

**Internship Report on**

**“Implementing Automation by Digitization of Information Systems**

**At Dhaka WASA”**

**Submitted To:**

**Dr. Dhiman Kumar Chowdhury**

**Professor and Chairman**

Department of Accounting & Information Systems, Faculty of Business Studies

University of Dhaka.

**Submitted by:**

Shyed Shahriar Housaini

ID: 10916046

**Date of Submission: 25/04/2022**

**Letter of Transmittal**

Date: 25/04/2022

Dr. Dhiman Kumar Chowdhury

Professor and Chairman

Department of Accounting & Information Systems

Faculty of Business Studies

University of Dhaka.

**Subject: Submission of Internship Report.**

I am here by submitting my Internship Report, which is a part of the MBA Program curriculum. It is great achievement to work under your active supervision. This report is titled- “Implementing Automation by Digitization of Information Systems at Dhaka WASA”.

I have got the opportunity to work as an Engineer at Dhaka WASA both in projects and in operation and maintenance divisions. While preparing this report, I have tried my level best to include all the relevant information, explanations, things I learned from the organization, my contribution to the organization to make the report informative and comprehensive. It would not have been possible to complete this report without your assistance, of which I am very thankful. This job gave me both academic and practical exposures. I learned about the organizational culture, working procedure of a prominent public water supply utility of the country, this also gave me the opportunity to develop a network in the public sector. It would be my immense pleasure if you find this report useful and informative to have an apparent perspective on the issue.

Therefore, I pray and hope that you would be kind enough to accept my Internship Report and oblige thereby.

Sincerely Yours

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Shyed Shahriar Housaini

ID: 10916046

University of Dhaka.

**Acknowledgment**

I would start by thanking my honorable internship supervisor Dr. Dhiman Kumar Chowdhury who has provided me with the necessary guidance needed to complete this internship report. Without his help it would not be possible for me to compile necessary information, make necessary adjustments to finish the report in time. I am also deeply grateful to him for allowed me to choose an organization for internship according to my job.

I would like to thank Dhaka WASA colleagues for all their support, necessary tips and guidelines during the internship period and the entire divisional team for being helpful and supportive in every little help I needed and for creating the opportunity for me to bring out my best performance.

I would like to express my sincerest gratitude to my family members and friends who always encouraged me for my higher studies and successful result.

**Executive Summary**

This report is an overview of my internship job experience at Dhaka WASA. During my job I have learned a lot about working with various stakeholders at public sector, public relations, Digitization of information systems, Digitalization of work process and its different applications. I have known about the work flow of public projects and public organizations, along with the functions the management and accounting department performs.

I have learned to work in a public utility corporate space which not only enriched me professionally but also helped me grow personally as well. My contribution was appreciated by my supervisor and other members of the department. I have had a great opportunity to practically see how automation and digitization sector is working and evolving in Bangladesh.

This report has been presented based on my observation and experience gathered from the company. The organization has many projects, divisions and departments but the focus is given more on the Technical, Engineering, Automation and Digitization works of various Department. This report mentions about the overall procurement process for automation, financial information of those divisions and vendor management in Dhaka WASA.

However, this report has been written in a short time. I have tried my level best to make it meaningful by reflecting my works at Dhaka WASA. After knowing the scenario of automation process and information management and financing related to automation at Dhaka WASA, I came up with some important deductions. The report also consists recommendations and conclusion according to my point of view, which I think would improve the organization in the automation aspects.