

Project Report

On

Corporate Social Responsibility (CSR) Practices of Telecommunication Industry in Bangladesh

Project Paper Submitted to the School of Business and Economics in Partial Fulfillment of
the Requirements for the Degree of Bachelor of Business Administration.

Submitted To

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Corporate Social Responsibility (CSR)
Practices of Telecommunication Industry in
Bangladesh

Letter of Transmittal

January 15, 2019

Md. Kaium Hossain

Assistant Professor

School of Business and Economics

United International University

Subject: Submission of Project report on Corporate Social Responsibility (CSR) Practices of Telecommunication Industry in Bangladesh.

Respected Sir,

With due respect, **Md. Makhlukur Rahman**, from **United International University** would like to notify you that, with the grace of Almighty Allah and your kind facilitation I have completed the report as per your instruction to meet my Project requirement.

Despite of several limitations, I hope that the paper has attained its purpose to a considerable extent.

Here is the report on “Corporate Social Responsibility (CSR) Practices of Telecommunication industry in Bangladesh, which you asked me to submit. From your instruction, I decided to collect information about the CSR practices of top four telecommunication industries in Bangladesh. I tried to gather the most complete information available . A large amount of the information I got from the websites of telecommunication. I used only the secondary data to conduct the project.

Therefore, I hope that you would be kind enough to accept my thesis and oblige me thereby. I do believe that my project will be able to satisfy your expectation and your requirements.

Sincerely,

Md. Makhlukur Rahman

ID: 111 133 068

School of Business & Economics, UIU

Signature

Acknowledgment

First, I would like to express my gratitude to Almighty Allah for giving me the confidence, patience and opportunity to finish my report successfully. Second, I would also like to offer my gratefulness to the supervisor, Md. Kaium Hossain, Assistant Professor, School of Business & Economics, United International University. It was for his instructive guidance, which aided plenty in conducting this work effectively.

It was really a great opportunity to make a report on practicing Corporate Social Responsibility (CSR) on Telecommunication Industry in Bangladesh. It will be surely useful to me for practical work in any organization in the future.

For fear of sounding like a vote of thanks speech, I would like to take the opportunity to thank all of those people who have contributed to prepare this report.

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Abstract

This paper has examined the acts of corporate social responsibility (CSR) by telecommunication industries in Bangladesh and to survey the need to enhance in CSR by such associations. The motivation behind the research is to watch the system of CSR areas and commitment to those zones by the telecommunication firms of Bangladesh. This research found that the commitment sum by telecommunication industries to CSR exercises is significant. According to the necessity of the report, I have chosen four best telecommunication industries of Bangladesh. By breaking down the accompanying organizations (Grameenphone, Banglalink, Robi and Airtel), I got different data about the inclusion of corporate social duties by them. All the telecommunication organizations aside from Airtel have discovered generally dynamic in CSR exercises. Airtel has fewer commitments than other organizations do yet the contribution of Airtel in corporate social obligation can be convenient to build their reasonable worth. It appears from the investigation that the other three organizations have been seeking after CSR in various essential societal necessities including wellbeing, instruction, condition insurance, neediness easing, and sports. Government and large NGOs should push the telecommunication organizations to contribute their assets to areas of financial improvement plans. All the telecommunications enterprises of Bangladesh ought to do CSR practice everywhere throughout the nation to make a great picture in both inside and outside the national border.

Chapter – 1

Introduction



1.0 Introduction

Consumers consider more than quality products and enterprises while picking a brand. Many are organizing corporate social responsibility (CSR) and considering enterprises responsible for affecting social change with their business convictions, practices, and benefits. Some will even play Judas on their most loved organizations if they trust they are not standing firm for societal and ecological issues. It has become essential part for every organization to involve themselves in CSR to spread their publicity.

Development went for urging organizations to be increasingly mindful of the effect of their business on whatever remains of society, including their very own partners and the earth. Corporate social responsibility (CSR) is a business approach that adds to supportable advancement by conveying financial, social, natural and other advantages for all partners.

By the definitions, CSR has various practices. The manner in which it is comprehended and executed contrasts enormously for each organization and nation. Additionally, CSR is an expansive idea that tends to numerous and different subjects, for example, human rights, corporate organization, welfare and security, natural impacts, working conditions and commitment to monetary improvement. Whatever the definition is, the reason for CSR is to drive change towards manageability.

Corporate social responsibility is a broad idea, which can take numerous structures relying upon the organization and industry. Through CSR projects, kindness, and volunteer activities, organizations can profit society while boosting up their brands. As vital as CSR is for the network, it is similarly significant for an organization. CSR exercises can help manufacture a more grounded bond between worker and company; they can support resolve and can encourage the two representatives, and managers feel progressively associated with their general surroundings.

All together for an organization to be socially mindful, it first should be capable to itself and its investors. Often, organizations that embrace CSR programs have developed their business to the point where they can offer back to society. In this way, CSR is essentially a technique of great partnerships. Moreover, the more noticeable and fruitful an enterprise is, the higher the obligation it needs to set principles of moral conduct for its friends, rivalry, and business.

Although a few organizations may achieve great actions with unusual CSR activities, it is hard to be on the front line on all parts of CSR. Thinking about this, the participation gives great practices on one part of CSR – natural maintainability.

1.1 Origin of the Study

The groundwork of this report has been introduced for the completion of project and the partial fulfillment of the Bachelor of Business Administration (B.B.A) degree at **United International University**. Md. Kaium Hossain (Assistant Professor at UIU, School of Business & Economics) coordinated Myself-Md. Makhlukur Rahman from the Department of Bachelor of Business Administration (B.B.A). Since the induction, the BBA program has enhanced students' practical knowledge by assigning practical reports and project program.

I selected the topic “Corporate Social Responsibility (CSR) Practices of Telecommunication Industry in Bangladesh” as my supervisor gave me the opportunity to choose. With the support of my supervisor, I have collected various information for the fulfillment of the requirements to finish the Project. I wrote his report based on my experience at and knowledge about my BBA program.

From my point of view, this is a stable outcome of my relentless effort. It is involved in secondary data. This is because I feel that secondary data give a basis of a proper report. The research is conducted in December 2018. All the secondary data that have gathered and quoted from different sources have been included in the reference part.

1.2 Purpose of the Study

The motivation behind making this report is satisfying halfway prerequisites for getting B.B.A degree. This examination is expected to help the corporate administrators completely coordinate social duty in such ways that will profit both society and business. It goes for how to build up an all-encompassing CSR technique suited to the incomparable and particular prerequisites of the telecommunication ventures - one that tends to the social, financial, and natural impacts to better positions the associations for prompt and up and coming achievement.

1.3 Objectives of the Study

1.3.1 Broad Objective

The objective of the study is to have some details known about the Corporate Social Responsibility (CSR) practices of telecommunication industry in Bangladesh.

1.3.2 Specific Objectives

- To know the CSR practices of Grameenphone.
- To know the CSR practices of Banglalink.
- To know the CSR practices of Robi.
- To know the CSR practices of Airtel.
- To make some recommendations on the existing methods of CSR so that the practices can be further improved.

