

**An internship report on**  
**“Overall Courier Operation Process of Pathao Limited”**



**Submitted to**

**Islamic University of Technology**

in partial fulfillment of the requirements for the degree of

BBA in Business and Technology Management (BTM)

**Submitted By:**

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes release of my final report to any reader upon request.

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# Letter of Transmittal

4th May 2023

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Board Bazar, Gazipur-1704, Bangladesh.

Subject: Submission of Internship Report on “Internship activities completed in Courier Operations, Fulfillment Department, Pathao Limited”.

Dear Sir,

It is a pleasure for me to be able to submit my internship report for the completion of a three-month-long internship program in the Courier Operations, Fulfillment Department, Pathao Limited. I have tried my best to ensure that the report becomes a meaningful and successful one by adding the experience I have gathered during my internship period. This report was a huge chance for me to reflect on the learnings I have gathered on corporate life, working environment, and organizational policy that is associated with the function I was assigned to. In the future, I am very hopeful that I will be able to use the gathered knowledge in my professional career. It was a great pleasure for me to complete this report under your guidance and I would like to share my gratitude for all the assistance and guidance you have provided me in the process. I hope that the mistakes I have made during the preparation of the report will be apologized and I am open to clarify any part of the report if necessary.

With best regards,

.....

Mehadi Hassan Tanvir

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## Declaration

I, Mehadi Hassan Tanvir, a student in the Islamic University of Technology, Department of Business and Technology Management(BTM), hereby certify that I prepared my internship report on "*Overall Courier Operation Process of Pathao Limited*" independently under the supervision of Jahangir Alam, Lecturer in the BTM department.

I have not intentionally infringed on any copyright. To the best of my knowledge, the work is genuine. I further certify that the report was not given to any other person or organization in exchange for a certificate of any kind.

.....

Mehadi Hassan Tanvir

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## **Acknowledgment**

All praise and thanks to Almighty Allah for providing me with the capacity and opportunity to complete the internship program and submit my report on time. Despite some challenges in completing the report, I was able to overcome them with the assistance of my supervisors, and I am thankful for their assistance. I'd also want to thank the many folks that assisted me in both direct and indirect ways during the process.

To begin, I'd like to thank Jahangir Alam, Lecturer, Department of Business & Technology Management, for constantly providing me with helpful feedback that has allowed me to complete the report swiftly. Despite the fact that I was bewildered by all of the report's criteria, she had moved forward to help me resolve my confusion. This analysis would not have been as helpful if she hadn't provided me with frequent suggestions and comments. I've tried my hardest to make sure this report is flawless and has as few faults as possible.

In addition, I'd like to thank Md. Saddam Hossain, Senior Manager, Outside Dhaka Operations, Operations Department, Pathao Limited's assigned supervisor, who took on all of my responsibilities and graciously shared his expertise with me. He also gave me a number of pointers that would help me improve my performance at work. As a business student, I was able to better understand the company working culture and organizational norms thanks to the information I obtained through the intern program under his guidance. Working with the Operations team was a terrific experience for me, and I am thankful to all of the employees that helped me out and made the experience useful for my future.

Finally, I would like to thank my department head Professor Dr. Abul Kalam Azad sir for his continuous support and guidance in completing my internship programs.

## **Executive Summary**

The report was developed to document the whole internship experience received at the Courier Department of Pathao Limited. There are four primary parts of the report. Each component of the research adds to the overall significance of the paper. The first section of this report is dedicated to an evaluation of the company where I interned. The main goal of this part was to have a better knowledge of an organization's operations. This section covers several characteristics of the organization, as well as the structure of the organization.

The next section delves into the company's industry. This section is critical for comprehending the organization's overall environment as well as the different components of the industry.

The activities I completed throughout the course of the period are detailed in the next chapter, as well as how each action was carried out.

The final chapter was written by analyzing the internship tasks and evaluating how each one aided in my personal development and acquisition of different skills that would be beneficial in my future job.

Finally, based on the practical experience gained during the internship, the report attempts to provide some brief recommendations.

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# **CHAPTER - 1**

## **INTRODUCTION**

# 1. Introduction:

The internship report's objective is to focus on the lessons learned from accomplished assignments throughout the internship time. The purpose is to identify and improve various abilities that have been created over the internship term, as well as learning outcomes. I finished my internship with Pathao Limited's Marketing department.

Marketing serves as the public face of a company, promoting the company and expanding its consumer base while maximizing profits. Marketing involves a wide range of activities. Digital marketing is a crucial component. The Pathao marketing team is organized into many different groups, including a brand team, a digital team, a design team, and a partnership team, among others. I mostly worked with the digital team, but during the course of my three months there, I had the chance to work with all of the teams and develop a broad understanding of marketing as a whole.

Pathao's collaborative atmosphere and welcoming environment aided me in pushing over my limits. I was constantly encouraged to try new things and express my thoughts about them. Everyone, even senior coworkers, assisted me in learning new things on occasion. Pathao hosts a number of cross-departmental events and activities, which allowed me to meet people from other departments and get a better understanding of Pathao's day-to-day operations. Along with the abilities I've acquired, I've done my hardest to put my knowledge to work in the company. The tasks I did during my time at the Marketing department encouraged me to hone the abilities I already had and develop new ones that would be useful for both my professional and personal development.

## 1.1 Background of the Study

The classroom's traditional education primarily works as a catalyst to propel a graduate into the corporate world by granting a degree, and the internship program is the first flash of it. This is recognized, an internship course is required for Bachelor's degree completion at Islamic University of Technology. Students are required to work as interns for a renowned organization in order to complete this course and gain essential on-the-job training and experience for their future jobs.

This internship has given me the opportunity to use my theoretical knowledge in the real world. During my internship at Pathao Courier, my main focus was to give my all in order to make the report credible. Such internship programs are always encouraged by all leaders in the operations department. This internship program has provided me with a wealth of practical experience and knowledge. It usually takes a few weeks to fully grasp the working environment. But a few weeks later, it seems easier to me.

## **1.2 Objectives of the Report**

The main objective of this report is to conduct the overall process and competitive strategy to show how Pathao Limited is contributing to the courier industry in Bangladesh. I've also tried to show the procedure, overall scenario, and analysis of the different sections of Pathao Limited. In this report, my most concern was to show the findings of my own through analysis and experience of Pathao Courier.

## **1.3. Methodology**

I have tried to use the observational methodology to prepare this report. Because it allows people to witness firsthand people's behaviors and interactions, as well as observe the outcomes of those behaviors and interactions.

### **1.3.1 Types of Research**

Both qualitative and quantitative research is used for backing this study. Because I interned at the division in question, my report incorporates both theoretical and practical information. I went to the HUB Visit in Lalbagh HUB, Chittagong Hubs, Bopgura Hubs, and Center Warehouse and kept my boss informed about my observation.

### **1.3.2 Primary and Secondary Data Collection**

I have tried to collect both primary and secondary data to make the report more meaningful.

#### **Primary Data**

- Observation of working procedure of different department
- Observation of working procedure of different Hubs.
- Observation of working procedure of the warehouse
- KAM, QC team, Sales Team, Return and Pick up team and Acquisition team.

#### **Secondary Data:**

- Annual Report of Pathao Courier.
- Monthly Report of Pathao Courier.
- Weekly Report of Pathao Courier.
- TPO Report

## **1.4 Scope of the Study**

I have tried to discuss about the following topics-

- Process of Pathao Courier
- Return Process.
- Hub Operations.
- Core Operations.
- Transportation
- Sales and Acquisition process.

## **1.5 Limitations of the Study**

- This is a practical based report.
- There were some limitations to using the company's data.
- Insufficient depth of information and analytic skills to write this report.
- I didn't do any surveys. So, I cannot provide any empirical outcomes.

I have tried my level best to overcome these limitations in order to make a perfect report.

# **CHAPTER - 2**

## **COMPANY OVERVIEW**

## 2. Company Overview:

### 2.1 Overview of Pathao Limited

#### 2.1.1. Introduction

Pathao has ride-sharing services, food delivery, courier and E-commerce services. Pathao is the first major ride-sharing company in Bangladesh to get an enlistment certificate from the authorities. Pathao is a Bengali word meaning "send". The company was founded by Fahim Saleh, Hussain Elius, and Shifat Adnan.

Pathao Ltd is a Bangladeshi transportation solution business with offices in Dhaka, Chittagong, and other Bangladeshi cities. Dhaka, Sylhet, Chittagong, and Nepal are the current locations they are providing their services to. It manages mobile applications for merchants and Ecommerce Services. Riders (drivers) of Pathao Ltd are allowed to use their own motorcycles and automobiles. Dhaka, the capital of Bangladesh, is a highly populated metropolis. Growing up in this town, one thing is constantly on our mind: "The traffic" and the dreadful gridlock. Pathao Ltd began its adventure with delivery service across the nation, rather than with an online transportation bike business. Pathao Ltd. has done a great job in a short amount of time in terms of idea, service, and implementation.

In Bangladesh, Pathao gives the most advanced logistics service. Their decentralized army of bicycle-based couriers is highly trained and can assure the most efficient order completion. They give top-notch service at rock-bottom pricing by employing unique technologies.



*Fig 1: Logo of Pathao*

The organization, which is accessible via an application, guarantees same-day conveyance of customers' packages throughout the country, as well as the following option and recognized conveyance persons for security. There's a growing number of online commercial organizations that demand delivery services. There are existing administrations, and although only a handful of them are very good, there are expansions to experiment within this domain. Infrequently, if someone is promising same-day conveyance, which is difficult in Dhaka due to the movement situation and payment down approach of web-based commercial organizations. In any event, it looks like Pathao Ltd is pursuing a B2C and C2C market in this arena, with the target of delivering small all things.

They noticed the growing e-commerce business and decided that it was something that requires their assistance, so that became their top goal. They then moved to their mode of travel. Given the painful hours spent in autos and CNGs, we felt two-wheelers were the most feasible choice in a

busy yet compact metropolis like Dhaka. In Dhaka, they are currently showcasing on-demand motorcycle trips.

### **2.1.2. Mission**

In Bangladesh, just a few start-ups are focused on two primary issues. Pathao Ltd, one of Bangladesh's fastest-growing technological start-ups, is developing solutions for the logistics and transportation industries.

Pathao is on a mission to solve the country's biggest infrastructural problem which is traffic jam. After changing the e-commerce delivery game, they've moved into the ride-hailing transportation sector. Pathao Limited's solutions utilize the power of technology to reshape Bangladesh's face.

### **2.1.3. Vision**

Bangladesh has a high need for flexible and safe package delivery. With the rise of e-commerce shopping, it seemed clear that delivery services would be a huge success.

However, many businesses were having difficulties with secure delivery and quality assurance.

Pathao Limited has not only provided a solution for package transportation, but it has also employed many people in Bangladesh. In terms of service, a mobile app-based firm akin to Uber or go-jet has done well so far.

