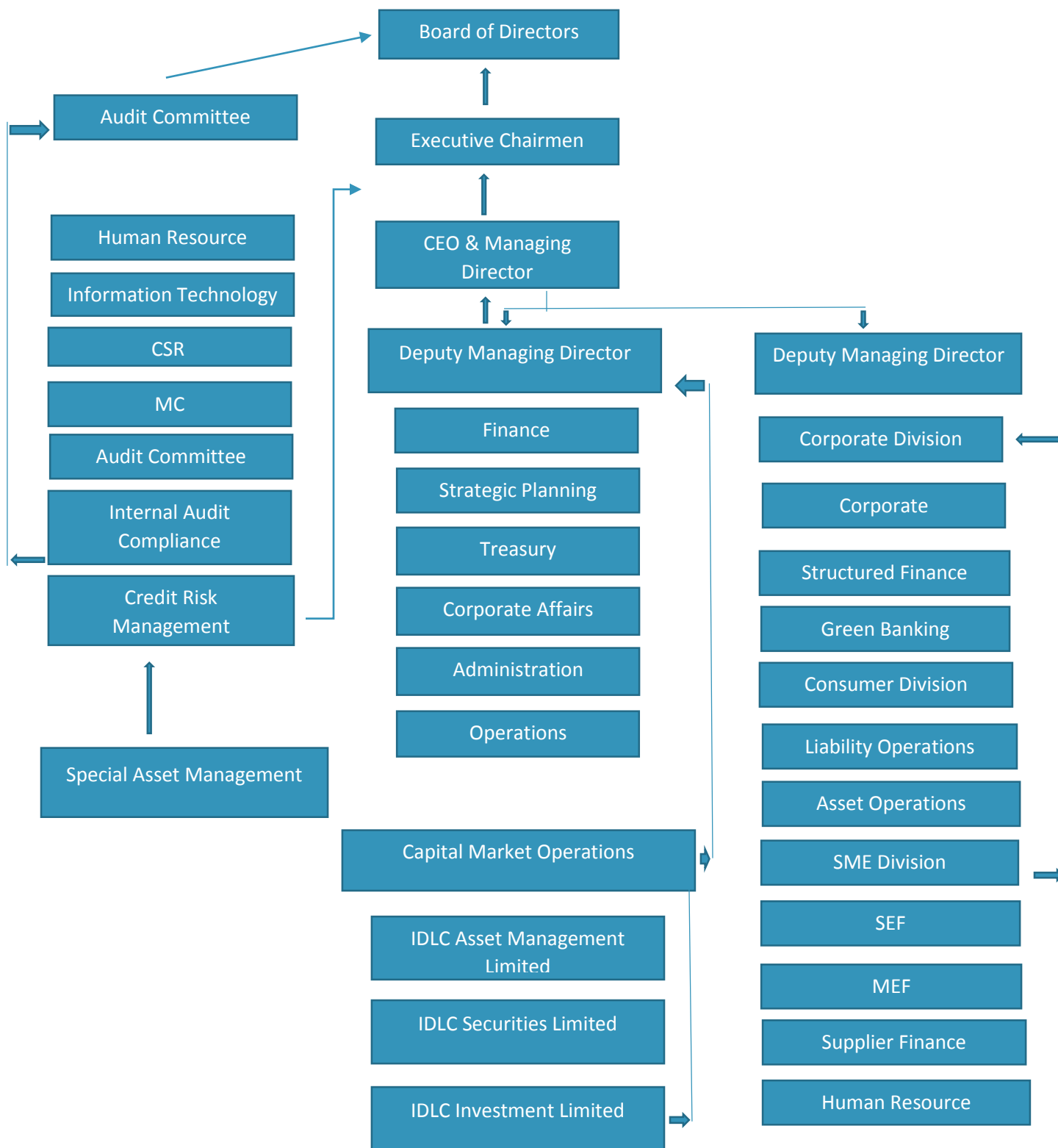
IDLC Finance utilized methodology of development through a Bangladesh-driven methodology has held us in Great stead throughout the years.

2.7: Core Values

Center estimations of IDLC are entirely kept up by each worker and incase of any money related dealings. The center qualities are:



2.8: Organization Structure

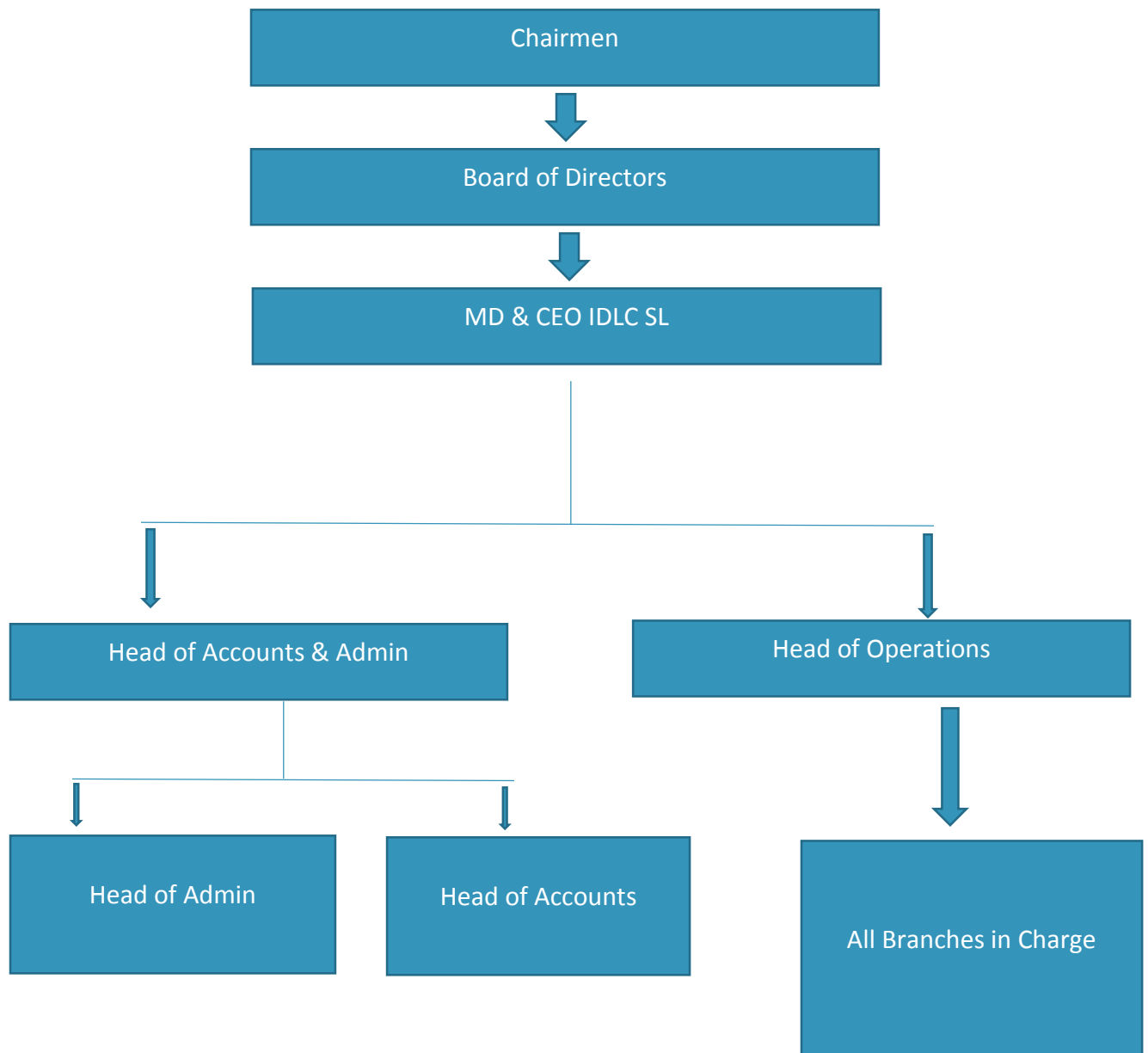


The above figure (Fig no 2.8) demonstrate organogram of IDLC Finance Limited.

The Board of Directors of IDLC shaped two sub-boards of the Board Executive Committee and Audit Committee .The issue related to customary business tasks of the organization and the issues that the Board of Directors sometimes, endorses are vested on Executive Committee .The Audit Committee is locked in , notwithstanding different things , to look a little issue relating to the cash related issues of the Company and to overview all the survey and appraisal programs ,inside control structures and procedures , accounting techniques and adherence to consistence necessities , and so forth .(Limited , IDLC Finance ,2018) .

2.9: Subsidiary Companies of IDLC

IDLC Securities Limited: IDLC Securities Limited, a totally possessed auxiliary of IDLC, offers undeniable global standard business administrations for both of their retail and institutional customers. It has situated on both Dhaka Stock Exchange and Chittagong Stock Exchange Limited. It likewise Depository members of focal Depository Bangladesh Limited (CDBL). The organization leading body of trustees is skirting on same as IDLC. Each branch prevalently runs the arrangements and trading office.



2.10: IDLC Code of Conduct and Ethics

As per endorsed and concurred Code of Conduct, IDLC workers will:

- Act with respectability, capability, nobility and in a moral way when managing customers, prospects, associates, offices, establishment and open.
- Act and urge others to carry on in an expert and moral way that will think about emphatically and truthfulness IDLC workers, their calling and on IDLC.
- Endeavor to keep up and enhance the fitness of all in the business and approaches.
- Utilize sensible consideration and exercise autonomous expert judgment.
- Not limit others from playing out their expert commitments.
- Keep up learning of and agree to every single relevant law, guidelines, morals and controls.
- Uncover all irreconcilable circumstances.
- Convey proficient administrations as per IDLC approaches and significant specialized and proficient norms.
- Regard the classification and protection of customers, individuals and others with whom they work together.
- Not take part in any expert lead including deceptive nature, extortion, trickery or distortion or submit any demonstration that ponders unfavorably their genuineness, truthfulness, reliability or expert fitness.

IDLC representatives have a commitment to know and comprehend not just the direction contained in the Code of Conduct, yet in addition the soul on which it is based.

