

**An Overview on General Banking
Activities of Social Islami Bank Limited,
Vatara Branch, Dhaka**



Internship Report On
An Overview on General Banking Activities of Social Islami Bank Limited,
Vatara Branch, Dhaka

Submitted To

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ACCEPTANCE LETTER

I am very happy to announce that this internship report title is “An Overview on General Banking Activities of Social Islami Bank Ltd. Vatara Branch Dhaka Bangladesh. This Internship report is completed by Most. Mahmuda Khatun. As a supervisor of her Internship I know this is her brilliant work without any doubt and this report is not a group work she completes it by own self. She has completed her report to follow my guidance and proper instruction.

I have also notify that I have already go through her final report and found satisfactory outcome from her internship report which she complete under General banking activities of social islami bank ltd. She also fulfill the BBA degree all requirement.

.....
Signature of Supervisor
Shakila Aziz
Assistant Professor
School of Business Economics

10th August, 2020
Shakila Aziz
Assistant Professor
School of Business Economics
United International University

Subject: “An Overview of General Banking Activities of Social Bank Ltd.”

Dear Madam,

I am very much happy to submit my internship report on **“An Overview on General Banking Activities of Social Banking Ltd.”** This internship report is prepared in a fulfillment of the BBA degree all requirement. As per your proper guidance. It’s a big opportunity for me to acquire some knowledge and experience about general banking activities of social bank Ltd. I also believe that this acquire banking knowledge and experience will help me to boost up my future career. I have tried to give my best effort and concentration to complete this internship report. I also hope that my hard work will serve this main object of this internship report. Finally I would like to request you I am always ready to further details information if you may need.

Sincerely yours,

Most. Mahmuda Khatun

ID No- 111 142 171

ACKNOWLEDGEMENT

According to our business school syllabus of United International University internship program is compulsory requirements to earn the degree. This program is very much essential for a student for his future life. It is very much hard for a student to complete a consultative work successfully. Successfully completion of consultative work requires huge study, consultation with learned and experienced persons and above all time and money. I am very happy and I would like to give thanks of our honorable faculty member shakila Aziz assistant professor of School of Business And Economics who help me a lots to give me many more his valuable information, guideline and her precious advice to complete my internship report. However Finally I want to show some respect and thanks SIBL all officers, staffs and workers of Social Islami Bank Ltd, Vatara Branch, Dhaka and I would like to thank Mohammad Makhsudur Rahman who help me lot also.

We were bound in our theoretician knowledge. It is my first experience to acquire knowledge through practical training. So, it is natural that there might have some mistakes. For these reasons, I am really sorry and I beg pardon.

PREFACE

Theoretical knowledge and real life is different thing. Coordination between them is really a hard subject. Internship report writing has been given a compulsory credit in the BBA program of United International University. With this part, I joined to Social Islami Bank Ltd, Vatara Branch 9th November, 2019, as a internship student of Shakila Aziz Assistant Professor of School of Business and economics. I have finished my internship program on **“An Overview on General Banking Activities of Social Islami Bank Limited, Vatara Branch, Dhaka”** for 3 months. I have already visited and observe their all general banking activity during my internship time period and learn lots of important activity about general banking of SIBL. This report is not a complete one, lack of proper knowledge on real situation; short time may make it a weak report. However, if this report can make satisfaction to my respectable teacher and the authority of Social Islami Bank Ltd, Vatara branch, then it will be a great success to me and this success will increase my courage in my future life.

Finally, I would like to give thanks my almighty god for giving me full of energy and patience to complete my internship report in proper time.

Executive Summary

Islamic banking financial system is rapidly increased. Islamic banking activity expand their not only the Muslim country but also they expand the minority of Muslim country and its going to be popular rapidly. As we are in Muslim country Islamic Banking system play vital role in banking system. Social Isami bank limited is one of the leading Islamic banks in Bangladesh. Social Islami bank started their service at 1995. This Study shown details about Islamic banking system, The all operation system of social islami bank Bangladesh limited, their strength ,weakness ,opportunity and threat. Apart from that provide some recommendation like SIBL take more time to provide ATM Card where others bank provide card within one day they should reduce time for providing ATM card. For this study, both qualitative and quantitative approach were used and both primary and secondary data were captured with the usage of convenience sampling technique.