1.4 Methodology of the Study

To prepare the report, I have used Secondary Data. Secondary data is collected from already existing sources from different websites.

Secondary Data Sources: The secondary data collection is done from:

- ✓ Internet
- ✓ Social Network Sites
- ✓ Magazines
- ✓ Text books
- ✓ Websites
- ✓ Different reports & other previous studies
- ✓ And other relevant sources

1.5 Limitations of the Study

Mainly I faced few difficulties while I was doing my literature review as because; I had to find out so many online publications and articles about CSR practices on recent national and international issues.

Here are some limitations:

1. Insufficient time-period
2. It was tough for me to find information from different publications and articles.
3. I had to depend more on the internet.

Chapter – 2

Literature Review



2.0 Literature Review

Mrs. Grace (2012): Corporate Social Responsibility (CSR) has gone further than just giving back to the community, philanthropy, corporate giving or a bucket list of good things to do, it has evolved; it has assumed a very professional dimension that demands its careful articulation.

We must however not ignore organizations that have not been able to take it to the next level, in that light we can say those who still see CSR as philanthropy or community development should continue to do so by giving money, products and services because it is also a way of addressing some of the major problems and challenges in the society, the only problem with this type of CSR is that it is not sustainable.

The time is now to move from helpful causes to more strategic CSR approaches, for those organizations that are ready to go the long haul and commit to integrating and aligning their businesses to more robust issues that will bring about steady but sustainable change in the lives of people. CSR should be a culture, which should be taken in the mission and vision statement of the business. It should be part of the philosophy of an organization.

Hossain (2014): This experiential investigation looks at the current CSR practices of Telecom associations in Bangladesh, for example, Grameenphone Ltd, Banglalink, and Robi & Airtel Bangladesh Ltd. It records the average folks' observation and assessment about the CSR practices of telecom ventures in Bangladesh. By concentrating on the present blast of portable administrators and their regularly expanding endorsers in Bangladesh, this paper further investigates what has at present been rehearsed as a major aspect of CSR exercises and what standard individuals think and assess these practices. Such investigation will uncover the general population talking versus substances of CSR practices of the blasting telecom enterprises in Bangladesh with a huge number of supporters and billion-dollar income profit every year. In spite of the fact that CSR rehearses have been considered as a feature of a key business morals comprehensively, this paper archives an extremely glaring picture of such practices in Bangladesh. Many general individuals simply trust that CSR rehearses are simply restorative, talk, and in paper just with no generous effect, overall. This paper features a few desires for the average citizens from the telecom associations in Bangladesh, along these lines recommending a few suggestions for further fortifying their

CSR exercises. Methodologically, this examination has consolidated perspectives from various partners and recipients of telecom businesses in Bangladesh. A blended procedure, utilizing both subjective and quantitative systems has been embraced to have attractive results.

Jalil & Hamid (2018): Numerous companies today have gone to the acknowledgment that there are colossal advantages to be gotten from being socially capable in the social orders they work. Today, the contention is never again about being a decent corporate resident with respect to organizations however, the ability of organizations to impart their social commitments to partners. Various mediums can be utilized by organizations to give an account of their corporate social obligation (CSR) to partners: including yearly reports; network reports; official statements among others. This examination took a gander at CSR revealing in the media communications division in Ghana, utilizing sites as a revelation medium. Drawing motivations from earlier examinations, this investigation took a gander at corporate social duty revealing (CSRR) in five topical viewpoints: condition; human asset; item and client; network and moral perspectives. Discoveries from this investigation demonstrate that the media communications organizations in Ghana severely express their CSR issues on the web. The people group association classification got much consideration in their reportage, which underpins prior investigations that most associations are focused on corporate mankind.

Mudzamir (2007): In an exceptionally focused worldwide market, media transmission organizations must bend over backward to speak to an image of themselves as profoundly socially mindful organizations. Dynamic association in socially valuable projects gives additional points of interest to the organization. This investigation looks at the convergence of CSR exercises of versatile media transmission organizations in Malaysia. Besides, this investigation additionally decides the thought processes and the most affecting variables in their centralization of association in CSR. Mostly, inclusions in CSR exercises are roused by a few build inspirational factors and pursue the office hypothesis suspicion. One of the essential inspiring variables is the conviction that CSR can increment long haul productivity and supportability of the organization and additionally upgrade the notoriety of the association.

Monica (2014): Organizations in Lithuania pursue worldwide patterns of social duty and begin to announce their social obligation to make positive purchaser mentality. Nevertheless, it is not resolved if purchasers see socially capable exercises and in the event that they are seen, are these exercises seen decidedly. Accordingly, the motivation behind the article was to recognize the Lithuanian populace way to deal with social duty pronouncing organizations from media communications and budgetary administrations parts. The substance examination of open data from three media transmission organizations and six fund organizations performed and six organizations chose for further investigation. The review of 95 respondents were completed, which uncovered that for the most part in broadcast communications and budgetary administrations division purchasers lean toward administration quality and customer's fulfillment to social obligation, despite the fact that mostly shoppers affirm socially or earth situated activities by the organizations.

Eusuf and Toufique (2007): They have seen that, the media transmission organizations have so far been occupied with various CSR exercises extending from supporting amusements and sports to offering philanthropy to tidal wave influenced offspring of Maldives and Sri Lanka. They anyway remark that as a rule the organizations could not go past benefit making thought process. They likewise exhibited a contextual analysis on the CSR part of Aktel (Currently Robi).

Sawandi and Mohamed (2003): They have analyzed the instance of Malaysia and complete the majority of the three-media transmission organizations (Maxis telecom, Celcom telecom and DiGi telecom) under the investigation; they have started broad CSR programs. They similarly wrap up that the organizations have helpful thought processes behind those projects. This investigation is not the same as other related examinations, in that, it attempts to preset a solidified picture of CSR presently polished by the majority of the telecommunication industries working in Bangladesh.

Chapter – 3

Analysis and Findings

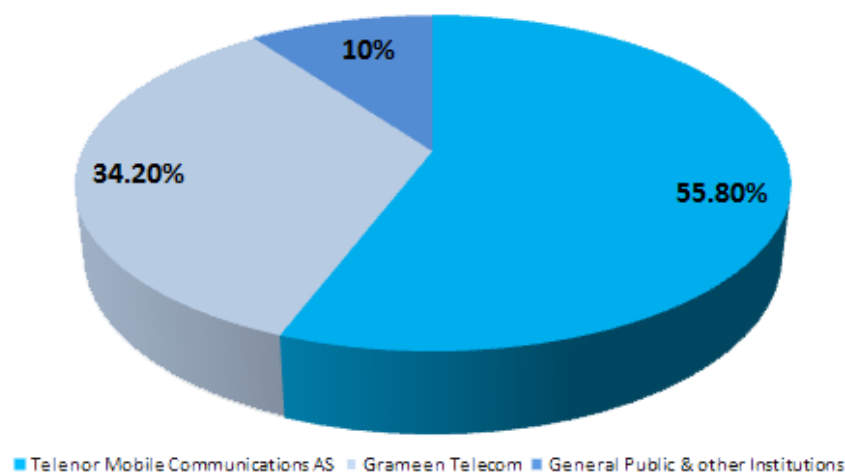


3.0 Analysis

The following four Bangladeshi Telecommunication industries are selected for analyzing the CSR practices in Bangladesh:

3.1 Grameenphone at a Glance

There are some big industries in Bangladesh based on profitability. Among them, Grameenphone Ltd. is the biggest portable telecommunication industry in Bangladesh as far as income, inclusion and supporter base. The organization was consolidated on 10 October 1996 as a private constrained organization. Grameenphone changed over to an open forced organization on June 25, 2007. The organization ended up stock recorded and began its exchanging at Dhaka and Chittagong Stock Exchange from November 16, 2009. The structure of shareholding contains for the most part two support Investors in particular Telenor Portable Correspondences AS (55.80%) besides Grameen Telecom (34.20%). The rest 10.00% were shareholding incorporates of other organizations.