2.11: SWOT Analysis of IDLC Finance Limited

2.11.1 Strengths:

1. Reputation and brand picture of IDLC Finance Limited:
 - Three many years of faultless reputation as a mindful, proactive and client centered budgetary specialist co-op.
 - High remaining among neighborhood brands.
2. Customer centricity
 - Need based items and predominant administration measures.
 - Quick basic leadership (most minimal advance TAT in the business.
 - Transparent and moral.
 - Training, directing and business help administrations.
3. Infrastructure
 - World-class center managing an account programming.
 - Strategically found branches.
 - Uninterrupted benefit conveyance framework.
4. Corporate administration and consistence
 - Stringent administrative adherence.
 - Collaborative and proactive methodology towards administrative and industry change activities.
 - Respectable institutional shareholding; experienced and proficient Board of Directors.
 - Visionary administration with direct possession.
 - Capital base administration and productive resource Liability administration.
5. Human resources
 - Competent and enabled HR.
 - Focused on ceaseless preparing and advancement.

- Highest levels of respectability.
- A winning society cultivated through long stretches of grasping best-in-class rehearses.

6. Strong financial footing

- Solid capital base
- Efficient resource obligation administration
- Sound and relentless ROA and ROE

2.11.2 Weakness:

- Staggering expense of reserve contrasted with banks.
- A lot of broadening of item and administrations offering hamper the attention on the center administrations Less People in Liability Marketing
- Reliance on intrigue salary as a noteworthy income source - an impediment of being a NBF
- Reliance on term loaning without value-based records - an impediment being a NBF
- Portfolio fixation in Dhaka and neighboring zones as the vast majority of the far off branches are built up in the last 4-5 years.

2.11.3 Opportunities:

- Giving 360-degree money related administrations to all client sections - store items, advances, business, venture administration and warning.
- Green financing.
- Open door for co-marking and business organizations

2.11.4 Threats:

- Giving 360-degree money related administrations to all client sections - store items, advances, business, venture administration and warning.
- Green financing.
- Open door for co-marking and business organizations

2.12: Shareholding Structure of IDLC Finance limited

The shareholder of IDLC Finance Limited can be divided into two extensive group namely Sponsors / Directors and General investors can be subdivided into two different categories which are Institutional Investors and Individual Investors.

The shareholding structure of IDLC Finance Limited are given below:

SL. NO.	Name of shareholders	Number of shares	% of total shares
1	Sponsors / Directors		
	The City Bank Limited & Its Subsidiaries	60,854,056	24.21
	The City Bank Limited (CBL)	25,137,225	10.00
	City Bank Capital Resources Limited (CBCRL)	24,885,352	9.90
	City Brokerage Limited	10,831,479	4.31
	Transcom Group	33,515,443	13.33
	Eskayef Bangladesh Limited	20,109,375	8.00
	Transcraft Limited	10,088,022	4.01
	Bangladesh Lamps Limited	3,318.046	1.32
	Shadharan Bima Corporation	19,151,663	7.62
	Mercantile Bank Limited	18,852,532	7.50
	Reliance Insurance Limited	17,595,702	7.00
	Sub-Total	149,969,402	59.66

2	General :		
	Institution :		
	Investment Corporation of Bangladesh	10,744,986	4.27
	Bangladesh Fund	8,040,750	3.30
	EBL Securities Limited & EBL Managed Funds	6,759,840	2.69
	Eastern Bank Limited	6,275,418	2.50
	ICB Managed Funds	2,817,066	1.12
	Marina Apparels Limited	2,513,671	1.00
	Other Institutions	17,839,565	7.10
	Sub-Total	54,991,296	21.8
	Individuals:		
	General Public	35,712,452	14.21
	Sub-Total	35,712,452	14.21
3	Foreign		
	Both Institutions & Individuals	10,694,037	4.25
	Sub-Total	10,694,037	4.25
	Total	251,367,187	100.00

2.13: NBFIs in Bangladesh

In Bangladesh Non-Banking Financial Institutions add to the monetary advancement of the nation. After that it makes activating putting something aside for speculation. However they are likewise corresponding to one another as each can build up its very own specialty, in this way IDLC may wander into a region where alternate NBFIs are not wander, which at last it reinforces the monetary versatility of both. There are distinctive sorts of non-bank as to depending of the nation's money related framework as they assume imperative job in meeting to assorted budgetary requirements of different areas of a nation's economy. As indicated by Goldsmith (1969), money related advancement in a nation begins with the improvement of managing an account foundations. NBFIs has turned out to be one a player in nearby the Banking sector. Both can assume vital jobs in affecting budgetary establishment like insurance agencies, Financial organizations, Investments banks and some of are managing annuity and shared assets, however Financial modernization is spreading the refinement between various associations. In a few areas both saving money and non-saving money monetary administration bundles have been embraced by these money related foundations. In Bangladesh setting, NBFIs are characterized by those establishments that are authorized and controlled by the Financial Institutions ACT of 1993. In Bangladesh NBFIs offers administrations are for the Industry, Commerce, Supply Finance, Agriculture, Housing and Real bequest, bear on guaranteeing or securing business, Investment and re-interests in capital markets, bear on the matter of the contract buy exchanges including renting of apparatus or gear's and utilize their capitals to venture organizations. Numerous Non-Bank Financial Institutions can be underlined from the arrangement of the budgetary structure of the organization. Due to some auxiliary limitations and unbending nature of the distinctive controls, banks couldn't spread out their tasks in every single foreseen Area and were bound to a similarly confined offer of monetary administrations and they couldn't extend their operational perspectives altogether by offering their most recent and inventive their money related items. These downsides prompted the appearance of Non-Banking Financial Institutions for supporting the development of industrialization and monetary extension in Bangladesh.

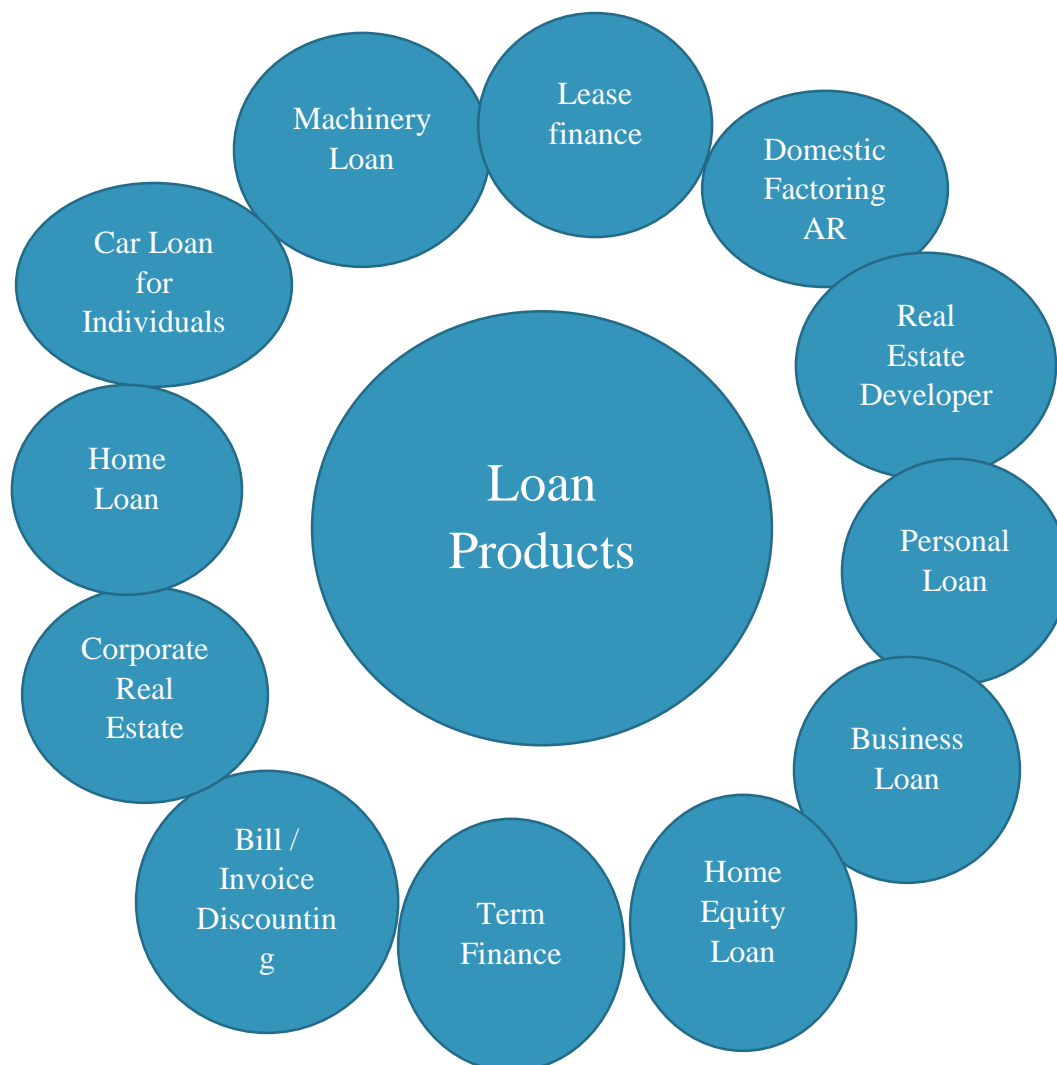
2.14: The reason behind preferring IDLC (NBFIs) over Bank