If you're a web-based company merchant or need to send or collect a large number of files or bundles regularly, Pathao Ltd.com offers flexible and secure bundle delivery with live tracking. Clients may monitor their packages' exact location at any moment thanks to GPS tracking programs.

### **2.1.4. Objective**

The company's inception to avoid traffic, Pathao Ltd transports products and passengers on two wheels. It's effectively Bangladesh's "Go-Jek," and it's rapidly expanding, with a large number of daily trips since its introduction in 2015. People were not supposed to be transported in cruiser taxis from the beginning. Pathao Ltd began as a conveyance benefit in 2015. Its army of bicycle drivers and flag-bearers picks up shipments for consumers in Dhaka and beyond. The administration grows as a result of the growing need in Bangladesh for trustworthy web-based business delivery services. Pathao Ltd collaborates with Daraaz, Bikroy.com, of Rocket. For example, Pathao Ltd decided to provide on-demand cruiser trips in mid-2016. The Pathao Ltd framework is very simple to use. Anyone must send a parcel from point A to point B. Google Play Store is where you can get the app. Book a ride and arrange for a direct pickup, then wait for



someone to confirm your request. Riders may be seen throughout the city. Within 20 minutes, the rider will arrive, collect your package, and deliver it to the destination.

It's the same service we've come to know and love from Go-Jek, Grab, and Uber. You make a request on the app, climb into the back seat of a two-wheeler, and are dropped off at your location for a predetermined fee. It's more convenient and quicker than riding in one of Dhaka's auto-rickshaws or manual rickshaws. The following are some of Pathao Limited's primary goals:

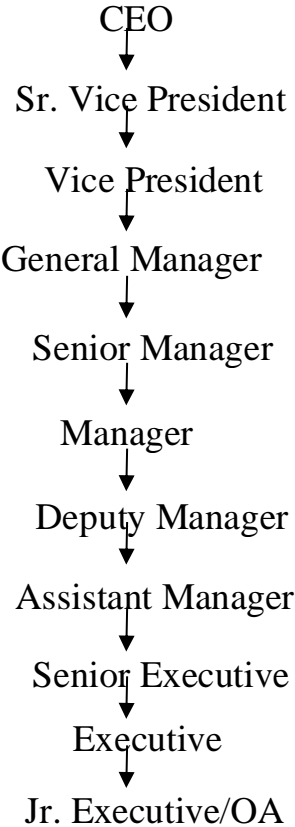
- Establishing a strong customer focus and connection built on trust and excellent service.
- To foster an atmosphere that is honest, transparent, and supportive.
- To appreciate and respect others, and to make judgments based on their merits.
- Pursue profit and steady expansion.
- The creation of job possibilities across Bangladesh.
- To work together as a team in the best interests of the company.
- To be unyielding in the pursuit of company progress and innovation.
- To be trustworthy, responsible, and law-abiding in whatever we do.
- Resolve the city of Dhaka's traffic congestion.
- A cash-on-delivery service that satisfies both the merchant and the consumer.

## **2.1.5. Organizational Structure**

Pathao Limited's organizational structure enables a smooth flow of information from the bottom to the top. Pathao has an open culture that allows workers to talk freely and without hindrance. This allows workers at the lowest levels of the company to communicate directly with senior management. Pathao has several departments that carry out various tasks. The following is a list of Pathao Limited's departments:

- Product
- Engineering
- Design
- Finance, Accounts & Procurement
- Human Resources & Culture
- Administration & IT
- Legal, Regulatory & Corporate Affairs
- Marketing
- Rides & Supply Operations
- Food Operations
- Customer Experience
- Marketplace
- Fulfillment
- Pathao Pay

**The organizational chart of Pathao limited is listed below:**

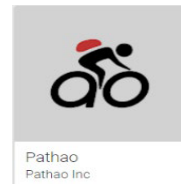


**2.2 Products and Services Produced and Offered to Customers**

Pathao is an on demand ride sharing platform which began their journey with e-commerce delivery service. Now they have entered the food delivery industry as well. Pathao delivers multiple services under one platform. “Pathao” app is the one for their end customers. As they are a platform-based business, they have to connect the service providers with their end customers. For example: Bike riders, Car drivers, food delivery men, parcels, and courier delivery agents are the service provider. On the other hand, people who need faster and safer transportation, home delivery for food, parcels, or courier are our end customers. Pathao is basically a bridge that connects the service providers with the consumers. Pathao’s services are based on 4 mobile apps. They are Pathao, Pathao Drive, Pathao Agent, and Pathao Resto.

### **Pathao App:**

This is Pathao's main app that directly connects to their end customers. Pathao app is like a super app with multiple vertices. A customer can avail of multiple services by installing and using only one app. Pathao provides services including ride sharing, food delivery, parcel delivery etc. Customers don't need to install individual apps to avail all of these services. Only the end customers use this app.



### **Pathao Drive:**

This platform is dedicated to the riders, captains, foodman, and parcel delivery men. Basically, it is dedicated to those who are passionate about riding motorbikes, driving cars, or cycling and want to earn money through their passion. They can earn as much money as they want and work whenever they prefer to.



### **Pathao Agent:**

As I have already discussed our strong delivery system, this app is a part of that. The main purpose of this app is to monitor our delivery service. Our pick-up agents use this app to perform day-to-day operations efficiently. Our merchants can track their products in real time. One app efficiently covers the whole delivery process from a merchant to the end customer.



### **Pathao Resto:**

This app is basically for restaurant owners. Using this app, restaurant owners will get notified whenever a customer orders food from their restaurant. They can proceed with the order and track their daily sales through this app. They also get analysed data about which food items are the best seller, how much they are earning through the Pathao food delivery system and the average processing time. Pathao launched this resto app at the beginning of 2022.



## **2.2.1.All the Services Pathao Provides:**

Pathao offers a variety of services. Pathao is like a one-app solution for multiple problems which can be named a Super App. At this moment, Pathao has 10 vertices in its main app.

- **Pathao Bike:**

Pathao bike is the most famous on demand product among all. It is the face of Pathao. Pathao bikes were introduced when no one believed people would accept such a service as it was pretty risky. But it was a superhit. People accepted the product. Now if someone comes using Uber moto, they say that they are coming by Pathao. Pathao bike is undoubtedly a revolutionary product.

- **Pathao Car:**  
Pathao car is basically a car sharing service. Pathao car was initially a hit but it is barely surviving as Uber takes up the market with maximum suppliers. Yet many use Pathao cars because it's much cheaper than Uber.
  
- **Pathao Food:**  
Pathao food is a food delivery service that Pathao offers to its users. When it launched, everyone accepted it and it was a big hit. In around 2018-19, Pathao was leading the food delivery industry. But foodpanda took over the position in 2020. Pathao food is reviving from the hit and again gaining new users every day.
  
- **Pathao Tong:**  
Pathao tong is basically a place where you can find any daily necessary items and grocery items. Pathao Tong has collaborations with the super shops and local Mudi shops. One can easily open Pathao tong to order groceries and items will be delivered at the user's doorstep within a minimal timeframe.
  
- **Pathao Shop:**  
Pathao Shop is a not-so-famous product of Pathao. It is enlisted with many local shops that sell beauty & personal care products, Mobile and gadgets, Fashion products, Home & lifestyle products, etc. Basically, it is a B2B market like Daraz.
  
- **Pathao Parcel:**  
Pathao Parcel provides the parcel delivery service with a particular distance. For example: You forget to bring your laptop charger and you have a meeting in a while. All you have to do is open a Pathao parcel and give some information like your parcel pickup and destination locations and the receiver details. This is now an on-demand service and rider availability also increased due time. It is a D2D service (Door to Door). Maximum value of product should be under BDT 2000. Bike riders can also provide parcel services.
  
- **Pathao Courier:**  
Pathao courier option is there in the app mainly to track down your product delivery that you ordered online. In this vertical, anyone can easily track the delivery with the consignment ID and recipient mobile number. As everyone is so busy these days, this service is much needed. It is a H2H delivery service, efficiently used by merchants to run their business. We also run C2C (Customer to Customer) delivery where non-merchants can also enjoy the service. The business owners are called Merchants.

- **Pathao Pharma:**

Pathao pharma is basically a medicine delivery solution that pathao offers to its users. All your local pharmacies are listed in Pathao pharma and users can easily order medicines which will be delivered to their doorsteps within a very short amount of time.

- **Pathao Health:**

Pathao health is a platform where you can ask questions about your health issues to the expert doctors for free. It is a collaboration with project Maya. There's an option 'Maya Plus' for priority service as well.

- **Top-up:**

In this vertical, you can recharge any amount to your mobile number. This is a complementary service Pathao offers now. In future, when Pathao pay will launch, users will be able to top-up with Pathao Pay.

## **2.2.2.Pathao's Worldwide Operations:**

Pathao Limited operates worldwide. It operates in Nepal as well. In fact, Nepal is a huge market for Pathao, especially for ride-sharing and food delivery verticals. Pathao in Bangladesh has to struggle a lot in competing with a global leader like Uber. But Nepal is lucky here to have no such competitor in the market. They are not infected with Keep (Taking a ride on a contract basis without using any ride-sharing platform which is illegal) and rider availability is more than enough. Therefore, they can charge less than Pathao in Bangladesh. Most of the rides taken in Nepal are on small distances. For that reason, the ride count is huge there. Bike rides counted in Nepal in a week are almost 4 times greater than Dhaka, Chittagong and Sylhet combined. Food delivery is also growing at a pace in Nepal. There, food deliveries in a week are higher than Chittagong's total delivery count. Pathao is now planning to expand its business to other small countries with great potential.

## **2.3. Company Analysis**

### **2.3.1.Pestle analysis**

It is one of the most difficult tasks for any organization to understand the environment and surroundings in which their operations will be executed. A well-uniformed pestle analysis can help the organization understand its opportunities and threats. Eventually, it will help analyze the SWOT analysis of the company. Now I'll be doing this for Pathao Limited in this part of my report. The following is Pathao Limited's Pestle analysis:

- **Political Factors:**

Political factors refer to the barriers imposed by the government including political instability, state law and order, restrictions on trade, environmental legislation, international commerce laws etc. To talk about Pathao, we all know it was the first company in Bangladesh to introduce ride-sharing services. At that time, there wasn't any government-issued law regarding ride-sharing services which makes it illegal to some extent. So, BRTC used to take action against Pathao and its ride-sharing service at that time. Later on, Pathao managed to make a good relationship with the authority and made their service legal and eventually lawmakers step in with laws in terms of ride-sharing. Now, there's law against the people who shares ride without government authorized ride-sharing platform. On another occasion, Pathao's overall efforts were thwarted. This occurred as a result of a recent large protest calling for a safe road. One of Pathao's main offerings has been affected by the state's political dynamics.