Grameenphone Ltd. is a leading benefactor of broadcast communications administrations of Bangladesh. The organization works with computerized portable media communications arrange dependent on the GSM standard in the 900 MHz; 1800 MHz and 2100 MHz recurrence groups, below permit allowed by the Bangladesh Telecom Administrative Commission (BTRC).

The table given below shows an overview of the mobile spectrum licenses held by Grameenphone Ltd:

Scale	Bandwidth (MHz)	Expiry
900 MHz	2×7.4	2026
1800 MHz	2×7.2 + 2×7.4	2026
1800 MHz	2×5	2033
2100 MHz	2×10	2028

Grameenphone Ltd. serves both country and urban clients crosswise over Bangladesh, where versatile communication is a noteworthy driver of financial improvement. The organization imagines giving the intensity of advanced correspondence, empowering everybody to build up their lives, manufacture social orders and secure a superior future for all. The organization likewise has dependably been a pioneer in presenting new items and administrations in the nearby telecom advertise.

Grameenphone Ltd. assembled its system on a countrywide premise. At the end of December 2017, Grameenphone secured over 99% of Bangladesh's populace with 2G administrations and over 92% populace with fast 3G systems. The organization got permit of 4G/LTE cell phone benefits on 19 February 2018. Grameenphone Ltd. has so far contributed more than BDT 313 billion to manufacture the system framework. It is one of the biggest citizens in the nation contributed more than BDT 585 billion in immediate and backhanded expenses to the Administration Exchequer since starting.

Practices of Corporate Social Responsibility at Grameenphone

Corporate Responsibility is shown through the usage of their vision and qualities in all circles of the organization and its esteem chain. At Grameenphone, they live by the maxim "Advancement is an adventure, not a goal." Their duty isn't just about guaranteeing availability; its tied in with interfacing with individuals and building a relationship dependent on trust with their supporters, colleagues, representatives, investors and in addition the more extensive network. They have dependably trusted that- great improvement is great business. Although they keep up their business center, taking the country forward remains their best need. Along these lines, their association with Bangladesh is based on an organization, which endeavors to accomplish normal monetary and social objectives.

At Grameenphone Corporate Responsibility (CSR) is an adjusting mix of mindful commercial rehearses and corporate behavior and remotely centered activities to make shared an incentive for the people and the organization. As it were, GP's "duty" incorporates both consistence with worldwide and national norms and commitments and partner's requirements on GP's job in the network. In that capacity, corporate duty can be said to cross the entire of an association's business deceptions.

CSR activities will be gradually positioned on producing more prominent social great by using organization's focus ability for example- communication to make shared esteem and long haul manageability.

Projects and activities concentrated on utilizing center fitness to have any kind of effect to the general people. GP will support its emphasis on business incorporated CSR through CSR activities dependent on organization's focus capability. This indicates utilizing correspondence innovation to fathom societal difficulties or increasing the adequacy of current activities through expansion of communication innovation.

Health

1. VTS Service of Anjuman Mufidul Islam

Grameenphone gave Following Framework gadgets to the organization- Anjuman Mufidul Islam. Anjuman Mufidul Islam (AMI) is an extremely outstanding name the nation over for the idea of the managements they offer. AMI is the main association that gives permitted internment administrations, permitted rescue vehicle administrations to all independent of standing and doctrine, and alleviation and help to the down and out and denied network. AMI rescue vehicle benefit gave nonstop help to rescue task after the lamentable crumple of Rana Court. AMI goes to in excess of 500 calls free emergency vehicle benefit through a pool of around 32 ambulances once a day. It is an enormous regulatory errand to screen the ambulances thus they moved toward them for specialized arrangements with the plan to guarantee legitimate utilization and improve productivity through proper observing of those ambulances, Grameenphone proposed the Vehicle Following Framework (VTS). Under the understanding, Grameenphone gave 32 VTS gadgets free to all. What's more, the month-to-month use will be given to AMI totally allowed to the main year.

2. Every Sight Counts – Permanent Eye Treatment

Bangladesh has large number of visually impaired individuals contrasted with its populace. There are around 750,000 grown-ups and 40,000 kids in Bangladesh who are visually impaired because of waterfall or other optical maladies that could have effectively been relieved with convenient and legitimate mediation.

The significant test in disposing of visual deficiency in Bangladesh is coming to the rustic and underserved populace, as the dominant part of nation's eye-care centers are situated in towns. 80 percent of the population who live in provincial zones are totally denied of eye-care administrations.

In 1999, WHO and IAPB propelled together to kill visual deficiency from the world constantly 2020. As a piece of the nation's main goal to battle visual deficiency, Grameenphone, in association with Sight savers Bangladesh is a signatory of (VISION 2020).

Right to Sight, a global initiative

Global arranges free eye checkup camps all through the nation, in territories where eye-care centers are not promptly accessible. Grameenphone, alongside Sight Savers Worldwide, arranges the eye checkup camps in various areas of the country. Before the eye checkup camps, network based open declarations are done in focused areas to guarantee ideal contribution in the network. Amid the eye camps, two kinds of administrations are sans given medicines dependent on vital restorative registration and free waterfall medical procedure, if important.

Amid the project period (2007 – 2010), around 36,327 patients got free eye-care service and 4,743 waterfall medical procedures established so distant from 24-eye checkup camps have been directed in various parts of Bangladesh.

3. Safe Motherhood and Infant Care (SMIC)

Motherhood is praised as a standout amongst the most exceptional occasions in a woman's life. In any case, the truth in Bangladesh is amazing. With just 13 percent of ladies conveying their children with talented specialists present, the nation reports one of the most elevated maternal death rates (320 for each 100,000); baby death rates (52 for every 1,000) in Asia (BDHS 2005).

Safe motherhood is not just imperative to keep away from premature and agonizing maternal and kid passing, yet in addition to support a sound and affluent country. Thus, lessening baby mortality and enhancing maternal wellbeing have been recognized as two of the Unified Countries' eight thousand years advancement objectives. Grameenphone's Sheltered Parenthood and Newborn child Care Undertaking is intended to guarantee free yet quality safe parenthood and baby care administrations to underprivileged mothers and their babies all through the nation. It likewise intends to aid fundamental framework advancement and the augmentation of essential social insurance administrations; particularly it is difficult to-reach remote regions. The project was propelled in 2007.