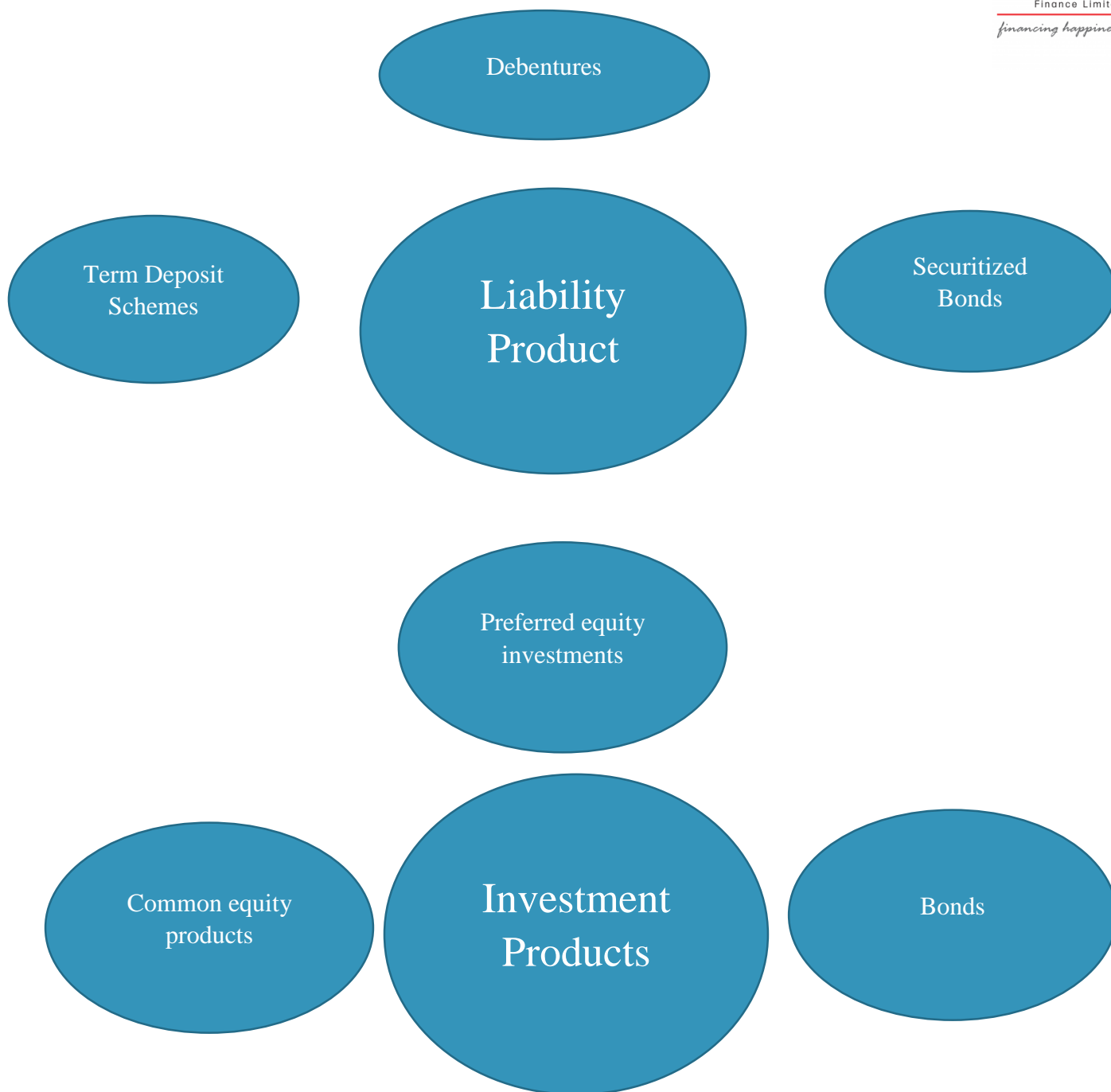
The real administration of IDLC offers is quick correspondence with their customers as to don't acknowledge money stores however it additionally gives budgetary administrations aside from ledgers. Therefore the bank needs to manage the issues with store , Checks , pay-requests or request drafts , remote trade financing and so forth the real disadvantages for which they can't impart as quick as IDLC Finance with their customers .Moreover , IDLC Finance can authorize a credit inside 1 day while customer needs to sit tight for 10 to 15 days for endorsing an advance in a Bank or other money related foundation .Furthermore , Bank has diverse standards and impediments for financing advance to the client for instance : For a Car Loan a Bank can't offer in excess of 30 lac BDT in Bank. In spite of the fact that IDLC can offer much in excess of 30 Lac BDT to the customers concurring their ability. Another offices of IDLC Finance Limited is that it generally offers higher loan cost of FDR than other Bank since it has higher expense of assets thus they gives higher financing costs to their customers .Generally these are the principle motivation behind why a client ought to pick IDLC Finance Limited .

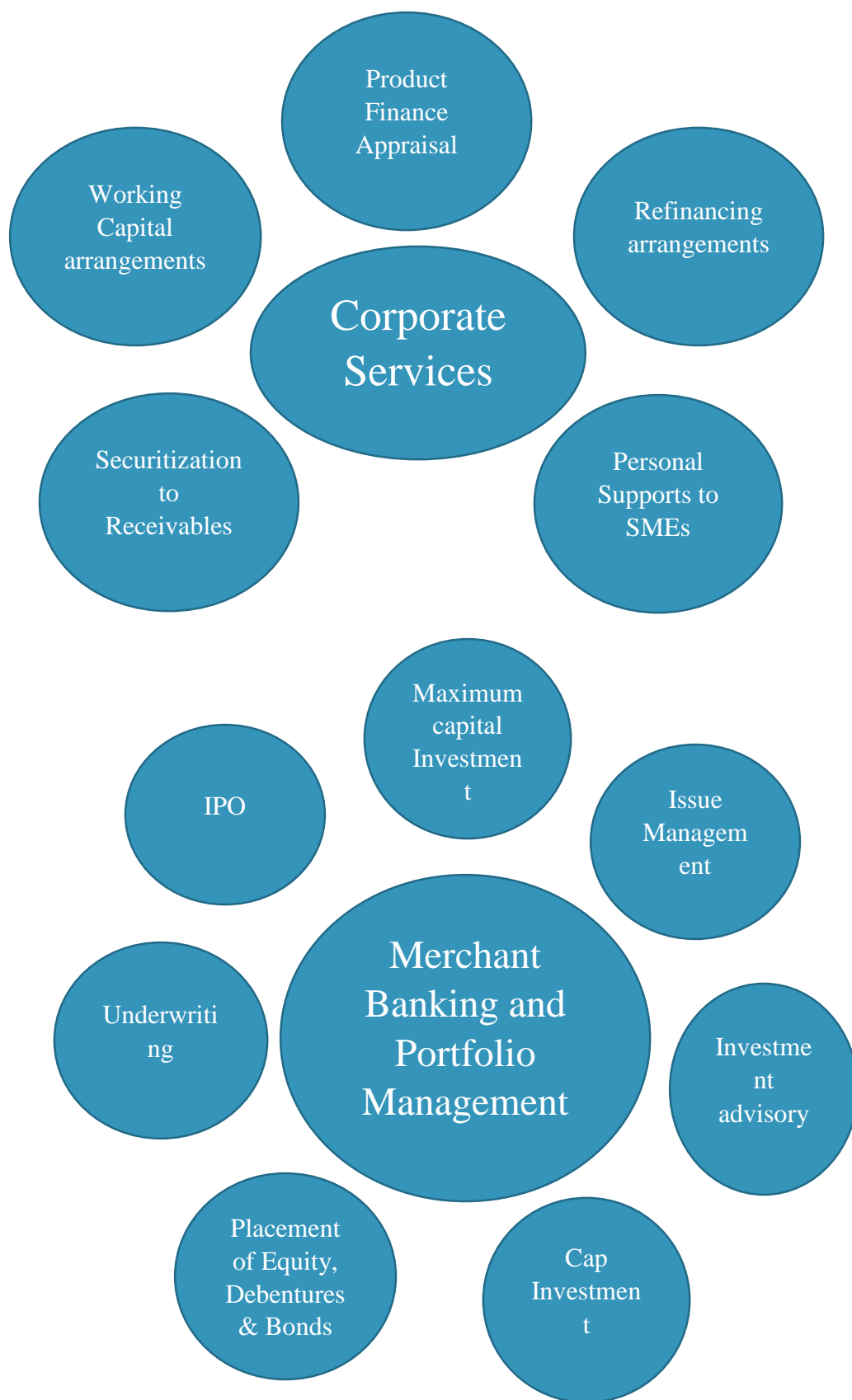
3

Products of IDLC Finance Limited

3.1: IDLC Product and Services







3.2: Business Overview of IDLC Finance Limited

1. SME (Small & Medium Enterprises) Division

IDLC's SME division is a need business portion for the Company. IDLC pursues sound systems, they centered client procurement endeavors, great administration for the customer and a predominant hazard balanced hunger empowered SME portfolio CAGR of 45% in the course of the most recent eight years, plainly one of the quickest development rates in the business. Noteworthy interests in HR and framework – the two most basic building squares – have brought about the making of a strong structure that will encourage manageable development and going ahead. This SME Division gives heaps of administrations like terms credit, Working capital advances and rent financing to the customers prerequisites. This Division additionally works and backings ladies business visionaries by giving advance.

SME Division offers these budgetary offices:

- ✚ Small Enterprise Finance
- ✚ Medium Enterprise Finance
- ✚ Supplier Finance
- ✚ Commercial Vehicle Loan

2. Consumer Division

IDLC's Consumer division is one of the key drivers of supportability. The division appreciates a decent reputation in Bangladesh's shopper fund industry and appreciates a high review for its better administration models than the clients, large amounts of straightforwardness, devoted deals constrain and hearty client encounter. The division has not exclusively been a wilderness player in the national buyer/customer showcase however has likewise added to the corporate main concern altogether in the course of the most recent couple of years. The division's two-expand capacities incorporate finances activation for the organization according to prerequisites and develop the benefit business reasonably. By and by this customer division has the most astounding pieces of the overall industry and development rates inside the land credit industry of Bangladesh.

3. Corporate Division

The key job of the Corporate Division is to give quality support of budgetary establishment the nation over in monetary issues .The Corporate Division gives the accompanying administrations:

- ✚ Lease Financing
- ✚ Working Capital Financing
- ✚ Term Loan Financing
- ✚ Project Financing

IDLC's Corporate Division has made huge advances into the confederation of nearby corporate combinations, expansive corporate houses and multinationals. This was made conceivable by our incorporated relationship administration approach, solid client introduction, creative item contributions and predominant administration conveyance. Continuously, the division has additionally enlarged its geological inclusion, developing its specialty showcase containing built up corporate houses and up and coming ventures. In parallel, the division likewise enhanced its item bushel to take into account particular client financing necessities including, however not restricted to:

- ✚ Establishment of green-field ventures
- ✚ Capacity increase programs
- ✚ Commercial space procurement
- ✚ Meeting occasional interest through working capital

Moreover Corporate Division of IDLC Finance also offers corporate bond issuance and debt syndication which was belongs to Structured Finance solution.