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CHAPTER-ONE

INTRODUCTION

1.1 Prologue:

SIBL started their journey in 1995 and it is leading financial institution in our country. It is a financial intermediary between two parties; whose are searching security for saving money and another whose are wants to invest money in different sectors. The primary activities of the bank are including money which they borrow from their client and then they invest money. Many other financial activities were allowed over time. Now a days most of the people inside or outside the country they prefer islami banking and this banking system going to be popular day by day.

Islamic banking financial system is rapidly increased. islami banking activity expand their not only the Muslim country but also they expand the minority of Muslim country and its going to be popular rapidly. Islami banking always views as a ethical investment and ethical lending. Islami banking is most popular banking system for many practitioners and policy makers. Most the bank now follow the islami banking process and increase it entrance of banking system.

1.2 Origin of the report:

This Internship report is based on general banking of social islami bank. Before finish BBA program we have to do internship program. For gathering practical knowledge about banking activities & for achieving my BBA certificate I have selected Social Islami Bank at Vatara branch. I have started my realistic orientation program in General Banking Activities. The internship report topic is “General Banking & Activities of SIBL”. Hence I was placed in the Vatara branch of SIBL.

1.3 Objective of the Study:

For complete this report I have found some specific objective which I will mention below.

- To know about SIBL banking founding history their operation and their islami banking activity.
- Try to gain actual and practical knowledge of Social Islami Banking activities.
- To understand their various banking service which they offer for their clients.
- To identify how they maintain their banking activity and also increasing their client service and create good relation with customer.

1.4 Scope of the report:

Basically when I start my internship report I face some difficulties because I found less scope to complete this report. This internship report which is complete some basic information regarding Social Islami Bank Ltd. Mainly have to follow their some activity which is their banking structure, their growth and performance also. I also focus their foreign exchange activity, their investment department and day to day general banking activity.

1.5 Limitations of the study:

- My internship period was only four month in this short time I cannot proper analysis their banking activities.
- I was intern of their branch office. As an intern I have no access their all activity and the officer of this branch was too helpful but they were busy with their assign work that's why they cannot provide me my desire information.
- Some information was too much confidential in this reason they don't provide me their internal information.

- Collecting the information requires experience. But I had very little experience in the practical field. As a result, errors may have come into existence in the report.

1.6 Methodology of the study:

Most of students and researchers follow two type of methodology to complete their internship or project report and with that I have also follow two methodology one is primary source and second is secondary source.

Primary Source:

I must say that primary source is best way to collect information to complete internship report or project. I work their bank and made some questionnaire for collect their data. I provide self-made questionnaire toward the employees of this branch and they fill up my survey questionnaire and I found some data which is necessary for complete my internship report.

Secondary Source:

Basically I follow their website to collect data which I cannot collect by my survey questionnaire. I follow their annual report and some student report also.

1.7 Sources of Data:

To prepare an enrich report it requires acquisition of huge information and study of different relevant works on it. That's why I had to utilize both primary and secondary sources to collect relevant information.

1.7.1 Primary Data:

- Talking face to face interview with officer.
- Talking interview from client.

- File study from office.
- Observation of office activities.
- Informal work exposure.

1.7.2 Secondary Data:

- Annual report of SIBL.
- Online sources like website.
- Different journal.
- Newspaper, Publication, intern report.

CHAPTER-TWO

PROFILE OF SIBL, VATARA BRANCH

2.1 History

Bangladesh in an Muslim country here the people are strongly connected with Islam ,people wants to their economy based on Islamic curriculum Social Islamic Bank Limited an interest-free Sharia bank in Bangladesh incorporated as a banking company on 5 July 1995 under the COMPANIES ACT 1994. It commenced banking operations on 22 November 1995 as a second generation Islamic bank. Targeting poverty, Social Islami Bank Ltd. is indeed a concept of 21st century participatory three sector banking model in one; in the formal sector. They introduce various Islamic scheme bot formally and informally ().

It especially introduces lots of saving investment Scheme for poor unemployed people as well as employed people. Apart from that they also involved in many development sector like mosque properties Joint venture project. Charitable and religious affairs activities.

Social Islami Bank was listed as a problem bank in October 2005 on the back drop of signing Memorandum of Undertaking (MOU) between the SIBL and Bangladesh

But In 5th November 2007 they come out from problem listed bank. In 2010 the bank has 64 branch and SME centers.