In association with Pathfinder Global and over USAID's system of Grinning Sun centers in 61 areas, wellbeing experts by means of 318 static facilities, 8000 satellite facilities and 6000 network based wellbeing specialists are without giving essential medicinal services benefits the nation over. Furthermore, Grameenphone has presented facilities on-wheels (i.e. versatile scaled down doctor's facility) to supplement these current administration contact focuses, to improve the openness of administrations in distant regions.

Project Milestones:

Amid the assignment period (2007-2010), 1,703,767 maternal and childcare administrations gave to monetarily impeded moms and newborn children. Patiya and Bhola facilities at the seaside belt were moved up to crisis obstetric consideration focus.

Gifted birth specialists (SBA) if 10 mechanized vans to encourage better patients' referral and home conveyance (HD) administrations.

4. Ensuring Safe Drinking Water for all

There is always a scarcity of getting safe drinking water since the beginning. People of Bangladesh have been suffering from lack of safe drinking water. Saltiness in ground and surface water, arsenic staining of shallow aquifer, absence of aquifer and troubles in removing saline free water are a portion of the causes.

Composed, grimy water and poor sanitation are a main source of child death: an expected 4,100 kids die day by day from diarrheal illnesses, which causes through poor sanitation and cleanliness. Similarly as with numerous difficulties in extension, old women and young women are too much affected by inadequacies of clean water and satisfactory sanitation. Women are more than twice as likely as men to be in charge of water gathering are. Mostly, women in the creating scene on a normal walk six kilometers every day to gather water. The time that could be spent in school or at work to construct their better life.

From Grameenphone CR, they have approached to calm their weight by presenting a SMS based arrangement through which if a cylinder well gets non-utilitarian the guardian will produce a SMS and send to 2765. This SMS will go to HYSAWA Head Office and in

addition to the nearby mechanics. The mechanics at that point come, fix the cylinder well, and send SMS to a similar number.

A list is kept up at HYSAWA set out office toward the whole tub very much introduced. This has, other than the useful status, ID number, Establishment date, Profundity, Water quality (Arsenic, Press, Chloride and so on.) and Overseer's Name and versatile number.

HYSAWA works close by the Legislature of Bangladesh to pay towards coming to MDG targets and national duties on destitution decrease over WASH intercessions.

Education

1. Online School

It has observed that the nature of essential education we need are behind the quality we want. The fundamental determination behind this has estimated as lack of schools and in particular, deficiency of value educators, both in provincial and remote territories.



Being a socially aware organization with training as one of the center territories of Corporate Responsibility, Grameenphone settled on a medium through which quality training can be guaranteed. Along these lines, "Online School" was established.

There was a proposal to launch online program to conduct class from a remote area using video conferencing system. These arbitrators, who are from the locality network, have no encouraging foundation however can help the educator in arranged issues. The primary goal of the Online School is to guarantee quality training for poor and disconnected youths living at the urban and remote zones. It similarly creates instructors who can convey quality training and teaching. The main Online School began in August 2011 with 80 Understudies. Toward the finish of the primary scholastic year, an assessment of execution was done among comparative sorts of schools (Banani School and Rayerbazaar School) and Online School. The discoveries were clear. On a GPA size of four, the Online School had a year-end normal GPA of 3.3725 while Banani School and Rayerbazar School 2.8675 and 3.08 individually.

Today there are 693 branches in 10 schools situated in Gazipur, Gaibandha, Rajshahi, Madaripur, Bandarban, Teknaf, Rangpur, Dinajpur, Hobigonj and Laxmipur.

They trust this idea will help convey two critical advantages to the general people

1. Guarantee quality teaching to underprivileged and left out students
2. Educator advancement as the Mediators are similarly figuring out how the class is led

The Online School has three partners, specifically Jaago Foundation, Agni Frameworks Ltd. also, Grameenphone Ltd. Jaago foundation, a not-for-profit common society association is in charge of giving on-ground administrations, run activities of the schools and plan educational programs for various classes. Agni Framework Ltd. gives last mile web answer for the schools free of expense. Agni likewise gives specialized help with respect to web availability to Jaago Foundation for the activity. Grameenphone financial support to web network for the activity.

The Online based School is a one of a kind thought through which quality training like that accessible in significant urban people might be given to the hindered inhabitants living at the ghettos and distant zones. Many young students found it beneficial and a source of entertainment also. Activities, for example, this will instruct individuals on the advantages of the web and the astounding things that should be possible through it.

Online School provides straightforward video conferencing innovation to run the school. Contingent upon the idea of activity they chose WebEx (a result of SISCO) to direct the classes. Other than this product, the project utilizes PCs, web cam, sound framework, substantial screen television, and portray board for educators and at any rate 1.5 MBPS information speed (duplex). To guarantee the information speed the project utilizes fiber optic or radio availability for web association. Furthermore, this project similarly requires distinctive training material, which are gathered from various sources or created by the undertaking itself

Beginning from fundamental Class (a mix between Playgroup and Nursery) Understudies of Online School has achieved Class 1. The school pursues English Rendition of nearby educational programs.

Instructors Center: To have the classes from Dhaka in a proficient way they additionally have set up a studio named 'Educators Center'. Educators Center is the place from where instructors of Online School lead classes. It is arranged with more than 3000 square feet of floor space at Rayer Bazaar, comprising 10 studio setups to encourage the instructors. Online Teacher's inside is equipped for leading 10 classes (every one of 3/4 hours' span) in the meantime and it has the limit of directing 20 such classes each day. At present, they are directing 19 classes each day from this area. Educator's medium is associated with the net through fiber optic with a speed of 30 MBPS (duplex). This office additionally comprises of educators' basic chamber, research and constrained office for substance advancement.

2. Scholarship for students

The present kids are the future of tomorrow. In addition, training opens up boundless possible outcomes for them to assemble the establishment for a brilliant future. Nonetheless, in Bangladesh, 65% of our kids live in the clarity of lack of education, 40% of our kids have never gone to class, and 93% of grade school-going students will never advance past essential instruction. Neediness is the primary driver behind this.

In this manner, Grameenphone is a piece of the “Grameen Shikkha Grant” The board program that makes it workable for the splendid yet underprivileged students to understand their instructive teaching methods.

3. Alokdeep Non-Formal Primary School cum Cyclone Shelters

Tornado SIDR, a class 4 storm, hit Bangladesh in November 2007. It originally hit the seaward islands and after that cleared over the southern drift east to west. This caused broad harms. More than 3.1 million individuals in the 28 southern areas were accounted to have specifically influenced by the typhoon. It has been evaluated that in excess of 3,500 individuals kicked the bucket, with broad harms of streets and open structures, including the pulverization and incomplete decimation of 4,306 instructive foundations. The most influenced territories incorporate Bagerhat, Barisal, Bhola, Barguna, Khalkathi, Khulna, Madaripur, Gopalganj, Patuakhali, Pirojpur, Shatkhira Chandpur and Shariatpur locale at a time.