4. Capital Markets

IDLC Securities Limited

IDLC Securities Limited, one of the best financiers of Bangladesh, initiated activities in 2006. The Company gives financier administrations to in excess of 13,900 retail, institutional and outside speculators through modern and dependable exchanging stages of both the Dhaka and Chittagong stock trades. It likewise serves around 2,500 customers of its enrolled vendor banks as a board specialist. It has a demonstrated reputation of conveying quality-drove client benefits in strict consistence with winning tenets and controls. It keeps up elevated requirements for both corporate and worker morals. The Company likewise offers premium financier administrations to High Net Worth (HNWs), Institutional and outside speculators.

Premium financier administrations are a prime heap of research and warning help notwithstanding execution business. Besides, the Company has the most dependable internet exchanging framework under its in-house created Order Management Unit (OMU), which was propelled in 2010 with the main goal is to encourage those financial specialists who lean toward web based exchanging, accordingly democratizing business sector get to.

Products

- Cash Account
- Margin Account through IDLC Investments Limited and other enrolled dealer banks
- Easy IPO
- Premium business for HNWs, Institutions and Foreign Investors

Services

- Trade execution through the Dhaka and Chittagong stock

Exchanges

- Custodial and CDBL administrations
- Bloomberg terminal for outside customers
- Research and warning administrations

Key strengths

- Strong Brand Equity
- Skilled brokers with expert market bits of knowledge

- Dedicated relationship supervisor for each financial specialist
- Top score offer side research group
- Wider branch connect with solid and easy to use web based exchanging foundation
- Culture of privately and anchored custodianship of customers' advantages
- Performance administration display that drives business and its quality

IDLC Investments Limited

IDLC Finance started its shipper saving money activities in 1999 through partaking in endorsing of IPOs. The Company dealt with its first IPO as issue supervisor in 2003. It additionally dealt with the main IPO under the book-building strategy in the capital market history of Bangladesh. Lining up with administrative prerequisites, the trader saving money task was cut out and exchanged to IDLC Investments Limited, a completely possessed backup of IDLC Finance, which was built up in 2011.

Services

Investment banking:

- Initial open offering (IPO)
- Repeat open offering (RPO)
- Rights issue administration
- Corporate warning on pre-IPO capital rising
- Underwriting
- Arranging pre-IPO arrangement/capital raising of IPOs, considerable offer securing and assume control and value valuation.

4

Credit Operation Management process of IDLC Finance Limited

4.1: Credit Administration Department of IDLC Finance – an Introduction

Credit Administration Department (CAD) is one of the center branches of IDLC Finance, which is under Credit Control. This office manages all the documentation and last endorsement for payment of an advance and rent record. There are distinctive individual assigned to manage diverse sorts capacities at Credit Administration Department. For instance, one of them is completely in charge of Corporate Loans while other is in charge of SME advance Lease or advance or another person completely mindful to manage Relationship Manager (RM's).

4.2: Responsibilities of Operations of CAD

The Credit Administration work is completely basic in guaranteeing that legitimate documentation and endorsements are set up before the payment of budgetary offices. For this reason, It is need that the elements of Credit organization be entirely isolated from the Relationship Management/Marketing with the end goal to maintain a strategic distance from the likelihood of controls being imperiled or issues not being featured at the proper level.

Credit Administration Department work is essentially a back office action that help and control augmentation and upkeep of credit. A common credit organization unit performs following capacities.

1. Documentation

It is the duty of Credit Administration to guarantee fulfillment of Documentation like office understandings, ensures, exchange of title of securities and so forth. As per endorsed terms and conditions. Exceptional reports ought to be followed and followed up to guarantee execution and receipt.

Security archives are set up as per endorsement terms and lawfully enforceable. Standard office documentation that has been investigated by lawful insight ought to be utilized in all cases. Expectations ought to be alluded to legitimate advice for guidance dependent on approval shape a fitting official in CRM.

2. Disbursement

Payment under offices should just be made when all security documentation is set up. CIB report ought to reflect/incorporate the name of the considerable number of loan specialists with offices, restrain and remarkable. All customs in regards to huge offices and office to Directors guided by

Bangladesh Bank brochures and related area of monetary Institutions Act ought to be conformed to. All Credit Approval terms must be met before Disbursement.

3. Credit Control

After the office is affirmed and draw down permitted , the office ought to be ceaselessly viewed over .These incorporate monitoring borrowers consistence with credit terms distinguishing early indications of inconsistency , Conducting occasional valuation of security and checking opportune reimbursements .

4. Facility Repayment

The obligors ought to be imparted early as when the essential portion winds up due .any special cases, for example, non-installment or late installment ought to be labeled and conveyed to the administration .Proper records and updates ought to likewise be made after receipt.

5. Custodial Duties

Office payment and the readiness and capacity of security archives ought to be unified in the provincial credit focuses .Appropriate protection inclusion ought to be kept up (and restored on opportune premise) on resources vowed as guarantee. Security documentation ought to be held under strict control, ideally flame resistant capacity.

4.3: How Operations of Credit Administration Works

The essential duty of the Operation of Credit Administration Department is to help the Business Units to accomplish their separate development, keeping up the nature of administration to customer and in addition the documentation precision .The Business Units are:

Corporate Division

SME Division

Structured Finance Department

Factoring Department

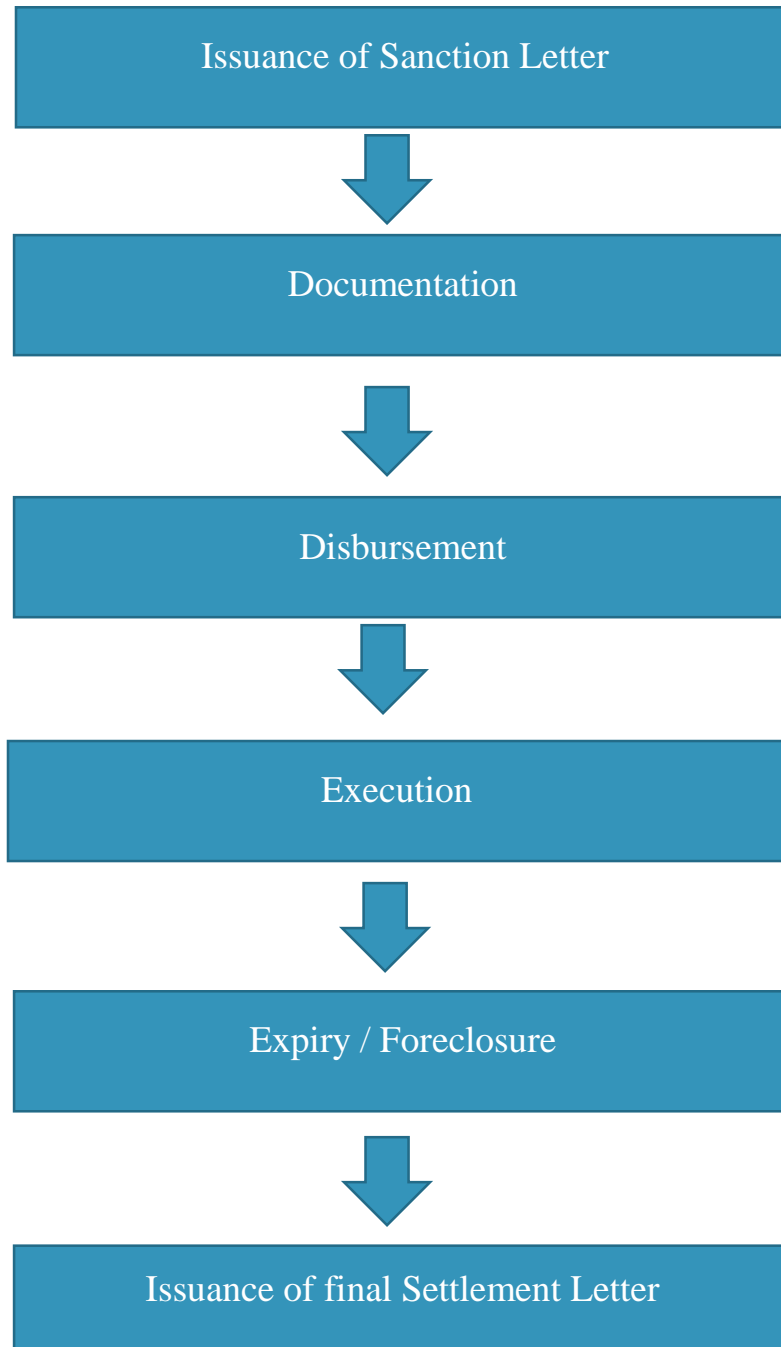
Supply Finance Department

Task of Operation of Credit organization Department Deals with each movement beginning from documentation ,payment ,execution ,Renewals till settlement of a rent .advance ,syndication and here and now office contact .CAD guarantees that all security documentation follows the terms of endorsement and are legitimately enforceable , It control office payment simply after all terms and states of endorsement have been met and all security documentation is set up .

Computer aided design additionally keeps up power over all security documentation .Operation of Credit Administration Department regulates the office after endorsement and payment .It incorporates age recently installment charge, observing protection inclusion, any dispossession, expiry, halfway end and so on. Computer aided design likewise screens Lessee/borrowers consistence with contracts and concurred term.

4.4: Process flow of Operations

The overall process flow of CAD operations is shown below using the following Chart:



This above (4.4) chart shows the process flow of CAD Operations.

The overall process is described below.

1. Issuance of Sanction Letter

At the point when IDLC Finance gets any Lease or Loan application from the customer then evaluation report of the customer must be affirmed by the administration .Credit Administration Department gets the endorsed duplicate of the examination report .After getting the endorsed examination report , CAD readies the authorize letter for the customer .Then endorse letter is sent to the particular specialty unit for marking .After marking ,authorize letter is given over to the customer and customer restores the acknowledgment duplicate of the authorize letter with due mark and seal on it .