Establishment of Vatara Branch

Head of the Branch : Motiar Rahman

Date of Establishment : 22/11/1995

Employees of Vatara Branch of SIBL

Employees

Executive Officer & Operation Manager

Executive Officer

Senior Officer

Executive Officer

Officer (Trainee)

Assistant Officer

Officer (Cash)

Officer (Cash)

2.2 Aims and Objectives of SIBL:

- Conducting interest free transaction or banking.
- Established an participatory banking system.
- Accepting deposit based on profit –loss shoring basis.
- Welfare oriented banking system
- To Contribution of society and equitable distribution of wealth
- To create employment opportunity.
- To develops human and society.
- Ultimately developed Islamic economic system.

2.3 Mission & Vision

Mission:

- Updated technology with quality financial service
- Highly customer satisfaction with fast and best accurate service.
- High growth strategy in balanced and sustainable way.
- Optimum ROI on shareholders equity.
- Innovative Islamic banking.
- Focus on high quality human resource in their bank.
- Increase empowerment to poor peoples.
- Create opportunities for employment.

Vision:

SIBL started its banking with three models.

- Formal – Commercial Banking with update technology.
- No formal – Increase empowerment of family through micro-enterprise and micro credit.
- Voluntary - Social Capital mobilization through CASH WAQF and others.
- Reduction of poverty level is their vision.

2.4 Function of SIBL:

- Maintain all kinds of Deposit with provide online facilities.
- Invest in different Sharia Mode.
- Conducting foreign exchange Business (FEB).
- Extension others banking service.
- To conduct Social welfare activities through Islami Bank Foundation.

2.5 Sharia Board Function:

- Examine All kinds of documentation and Islamic principle check requires paper and documentation is properly based on Islamic sharia or not.
- Advice board of director about Sharia matters.
- Sharia Board take opinionon the go to mufti minimum three take their support and approval.

2.6 Human Resource Management:

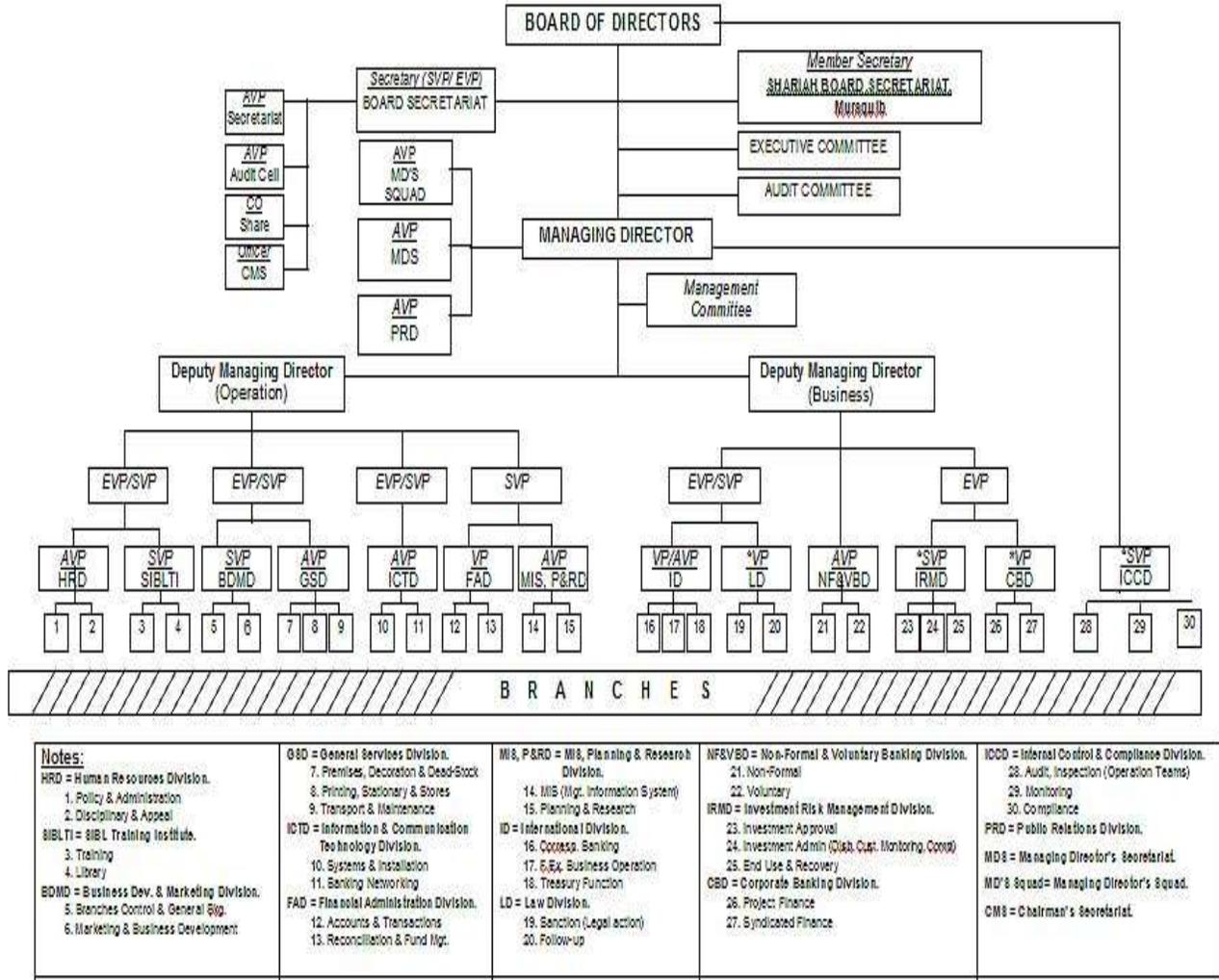
SIBL strongly believe that only well qualified manpower can meet the expectations of the clients. For this reason SIBL always conscious regarding its existing Human Resources and frequently hiring efficient manpower to met the standard of quality services.