- **Economic Factors:**

It has a big influence on business operations and how profitable the business is. The economy is tied together by several factors. For example: economic growth of a country and the changes in inflation and interest rates, market price, income rate and many other elements. Before acquiring a substantial quantity of money from Go-Jek, Pathao faced various obstacles in the early phases of their business. Economic rates, inflation, and economic growth rates, among other factors, may have a substantial impact on Pathao's business strategy.

- **Social Factors:**

To put it differently, social aspects may be categorized as sociocultural elements. It includes shared beliefs, conventions, and principles, as well as population growth, demography, health, etc. which eventually create an impact on the way a particular country or community responds to crucial situations. If we look closely at an organization like Pathao Limited, they are continuously working to expand their female user base which is a very positive thing in respect of a country like Bangladesh. Now, working women are using Pathao's ride-sharing service on a regular basis to commute. If we can ensure women's safety and onboard female rides, the number will reach beyond expectations.

- **Technological Factors:**

Technological considerations influence how marketers promote their products and services, and also new ways of engaging with target customers, producing products, etc. A big chunk desires to do online businesses instead of going out and looking for it. Because all of Pathao's services are software and need a connection to the internet and the use of technology, they can capitalize on these trends. It is, however, vital that they address some of the technical issues. To keep current clients and acquire new customers, they need first

improve their software's interface, fix server crash flaws, and issues with Google Maps, among other things.

- **Environmental Factors:**

In the last fifteen years or so, these challenges have become more prevalent. They've become more important as a consequence of growing raw resource scarcity, pollution goals, and ethical and sustainable company practices, to mention a few of the challenges that marketers confront in this field. Consumers are increasingly demanding ethical and, if possible, sustainable supply of the products and services they buy. Pathao should maintain these environmental problems and customer requirements in mind while operating their organization.

- **Legal Factors:**

Legal refers to laws, rules, and regulations. Legal factors include business laws and customer rights. Recent laws have been imposed against “Khep” which means sharing a ride by any individual without using any government-issued ridesharing platform. Pathao follows these legal factors strictly and promotes not sharing any illegal rides. Pathao should be considered as part of Bangladesh since the country's government is contemplating implementing taxes on businesses and organizations that sell things or offer services via the internet.

### 2.3.2. Porter's five forces

It is basically a framework that analyzes the competitive environment of a particular company. The following is a summary of Pathao Limited's Porter's five forces model:

- **Competitive Rivalry:**

It evaluates the amount to which rivals exist and their primary strengths, as well as the quality of competitors' goods and services in comparison to one's own. In terms of rides, Pathao's main rivals are Uber, Amar bike, Shohoz, and Obhai. Pathao's delivery rivals include Parsel, Allcargo, logisticmart, and others. When it comes to meal delivery, Pathao's main rivals include FoodPanda, Hungrynaki, and others. Pathao must keep a careful watch on the quality of services provided by competitors and devise a plan to get a competitive advantage and, eventually, please customers. When it comes to courier delivery, Pathao's main rivals include Redex, Steadfast, Paperfly etc.

- **Supplier Power:**

The technique by which suppliers raise their prices, the number of possible supplies a business has, their distinctiveness, and the expense of switching providers are all examples of supplier power. Pathao's suppliers are freelancers, or ordinary folks who own a bike,

thus the company must find efficient ways to keep its current freelancers satisfied while also attracting new ones. For the courier the suppliers are merchants and providers are Delivery agents. They have around 1400+ merchants and 2000+ delivery agents who provides

- **Buyer Power:**

Buyer power refers to the amount of pressure a customer can impose to get a better deal from the business. A better deal includes quality product or service, customer experience, and budget that a customer is willing to pay. A question arises - Are our customers powerful enough to impose conditions on us? Buyer's power, in the context of Pathao, refers to the ability of individuals who own bikes and cycles to influence Pathao's business policies. But in terms of its end customers, they don't get many options to bargain with.

- **Threat of substitution:**

This relates to our clients' chances of finding a different supplier than us. Unless Pathao develops innovative policies to differentiate itself from its rivals, it will be readily replaced. Recent advanced transportation systems like Dhaka Metro Rail can be an obstacle to Pathao's business as a threat of substitution.

- **Threat of new entry:**

When you are holding a strong position in a very competitive but potential market, there's always a risk of new entry. If the new entry is any multinational company, your business might be at great risk. But it requires the feasibility to enter that particular market. Threat of new entry, in the context of Pathao, is surely Uber which is an already established multinational company. But in terms of bike ride-sharing, Pathao is the market leader to date. Then again, you can't say there might come another big company like Uber in near future. Pathao should assess the risks that new entrants might cause to their company

### 2.3.3. SWOT Analysis

Swot analysis helps a company to sustain and grow in a competitive environment. The following is Pathao Limited's SWOT analysis:

#### **Strength**

- Pathao provides one app with multiple solutions.
- One can get a ride whenever he/she wants with an affordable price.
- If the account has a balance, Pathao Pay allows customers to pay online.
- Pathao costs less than its competitors and is efficiently reliable.
- Unlike Uber, Obhai, and Shohoz, Pathao's discount coupon may be used by another user even if it was issued to a specific consumer.
- Pathao tong helps you deliver emergency rations which Pathao started first.



- Pathao Pay Later is a revolutionary option which no rivals can offer.

## **Weakness**

- Because it is made up of large networks, supervising often becomes hard for Pathao, resulting in the unavailability of drivers during crucial hours and unprofessional conduct among service providers like drivers and delivery men.
- The app's user interface is terrible.
- Because of including 11 verticals in a single app, it often gets slower than usual.
- Issues with the app displaying an incorrect distance.
- There's always some problem with the exact geolocating system.
- Getting a Pathao car in your emergency became a myth now.

## **Opportunities**

- By launching Pay Later, Pathao can now make a revolution in the ride-sharing and food delivery industries.
- Pathao is the market leader in Nepal and they have the opportunity to enter more markets like Nepal where the ride-sharing industry is untouched and gain new expertise in preparation for future global development.
- Relaunching Pathao Pay can take on another level with so many problems solved in a single app.

## **Threats**

- The biggest threat to Pathao remains “Khep”. If they can't control this unauthorized illegal ride-sharing service, they might lose a big portion of their user base.
- Major competitors like Uber are burning a lot of money to gain Pathao's loyal customers.
- In such an industry, new threats will come and a few may survive. Pathao should consider the risks
- Pathao focusing on multiple verticals while the rival focus on a single service might take Pathao's business to its feet.

# **CHAPTER - 3**

## **INDUSTRY ANALYSIS**

### **3. Industry Analysis:**

Pathao belongs to multiple industries as of its variety of services but one of its main verticals is ride-sharing service and it is also the brand face of Pathao. Pathao also holds a strong position in the food delivery industry as well. Pathao was the first to provide bike ride-sharing services in 2016, and by March 2018, it had signed up over 100,000 drivers and 1 million passengers around the country. The ride-sharing industry's success is founded on a variety of factors, including funding from investors, access to talent in comparison to other Bangladeshi start-up businesses, and great PR. Excessive competition, as well as regulatory scrutiny and distrust, are all disadvantages. More people are choosing motorcycling as a form of transportation in Bangladesh, thanks to the growth of motorcycle-based ridesharing services.

Pathao Courier Service is a First Home Delivery service in Bangladesh. Pathao is currently available in 64 districts. They deliver within Metropolitan cities of Dhaka, Chittagong, Sylhet, Khulna, Rajshahi within 24-72 HRS. On-demand/Express Delivery within 4-6 HRS from point of pick-up to the customer (Dhaka Only).

#### **3.1 Size and Growth of the Industry**

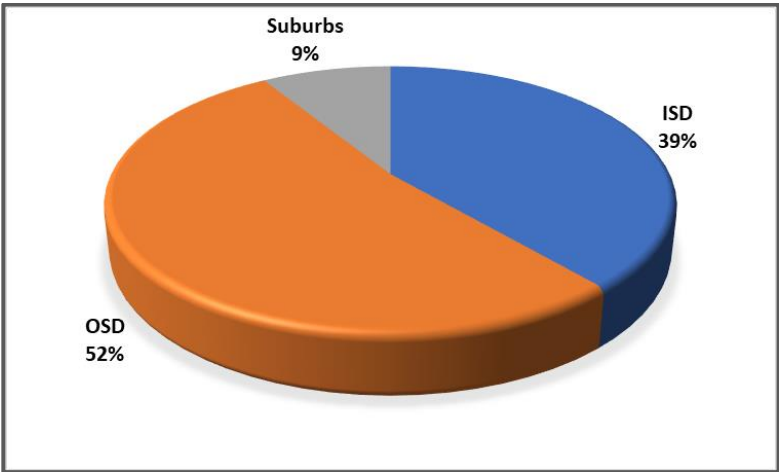
Globally, the ride sharing industry is evolving and creating more impact day by day. From 2021 to 2026, the global ridesharing sector is expected to grow at a CAGR by 17.32 percent, from USD 21.42 bn in 2020 to USD 61.24 bn in 2026. The rising need for cost effective as well as time-saving transportation will boost the market. The growing cost of owning a car, the desire to reduce traffic for ecological reasons, and government regulations promoting the use of ride-sharing services are all driving the worldwide use of ridesharing services. Lyft and Uber are indeed the industry leaders on a worldwide scale. Bangladesh's ridesharing market is valued at Tk2,200 crore, according to a Policy Research Institute estimate, and accounts for 23% of the country's transportation sector. Commuters utilized ridesharing applications for an average of 6 million trips each month in February 2019, according to data. However, current numbers show that 7.5 million rides are taken each month, surpassing the 6-million mark.

Currently, ridesharing start-ups have a market value of \$300 million across all business verticals. The value is expected to reach \$1 billion in the next 5 to 7 years, while some insiders think it may happen soon.

Pathao Courier is now the market leader in the Bangladesh courier industry. The overall process of last 34 months of pathao courier is given below:

Period	Processed	Delivered	Returned	Backlogs	Success	R/n Rate	B/Logs
Jan' 23	1,300,000	1,100,000	120,000	11,000	90%	9%	1%
Feb'23	1,330,000	1,150,000	123,000	30,000	85%	8%	1%
March'23	1,500,000	1,350,000	140,000	60,000	86%	7%	3%
April'23	1,600,000	1,450,000	150,000	11,000	92%	9%	1%

*Table 1: Business update of Pathao courier*



*Fig 2: Order distribution of April 2023*

Here,  
 OSD=Delivery number of Outside Dhaka  
 ISD=Delivery number of Inside Dhaka  
 Suburbs=Delivery number of Around Dhaka City.

**Estimated Revenue & Valuation**

- Pathao's estimated annual revenue is currently \$202.8M per year.
- Pathao's estimated revenue per employee is \$211,027

## **Employee Data**

- Pathao has 961 Employees.
- Pathao grew their employee count by 36% last year.