2. Document Preparation and Signing

Credit Administration guarantees that all security archives are set up in consistence with the terms and states of endorsement and are legitimately enforceable .CAD keeps up control by and large security documentation .It utilizes its enrolled board of legal advisors for lawful screening of land reports .These board attorneys are likewise utilized for drafting , giving lawful sentiment on different security records .Duly arranged security reports are given over to the specialty unit .Business units are capable to get it marked by the approved signatory of the customer .Duly marked records are sent back to Credit Administration .Then CAD checks the full arrangement of reports. On the off chance that there is any deviation from the endorsement, Credit Administration announces the pending things.

3. Disbursement

Credit Administration is in charge of all dispensing identifying with financing of the separate specialty units .It is likewise capable to guarantee that full security records are set up before payment .Before Disbursement:

- ✓ Computer aided design guarantees that full financing information passage is finished
- ✓ Full arrangement of security archives are set up
- ✓ Deviation update is properly affirmed by the administration

Tasks of Credit Administration gives essential Disbursement section in the product and readies the Disbursement Memo for endorsement .Head of Credit Administration affirms the Disbursement .Then the endorsement update is sent to accounts and Taxation division for check arrangement .When check is readied, It is given over the Credit Administration .Then Operation of Credit Administration Department handovers the check to the approved individual of the Client.

4. Execution on the Contract

Credit Administration (CAD) gives fundamental data section in the framework .Based on the passage, Clients receivable contribution are made in the framework .Then Head of Credit Administration favors execution .After execution the agreement CAD mindful to get the Lease/Loan assertion marked by IDLC's approved signatory .Duly consented to arrangement is forward to customer alongside installment plan.

5. Expiry of Contract

Activities of Credit Administration (CAD) is dependable to close the endless supply of the term and hand over the advantage (in the event of rent) for the selected individual ,However ,Subject to satisfaction of specific terms and conditions .At the start of the month Credit Administration gets to terminated contracts list from the product .Then , CAD readies the receivables counts for the agreements and gets it affirmed by records and Taxation Department .After this, Receivable letter is sent to customer if there is any receivables .Respective Relationship Manager is additionally advised for gathering .After accepting the letter , Client pays the receivable measure of IDLC .Then Credit Administration readies the conclusion Memo and important modifications and shutting .Payable sum (if any) is discounted to the customer with the assent of RM .However , If there is no receivable frame the customer end , Credit Administration straightforwardly readies the expiry update ,get it endorsed and payable sum (if any) is come back to the customer .Them CAD issues "No Objection Certificate" (NOC) for the Client .Along with the NOC , Postdated Checks (if any) are come back to the customer .for security discharge , on the off chance that it isn't labeled with some other contract , It is discharged by Credit Administration with the insinuation to every single concerned office .

4.5: Responsibilities relating to other products (Except Lease and Loan)

Syndication

Being a specialist Credit Administration is Responsible for planning of Documents and security part in estimation with legal advisor .Upon execution , receivable , repayment , installment computation is finished by CAD physically .CAD additionally orchestrates allotting among the members to take any choice or fathom any question like rate decreases or upgrade issue . Activities of CAD does a wide range of development, correspondences between the borrower and the members.

Factoring

Credit Administration Department is in charge of legitimate Data section at the product level .CAD makes all the everyday repayment to the customers under considering financing .It takes care of the full security documentation of Factoring .CAD guarantees the full payment according to endorsement .CAD additionally makes yearly or month to month reestablishments of assertions and gets the understandings marked.

4.6: Other Function of Operation of Credit Administration Department

Foreclosure

In the event that customer needs to close any office by power before it lapses then in line with the customer , Credit Administration readies the abandonment estimations .This is the count for whether there is any due or not .Receivable sum is affirmed by the Accounts and Taxation Department .Then the receivable letter is sent to customer .The customer is encouraged to pay inside a stipulated day and age .Upon receipt of the receivables , the agreement is shut , following indistinguishable process from "Expiry" .

Partial Terminal / Prepayment

If there should arise an occurrence of aggregate loss of rented resources or offer of benefits, the agreement might be incompletely ended or paid ahead of time by the customer .in line with the customer, Operation of Credit Administration Department readies the prepayment estimation and gets it affirmed from Accounts and Taxation Department .Upon notice, Clients pays the sum .Upon receipt, Credit Administration readies the halfway end notice and gets it endorsed by the administration. At that point Credit Administration readies the correction understanding, modified installment plan and other security reports .Operations of Credit organization advances these records to the customer with a reasonable warning about the present status of the agreements. For these agreements, the benefit is exchanged to customer's named individual or organizations name.

Rate Reductions / Restructuring

Credit Administration Department is in charge of rate decrease or rebuilding. On the off chance that there is any Rate decrease in any office or if there is any rebuilding required then separate specialty units set up the Memo and they get it endorsed by the administration and forward it to credit Administration for important records .Credit Administration readies the alteration assertion and other essential papers and after that reports are given over to the Client .After marking is done the Operations of Credit Administration gather archives from the customer and check whether to records are properly marked or not .

Insurance Renewal

At the execution time frame, Credit Administration enters points of interest data of protection strategies in the framework .At consistently end of the reestablishment letters for the "Protection arrangements to be lapsed within one month from now" are printed out from the product. These are framework created .Letters are sent to customer with a duplicate to the insurance agencies. Acknowledge Admin follows up for the customer for gathering of recharged protection strategies and if necessary advises the separate Relationship Manager .Upon accumulation of reestablished protection arrangements, Credit Administration (Admin) enters vital information in the framework .For private venture back customers, Client pays protection premium for full term and IDLC Finance make yearly installments to the insurance agency for restoration of the lapsed approach.

Insurance Claim Settlement

Being the proprietor of the advantage , protection guarantee is finished by IDLC Finance .Credit Administration advances the case notice to the insurance agency .CAD signs on the case papers put together by the insurance agency .Then, Credit Administration changes customers different receivables or discounts the sum to the customers .Otherwise, Clients presents the papers to insurance agency straightforwardly, which issues guarantee checks for IDLC Finance .If customer demands for discount , Credit Administration discounts the sum gave their different installments are ordinary and if there is no due .Some different Responsibilities of activities of Credit Administration :

- ✚ Issuance of Certificates at clients request for their tax purposes, Audit purposes etc.
- ✚ Operation of Credit Administration prepares Certificates.
- ✚ Credit Administration issues letter to the client for their postdated cheques.
- ✚ Operations of Credit Administration refunds the freight bill/other bills to client after deduction of their receivables (if any).
- ✚ Credit Administration looks after the expiry /foreclosure issues of Bogra and Sylhet Branch.
- ✚ Operations of Credit Administration also stores the soft copy of all the files through EDMS System .Whenever it is required anybody can see the soft copy of the documents from the EDMS system.

5

*To evaluate the Credit
Performance of the Company
from 2013-2017*

5.1: Performance of Credit Administration (2013-2017)

IDLC Finance Limited is a Leading Financial Services organization give in Bangladesh. It is the first and number one Non-Banking Financial establishment .IDLC Finance won ICAB grant in 2002,2003,2005,2006 and 2007, 2010, 2014 for the best distributed records and reports .IDLC sacks SAFA best displayed records grant 2007.IDLC gotten first ICMAB National best Corporate Award 2007.IDLC Finance Limited additionally has gotten a unique honor "For maintaining the Image of Bangladesh in International field" at COMMWARD Excellence in Communication 2009 sorted out by Bangladesh Brand Forum. IDLC Finance is the most dynamic individual from DSE .Their Share cost is the most elevated in the market and EPS is magnificent .Honestly and uprightness is the most essential capital of the association.

In Credit Administration Department, Operation play a vital role for the company .Operation was working on 3 division of Credit .They are:

1. SME (Small Medium Enterprise)
2. Consumer Division
3. Corporate Division

IDLC SME (Small and Medium Enterprises) business vertical was built up in the year 2006. The conventional managing an account organize has for the most part abstained from financing SMEs in Bangladesh because of an assortment of reasons including their apparent misconduct chances, their scattered area and their run of the mill chaotic method for working together. In the course of the most recent eight years, IDLC SME business has moved from solidarity to quality by upgrading its capacity to serve a vast segment of the economy. We at first initiated financing SMEs through term advances, working capital advances and rent financing and after some time, have acquainted an assortment of items with take into account particular needs of our customers. We have been constantly contributing on our dissemination organize, innovation, limit advancement and new procedures to construct a powerful, yet lean plan of action.

Performance analysis of Small & Medium Enterprises (SME) (2013-2017)

Centralized Operations system was implemented at all branches for smoother and faster service delivery.

Credit scoring model is being used as a complementary tool for decision making.

Industry Sector Diversification: The SME loan portfolio represents multiple sectors, with less than 20% in any single sector and a total of about 40% portfolio weightage in the top 3 sectors.

Customer-centricity (SME customer model): The SME model follows a customer centric approach characterized by priority based segments driven by relationship managers.

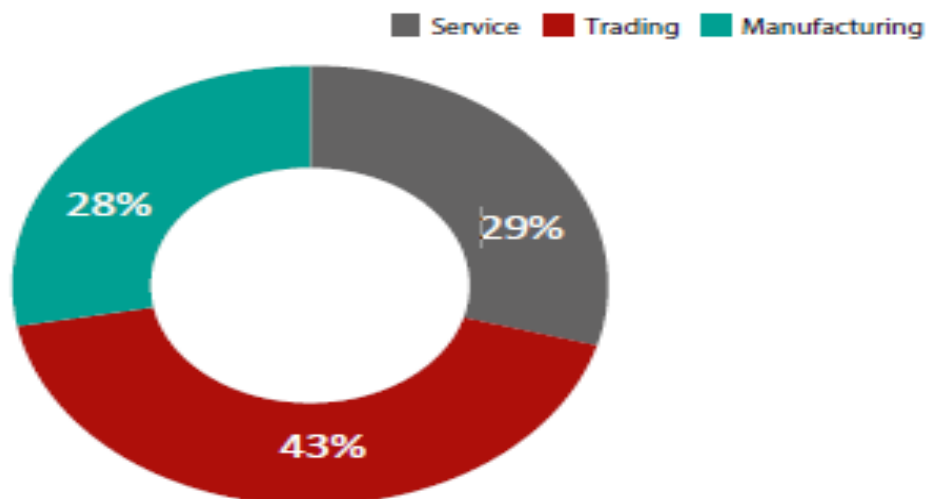
Innovative relationship based activities focus on identifying the most valuable customers and nurturing the relationship through multiple levels of interactions between us and the customer; especially on mass scale through various customer engagement initiatives such as Mezban, Iftar & Shakhraim and such events.