Social Islami Bank Ltd has a full-fledged training school named Training Institute (TI). It undertakes orientation and motivational programs for the executives and officers at various level to conversant them with the Manifesto and working system of the bank. The Bank Management as well as Board of Directors immensely emphasized on Training. Training has no alternative. Keeping this view in mind with the full support & patron of the management. SIBL TI has been conducting training session on different areas in Banking like General Banking, Investment, Foreign Exchange trade etc. Every employee of SIBL will get basic training. SIBL Training Institute has chalked out a yearly plan for 2006 to conduct training round the year, which will immensely benefit to make our manpower as Human Resources.

2.7 Organogram of the Organization:

SOCIAL ISLAMI BANK LIMITED (SIBL) ORGANOGRAM

(Approved by the Board of Directors in its 120th meeting (emergency) held on 16th August, 2005)



2.8 Management Team:

To achieve the mission, a set of different drivers are mandatory. Commercial banks in Bangladesh are now in hard competition. This is because of the continuous growth of similar service oriented local banks along with special service providing foreign bank due to globalization. SIBL management team is sound experienced and enrich with excellent academic background and the legislative body or Board of Directors are responsible for selection of management team. The Board of Directors also sets objectives, policies and strategies and management team is the instrumental device, who implements those sets by the Board of Directors.

2.19 E-Age Banking:

Recently the Bank has introduced Online Banking amongst 20 branches of SIBL through which our customers have access to their access from another branch.

VISA Islamic Debit Card

In June, 2004 SIBL Introduced Debit card service through E-cash, ATM booth they provide initial service in Dhaka, Sylhet, Chittagong, Rajshai, Coxbazar.



Anyone who have current deposit, saving deposit or short Notice deposit at their any branch he or she can apply for Visa Islamic Debit card from where they open account. There has another option that is he or she can apply more than one ATM card in a single Deposit Account as mentioned early.

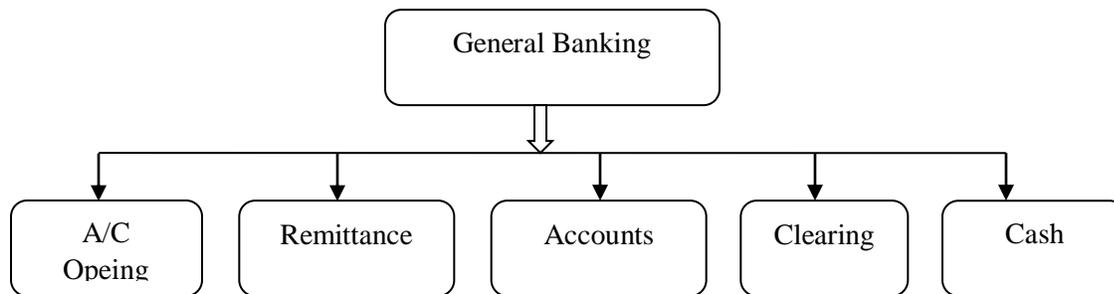
ICT department is always closely monitoring the E-transaction and some offices regularly check it, from January 2004 SIBL proving online banking service to its clients.