## **3.2 Maturity of the Industry**

In contrast to western nations, where car-based transportation services have grown in popularity, Dhaka has seen a boom in motorcycle-based ridesharing services that are less costly than auto-rickshaws and taxicab taxis. Motorcycle-based ridesharing has not only saved passengers time and offered them faster mobility by avoiding crowded traffic, but it has also created thousands of employment opportunities. Motorcycle sales have been continuously rising, with a year-over-year gain of more than 40%. According to a Reuters report, Pathao now has over 200,000 registered drivers. The government has taken initiatives as well to develop this service as it is solving the biggest problem of Dhaka city. Dhaka North City Corporation designed a 9-kilometer-long bike lane for the first time in Bangladesh

## **3.3.External Economic Factors and their Effect on the Industry**

This industry has great potential for the economy as well. Many jobless people are now earning their livelihood using these platforms as freelancers. Experts in the sharing economy Ridesharing services must maintain a proper driver-to-passenger ratio to maintain a sustainable business environment. Especially during the lockdown period, a huge bunch of people lost their jobs. On the other hand, traffic jams increased by double after this lockdown. The economy was vulnerable and went through a big transition period.

Despite recent concerns about its long-term sustainability, experts expect that ridesharing services will capture a bigger piece of the global transportation pie. The ridesharing business is expected to grow from around \$61 billion in 2018 to \$218 billion in 2025, and \$285 billion annually by 2030. In the next three years, it is expected that about 100 million people would use ridesharing services throughout the globe.

### **3.4. Legal Bindings of the Industry**

If the market needs to grow, several industry experts say it is too early to regulate ride sharing start-ups. Regulatory measures must be taken later in the process so that such firms may produce value, innovation, and employment. Automakers and service providers have yet to agree on a car registration policy that allows just one vehicle to be registered to a single platform. Instead of only ridesharing, some ride sharing platforms seek to branch out into verticals. But how can the government define the businesses after they've expanded out?

If the market needs to grow, several industry experts say it is too early to regulate ride sharing start-ups. Regulatory measures must be taken later in the process so that such firms may produce value, innovation, and employment. Other aspects of the draft Rideshare Services Policy 2017 need to be resolved in the meanwhile. Disintermediation has resulted in revenue losses for a number of businesses. When a commuter and a driver agree to transact without utilizing the app that was supposed to connect them, this happens in ridesharing. Because drivers have no responsibility to anybody except the commuter, platforms and their users are placed at danger. The government has made laws and regulations to stop this 'Khep' thing but the law enforcement authorities were less strict regarding this matter and therefore it hasn't stopped yet. Pathao tried to stop this practice with several campaigns as it is illegal and hampering their business. The campaign was called- 'Don't be a masud, don't khep, use pathao app'. It had a mixed reaction from the audience but the bike riders took it negatively and protested against this campaign.

### **3.5. Competitive Environment**

Uber Bike, Pathao, and Shohoz Ride were all successful in the early stages of motorcycle based ride sharing. Later Obhai and I picked up this legacy. While Uber is believed to have the best technology and driver training, Pathao has the most well-known brand recognition and a high rate of early success. Platforms provide discount coupons to users as a deterrent in order to conduct client acquisition and retention campaigns. Businesses must, however, grow into vertical services in order to stay competitive. New approaches, on the other hand, might quickly exhaust investor funds.

In 2018, Pathao received \$10 million in funding from investors, led by regional ridesharing juggernaut Gojek, while Shohoz received \$15 million from Asia Golden Gate Venture. Though Shohoz couldn't survive in the long run.

### **3.6 Changes in the competitive Environment**

Customer loyalty is another big challenge for platforms. When it comes to switching between the cheapest providers, using several applications at the same time is not a problem. Ridesharing companies now regard drivers as independent contractors. One of the reasons why platform-based sharing enterprises use a contractor-based model is to keep expenses down. The current strategy, on the other hand, does not sufficiently address the risks that come from this ambiguous interaction with drivers. Uber was recently banned in London because of these hazards. Ridesharing behemoths' stock values have plunged throughout the world this year, requiring serious assessment of the business model's long-term sustainability. Pathao, a \$100 million Bangladeshi corporation, fell into significant difficulties when investors dropped out. As a consequence of this stance, the start-up was obliged to reduce its workforce via mass layoffs of mid- to upper-level employees. Another ride sharing platform, Obhai, has taken a step ahead by adding CNG auto rickshaws to its list of services, charging commuters a fair amount through the app. While Shohoz is the market leader in online bus, train, and launch ticket sales, other platforms like Uber and Pathao have entered the food delivery market.

# **CHAPTER - 4**

## **OVERVIEW OF MAIN ACTIVITIES**



## 4. Overview of main activities:

### 4.1. Hub Visiting

I have visited four Hubs and the center warehouse between the period of my internship.

#### 4.1.1. Lalbagh Hub Visit

- Learned about the Lalbagh HUB working Schedule-
  1. Morning shift (Check in Time: 7.30am)
  2. Evening Shift (Check in Time: 2.30pm)
  3. Night Shift (Check in Time: 7.30pm)
- Meet with different people like shohel bhai (HUB in Charge), Sofiul vai (Lead ISD), Rubel vai, Ariyan vai, Nayem Vai and many other good people.
- Daily Tasks of Morning team are-
  1. Scan the Previous days Hold Parcels
  2. Receive new Parcel which came from COSD
  3. Assign the parcels to the DA (Maintaining the Excel Sheet)
  4. Panel Assign (Hermes)
  5. Assign mail
  6. Parcel Hold
  7. Parcel RTO (Maintaining the Panel)
  8. Zone Change (Maintaining the Excel sheet)
  9. Reverse Parcel Separate
  10. Hold Parcel Assign (Office Name)
  11. Morning Report (1 is for ISD team, another for HUB)
  12. HUB report
  13. Weight Dispensary of Panel
  14. Panel Solution
- Daily Tasks of Evening team are-
  1. Receive the Cash from DA (Delivery Agent)

2. Pick the Reverse Parcel by Scanning and send mail
  3. Assign PA(Reverse Parcel)
  4. Scan the Hold Parcel(Assign in Excel Sheet)
  5. Recon Solution(Check all the parcel again)
  6. Collect All the Pick Up Request
  7. Export from WorkPlace group
- Daily Tasks of Inbound team are-
    1. Receive the Parcel From PA
    2. Print Invoice
    3. Routing
    4. Scan the parcel and update on spreadsheet
    5. Handover to transportation team
    6. Check the Lot sheet of Van agent
    7. Recon solution
    8. Assign on the Panel
    9. Central Check out Report
    10. Line Haul Time Tracker Update
    11. IB OPS Evaluation Updates
    12. Pick Up and Handover Report
    13. Line Haul Handover Report
    14. No entry Report

15. CSV upload

16. Assign Parcel to No Entry Team

#### **4.1.2.Chittagong Hub Visit**

Findings-

- Shortage of space.
- If the van enters the hub late, it is not possible to take the attempt at all places.
- DA out time: 1 pm
- Change of border area.
- Pickup time exchange for elite merchants.
- Office Delivery problems

#### **4.2.Center Warehouse Visiting**

I have visited Center Warehouse 2 times during my internship period.I have observed different team operations process.Like:

##### **❖ QCTeam**

QC team of Pathao courier have 10 members.Their main duty is to provide OTP to the customers and the delivery agent.They provide Return OTP and Delivery OTP.Sometimes the take decision of Price Change.Before that they must have to contract with merchants and the customers.They have different Facebook,WhatsApp and Zendesk group where the communicate with the delivery agents.I have attached the one month work report of QC team.

Types of Issues	Quantity	Ratio
Delivery OTP	12000	34%
DTRO	3000	8%
Price Change	5000	15%
Partial Delivery	3000	10%
Exchange	200	1%
Price Change+Exchange	300	1%
Return	11500	31%
<b>Total</b>	<b>35000</b>	<b>100%</b>

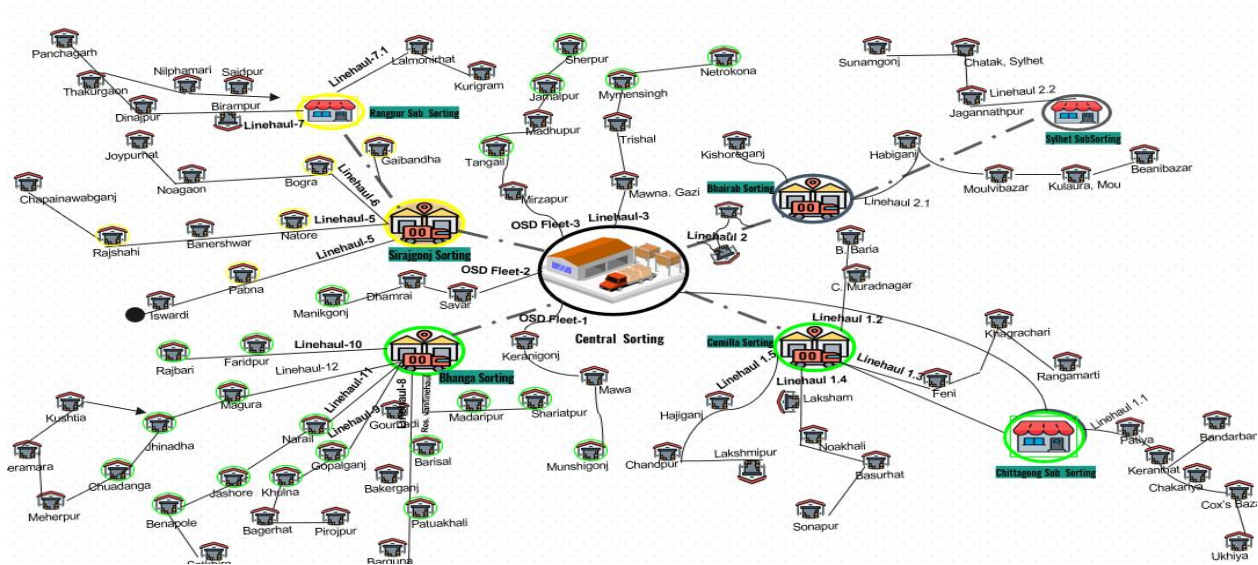
*Table 2:QC Team Report(April)*

#### ❖ **No Entry Team**

Sometimes the POD of a product gets lost. At that time they cannot track the product properly. So HUB sent these products to the No Entry Team. There are 4 members who try to find the owner of the product and ensure reprocessing of that product.

#### ❖ **Center Processing Team**

All parcels come from all hubs in Dhaka to the center processing team. The team then divides the parcel into several linehaul. Then they dispatch the parcels and hand them over to the transport team. The transport team hands over the parcel to the VDA (Van Driver Agent). And they deliver parcels all over Bangladesh. Center processing teams start their work in the evening and work through the night.