Policies and Processes: Continuous process and policy reengineering such as development of a Sales Governance Policy for managing the sales force helps to identify bottlenecks and introduce innovative ways of improving performance and efficiency.

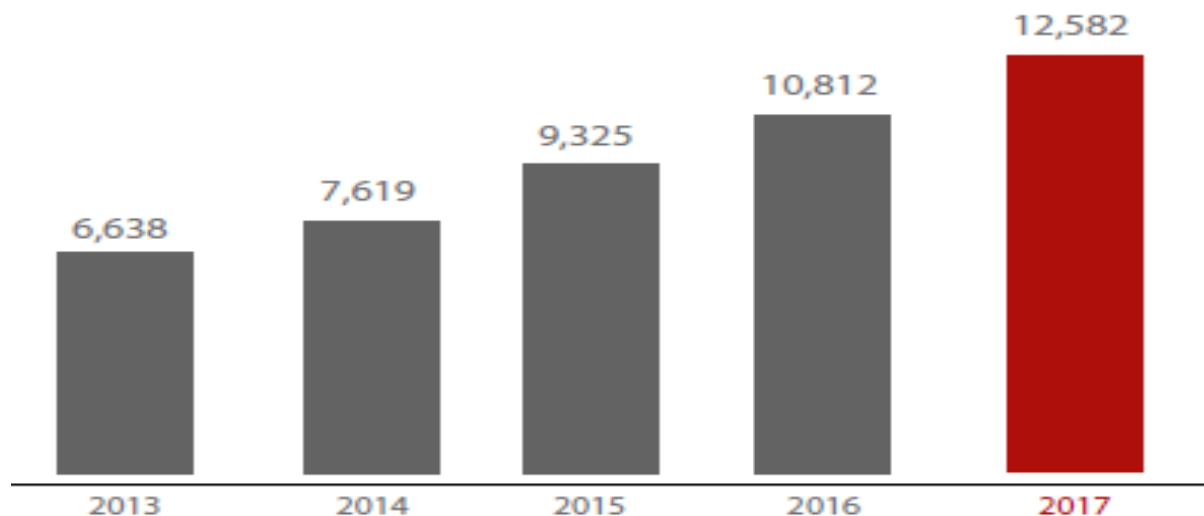
Objective based performance evaluation system: A structured and objective based performance management system helps recognize & encourage star performers.

Market Differentiation – IDLC was recognized as a unique & SME financier due to “Non-Financial Services” (NFS) provided to SMEs. The highlighted NFS activities for 2017 included hosting of Purnota Fair, a free space for women entrepreneurs for showcasing their products and signing of MOU with “Kichai IT Solutions” for providing low cost ERP solutions to SME Businesses.

Portfolio Composition



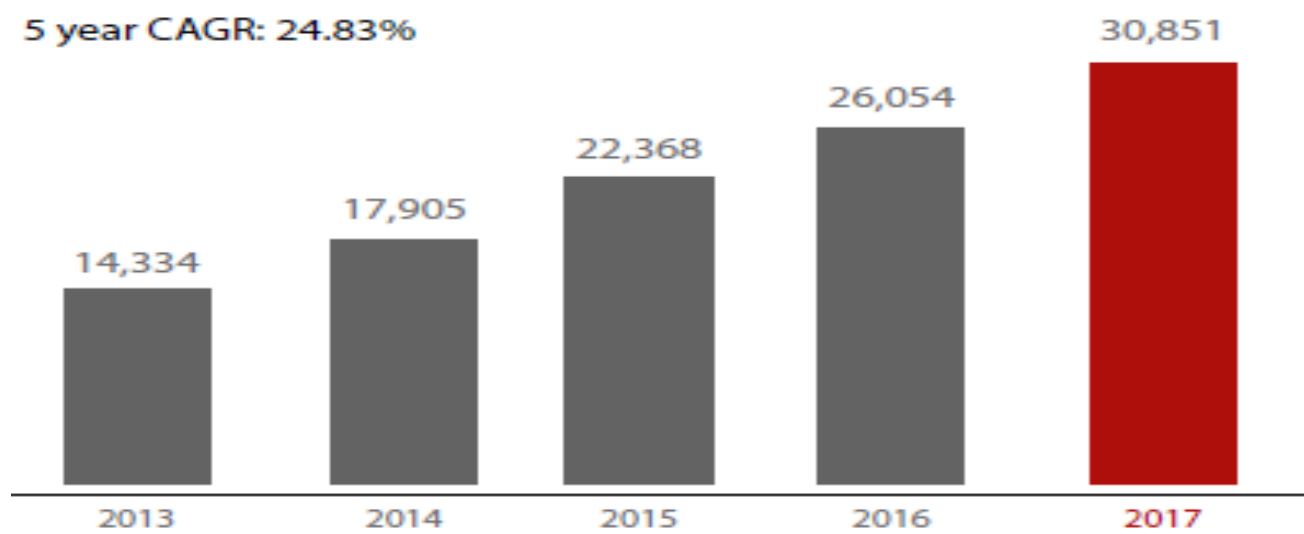
No. of clients



Portfolio

5 year CAGR: 24.83%

in BDT mn



The Division was formally propelled in 2006 with select contributions in term advance, working capital advance and rent financing. In the course of the most recent decade, it has developed and ventured into a complete suite of adaptable items, with arrangements, for example, venture financing, business lodging office financing, bill limiting and considering, among others. Bolstered by a colossal dissemination connect with profound established neighborhood mastery and a decentralized credit evaluation, the division has driven the development of IDLC, with

divisional portfolio developing at a CAGR of 24.83% in the course of the most recent five years. Our SME plan of action has turned out to be an achievement in driving reasonable development for IDLC, and maybe significantly more essentially, it has been an accomplice in the achievement and development of SMEs all through Bangladesh.

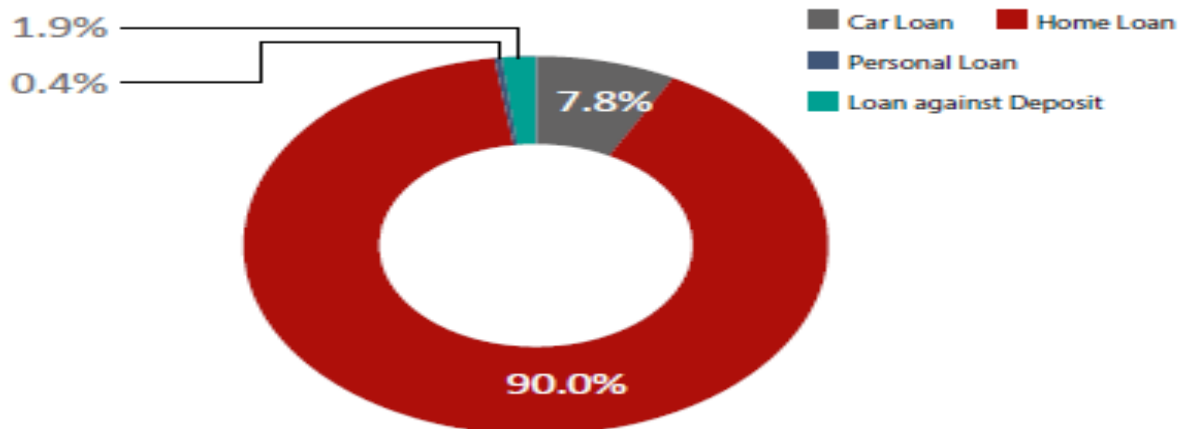
Performance of Consumer Division (2013-2017)

IDLC Finance Limited Consumer Division has been a solid power behind the unfaltering development of the organization through giving its center money related administrations: Home Loan, Car Loan and Personal Loan. Additionally, the division has been making diverse store sourcing abilities through Customer stores from both institutional and singular fragments that empower all center business divisions to use these assets and improve advance distributions. Significant qualities of this division incorporate prevalent comprehension of the Home Loan showcase - being one of the most established and best administrators in this fragment, master and expert deals groups with way to-entryway benefit capacities, longstanding and tweaked client connections and quick advance preparing times. We expect to enlarge the division's land inclusion to expand our footfall in undiscovered territories with great business potential, going for maintainable business development in 2018 and past.

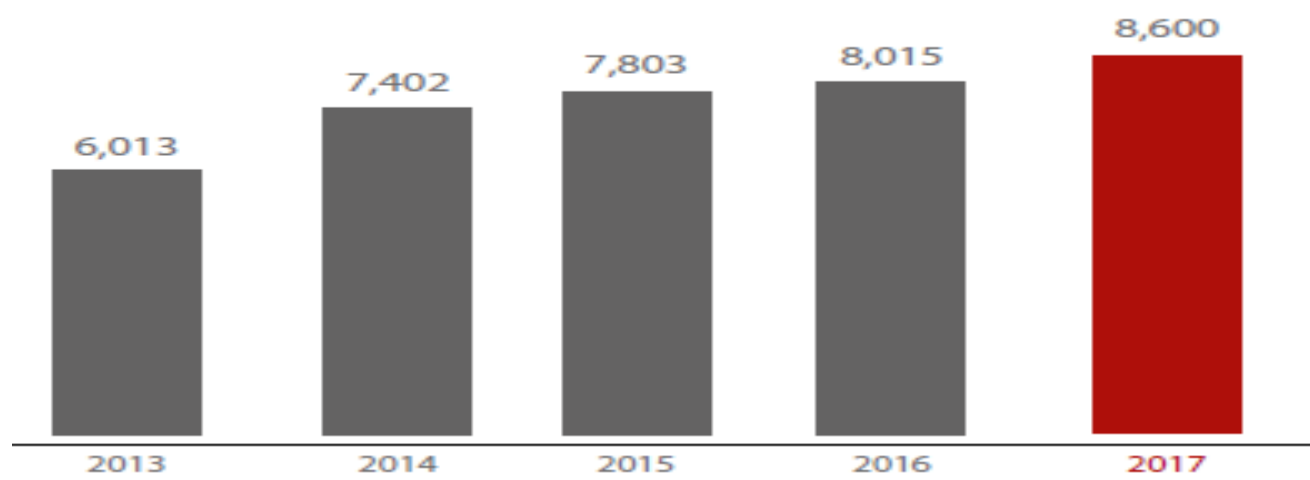
The office was re-presented as an "Esteem Center" to guarantee liquidity for the IDLC Group at focused rates. The group likewise contributed essentially in the appropriation of our as of late propelled common reserve and other capital market items.