CHAPTER-THREE

GENERAL BANKING OF SIBL

3.1 Introduction:

As government made shift in policies in favor of privatization of major business organization including banking sector, a number of private commercial banks have emerged, Social Islami Bank Limited (SIBL) is one of them. Having started its operation as a commercial bank it provides services to the customer in different way. SIBL creates banking activities emphasis on customer service. SIBL always think that the customer is the king. So without providing a better service it will not be possible to progress in banking business .Now a days competition are increasing in day by day . For this reason different banks offered better facilities and gave much opportunity to this customer. So there is no way to reach expected target without providing a better customer service. From this concept SIBL started attractive general banking operation and offered verity acceptable account. The whole activities of General Banking of SIBL are classified in five areas:



3.2 Scope of general Banking:

- Mobilizing Different types of deposit accounts.
- Payment & Receipts cash.
- Check Issuing, check cancellation, check passing, check payment.
- Maintenance of Vault and Strong Room under joint custody for safe keeping cash and vouchers.
- Maintenance of accounts with Bangladesh Bank and other Banks.
- Remittance functions through issue and payment of DD, TT, & PO.
- Executing customers' standing instruction in their Accounts.

3.3 Deposit section:

Deposit is the life blood of the bank, SIBL drew-up series of action plan; both short-term and long term to raise the deposit base of the bank in line with the Directives of the Bangladesh Bank. The short-term action plan included launching of special drives like deposit mobilization months during April-June. As a result of continuous evaluation and monitoring company could significantly improve the liquidity positions as well as deposit mix in 2009.

3.4 Deposit Products of SIBL:

1. Al-Wadeah Current account.
2. Mudaraba Savings Account.
3. Mudaraba Term Deposit Account.
4. Mudaraba Special Savings (Pension) Account.
5. Mudaraba Double Benefit Deposit Scheme.

6. Mudaraba lakhopoti deposit Scheme.
7. Mudaraba Bashsthan Savings Scheme.
8. Mudaraba Millionaire Savings Scheme.
9. Mudaraba Hajj Savings Scheme.
10. Mudaraba Education Savings Scheme.
11. Mudaraba Monthly Profit Deposit Scheme.
12. Mudaraba Muhorana Savings Account.
13. Mudaraba Foreign Currency (Savings) Deposit Account.

Al-Wadeah Current account:

- Al wadia is a current deposit A/C which are open on proper introduction where minimum deposit is fixed by bank.
- Al Wadia In an deposit which accept on Al-Wadia principle that's means Al-Amana with with permission to use. Here bank can use of this deposit money with other fund as per Sharia bank take its own risk. Account holder doesn't get any profit or loss.
- Account holders have to withdraw their money only through check. There is no another option to withdraw money.

Mudaraba Saving Account:

Following Rules and regulation applied by SIBL in terms of opening accounts:

- Any Association, Academic institution, Club, social welfare organization can be open this account. With minimum amount any single depositor or multiple depositors can be open account it can be single or jointly.
- Bank may invest this deposit amount on the basis of Shariah Allowed investment.

- Depositor will get his or her profit based on annual profit or loss determination of the bank.
- Depositors can withdraw money anytime without any notice.

Mudaraba Term Deposit Account:

- Term Deposit accepted by the bank with sum of 5000 taka or more than it can be multiple 1000 from individuals, single and joint. Sole proprietorship firm, partnership firm, Limited organization, Charitable institution, Academic institution, trusts, local body , social welfare foundation etc. and here Minor can be deposit jointly with his or her guardian.
- The MTD are accepted for the period of- 1,2,3,6,12,24,36 months. Weightage on the ROI is given based on maturity of deposit.
- Bank can invest fund in any interest free halal business.

Mudaraba Special Savings (Pension) Account:

This is an unique types of saving scheme , Normally people save their money for economic security in old age and save a portion of income ,that's why SIBL introduced a MSSA by this account holder can be deposit money regularly . And person gets good considerable money at the end.

Mudaraba Double Benefit Deposit Scheme:

- Bank received deposit under mudaraba principle ,75% of earned profit from investment will be provide or distributed among the investor.
- In This Deposit any desirous people may invest but they have to invest minimum 10000 taka or above.
- Profit rate is fixed by bank and based on this bank will provide profit.
- In the name of Minor can be open this account.
- Bank holds right to cut tax from profit based on government rules in future.