Environment

Click Green

Environmental change is generally common as the best worldwide manageability challenge. It suggests that they are sweeping for the earth, for the general population and for the worldwide economy. Bangladesh, however the most reduced supporter of natural poverty, is viewed as among the most exceedingly awful hit nations to the impacts of environmental change. In perception of this, as a mindful corporate resident Grameenphone propelled its natural and environmental change campaign Remain Green, Remain Close. Snap Green is an interior activity of that specific encounter.

The motivation behind Snap Green is to make atmosphere, condition mindfulness among the representatives of Grameenphone, and urge them to end up dynamic specialists of manageable and fair advancement. In the meantime, the program has been produced to urge representatives to trust, reflect and act towards the objective of being condition cordial - advance an understanding that networks are vital to changing frames of mind towards ecological issues. Most importantly, this activity has been started to show the magnificence and decent variety of our nation and to make mindfulness about what we will miss in the event that we do not act presently to ensure the plane

Village Phone

The village phone Program, likewise began in 1997, gives a decent pay acquiring chance to more than 210,000 for the most part ladies Town Telephone administrators living in rustic zones. The Town Telephone Program is an excellent activity to give general access to broadcast communications benefit in remote, provincial territories. Regulated by Grameen Telecom, it empowers rustic individuals who typically cannot bear to claim a phone to profit the administration while giving the VP administrators a chance to acquire a living.

The village phone activity was given the "GSM in the Network" grant at the worldwide GSM Congress held in Cannes, France in February 2000. Grameenphone was likewise decreed the Best Joint Endeavor Undertaking of the Year at the Bangladesh Business Grants in 2002.

3.2 Banglalink at a Glance

Propelled in February 2005, with more than 30 million endorsers over 10 years, Banglalink was the impetus in making versatile communication a sensible choice for buyers in Bangladesh. The underlying achievement of Banglalink depended on a straightforward mission: "Conveying portable communication to the majority", which was the establishment of Banglalink's procedure.

Powered with the solid basic beliefs, for example, Client fixated, Enterprising, Imaginative, Cooperative and Honest, Banglalink is presently working determinedly to convey advanced world to each client to construct a genuine computerized Bangladesh, moving far from the normal adaptable administrator to a telecom organization.

Being Banglalink's center, digitalization has turned into a need to refresh the manner in which clients draw in, discuss, work (Inside and remotely) and offer administrations from conventional method for business to advanced/on the web. Banglalink expects to empower its clients to get the best out of the advanced future and make a genuine computerized biological community through giving items that suits the requests of clients.

The development of Banglalink throughout the years have been powered with creative items and administrations focusing on various market fragments, forceful advance up of system

quality and dedicated customer care, making a broad transmission reach the nation over and setting up a solid brand that sincerely associated customers with Banglalink.

Banglalink gives break even with chances to representatives and has dependably demonstrated zero resilience for any rebelliousness movement. Banglalink's HQ turned into the primary ensured Green Office by Overall Reserve for Nature (WWF) in Bangladesh. The organization has similarly shaped a level association; Banglalink is presently working constantly to convey advanced world to each client to manufacture a genuine computerized Bangladesh.

Banglalink Advanced Interchanges Restricted is a completely claimed organization of Telecom Ventures Ltd. that is a 100% claimed auxiliary of Worldwide Telecom Holding. VEON claims 51.9% offers of Worldwide Telecom Holding following a business mix in April 2011, between VEON Ltd. and Wind Telecom S.p.A. VEON is a NASDAQ and Euro next Amsterdam-recorded worldwide supplier of network, with the desire to lead the individual web upheaval for the 235 million+ users it right now serves, and numerous others in the years to come. It offers services to clients in 13 markets including Russia, Italy, Algeria, Pakistan, Kazakhstan, Uzbekistan, Bangladesh, Kyrgyzstan, Tajikistan, Ukraine, Georgia, Armenia, and Laos. VEON works under "Direct route", "Kyiv star", "WIND", "Jazz", "Banglalink", and "Djezzy" brands.

Practices of Corporate Social Responsibility at Banglalink

Banglalink stays submitted in assuming its job as a mindful corporate subject to contribute in having any kind of effect in the financial improvement of Bangladesh. The organization attempts numerous activities every year for the welfare of network and protection of the earth. These activities united Banglalink's notoriety for being antecedent in the corporate social duty. Banglalink's social responsibilities include:

Cox's Bazar Sea Beach Cleaning Project & International Coastal Cleanup Day

In 2005 for the first time, Banglalink has started cleaning Cox's Bazar ocean shoreline, world's longest ocean shoreline. Under this task, there were 26 female workers cleaned the 3 km long shoreline 363 days a year in two movements. At the same time, there was another

group of seven workers who started working to move all the overwhelming soil and junk far from the shoreline. Banglalink has been really having any kind of effect in avoiding natural contamination at Cox's Bazar shoreline and preservation of the earth. In addition, Banglalink was presumptuous to a job in expanding mindfulness among the sightseers and urging them to hold delivers having any kind of effect. That considered as one of the famous CSR practices in Bangladesh, which has a broad supportable effect in the network.

To create further mindfulness, particularly among youth, Banglalink watches 'universal beach front cleanup day' since 2005. Just about 500 volunteers from different reputed colleges, schools and diverse associations from Dhaka, Chattogram and Cox's bazaar worked together to clean the shoreline that made this one of the biggest intentional activity in the nation. Through this proposition, Banglalink expects to roll out positive improvement and advance water contamination counteractive action activities.

Blanket Donation at Orphanages

Banglalink has been stepping up with regards to circulate covers among the vagrant offspring of numerous shelters around the nation since 2009. Before that, Banglalink donated 5000 blanket among 101 orphanage in different areas in Bangladesh. The locale secured were- Dhaka, Khulna, Rajshahi, Chattogram, Rangpur, Barisal, Mymensingh, Narayanganj, and Tangail.

Various facilities for Hajj Pilgrims at the Hajj Camp

Banglalink has taken initiatives to give free facilities to hajj pioneers since 2009 at hajj camp, the gathering spot to leave for hajj. It incorporates organizing cooled transports for travelers, water circulation zones, telephone counters for making free telephone calls, free charging units and so forth. In addition, to additionally help the explorers, Banglalink equipped them with trolleys, signage, data through administration and a hajj manage brochure to encourage brisk and simple comprehension of the hajj customs.

Sharing Water, Date & Iftar at Orphanage during Ramadan

Banglalink has been giving free water and dates for the fasting individuals since 2009 at good purposes in the urban areas for iftar amid Ramadan. Banglalink has equally been stepping up with respects to masterminding customary iftar and supper in various shelters around the nation. In 2011, they gave water and dates to 85,000 individuals, iftar, and dinner for in excess of 12,000 vagrants of 123 halfway houses the nation over.