Far reaching Centralized Operational Model has been presented for smoother and quicker administration conveyance. Online execution tracker has been actualized for better checking at the individual dimension. Our site has been changed with new highlights, for example, online application for credits.

Portfolio Composition



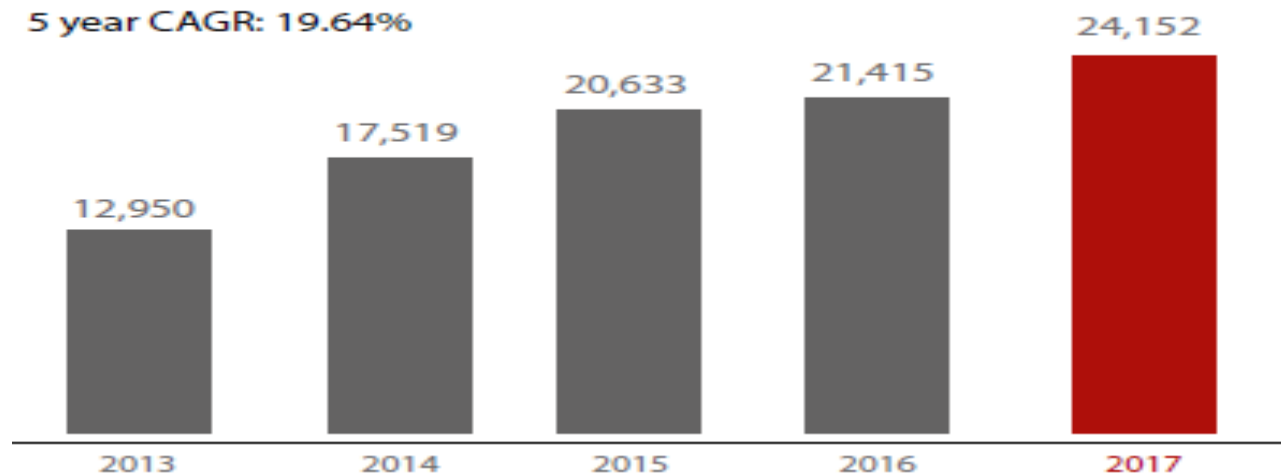
No. of clients

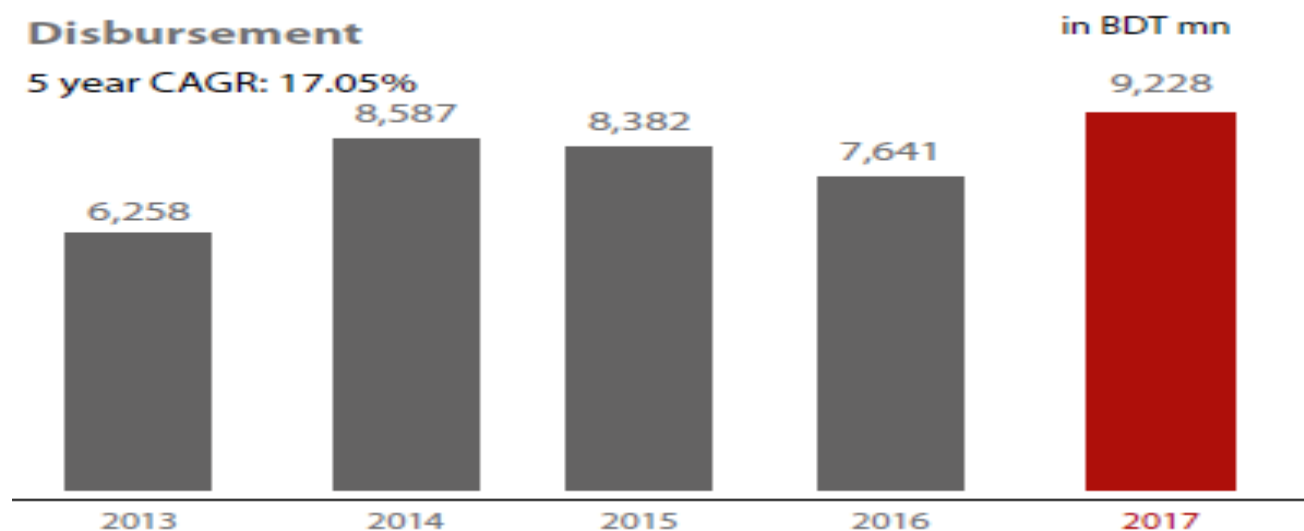


Portfolio

5 year CAGR: 19.64%

in BDT mn





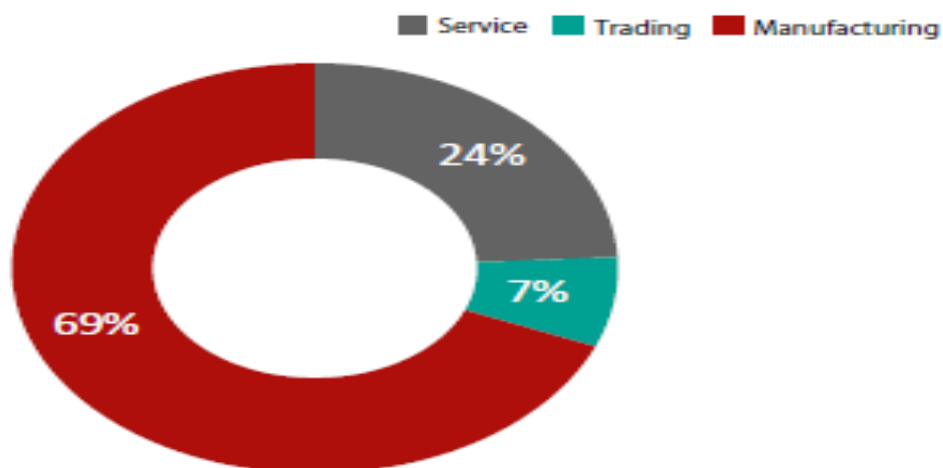
IDLC's Consumer division was built up in 1997 as a major aspect of the Company's broadening towards the foundation of an elective practical wellspring of assets for giving money related administrations to clients.

At present, the Consumer division is the second biggest business fragment of IDLC as far as resource portfolio and the biggest concerning assets under administration (advances and stores). The importance of the division can be checked from the way that it fills in as a brand minister of the Company for the retail section by coming to at the doorstep of the focused on market with its extensive variety of loaning (home advances, vehicle advances and individual credits) and store items (adaptable term store bundles and ordinary worker bundles).

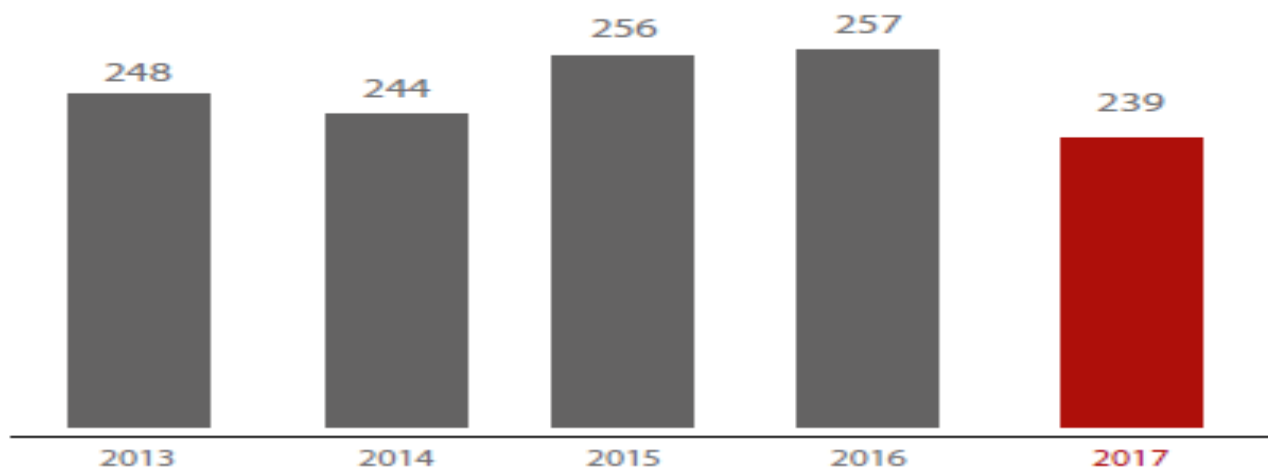
Performance of Corporate Division (2013-2017)

IDLC Finance Limited Corporate Division has been an accomplice of decision for the nation's best extensive corporate houses as far back as its commencement. The heritage has proceeded in 2017 and the credit arrangement of the division expanded by 8% over a year ago and achieved BDT 14,432mn. The development has been conceivable by re-age of some lethargic connections and additionally formation of new associations with some unmistakable and huge corporate houses. The division in this undertaking made remarkable client encounters by concentrating more on coordinated relationship the board approach and offered inventive and adaptable item contributions that secured end to end prerequisite of the clients. This was conceivable through guaranteeing complex expert administrations to the customers, created by exceptionally able relationship supervisors. Two separate wings, Structured Finance Department (SFD) and Green Banking Department, have supplemented the development of center corporate financing business. Audits of these two separate wings have been given independently to better appreciation. The key drivers which empowered the exertion have been talked about henceforth.