**Fig 3:Line haul distribution Plan**

**❖ Return Team**

I observed the return teamwork process.About 2000 parcels are returned to traders every day.Sometimes delivery agents are responsible for fake returns. But most of the time merchants and customers are responsible for returns.

NORMAL RETURN	This is the general return process.
REVERSE PICKUP	This is when the merchant is collecting products from the customer.
RETURN EXCHANGE	This is used when a new parcel is sent and the previous parcel is collected from the customer and returned to the merchant.

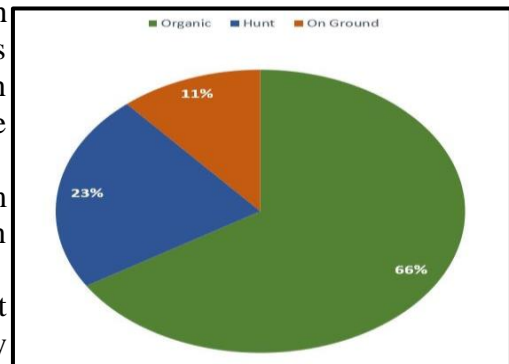
**Table 3:Return Types**

### 4.3.Different Departmental Attachment

From the beginning of my internship I was attached to different departments. All the departmental heads helped me a lot to learn about their working process.

#### 4.3.1.Attachment to Sales and Acquisition Team

- **Hunt Team:**This team communicates with new merchants through Online platforms like Facebook,Instagram,LinkedIn etc.This team contributes the most to the acquisition team of Pathao Courier.
- **Field Acquisition:**This team Communicate with new merchant on field,Visit market like New market etc
- **Organic Team:**New Merchant communicate with this team and they provide them all support.



*Fig 4:Contribution of acquisition*

*team*

#### 4.3.2.Attachment to KAM(Key Account Manager) Team

- The acquisition team forwards a merchant to the KAM team after one month of monitoring (if and only if the merchant meets the target order).
- If the merchant is unable to meet his target order then the CX(Customer Experience) team will handle him directly and not the KAM team.
- The KAM team strives to retain and grow a merchant
- Now the KAM team manages 2400+ merchants with its 15 members.
- The KAM team works in 8 groups.Like:Tier 0,Tier 1,Tier 2,Tier 3,Tier 4,Tier 5,Tier 6,Tier X
- Each tier has one member who handles 150/200 merchants.
- The KAM team communicates with the merchants in the POC(Point of Contract) model.
- KAM team tries to create a partnership with the merchant so that the merchant use Pathao Courier only
- The KAM team meets with high ranked and low ranked merchants every month
- The communication channel of KAM team are-

1. Over the phone
2. Whats app
3. Email.

### 4.3.3.Attachment to Issues Solving(IR) Team

## What does IR actually means

A statement that solves a problem or explains how to solve the problem

#### As a team

who needs to have the ability to address the problems that need to be solved, risks to be mitigated, and decisions to be made.

#### As an IR member

one has to have the ability to think through the issues, and consistently take effective action to resolve them



### Type of Issues IR team Handles:

Regular Issues	Critical Issues
1.Complain Wrong tag/Parcel swapped	1.Unprofessional Behavior
2.Coverage/Point Delivery	
3.Payment Pending Hub Payment	
4.Complain Weight Charge	2.Complain Lost item
5.On Demand	

6.Complain Panel Wrong Info	
7.Return Exchange	3.Complain Damage Product
8.Return Delay	
9.Complain Routing	
10.Complain Panel Status Update	4.Complain Charge Extra
11.Complain Others	
12.Delivery Delay	
13.Execution Details	5.No Entry/Canceled
14.Execution Cancel Delivery	
15.Execution Price	
16.Pickup	6.Forcefully Taken
17.Payment Invoice Problem	
18.Reverse Pickup	
19.Complain Why Return	

*Table 4:Types of IR Issues*

#### **4.4.Fulfillment Process of Pathao Courier Limited**

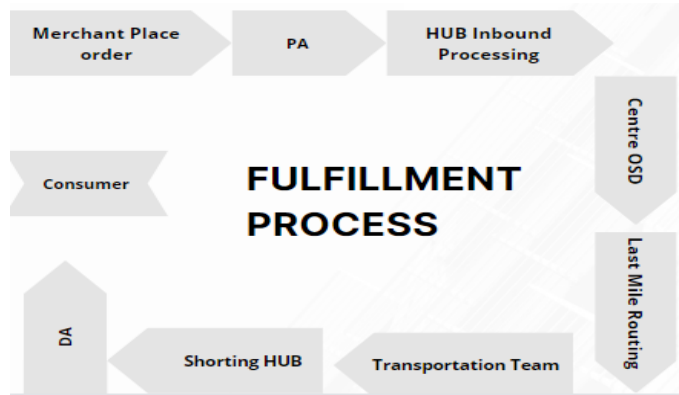
The fulfillment team works on the overall process of different departments.Like:Operations of Outside Dhaka,Operations of Inside Dhaka,Sales and Acquisition,Logistic and Transportation etc.I have prepared different presentations during my internship period based on these processes.



### 4.4.1.Fulfillment Process

Overall fulfillment process indicates the full process of the operations team.It includes all the HUBs working process.

First of all a merchant places an order via the merchant panel.The Pick Up team received the order and assign a Pick Up agent to collect the product from the merchant.After that the Inbound team process the parcels and sent it to Center OSD team.Center OSD team reprocess the parcels according to different linehaul and handover to the Transportation team.The transportation team sent the parcel to the last mile hubs.The last mile hubs reprocess the parcels and assign the delivery agents to reach the parce;l to the customers door steps.

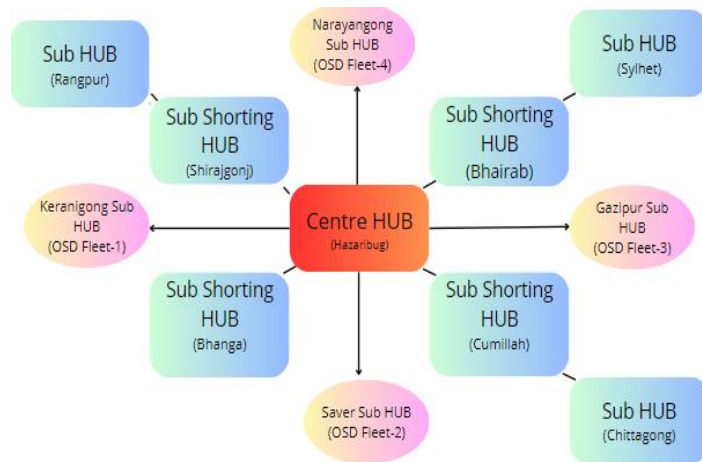


**Fig 5:Fulfillment Process**

After receiving the parcel the customer gives the cash amount to the delivery agents as the price of this product.The delivery agents receive the cash amount and send the amount to the HUB.Rocket team collects the cash from the HUBs.

### 4.4.2.OSD Transportation Process

The transportation team receives the parcels from the center warehouse and sends the parcels to the last mile hubs.

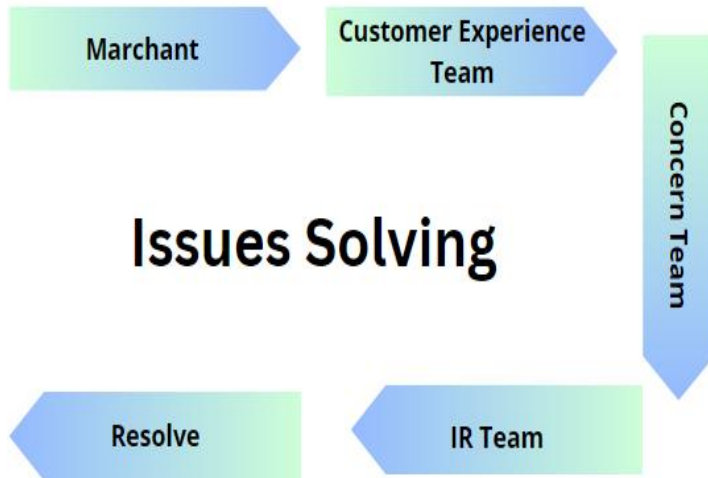


Pathao limited has more than 60 trucks.With the help of these trucks the Van Agent send the parcels to the HUBs.Pathao has 4 Sub shorting house in Sirajgonj,Bhairab,Bhanga and Comilla.They have 4 sub Hubs in Narayanganj,Keranigonj,Saver and Gazipur.

The transportation team sends the parcels in the last mile hubs in due time.Because of their contribution, hubs can deliver the parcels to the customers within 24 hours

**Fig 6:Transportation process**  
or 48 hours or 72 hours.

### 4.4.3.OSD IR Process:



Issue Resolving team collects the complaints from the merchants and Customer Experience(CX) team and work on their problems.

They have different concern team.Like no entry team,Return team etc.They contract with the different team through emails or over the phone and find out the actual problems.

After that they try to solve the problems with the help of the center operations team and hub leaders.They have the

*Fig 7:IR process*

authority to give a penalty to the merchants or HUBs.After solving the issues they send an email to all the concerned ends to make sure that the issue is resolved.

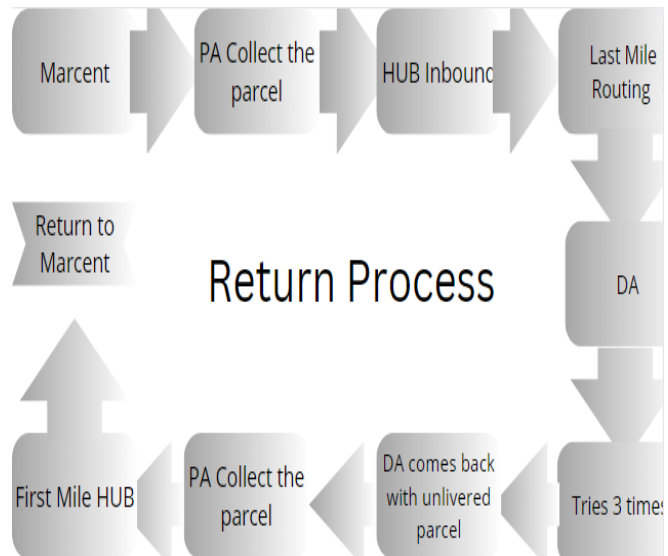
### 4.4.4.OSD IR Process:

Sometimes the customers return the parcels to the merchants.

Our pickup agents collect the parcels and send them to the return team.Before return the parcels the customers have to provide a return OTP.Without the return OTP the pickup agent can not collect the parcels.

After receiving the parcel the center return processing team reprocesses the parcel and sends the parcel to the first mile hub.When a center return team receives the parcel they create a return ID against that parcel.