ICT Support for Underprivileged Children with Computer Labs

To evacuate lack of education and to edify the understudies of the general people, Banglalink has effectively set up PC labs in 270 underprivileged schools at various parts of the nation first in 2011. The PC labs are set up with pc, PC, web modem, sight and sound projector, speakers and mouthpiece. Presently, the recently settled PC lab is putting out them a beam of expectation. Understudies can get to numerous exercises at these labs. These foundations are changing existences of understudies the nation over. This activity is serving the mission of "having any kind of effect" and supporting the administration in understanding the fantasy of "Advanced Bangladesh".

3.3 Airtel at a Glance

The adventure of Airtel started with a basic thought. What do we love in life the most? The appropriate response is extremely straightforward as well. It is Fellowship! Henceforth, Airtel, the number 1 system of companions, has begun its endeavor in 2010 with the plain same trademark of praising each seemingly insignificant detail in life remaining around with companions be it on the web or disconnected. To draw in the adolescent in significant exercises, dynamic contemplations and open them to a beautiful skyline of amusement, Airtel has dependably been there to move the young of Bangladesh to develop as an individual and create as a unit. The solid system and sensibly estimated offers have made it conceivable to associate the adolescent shaping the biggest system of companions.

Airtel is a global brand of 'Bharti Venture' of India-world's third biggest cell phone proprietor regarding supporter base. Nevertheless, Axiata Gathering of Malaysia and Bharti undertaking of India had consented to combine their individual responsibilities in Bangladesh on 28 January 2016. Robi as the consolidated organization began its business activity from 16

November 2016. Following the merger of Robi and Airtel, Robi got permit to utilize Airtel mark in Bangladesh for the clients having 11 digit number starts from 016.

It is the biggest companions' system of Bangladesh with roughly 13.4 million dynamic supporters as of August 2018. The organization gives most stretched out system inclusion to 90% of the populace covering more than 500 Thana with 4G arrange.

Airtel, as a socially dependable brand, has taken up various leader Corporate Duty activities in the zones of ICT-Education, Health and Environment with a view to contribute towards the feasible advancement of the nation. Engaging the adolescent and giving them a chance to talk their musings have dependably been the center purpose of Airtel. With an augmented arm, in this way, Airtel welcomes all to join the biggest companionship organize!

Practices of Corporate Social Responsibility at Airtel

Airtel Bangladesh Constrained, similar to a socially dependable organization dependably embraced different exercises from corporate and social obligation point of view.

YOUTH OF THE NATION AWARD

Airtel teamed up with Jaago foundation, a neighborhood NGO concentrating on under advantaged youngsters' instruction to support Youth of the Country Grant for commitment to Willful and Improvement works for the advancement of the general people, which is bolstered by the US International safe haven.

GHURI FEST

An occasion called "Ghuri Fest" (Kite festival) was sorted out and supported via Airtel with the subject of BijoyDibosh (Triumph day) where BDT 1 lakh was gathered by offering new kites and gave to JAAGO establishment to support 500 under favored kids.

BLANKET FOR COLD AFFECTED

Airtel Bangladesh LTD stepped up with regards to pass out warm garments and covers to the poor populace principally in northern parts of the nation where the chilly wave had influenced generally seriously. The Telco goliath Airtel circulated 8,500 covers to the influenced individuals.

REDUCTION OF POWER USAGE

To decrease weight of national power supply 75% of Airtel locales in Bangladesh have been introduced in the outside with establishment of new BTS hardware which expends less power (run of the mill utilization presently is 0.7 KW ~ 0.8 KW against conventional BTS that devours 1.5 KW having same arrangement). The organization has likewise sent 380 FCUs (Free Cooling Units), guaranteeing 25% less power devoured in each site.

Seven locales run totally on sun based, which are currently on 5.5 hours/day DG, which before usage were 16 hours out of every day.

TALENT SEARCH

As a feature of youth network develop, Airtel Bangladesh Constrained sorted out Airtel Rising Stars in 2012 and the second period of ARS has begun in August 2013. In the primary season, 12 skilled youthful footballers were chosen from in excess of 60,000 members through thorough choice process from every one of the 64 areas of Bangladesh. Later these 12 adolescents were taken to the sacrosanct place that is known for football, Old Trafford, UK where they rehearsed in Manchester Joined Football Club, which was a blessing from heaven for some. A large number of these 12 football players play in less than 16 national group in Bangladesh as of now.

3.4 Robi at a Glance

Robi Axiata Ltd ("Robi") is a backup organization of the Asian telecom mammoth, Axiata Gathering Berhad, situated in Malaysia. Investors from different countries and other elements are Bharti Airtel Universal (Singapore) Pte Ltd and NTT DOCOMO Inc.

Robi is the second biggest multipurpose system organization in Bangladesh with about 44.225Mn supporters as of end of January 2018. The organization initiated task in 1997 as Telekom Malaysia Universal (Bangladesh) with the brand name 'Aktel'. In 2010, it was rebranded as 'Robi' and the organization changed its name to Robi Axiata Ltd. Following the merger with Airtel Bangladesh, the combined organization, Robi Axiata Ltd. ("Robi") began its business activity on 16 November 2016. Starting at now, this is the greatest ever merger of the nation and the first historically speaking merger in the portable telecom section of Bangladesh.

Robi was the principal administrator to present GPRS and 3.5G technology in Bangladesh. Robi is the principal organization to dispatch 4G benefit in all the 64 area central station of the nation. Robi accomplished this milestone focus on the primary day of the business dispatch of the administration on 20 February 2018.

The organization has presented its numerous thoughtful advanced activities in the nation and has put to a great degree in taking portable money related administrations to the underserved networks in the provincial and semi-urban zones. Upheld by a solid corporate administration structure, its representatives approach each test with 'I can, I will' frame of mind and 'uncompromising uprightness' while putting 'client at the inside' of every one of its exercises.

As a yearning computerized association, Robi has set up itself as the developer in giving client driven information and advanced administrations. Robi was the major administrator to present Facebook's essential web stage, Free Nuts and bolts, in the nation. It additionally advances capable utilization of web among the teen-age with a Corporate Responsibility (CR) activity named "Internet4U".

In addition, another CR activity, Robi-10 Minute School, has just turned into the biggest online school of the country. It has as of late won a GSMA Glomo grant for the Best Portable Advancement for teaching and Learning in the "Associated Life Grants" classification at the Versatile World Congress (MWC) 2017. The declaration came amid a year ago is MWC - the world's biggest social occasion for the versatile business as of late held in Barcelona.

According to all the buyer fragments, the organization repeatedly advances to have an edge over its competitors. Robi gladly rights to have the most stretched out global wandering

administration in the market, associating 385 administrators crosswise over in excess of 140 countries. With creative Esteem Included Administrations (VAS) Robi has enhanced people groups' beneficial experience. Be it excitement, training, security, agriculture or some other part of human life-Robi's wide extending VAS items takes into account the necessities of everybody at a whole.