Mudaraba lakhopoti deposit Scheme:

- Anyone can open this account, the deposit is monthly basis.
- This account is under Mudaraba principle, 75% of earned profit from investment will be provide or distributed among the investor.
- Period of Scheme will – 02, 03, 05, or 10 years.

Mudaraba Bashsthan Savings Scheme:

Housing is the basic needs of human. Some of population's are not still able to fulfill this basic need. For this reason SIBL focus on this.

Feature of this MBSS:

- Applicant have to fill the application
- An Amount of Taka- 100,1000,1500,2000, or any amount can be deposit.
- As per Islami banking rules actual amount may vary from estimated amount.

Mudaraba Millionaire Savings Scheme:

As we are Muslim country the people of our country mostly like to interest free deposits. For this reason SIBL a joint venture of Islamic Bank introduced a monthly installment based MMS.

Rules of this Scheme:

- Taka -830,1410,2550, is monthly installment.
- 15, 20 or 25 years can be duration of this.

Mudaraba Hajj Savings Scheme:

Hajj is one of the most important bases in Islam. When a Muslim has financial ability he or she has to perform it. It has huge amount consuming prayer it's difficult to manage money at the same time. To help Muslim to perform Hajj SIBL introduced Hajj Scheme.

Mudaraba Monthly Profit Deposit Scheme:

Social Islami Bank Limited is an Islamic Bank ruled by Islamic Shariah. The bank is operating in Formal, Non-Formal and Voluntary banking sector for alleviating poverty in the Bangladesh. But to reduce poverty in a country like Bangladesh there is no other alternative but increase internal deposit. Increase in deposit will increase investment and new investment will result in more employment. For this reason SIBL have introduced "Mudaraba Monthly Profit Scheme".

3.5 Requirements for opening accounts:

- Bank prescribed account opening form.
- Introduction of account to the bank (in all cases except limited company, MTDR).
- 2 (Two) passport size photographs duly attested by introducer of A/C in all cases except MTDR.
- Signature card.
- Valid trade license (in case of proprietorship partnership & limited company account).
- Cheque requisition form.
- Memorandum of articles & Articles of Association, Resolution of the company, certificate of In-corporation, Registration of RJSC, Letter of Commencement, List of Directors in case of limited company account.
- Prescribed nominee form with photograph of nominee except limited company account.
- Declaration of anti-money laundering in the account (as per Bangladesh Bank prescribed form) in all cases.
- Rubber stamp of the firm in case of proprietorship, partnership & limited company.
- Transaction profile in case of all account.
- Partnership deed in case of partnership A/C.

Check Book:

- A check book is bill of exchange.
- Cheque book is drawn upon a banker.
- Cheque book is payable on demand

3.6 Local Remittance Section:

SIBL offer many types of remittance facilities to people all over the country. SIBL serve best media for remittance from one place to another. This service can get both Customer and non-customer of the bank.

Following modes are using by SIBL:

- DD - Demand Drafts
- PO - Payment Order
- TT - Telegraphic Transfer
- Online Banking

3.7 Cash Section:

SIBL has a heavy equipped cash section. Cash is received and disbursed in this section.

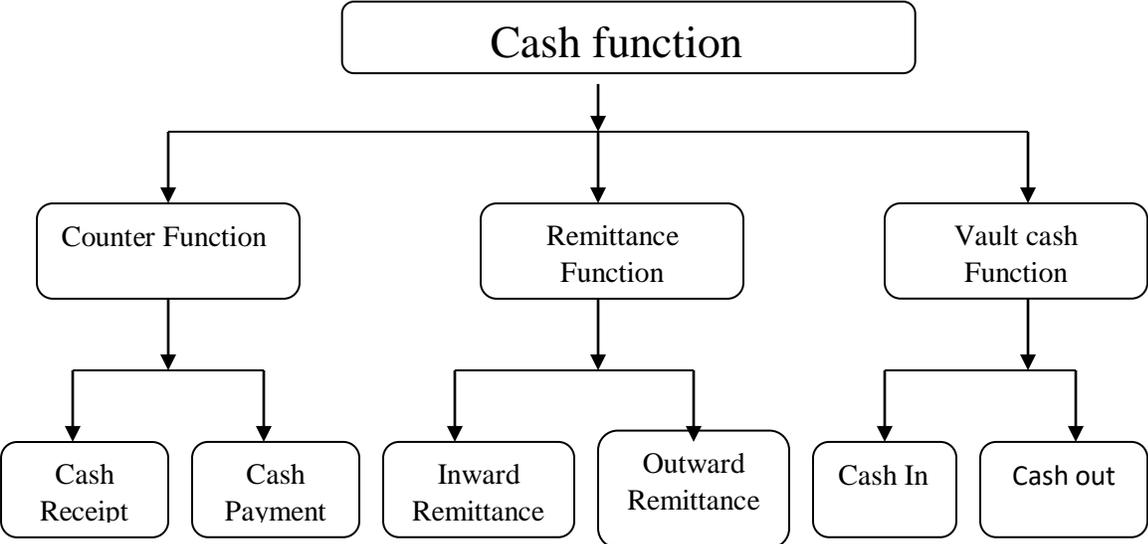
Cash Receive Section:

If any person deposit money he have to fill deposit slip and give it to cash officer with mentioned amount money in slip then the office check the name account number total amount of taka both words and figure after confirmation officer give entry in the deposit holder account also write done denomination of currency at the deposit book .

Cash Disbursing Section:

For encashment SIBL use various financial Instrument. Most useable instrument is Cheque, pay orders, Demand draft and debit voucher. If everything is right it is send to computer post. Then signature is verified by head then goes for cancellation.

Cash Function



CHAPTER-FOUR

ISLAMIC BANKING SYSTEM

4.1 Islamic Banking:

Islamic Banking System is generally interest-free banking system which is normally based on Islamic principle and Islamic sharia law, which is fully based on Islamic economics. In Islamic sharia law interest, is fully prohibited.

In this case people believe or think that non-Muslim people cannot able to do Islamic Banking, But here they can do if they are interested. It should be mentioned that, in the Quran and hadis there is specific rules that non-Muslim cannot able to do Islamic Banking. Or Islamic banking is only for Muslim (Wares, 3 July,2019).

Two Fundament Issues of Islamic Banking:

1. Sharing Profit and loss.
2. Prohibited to collect interest by lender and by investor.

Basic Principle of Islamic bank is banking system is derived from Quran and based on religious of Islam. All transactions are based on legal code of Islam. Commercial transaction governs by the fiqh al mu'alakat. Islamic banking system doesn't earn money based on typical interest charging practice. Islamic bank basically use equity and participation system. Its means bank provide loan without any interest then bank will earn profit by taking share. If the business earn profit bank will get profit if the business doesn't earn profit Islami bank also does not get profit.

The practice of Islami Banking is usually come traced Back to businessmen in Middle East who were started their business with Europe during Medieval Era. Initially Middle-east people used same banking principle as like European. By time European established their branch in Middle East .Some of banks use local policy newly established based on local need, financial transaction goes to loss –profit sharing method.

Beginning of 1960s Islamic banking system suffered in modern world from 1075 new interest free bank are opened. While majority of this institution are from Muslim country. In 1980 Islami Bank also founded in Europe. In Iran, Pakistan, Sudan national interest free banking system Developed (Tarvir, 2016).

4.2 Operating Process of Islamic Bank:

Islamic Banking system developed their own procedure for accomplish their banking activities.

Deposit:

Islamic Banks generally received two kinds of deposit:

1. Deposit which are not committed for investment this is take from saving or currents account.
2. Deposit which are committed for investment this is called investment account.

Current accounts are operating same way as like conventional Banking System. Saving account and investment account are operating in different way.

Saving Account:

In this account customer deposit their saving and allow banker to use their money. Bank is guarantee about their money and based on profit bank will give reward deposit holder. Here most of the bank gives reward annually based on their financial profit.

Investment Account:

There are two types on investment account:

1. Accounts with Authorization.
2. Accounts without Authorization.

In terms of Accounts with Authorization the account holder give an authorize to banker for invest his or her money to specific one project. After the completed specific period the account

holder will get profit. In terms of Accounts without Authorization the account holder don't choice any specific project for invest his or her money.

Investment Activities:

- **Musharaka:** here the bank and the clients are agree to invest in temporary participation that is not joint venture. Both bank and clients contribute capital for operation. Opeartion carries base on mode it can be weekly or yearly.
- **Mudaraba:** Here bank contributes all financing and get profit. This also like Musharaka.
- **Murabaha:** in this procedure buy some items and agree to pay bank later, upon the fulfillment of the actual buying, din agreed percentage of profit.
- **Bai Salam:** here bank buy or sell certain goods on post deliver and pay or received cost immediately.