After that the first mile hub re-assigns the parcel to the pickup agents and sends the parcel to the merchants.



*Fig 8:Return Process*

This is called the reverse logistic process of pathao courier.The operations team is now working on it to make sure the return ratio is very low.Their target is to keep the return percentage below 10%.

#### 4.4.5. Onboarding Process:

##### Steps to registration:

1. Go to pathao.com
2. Go to “Services”
3. Select “Courier”
4. Click on “Become a Merchant”

Done! New Merchant’ll be contacted from our end within 24-48 working hours.

#### 4.4.6. Pathao courier model:

Pathao courier is working based on 2 model-

1. Merchant based model
2. Customer based model

Merchant based courier services are courier services that are specifically designed for e-commerce businesses logistics solutions.

Benefits of this model is-

- PickUp from the store
- Nationwide home delivery
- Best for online business
- Smooth payment system

Customer to customer courier service is general courier service which is open for everyone. Any customer can visit our booking points and send parcels.

- Nationwide home delivery
- Tracking status
- Submit parcels at C2C points

#### 4.4.7. Order flow Process:

Order flow for the merchants are-

1. **Pickup requested:** A pickup request has been created from the Merchant Panel. At this stage a PA (Pickup Agent) is assigned to pick up the order from the Merchant's Store.
2. **Received at local Hub:** At this the order has already been picked up by a PA and received at local hub
3. **At the sorting Hub:** After being received at the local hub, the order is being sent to the Sorting Hub for setting the order for the right direction or channel.
4. **On the way to the last mile hub:** When the order is already being sorted and starts its journey towards the destination.
5. **Received at last mile hub:** At this stage the order is received at the nearest HUB of drop off location.

6. **Assigned for delivery:**At this stage the order is received at the nearest HUB of drop off location.
7. **Delivered:**After the order is being delivered.

Order flow for C2C are-

1. **Submit parcel at C2C:**Customers are required to submit their parcel at a nearest C2C point.
2. **Received at local hub:**At this the order has already been picked up by a PA and received at local hub
3. **At the sorting hub:**After being received at LOCAL HUB, the order is being sent to SORTING HUB for setting the order for the right direction or channel.
4. **On the way to the last mile:**When the order is already being sorted and started its journey towards the destination.
5. **Received at last mile:**At this stage the order is received at the nearest HUB of drop off location.
6. **Assigned for deelivery:**A DA (Delivery Agent) is assigned for delivering the order to the receiver.
7. **Delivered:**After the order is being delivered.

#### 4.4.8.Delivery Process:

##### DELIVERY ZONES

ISD (Inside Dhaka)	All areas that are under Dhaka Metro.
Suburbs	This zone consists of 6 areas. Narayanganj, Keraniganj, Savar, Gazipur, Mawna, Bhulta-Gawsia
OSD (Outside Dhaka)	All other areas fall under this zone.

*Table 5:Types of delivery zones*

## DELIVERY TYPES

NORMAL DELIVERY	This is the general delivery process.
SAME DAY DELIVERY	Only available in Dhaka Metro Parcels are picked and delivered on the same day
FRAGILE ITEM DELIVERY	Specifically for fragile delivery. Only available in Dhaka Metro and picked and delivered on the same day.

*Table 6: Types of delivery*

## DELIVERY TIMES

24 hours	<ul style="list-style-type: none"> <li>● same City Delivery</li> <li>● Inside Dhaka</li> <li>● Dhaka to Suburb (vice-versa)</li> <li>● Dhaka to Comilla</li> <li>● Dhaka to Feni</li> <li>● Dhaka to Narsingdi</li> </ul>
48 Hours	Dhaka to Chittagong and Cumilla
72 Hours	Suburb to Outside Dhaka (vice-versa) OSD to OSD Outside Dhaka

*Table 7: Different times of delivery*

**CHAPTER - 5**  
**ANALYSIS OF INTERNSHIP ACTIVITIES**

## 5. Analysis of Internship Activities:

This section of the report looks at internship activities and relates completing the project on time to learning goals and abilities developed and improved during the internship.

### 5.1 Learning Outcomes of the Internship Program

I got the chance to work with a range of individuals from the organization throughout my internship, which helped me to get a broad grasp of operations strategies. The insights I learned during the course of my internship are summarized here.

- **Gaining insight knowledge of the industry:**

During my internship period, one major learning about these ride sharing and courier industries is that no customer is loyal here. You are giving better offers, you will get a solid customer base. But they will stay as long as you are giving the cheapest offer with maximum availability. The moment you'd stop giving promotions, your customer base would swiftly move towards your competitor. Sustaining in such an industry is really tough. This is the reason why Shohoz and Redex are now out of the league.

But Pathao courier is trying to work on it. They believe in sustainability in the industry. So they are focusing on the quality of delivery not the quantity. This is why they are the market leader of the courier industry at this moment.

- **Converting thoughts into visuals:**

During my internship, I was able to turn concepts into a visual manner through developing presentations. I've had the opportunity to improve my talents by learning how to visualize ideas and plans in order to communicate them to top management. I got the opportunity to visit many hubs inside and outside Dhaka. From there I have learned the practical process of the courier industry.

- **Understanding the importance of proper branding:**

In these three months, one very important learning about branding is you can sell your product through lucrative marketing techniques but you can not sustain in the long run without proper branding. Brand message and positioning should be clear to the consumers. Failure in proper branding may lead the company to extinction. So the operation team forces the marketing team for proper branding.

- **The immense risk taken for faster delivery:**

Operations seem fun and interesting from the outside. But it's much more riskier from the inside. During my internship period, I was lucky to work in several projects for Pathao Limited. Working in those projects, I realized that operations often fall apart whether it's a good idea or not. There are certain things out of our hands. A company usually burns a

big budget on such projects and if it fails to get the expected returns, the operations team has to take the blame on them.

After all the operation team try their best to make a sustainable process to ensure the faster delivery to the customers.

- **Understanding the importance of data driven Operations:**

Being in an extremely competitive industry, the company must be well-informed about the interest and buying pattern of the customers. As a result, Pathao Courier has to gather all necessary data about their consumers and detect their buying pattern to understand the need and value. I have worked on it for 2 months and find out some interesting facts. From the data analysis I have find out those hubs which has the most return rate. After finding these hubs we work on it and try to find out the reason of return. After working on it we have reduced the return rate in a significant number.

## **5.2 Company Level Analysis**

Pathao Limited is doing everything possible to implement tactics that will provide them a competitive advantage in the business. As a result, the company's business procedures are now well-organized. Pathao Limited's communication strategy appears to be extremely effective, because everyone in the organization's structure is easily accessible, and information flows smoothly. Pathao Limited strives to build healthy connections within certain departments, and numerous events are done on a regular basis to foster employee relationships.

### **Efficient processes:**

- Ensure fastest delivery
- Strong operational hierchay.
- Proper planning
- Effective linehaul process
- Expansion of HUBs.

### **Inefficient processes:**

- According to me the only inefficiency I observed was the delay in the merchant panel and fastest OTP process.

## **5.3 Market Level Analysis**

Pathao Limited is the market leader in the bike ride-sharing industry and has a huge user base inside and outside Dhaka. Pathao has been offering faster and more efficient transportation solutions which have been a revolutionary move. Pathao was the first to introduce bike ride-sharing



which helped the office commuters big time. Uber is the prime competitor but they couldn't cope with Pathao in bike-sharing services. Although Uber is now the market leader for car-sharing services.

About Pathao's food delivery service, the market leader title goes to Foodpanda as they are now serving all over Bangladesh whereas Pathao serves only three divisional states. Yet Pathao holds second position and is still growing better than before.

Pathao's courier service is basically the cash cow for the company. Currently, Pathao delivers almost 70000+ parcels from merchants to customers' doorstep. They are the ones introducing same-day delivery. Undoubtedly Pathao is the market leader in courier services. RedX holds the second position.

## 5.4 Professional Level Analysis

As I was given numerous duties to perform, I learned a variety of abilities that would lead to better ambitions. The accumulated talents and related experiences that lead to my earning these abilities will be addressed in this part.

- **Business communication:**

During my internship, I had to interact with a variety of people both within and outside of Dhaka city. The communication process has provided me with an opportunity to improve my communication abilities. In addition to my communication skills, I was capable of interacting with stakeholders while adhering to various norms and standards. I was also present to the core operations team meeting. In that meeting I have learned about the different strategies the operation team are going to apply in future, The challenges they are facing at this moments and the opportunities they are going to grab in near future. I have to communicate with the Hub incharges, Merchants, Delivery agents, Pickup agents and so many different kinds of people. This has allowed me to improve my communication skills in an organizational context, something I would not have been able to do without the organization's help.

- **Networking:**

It is imperative to develop a network of contacts as a business student in today's society. I was able to expand my network by participating in the internship program, which allowed me to meet people from other businesses. While I was presenting Pathao Limited in concluding the transactions, I had to contact individuals from a variety of businesses. This has expanded my network and allowed me to discover new methods to remain in touch with those with whom I've formed a relationship.

- **Pitching:**

Pitching is a talent that every business graduate should have. I was able to understand the appropriate approach of pitching and structuring pitches professionally while generating

various presentations. Being within the operations department has also aided me in ensuring that I am capable of creating a brand out of any goods for customers. I was able to place customers and dramatically improve my pitching abilities by using numerous pitching procedures taught from industry professionals.

- **Time management:**

All of the projects I worked on during my internship had some form of deadline tied to them. It was required of me as a Pathao Limited employee to fulfill deadlines, and I did my best to provide it. I had to efficiently manage my time in order to fulfill deadlines, and this helped me enhance my time management abilities.

- **Challenges and difficulties:**

I have faced some challenges during my internship period. The main challenge was to adjust with the logistic industry. Because I had never worked in this type of industry before. But I did a course which was Supply Chain Management during my academic time and that course helped me a lot to adjust with this industry. Another difficulty was to visit different hubs and communicate with different peoples. But my line manager helped me a lot to overcome these difficulties. I think I have overcome those challenges and difficulties successfully by the grace of almighty.

All of the aforementioned abilities will tremendously assist me in moving forward in my professional career. Without the internship program, I would not have been able to learn these skills. I was also able to improve other abilities such as flexibility, problem-solving, and decision-making. I aim to put all of the skills and information I gained from my internship program to good use in my future professional path.

Moreover, the opportunity has aided me in supplementing the information I gained throughout my BBA study. As a student, I learned about many theories, and the internship provided me with the chance to apply these ideas in an organizational context. For example, Kaizen is among the most widely used management development philosophies. While working for Pathao Limited, I did many tasks for which I was given feedback to enhance the result of these actions. I had been able to consistently enhance the result and accomplish the assignments while keeping the right quality thanks to effective assistance from personnel in the same department. Furthermore, I was able to observe and implement the whole operational strategy using various techniques and data analysis.