Robi has a rich arrangement of computerized administrations. Beginning from versatile keeping money administrations, it offers numerous mCommerce administrations like: web based ticketing stage bdtickets.com, web based shopping stage shop.robi.com.bd, Vehicle Following Framework Tracker, Robi Cloud Administration, advanced promoting stage advertisement achieve, online revive stage energize in addition to. The organization additionally has the main information sharing stage on advanced promoting recon. Robi is presently attempting to empower computerized life for just for a superior future

Practices of Corporate Social Responsibility at Robi

1. Gori Nijer Bhobishhot



These are a couple of the examples of overcoming adversity of "Gori Nijer Bhobishhot" – the lead CR venture of Robi. In organization with UCEP Bangladesh, we are "without giving" specialized preparing to 500 underprivileged young men and young women in Chottogram, on cell phone adjusting, hardware, and sewing machine task for Readymade Garments part. They have finished preparing of 100 understudies in the primary group, and another 200 understudies in the second cluster are well on their approach to finish specialized instruction and begin acquiring alone. As an organization that interests to the internal inner voice of individuals to touch off the Power Inside, they are really lowered to see the venture conveying on the guarantee to assist the underprivileged youth with building their own future.

2. Internet 4 u



The purchaser view has seen a noteworthy move all around from voice to information driven items and arrangements. Bangladesh is the same. In spite of the fact that, web infiltration has

seen an exceptional improvement meanwhile the starting of 3G administrations, it has been seen that mindfulness shortage stays among the young to completely use on the intensity of Web.

To connect this hole, Robi impelled "Internet4U" – a battle for school and college students the nation over, uncovering to them "appropriate and safe" utilization of web as an apparatus for systems administration, learning and improvement. Through intelligent sessions and live showings, understudies are demonstrated the intensity of web as an instrument for self-training, abilities advancement and work, prompting a superior life.



Sessions have been led with understudies of Barisal Amrita Lal Dey School, Daffodil College Dhaka, College of Barisal, South East College Dhaka, Administration College Dhaka and in addition crosswise over Robi Web Corners in the general population libraries of Rajshahi, Khulna, Rangpur, Barisal and Sylhet

As we know, Robi was the main organization in Bangladesh to have propelled Free Fundamentals, together with Facebook, whereby Robi clients get "free" access to 22 mainstream sites without bringing about any information control for substance. 5,000 hours of free web was given in excess of 16,000 clients for every year crosswise over seven Robi web corners in Dhaka, Chottogram, Rajshahi, Barisal, Rangpur, Sylhet and Khulna.

3. 10 Minute School

Mechanical advancements, computerized incorporation, and reasonable web availability are ceaselessly reexamining the manner in which they learn. As a trustworthy telecom company quick to advance ICT-based training as a device for human improvement, Robi has united hand with 10 Minute School – the primary ever online stage in the nation to offer far reaching answer "for nothing" as far as:

- Admission course and model test for all driving open and private colleges in Bangladesh
- Online based courses, instructional trainings and tests regarding all matters of the national educational programs for JSC, SSC and HSC students.
- Subjects identified with ability courses, for example, SAT, IELTS, GRE, and GMAT.

Students can now learn and practice online, that too with fun and at their own pace. All they need are internet connections through Smartphone, laptops or personal computers, and just 10 minutes of their spare time!



Robi accepts comprehensive stages, for example, '10 Minute School' can change the manner in which they approach training by taking it to the fingertips of hopeful understudies who need to exceed expectations with access to excellence instruction – paying little heed to their area, financial status or closeness to instructive organizations.

4. Water for Life – Free drinking water supply camp

With the help of Robi, 5,000 liters of free drinking water is delivered every hour to in excess of 30,000 travelers and guests through water treatment plants set-up in Dhaka (Kamlapur and Air terminal Railroad Station), Khulna, Mymensingh, Sylhet, Chittagong, Rajshahi, and Mohanganj rail route stations, in association with Bangladesh Rail route and Water Help.



Robi watched World Water Day on 22 Walk 2016, at Airplane terminal Railroad Stations and Kamlapur in Dhaka – two of the seven noteworthy rail line stations where Robi gives free drinking water to the travelers and the guests. The goal of the campaign was to express the significance of sparing water for the future and offer to our awareness of other's expectations as people to have a beneficial outcome. Mindfulness messages were in plain view over the stations, the time when Robi volunteers involved with individuals in the railroad stations of different issues recognized with water waste and water sparing.

5. Robir Alo for all

Robi is giving access-to-power to in excess of 4,000 individuals in the off-framework territories of Naikhonchhari and Kurigram, through sunlight and home-based frameworks introduced crosswise over 950 family units. This has essentially decreased reliance on lamp oil lights after dim, therefore reducing Green House Gas emanation, while enabling the occupants to utilize portable handsets – in this way enormously upgrading the nature of their way of life.

Robi supports children with major needs



Robi has given special gadgets and exercise hardware to SEID (Culture for Training and expansion of the Incapacitated) to enable the association to address the physical difficulties looked by the teenagers with uncommon requirements. SEID is a non-government willful improvement association that works for the rights and social incorporation of poor kids with scholarly and numerous inabilities, mental imbalance, down disorder, and Cerebral Paralysis. It has tasks crosswise over three focuses, helping in excess of 450 uncommon necessities youngsters from ghetto territories.

As a socially dependable organization, Robi in every case proactively takes part in exercises that maintain social bases. In this soul, Robi had planned its business journal for 2016 utilizing the photos that drawn by the offspring of SEID, and Guardians Discussion for Distinctively Abled. The choice had especially occupied to bring issues to light on "Mental imbalance" in the human advancement.

Standing by the victims during natural disasters



Robi remained by the casualties of the glimmer surge in southeastern locale of the nation in 2015. Among all, Robi was the main corporate house, which have reacted to this disastrous event. With the support of the Bangladesh Army's 24th and tenth Divisions, Robi disseminated help things to in excess of about 20,000 influenced individuals in Cox's Bazaar, Ramu and Bandarban.

Robi's parent organization Axiata Gathering Berhad has joined to the Helpful Availability Sanction in 2015, propelled by GSMA-the zenith relationship of worldwide cell phone companies. As a party to this contract, Axiata Gathering is resolved to help clients and responders previously and amid philanthropic crises with a typical arrangement of standards in every one of the nations, it works in.

Besides, Robi consistently circulates cloths and blankets among the winter-stricken individuals in various areas of Bangladesh – especially the northern and southern areas of the country.

Findings

After the analysis of the information gathered, I have some of the findings. Finding contains all the contributions done by the telecommunication industry of Bangladesh (Grameenphone, Banglalink, Robi and Airtel).

Findings from Grameenphone CSR Practices

- Grameenphone, alongside Sight Savers Global, sorts out the eye-checkup camps in various parts of the country. Before the eye-checkup camps, network founded open declarations are done in focused territories to guarantee ideal support in the network. Amid the eye camps, two sorts of administrations are sans given remedies dependent on fundamental medicinal registration and free waterfall medical procedure, if essential.
- Grameenphone's Protected Motherhood and Newborn childcare task is intended to guarantee free yet worth safe motherhood and baby care administrations to poor mothers and their babies all through the country.
- Grameenphone settled on an internet based education, which can be guaranteed. Therefore, "Online School" was propelled.
- Grameenphone had immense commitment in games particularly in "Cricket". They were glad sponsor of Bangladesh Cricket Group for a significant lot. They propelled an ability chase program in 2007 and it was named-"Grameenphone Pacer Hunt". This program found numerous quality pacers for the national cricket team.