Portfolio Composition



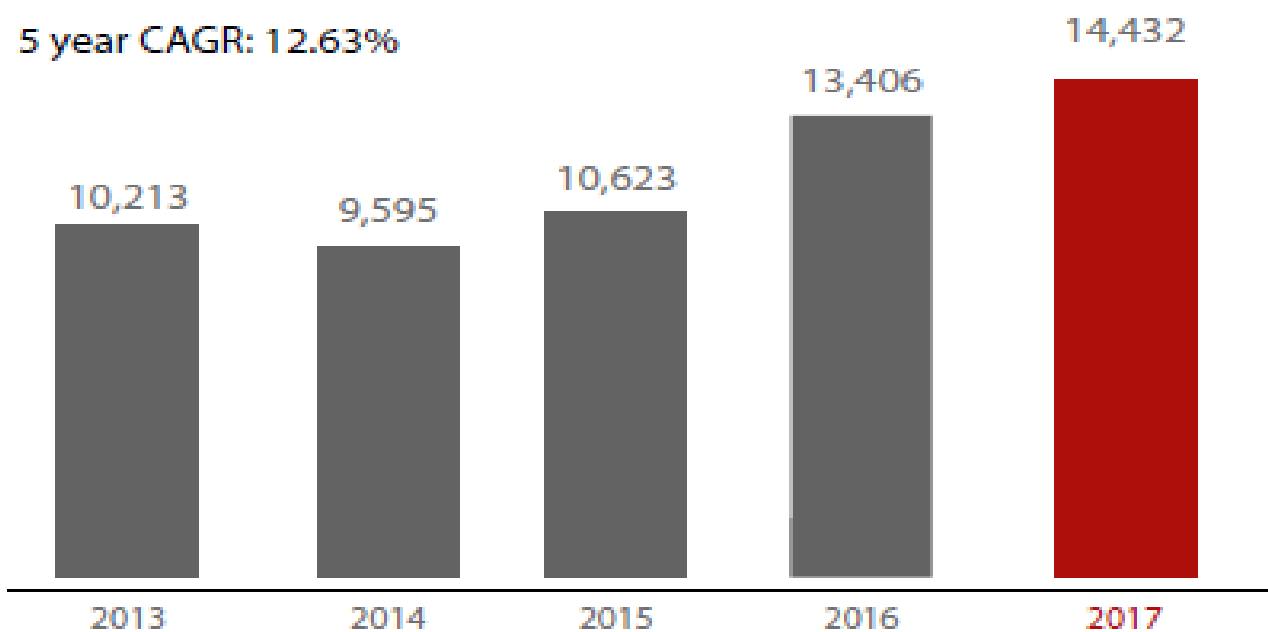
No. of clients

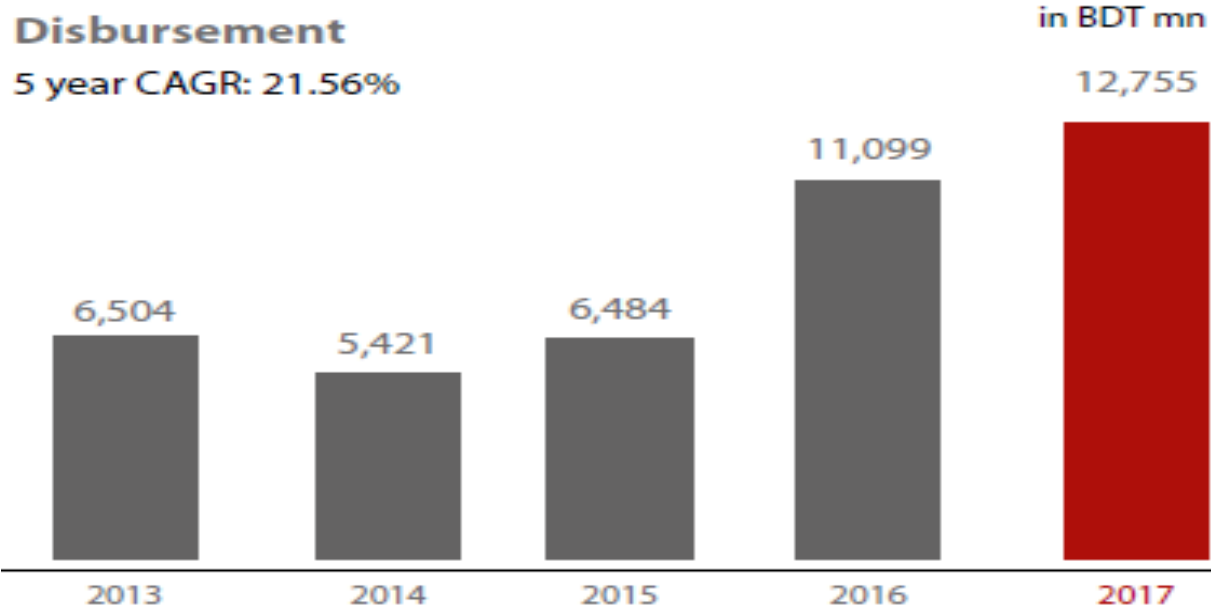


Portfolio

5 year CAGR: 12.63%

in BDT mn





Achieved a portfolio size of BDT 14,432mn, enlisting 7.66% development and Disbursed BDT 12,755mn amid the year 2017.

Organized Finance Department raised a combined reserve of BDT 80bn for 52 bargains at the end of 2017.

Remarkable Client Approach: The division has truly attempted to give custom-made arrangements (made inside the domains of administrative rules) to customer aggregate utilizing quick basic leadership process with a view to wind up a development accomplice as opposed to a budgetary accomplice.

Broadened Portfolio: The division's center has dependably been towards financing differentiated ventures with the end goal to alleviate focus chances and guarantee sustenance of a quality credit portfolio. **High Workplace Standards and Governance Responsibility:**

Administrative consistence and responsibility has dependably been the rule in keeping up connections and associations with both inner and outer partners. **Solid Resource Base:** according to HR strategy the division has selected and held very much qualified assets got from rumored business colleges and experienced experts contracted as sidelong participants.

Vital partnerships: Operational effectiveness and learning initiative has empowered the division to make coalitions with different banks, NBFIs and formative associations to guarantee undeniable and savvy financing answers for customers.

Cross reference of various business wings: Our own backups and diverse specialty units occupied with different portions of the budgetary market including capital market, financier et cetera and has empowered investigation of the money related market in the two measurements, even and vertical, to interface with rumored and recognized customers of the business.

6

*To find out the problems of the
Company*

6.1: Some Problems of IDLC Finance Ltd.

1. The paid up capital of the organization is moderately low. In the long run this may transform into a negative issue.
2. IDLC Finance Limited does not offer Islamic keeping money benefit. So there is various customers are out of inclusion. Numerous individuals don't take benefits because of this constraint.
3. IDLC Finance Limited has just forty branches in the nation. Accordingly an expansive number of customers are out of its range. In the focused market it is a shortcoming of the organization.
4. As Non-Banking money related establishment IDLC Finance has insufficient degree to contribute whatever sum it's need .therefore, some of the time its experiencing overabundance liquidity issue, however it demonstrates the budgetary quality if IDLC Finance restricted yet incite gainful speculation is the capability of the association.
5. Increasing rate for fund sourcing is squeezing the spread of business and thereby affecting profitability.
6. Increasing payment obligation due to mounting interest rate will increase vulnerability of clients.
7. Increased cost of doing business as a result of hike in energy price and inflation might deter business houses from making new investments.
8. Upward trending consumer deposit rates pose a threat to margins and growth of the overall segment.
9. New market entry by numerous banks that had previously not targeted this segment.
10. Rising non-performing loans in the industry

7

*To provide some
recommendations about the
problems of the company*

7.1: Recommendations

1. By Rights offering to the current investors, the organization can make a greater paid up capital for future necessities.
2. As the organization doesn't have an alternate strategy for the optimistic Islamic individuals, it is losing a tremendous measure of the clients. In this way, it is important to get an alternate benefit and right strategy for the diverse gathering of individuals.
3. It is essential to anchor the liquidity position at the primary spot which may spare the organization at the season of money aggravation.
4. The vault room has loads of organizers which could be essence later on to oblige all the more fore envelopes.
5. With the end goal to be more focused in the market IDLC Finance Limited should innovation all the more new and glamorous bundles and Services.
6. Customer delinquency and default risks are intrinsic parts of doing big ticket financing in the corporate segment.
7. Credit office can indicate quick reaction for earnest records.
8. Fundamentally slicing the costs will prompt a high gainfulness for an organization as it is as of now demonstrated as a standout amongst the best technique.
9. It is particularly imperative for the organization to make progressively extra source of incomes to expand the present productivity.
10. All the non-performing loans and advances ought to be sliced off to lessen the risk.
11. Poaching of employees by new participants will make the likelihood of making more inventive ways.

8

Conclusion

8.1: Conclusion

The Operation of Credit Administration Department is an all-around perceived monetary administration over the world and it has enormous capacity to change the financial stream of an organization .With the stream of monetary development the Credit Administration Department turns out to be more viable and effective thus the interest for CAD is additionally raising drastically .In the creating nations the significance of CAD is immense. Like Bangladesh in light of the fact that here the economy is significantly more work concerned .So to build up the economy CAD commitment is tremendously undoubted as it makes greater open door for the little and medium ventures to extend which makes greater work in the nation .

From the view purpose of Operations of Credit Administration Departments significance in the generally speaking monetary development and openings that the money related establishments have in building up this fragment. Our Central Bank and other controller and in addition arrangement creators should survey the entire procedure in all-encompassing methodology as it is firmly related with the financial liberation of the general approach of the nation. Computer aided design isn't just worry of little and medium ventures yet additionally making base for expansive businesses and making the mechanical part more solid .dynamic and focused .As IDLC Finance Limited is holding the second biggest CAD portfolio over the nation, It is without a doubt can be anticipated the commitment and significance of IDLC back in vast development of economy of Bangladesh. Presently I trust that I can adapt up to any office workplace in any association .This three months will assist me with exploring my profession in future existence with a more grounded mood and firm objectives. It helped me to create and extend my delicate aptitudes and assemble my expert systems. This experience will stay as a benefit in all my years and will help me in my future profession.

8.2: References

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