## **5.5. Working environment and Condition**

Typically, Pathao Limited maintains a policy of five (5) days each week, beginning on Sunday and ending on Thursday. The working hours are 10:00 a.m. to 6:00 p.m., with an additional hour available to staff on a flexible basis. Individuals are not obliged to perform beyond 6:00 p.m., but if they are unable to complete their duty inside the company grounds, they may do so without

difficulty. During my internship, I was required to enter the office for a set 8-hour shift, and in certain rare circumstances, I was required to remain longer than the allotted time to accomplish the allocated responsibilities.

Pathao Limited has a culture of openness that encourages workers to connect and engage with anybody in the HR hierarchy, despite their position within the company. During my internship, I had no trouble talking with the Pathao Limited workers. The workers were really polite and helpful during my time at Pathao Limited, assisting me with any problems I had. Furthermore, the staff had offered me several advice based on their professional expertise, which may tremendously assist me in my working life.

E-mail communication was the most prevalent method of official communication at Pathao Limited. All relevant alerts and information were sent by email from one point to the other, which allowed the organization to keep track of all official contacts. Furthermore, all of the divisions maintain WhatsApp Groups so that they may readily interact with one another. The casual manner of interaction as well as the platform - Workplace - make it easy for an individual employee's needs to be communicated with other colleagues, and collaboration becomes simpler.

## **5.6. Working tools that I used during my internship tenure**

- Microsoft Excel
- Microsoft Powerpoint
- Google Doc
- Meta Workplace

# **CHAPTER - 6**

## **RECOMMENDATIONS AND CONCLUSION**

## 6. Recommendations and Conclusion:

### 6.1. Recommendations

I have successfully completed my internship tenure as an operations intern at Pathao Limited and I feel really fortunate enough to have an opportunity to complete my internship program here. Pathao Limited contains a good working culture and incorporates various types of business processes in order to carry out their business operations. Although the company is able to run their business operations efficiently now and are able to meet the demand of their consumers, I would still like to point out some things that I think should be looked at:

- **Focusing on Existing Verticals**

Pathao has a diverse range of services that a user can avail from a single app. Basically, Pathao is following the Super App concept. But People often get distracted when a single platform provides multiple services of different sectors. Therefore, some of the services always get unnoticed. I will recommend focusing on the existing verticals and adding advanced features that will keep Pathao one step ahead of the competitors rather than coming up with new verticals.

- **Promoting Pathao Courier**

Pathao has multiple services to offer but mostly promotes Pathao Bike and Pathao Food. Both of these industries have great potential no doubt. But I found out that Pathao Courier is generating the maximum portion of revenue among all the verticals. Simply put, Courier is the cash cow of Pathao. Unfortunately, there are not any promotional activities going on for Pathao courier. I'd definitely recommend Pathao to promote its courier vertical.

- **More Skilled Workforce**

Pathao courier is recruiting a lot of people to run their operational process properly. But for sustainable development they need to hire a more skillful workforce so that the operational team will do their work in a proper way easily and effectively.

- **Develop proper communication tools:**

To run a remote operation they must need to have developed proper communication tools. Existing communication tools are not proper enough to me. Because the lack of communication between different teams can create many problems. So they need to develop a proper way of communication all around Bangladesh.

## **6.2 Conclusion**

After successfully completing my internship stint with Pathao Limited's Courier Operations Department, I have gained a thorough understanding of how the department's procedures are carried out. This department's responsibilities range from running activation campaigns to onboarding new users. Participating in the activities allowed me to get an understanding of all of the procedures. I had a variety of theoretical information about the activities that take place in an organization, but after completing the internship program, I was able to grasp the practical knowledge that I needed and connect the concepts with real-world situations. Pathao Limited has made every effort to develop a long-term environment for its consumers. Pathao Limited's motto is "Moving Bangladesh," and the company has been working hard to build a sophisticated society since its inception. I've tried my hardest to reflect on the things I've accomplished and the lessons I've learned throughout my three month stay. Pathao Limited's working atmosphere was exceptional, allowing me to concentrate on and finish given duties efficiently. Pathao Limited's workers were exceedingly polite and willing to help me in any way they could. My three-month internship has provided me with lifelong lessons that will benefit me both personally as well as professionally throughout my career.

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# Appendix

## Appendix 1: Offer Letter



PRIVATE AND CONFIDENTIAL

PATHAO/HRD/AL/2023/003  
January 01, 2023

**Mehadi Hassan Tanvir**  
House:12, Road:10, Block:C, Bosla City Developers, Mohammadpur Dhaka, Bangladesh.

**Subject: Internship Offer Letter.**

Dear Mr. Tanvir,

We are excited to offer you an internship with Pathao Limited (hereinafter referred to as the "Company") under following terms and conditions:

**1 Commencement of Employment**

You will be appointed as an Intern in the Fulfillment department for Three (03) Months, effective from January 01, 2023 to March 31, 2023. However, the duration of your internship can be extended or shortened depending on your performance. You are requested to report at our office as per address given below at 10:00 AM on the aforementioned date. Please be informed that this letter will be null and void in case you do not report at the date and time specified in this letter.

**2 Posting and Transfer**

You will be posted in our Pathao Fulfillment Head Office. You may however be required to work at any place of business which the Company has or may later acquire. Such decisions shall be taken with mutual agreement.

**3 Compensation**

You will be paid a monthly salary of BD<sup>T</sup> (Tax Only).  
Your monthly salary, after deductions (if any) will be paid to the official bank account, provided by the Company. The payment of your salary shall be subject to statutory deductions as required in accordance with applicable legislation from the Company.

**4 Hours of Work**

Office working hours are 09:00 to 06:00 PM including one (01) hour lunch and prayer break, Sunday to Thursday. However, the time may change based on business needs and priority.

**5 Nature of Duties**

You shall faithfully carry out duties and responsibilities that are assigned to you to the best of your ability, using proper care and diligence, and generally, shall always act in the best interest of the Company. You will also undertake any other duties that may be required in accordance with the Company's instructions.

**6 Termination**

Your contract may be terminated by either party giving One (01) week notice or payment in lieu of One (01) week's gross salary.

Page 1 of 4

A handwritten signature in black ink, appearing to read "Tanvir", is written over a white scribble.

✉ support@pathao.com

☎ 13301

🌐 www.pathao.com

📍 Genetic Baro Bhuiyan, CWN (A) 3A, Road 49, Kemal Ataturk Avenue, Gulshan-2, Dhaka 1212



**18 Acknowledgement of Rights and Liabilities**

You hereby acknowledge that when joining the Company, you are provided with all necessary information and fully aware of the rights and liabilities thereon.

**19 Governing Law**

This Letter of Appointment shall be governed by and construed in accordance with the terms of service of the Company and the relevant laws of Bangladesh.

Kindly acknowledge your acceptance of the terms and conditions of employment by signing your copy of the letter of employment and returning it to us.

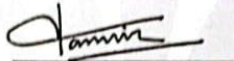
We wish you a successful and rewarding career with us.

Yours sincerely,



**H. A. Sweety**  
Director  
Human Resources & Culture

I fully understand and accept the above terms and conditions of employment. I will commence work on 01-01-23.



Signature

01-01-23

Date

## Appendix 2: Certificate of completing internship



PATHAO/HRD/RL/2023/001  
May 10, 2023

### TO WHOM IT MAY CONCERN

This is to certify that **Mr. Mehadi Hassan Tanvir**, student of **Islamic University of Technology**, student ID – 180061146, is posted for a practical job exposure in Pathao Limited as an **Intern** in the **Courier Operations** department for **Three (03)** months, effective from **January 01, 2023** to **March 31, 2023**.

In this internship period, we have found him professional, hardworking and a dedicated person towards the assigned tasks and responsibilities.

We wish him success in his future endeavors.

On behalf of Pathao,



**H. A. Sweety**  
Vice President  
Human Resources & Culture  
Pathao Ltd.  
Phone: +880 1948888477  
Email: h.a.sweety@pathao.com

✉ support@pathao.com

☎ 13301

🌐 www.pathao.com

📍 Genetic Baro Bhuiyan, CWN (A) 3A, Road 49, Kemal Ataturk Avenue, Gulshan -2, Dhaka 1212

## Appendix 3: All Weekly Reports

ID: 180061146



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### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 1<sup>st</sup> week

**Date:** From 1<sup>st</sup> January 2023 to 5<sup>th</sup> January 2023

**List of activities with brief description:**

I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. Here my supervisor is Saddam Hossain, Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:

- I have met many brilliant people who are contributing to running such a successful company.
- I was introduced to the overall operation system of Pathao Courier Limited.
- I was introduced to different department of fulfillment like: Operations, Acquisition and Customer Experiences.
- I tried to know about acquisition department briefly.
- Acquisition team has two sub teams like Corporate Sales Team and F-Com & KAM Lead Team.
- I was attached with Acquisition team in this week.
- Learned about KAM (Key Account Manager), Hunt Team and Field Acquisition. Overall it was a great week, learning different things and meeting some great people. I enjoyed the works a lot and looking forward to learn more.

  
\_\_\_\_\_  
Company Supervisor

**Md. Saddam Hossain**  
Manager  
OSD Operations, Fulfillment  
Pathao Limited

  
\_\_\_\_\_  
Academic Supervisor



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### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 2nd week

**Date:** From 8<sup>th</sup> January 2023 to 12<sup>th</sup> January 2023

**List of activities with brief description:**

I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's second week and here my supervisor is Saddam Hossain, Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:

- I have visited Lalbagh HUB in this week and I was there for 4 days.
- Learned about the Lalbagh HUB working Schedule
- I have carefully watched their work carefully from 10 am to 7 pm.
- Observed their work, tried to learn all the process, learned how to report and manage so many spread sheet at a time.
- I have observed Pickup and Delivery Process properly.
- I joined the inbound team at 8 pm and I tried to observe the overall process of the inbound team throughout the night.
- End of the week I have reported to my supervisor about my visit.

Overall it was a great week, learning different things and meeting some great people. I enjoyed the works a lot and looking forward to learn more.

**Company Supervisor**

**Md. Saddam Hossain**  
 Manager  
 OSD Operations, Fulfillment  
 Pathao Limited

**Academic Supervisor**





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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 3rd week

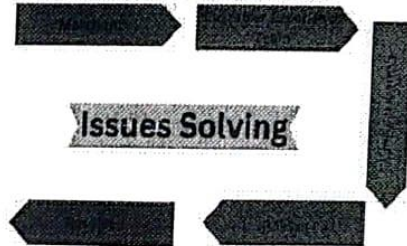
**Date:** From 15<sup>th</sup> January 2023 to 19<sup>th</sup> January 2023

### List of activities with brief description:


I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's my third week and my supervisor is Saddam Hossain, Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.