Findings from Banglalink CSR Practices

- In 2005 for the first time, Banglalink has started cleaning Cox's Bazar ocean shoreline, world's longest ocean shoreline. Under this task, there were 26 female workers cleaned the 3 km long shoreline 363 days a year in two movements. At the same time, there was another group of seven workers who started working to move all the overwhelming soil and junk far from the shoreline. Banglalink has been really having any kind of effect in avoiding natural contamination at Cox's Bazar shoreline and preservation of the earth.
- Banglalink has started providing free water and dates for the fasting individuals since 2009 for iftar and Ramadan. Banglalink has additionally been stepping up by arranging routine iftar & dinner in various halfway houses around the country.
- Banglalink has been stepping up with regards to distribute cloths among the vagrant offspring of numerous central houses around the nation since 2009. A year ago, Banglalink appropriated 5,000 covers among the poor children of 101 central houses in various divisions the country over.

Findings from Airtel CSR Practices

- Airtel teamed up with Jaago Establishment, a neighborhood NGO concentrating on under advantaged youngsters' instruction to support Youth of the Country Grant for commitment to Deliberate and Advancement works for the improvement of the general people, which was upheld by the US Consulate.
- An occasion called "Ghuri Fest" (Kite Celebration) was sorted out and supported via Airtel with the subject of BijoyDibosh where BDT 1 lakh was gathered by offering new kites and gave to JAAGO establishment to support 500 under special youngsters.
- Airtel Bangladesh Constrained stepped up with regards to disperse warm garments and covers to the down and out populace fundamentally in northern parts of the nation where

the cool wave had influenced generally seriously. The Telco mammoth Airtel disseminated 8,500 covers to the influenced individuals.

- It is the biggest companions' system of Bangladesh with around 13.4 million dynamic supporters as of August 2018. The organization gives most extensive system inclusion to 90% of the populace covering more than 500 Thana with 4G arrange.
- As part of youth network develop, Airtel Bangladesh Restricted sorted out Airtel Rising Stars in 2012 and the second period of ARS has begun in August 2013. In the primary season, 12 gifted youthful footballers were chosen from in excess of 60,000 members through thorough determination process from every one of the 64 areas of Bangladesh. Later these 12 adolescents were taken to the consecrated place that is known for football, Old Trafford, UK where they rehearsed in Manchester United Football Club, which was a blessing from heaven for some. A considerable lot of these 12 football players play in less than 16 national group in Bangladesh right now.

Findings from Robi CSR Practices

- Growth of the horticulture segment is a need in the Seventh Multi Year Plan 2016-2020 for Bangladesh. Advancing the powerful utilization of ICT in horticulture is one of the real goals of the Seventh Multi Year Plan, as organized by the Service of Agribusiness. Robi propelled "Portable Krishe" to advance modernized cultivating and empower agriculturists to accomplish feasible high return on their products.
- The Seventh Multi Year Plan 2016-2020 features women's work as a key objective. Bangladesh extends that it can build its Gross domestic product development by 1.6% if female work interest increments from 33.7% to 82.0%, a figure-keeping pace with the male work investment rate. ICT empowers women to get to data identified with advancement openings and administrations, learning and organizing, and has an imperative job in redistributing business openings at various phases of the esteem chain.
- Robi has combined hand with 10 Minute School – the principal ever-online stage in the nation to propose complete answer for every one of the understudies.

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- Robi was the primary company in Bangladesh to have propelled Free Rudiments, mutually with Facebook, where Robi clients get "free" access to 22 prominent sites without causing any information charge for substance.
 - Robi was The Official Sponsor of Bangladesh Cricket Team for quite a while. Amid their working period, they worked for the improvement of Bangladesh Cricket. They likewise propelled a talent hunt program named-"Robi pacer hunt" in 2015-2016 period. After that talent hunt, numerous gifted players turned out from various locale all over province.

Chapter – 4

Conclusion and Recommendations



4.0 Conclusion

The Corporate social responsibility is not in regard of a specific nation or territory however is a formal reach on the worldwide business motivation, corporate activity is required to conquer hindrance in accomplishing the target of corporate social obligation. Straightforwardness in dial-up can help the business controls increasingly reliable and push-up standard of their association at a similar time. At the point when a company embraces strategy of social duty there are advantage that organization will get advantage of enhanced money related execution, bring down working cost, increment the brand picture and notoriety, increment self-discipline of clients, devotion corporate productivity and value, greater accessibility to secure their representatives, lessen consistency oversight, ensure wellbeing and diminished the obligation. The advantage to convey the overall population will be a kind commitment as the representative willfully program corporate inclusion in correspondence, instruction and destitute program and natural position would be corporate material, reusing, better profitability, solidness, corporate house and reestablishment assets.

All the telecommunication organizations except Airtel have been discovered for the most part dynamic in CSR exercises. Airtel has fewer commitments than other organizations do, however, the idle job of Airtel can be credited to their earliest stages in the business. It appears from the investigation that the other three organizations have been seeking after CSR in various central societal requirements with security, instruction, condition assurance, destitution mitigation, sports and so on. Upwards of 70 agendas have been distinguished as parts of CSR exercises. The positive effect of those exercises on social welfare is inescapable. As indicated by their announcements and responsibilities, CSR is a fundamental piece of their general business tasks. Notwithstanding, the careful investigation may offer ascent to a few inquiries in regards to the environment and the dimension of the effect of the companies' CSR related movements.

In the end, we all understand that, to increase the business length the telecommunication industries of Bangladesh need to improve their corporate social responsibilities at the same time. If the can, it will bring new opportunities in the coming future.

4.1 Recommendations

The accompanying steps might be useful from this perspective of CSR Practices:

1. These organizations ought to present a short however regular CSR exercises rundown to perform, for instance, preparing the program for untalented and impoverished individuals.
2. They ought to give yearly or month-to-month grant program for poor and commendable understudies, giving advance to female business visionaries, serious, and tree manor inconsistently.
3. All the telecommunication, industries are very much familiar to all the people of the country. For that reason, Industries should come forward to the activities that can enhance their popularity among all.
4. Like Banglalink, all the telecommunication industries should come forward to take similar initiatives to clean not only Cox's Bazar sea beach but also the whole country.
5. These organizations ought to keep up a save subsidize with a settled level of benefit consistently.
6. Both the Government and NGOs should invest more and push the telecommunication organizations to contribute their assets to nearby financial improvement plans.
7. Banglalink and Airtel should be involved in sports teams as reliable sponsors to build their position high around the world.
8. All the telecommunication industries of Bangladesh should do CSR practice all over the country to create a good image in both inside and outside the country border.

These recommendations can be very handy if telecommunication industries in Bangladesh want to increase the best practice of corporate social responsibility alongside their business.

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