4.3 Islamic Banking in Bangladesh:

Islamic Banking System in Bangladesh started their activates through establishment of Islami Bank Bangladesh Limited which is consider as a first bank in Southeast without Interest. In 13th march 1983 it was incorporate under the company act of 1913. In 1996 there are many bank give clearance for operate banking system based on Islamic principle (Uddin, 2020).

According to Internal & Islamic Economic Division, Research department of Bangladesh bank at the September 2016, eight fully Islamic banks is operating their activities wit 1006 branches. In addition, 20 Islamic banking branches of nine conventional commercial banks, and 25 Islamic banking windows of seven conventional commercial banks were then providing Islamic financial services in Bangladesh (Wares, 3 July,2019).

CHAPTER-FIVE

FINDINGS, RECOMMENDATION

5.1 Findings and Learning Points:

Three months internship is the partial fulfillment of the course and a field of achieving some practical experiences and combines that with academic knowledge. Accordingly I have joined in Social Islami bank Limited at Vatara Branch. To say honestly it's a nice and dynamic Bank in current business world. The bank has commendable contribution to enrich my knowledge and experiences. At the time of working in the practical world I have found huge discrepancies between my academic knowledge and practical situation. During the internship period I have actively attempted to attain some new aspects. But sometimes it was difficult enough to perform in an appropriate manner due to lack of required assistance of the organization authority.

4.2 Findings about the organization:

Social Islami Bank is one of the fast growing and committed Islamic bank conducting business activities around the country with 64 of its branches.

Strategies:

The Bank actively participates in international trade. The Bank maintain correspondent relationship with world famous Banks in every important centre to meet transaction requirements with global business development. SIBL make arrangement for foundation training for all of officers in order for their better development at Bank's own institute and BIBM.

4.3 SWOT Analysis of SIBL:

SWOT analysis is a tool for auditing an organization and its environment. It is the first stage of planning and helps marketers to focus on key issues. SWOT stands for strengths, weaknesses, opportunities, and threats. Strengths and weaknesses are internal factors. Opportunities and threats are external factors.

Strengths of SIBL:

- Islamic Shariah which influence Halal income
- Working together to build a caring society.
- SIBL has good relationship with their client
- Quality of service to every level of Customers
- Strong liquidity position
- Stable source of funds

Weaknesses of SIBL:

- Profit rate fluctuation
- Higher Service Charge in some areas
- Lack of Islamic money market instrument.
- Opportunities of SIBL:
 - Increasing awareness of Islamic banking.
 - Credit card system.
 - Increasing their remittances, they could adopt new strategies.
 - They must have to increase their Branches.

Threats of SIBL:

- Already all commercial banks in the country take their stone eye on customer services.
- Supply gap of foreign currency in sometimes.
- Overall liquidity fluctuation in money market
- Charge are too high in that competitive

4.4 Recommendation:

Finally, after analyzing the information here some recommendation for Social Islami Bank Limited.

- SIBL should increase skilled manpower to do its overall activities more efficiently. So that many of the employees do not have to give extra effort.
- Employees should take the working environment more professionally and maintain a proper work ethic.
- For Reducing Variability of service SIBL Should design a formal blue print service with standard quality.
- SIBL should focus on their charge because of high charge they can't able to attract many business managent. So it's important to control it.
- SIBL take more time to provide ATM Card where others bank provide card within one day they should reduce time for providing ATM card.
- In terms of credit defaulters SIBL should be more strictly and officer should regularly visit project.
- Organize training session, workshop for clients which are select by the branch to promote investment. it can be monthly or quarterly.
- SIBL should focus more on Research and development by this they can initiate different mode for investment.
- They should provide more ATM booth.
- For the convenient of Islami Banking, necessary amendment of rules may be recommended.

Conclusion

After an extensive observation of all the information, and findings I have arrived in conclusion. It can be said that in modern banking business “Social Islami Bank Limited” is a well-known name. Bangladesh Is an Developing Country, so it is essential to develop banking sector because without bank development it is not possible to take big project initiative. For that’s why SIBL trying to develop banking sector . As Bangladesh Is Muslim country people wants interest free service SIBL also strongly focus on religious perspective. The SIBL is try their best for operate their activities based on Islami Sharia.

Finally I mention that, the business world is having very critical and competitive in order to survive in the competition bank need to develop more active policy and strategy.

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