Throughout this week I learned the following things:

- I have visited different department in this week.
- I was attached with different team.
- I was attached with IR (Issue Resolution) Team.
- They solve 2 types of issues like regular issues and critical issues.
- Learned about Sack Tagging (Security code/consultant that use in every sack)
- Learned about the parcel journey.
- Learned about Issue Resolution Report Analysis.
- Learned about how to communicate with merchants.



Overall it was a great week, learning different things and meeting some great people. I enjoyed the works a lot and looking forward to learn more.

  
 \_\_\_\_\_  
**Company Supervisor**  
**Md. Saddam Hossain**  
 Manager  
 OSD Operations, Fulfillment  
 Pathao Limited

  
 \_\_\_\_\_  
**Academic Supervisor**



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### WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 4<sup>th</sup> week

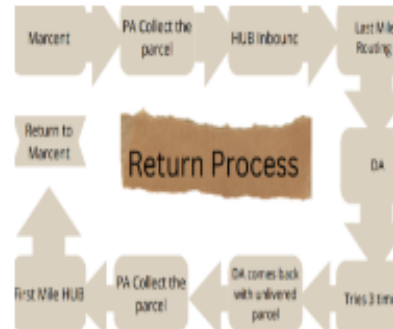
**Date:** From 22<sup>th</sup> January 2023 to 26<sup>th</sup> January 2023

**List of activities with brief description:**

I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's my fourth week and my supervisor is Saddam Hossain, Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:

- I visited different departments this week.
- I was attached to a different team.
- I have learned about the return process .
- I have learned about the run type. Like Pick up run, Delivery Run and Transportation run.
- I have learned about the DTRO process.
- I have learned about the on Demand delivery process.



Overall it was a great week, learning different things and meeting some great people. I enjoyed the work a lot and am looking forward to learning more.

Company Supervisor

Academic Supervisor

ID:180061146



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**WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**

Week: 5<sup>th</sup> week

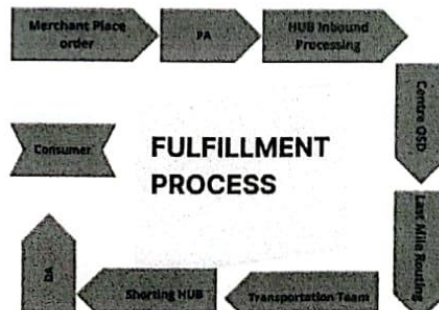
Date: From 29<sup>th</sup> January 2023 to 2nd February 2023

List of activities with brief description:

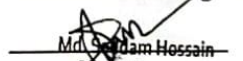
I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's my fifth week and my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.


Throughout this week I learned the following things:

- I have learned about WOW report analysis.
- I also learned about MOM report analysis.
- I learned about full fulfillment process.
- I have learned about linehaul and fleet line of transportation.
- Learned about ISD, OSD and RSD process.
- I have reported to my supervisor daily.



Overall it was a great week, learning different things and meeting some great people. I enjoyed the works a lot and looking forward to learn more.

  
Mridul Saddam Hossain  
Senior Manager  
Courier Operations, Pathao Limited  
Company Supervisor

  
Academic Supervisor



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 6th week

Date: From 5<sup>th</sup> February 2023 to 9<sup>th</sup> February 2023

### List of activities with brief description:


I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's sixth week and here my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:

- I visited Chittagong this week and I was there for 3 days.
- I visited 2 HUBs there. Halishahar HUB and Nasirabad HUB.
- I observed overall HUB operations and participated in different activities.
- After coming back I reported to my supervisor about my visit.

Overall it was a great week, learning different things, meeting some great people and visiting new places. I enjoyed the work a lot and am looking forward to learning more.

Md. Saddam Hossain  
Senior Manager  
Courier Operations, Pathao Limited  
**Company Supervisor**

  
**Academic Supervisor**





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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 7th week

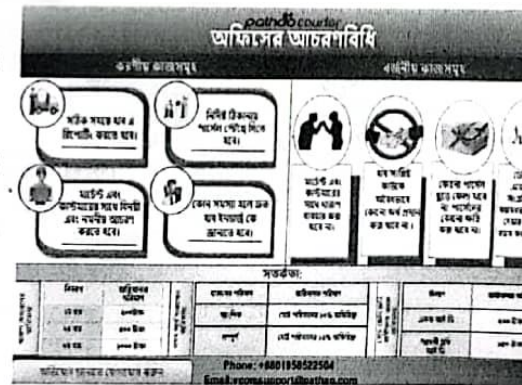
**Date:** From 12<sup>th</sup> February 2023 to 16<sup>th</sup> February 2023

**List of activities with brief description:**

I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's seventh week and here my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:

- I prepare a poster for the agents working in the hubs with the instructions of my supervisor
- I have learned about the IR team process.
- I have learned about the business expansion process from my supervisor.
- I was attached to the acquisition team and learned about their work.
- My team helped me a lot to know about different business criterias.



Overall it was a great week, learning different things and meeting some great people. I enjoyed the work a lot and am looking forward to learning more.

Md. Saddam Hossain  
Senior Manager  
Courier Operations, Pathao Limited

**Company Supervisor**

**Academic Supervisor**



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 8th week

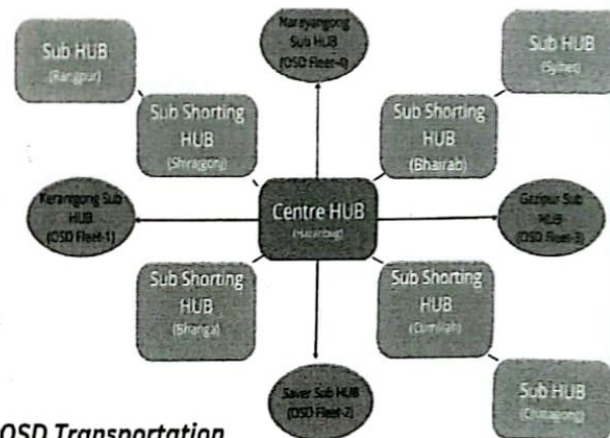
**Date:** From 19<sup>th</sup> February 2023 to 23<sup>th</sup> February 2023

**List of activities with brief description:**

I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's eighth week and here my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.


Throughout this week I learned the following things:

- I have learned about the overall OSD Operations.
- I learned about the linehaul transportation system of Pathao courier.
- I have learned the employee hiring process of Pathao Courier.
- I learned about COSD.



**OSD Transportation**

Overall it was a great week, learning different things, meeting some great people and visiting new places. I enjoyed the work a lot and am looking forward to learning more.

  
 Md. Saddam Hossain  
 Senior Manager, OSD  
 Courier Operations, Pathao Limited  
 Company Supervisor

  
 Academic Supervisor



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 9th week

**Date:** From 26<sup>th</sup> February 2023 to 2<sup>nd</sup> March 2023

**List of activities with brief description:**

I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's ninth week and here my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:


- I visited Bogura this week and I was there for 2 days.
- I visited 1 HUB there.
- I observed overall HUB operations and participated in different activities.
- I have learned how to overcome the challenges and ensure business growth.
- I also learned how to solve critical situations.
- After coming back I reported to my supervisor about my visit.

Overall it was a great week, learning different things, meeting some great people and visiting new places. I enjoyed the work a lot and am looking forward to learning more.

Md. Saddam Hossain  
Senior Manager  
Courier Operations Pathao Limited

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**Company Supervisor**



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**Academic Supervisor**



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 10th week

**Date:** From 5<sup>th</sup> March 2023 to 9<sup>th</sup> March 2023

**List of activities with brief description:**


I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's tenth week and here my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:

- I Visited COSD this week which is located in Hazaribagh and observed the overall process of the center processing team.
- I have learned the work process of the QC team there.
- I have learned the linehaul and fleet system of the transportation team.
- After coming back I reported to my supervisor about my visit.

Overall it was a great week, learning different things, meeting some great people and visiting new places. I enjoyed the work a lot and am looking forward to learning more.

Md. Saddam Hossain  
Senior Manager  
Courier Operations, Pathao Limited  
**Company Supervisor**

  
**Academic Supervisor**





# Islamic University of Technology

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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 11th week

Date: From 12<sup>th</sup> March 2023 to 16<sup>th</sup> March 2023

### List of activities with brief description:

I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's tenth week and here my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:

- I Visited COSD this week for the second time which is located in Hazaribagh and observed the overall process of the center processing team.
- I have learned the work process of the No Entry team there.
- I have visited the Hazaribagh Hub there which is a part of ISD operations.
- I have learned the Return process.
- After coming back I reported to my supervisor about my visit.

Overall it was a great week, learning different things, meeting some great people and visiting new places. I enjoyed the work a lot and am looking forward to learning more.

Md. Saddam Hossain  
Senior Manager  
Courier Operations, Pathao Limited

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Company Supervisor

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Academic Supervisor



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## WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week:** 12th week

**Date:** From 19<sup>th</sup> March 2023 to 23<sup>th</sup> March 2023

**List of activities with brief description:**

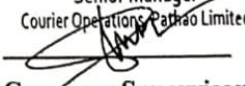
I joined Pathao Courier Limited on 1st Jan 2023 as Center Operations Intern. It's twelfth week and here my supervisor is Saddam Hossain, Senior Manager, OSD who has been guiding me countless times and has taught me many things that are completely new to me. I am always grateful to him for his constant guidance.

Throughout this week I learned the following things:


- I have learned about the total IR process.
- I gave a presentation about my overall journey at Pathao.

Overall it was a great journey, learning different things, meeting some great people and visiting new places. I enjoyed the work a lot and thanks to all my colleagues who helped me a lot throughout the journey.

Md. Saddam Hossain  
Senior Manager  
Courier Operations, Pathao Limited



**Company Supervisor**



**Academic Supervisor**

## Appendix 4: Plagiarism Report



Similarity Report ID: oid:22779:35113566

PAPER NAME

**Islamic University of Technology.docx**

AUTHOR

**Mehadi Hassan**

WORD COUNT

**11353 Words**

CHARACTER COUNT

**60019 Characters**

PAGE COUNT

**52 Pages**

FILE SIZE

**1.5MB**

SUBMISSION DATE

**May 9, 2023 6:16 PM GMT+6**

REPORT DATE

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The sources with the highest number of matches within the submission. Overlapping sources will not be displayed.

<b>1</b>	<b>North South University on 2022-05-12</b> Submitted works	<b>2%</b>
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9	<b>pathao.com</b> Internet	<1%
10	<b>Napier University on 2023-02-16</b> Submitted works	<1%
11	<b>islamicuniversity on 2022-04-04</b> Submitted works	<1%
12	<b>studymode.com</b> Internet	<1%
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18	<b>docshare.tips</b> Internet	<1%
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21	<b>rowfficient.com</b> Internet	<1%
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25	<b>North South University on 2021-01-24</b> Submitted works	<1%