

**Agrani Bank Limited**

***Committed to serve the nation***

**INTERNSHIP REPORT ON**

**GENERAL BANKING ACTIVITIES OF**

**AGRANI BANK LIMITED**

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

**Internship Report**

**On**

**“General Banking Activities of Agrani Bank Limited”**

**Submitted to:**

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Major: Finance

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Letter of transmittal

20th February 2021

MD. Qamruzzaman

Associate Professor

School of Business and Economics

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**Subject: Request for the appreciation of the Internship Report of ``General Banking Activities of Agrani Bank Limited``**

Respected Sir,

I am very happy to present my Internship report on "General Banking Activities of Agrani Bank LTD (Mirjumla Road Branch)". I have tried to stick to your important directions, and ready to finish the theme examined the understanding and feature of the General Banking Activities of Agrani Bank Limited. I have tried my best to present the process of ABL General banking activities in my internship period.

A temporary job (Internship program) is a significant concern for my BBA completion. In order to satisfy this requirement I have started to perform at Agrani Bank, Mirjumla Road Branch in the General Banking Activities area from **1st December 2020 to 28th February 2021.**

I tried to include important information with the aim of this report that the main goal can be perceived. Specially, I captured real-life working experience on the official atmosphere before performing the genuine work field yet this effort will be measure as a decent showcase afterward your assessment. Finally, I might want to pass on my thankfulness and gratitude to you and your guidance, tremendous collaboration, and oversight to finish my internship report. I will be thankful if you consider my report is sufficiently relevant to satisfy my essentials. However, I will be glad to explain any query if needed.

Thanking You!!

Sincerely Yours,

Rayhan Hamim

ID: 111-163-128

Certification of similarity index

Declaration of the student

I am Rayhan Hamim inform you that my report "General Banking Activities of Agrani Bank Limited" is made due to my internship purpose because this is a prerequisite concern of my BBA program to present a temporary job report.

In addition, I was brighten up and taught by my administrator sir “MD. Qamruzzaman” Associate Professor, School of Business and Economics, United International University.

.....................................

Rayhan Hamim

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Bachelor of Business Administration

Major in Finance

United International University

Acknowledgement

Beyond everything, I want to thank Allah for his blessing in attaining my temporary job report decorously.

I got in employment to work as an intern at the Mirjumla Road Branch of Agrani Bank Limited. I genuinely make sure to give a true effort to inaugurate my real works understanding and learning in this report. I might want to offer my thanks to my respectable instructor, Md. Qamruzzaman, Associate Professor, School of Business & Economics, United International University on the center of my heart for his kind-hearted help, direction, guidance, useful oversight, guidelines, and for persuading me to conduct this paper.

I am moreover grateful to the officers of Agrani Bank Limited for allowing me to work in the Mirjumla Road branch. I would like to thank Mr. Rajon K Dey and Mr. Ferdaus officers of the general banking department for supervising me and giving me crucial information to write a meaningful report. I am also grateful to Md. Ruhul Amin Vhuiyan, Manager of the Agrani Bank, Mirjumla Road Branch, Narayanganj.

Mrs. Rabeya and Mrs. Tabassum Senior executives also helped me by providing crucial information. Iam also grateful to Mr. Subrata and Mr. Asadujjaman for their amiable reception. They were extremely encouraging in displaying the cycle of the task and gave crucial data towards my report at whatever point I drew closer. Moreover, I specially want to thank each member for their help and important season of offering significant information to me and making my work environment pleasant. I also want to thank every single person who collaborated with me to make my temporary job program an effective and significant one.

It was an remarkable chance to perform a temporary job in such an co-operation. The knowledge I have gained will be a benefit for my upcoming professional life.

Abstract/ Executive summary

An internship program plays a significant role in providing a crucial experience of a real job experience. A better co ordination among theory and practice can be increased to complete this program. The report is a accumulation of three months internship program along with Agrani Bank Limited. I understood different banking function and day-by-day banking procedure on my way to complete an internship.

The key goal of this report is to perceive knowledge about the general banking of Agrani Bank Limited. Primary as well as secondary data are used for creating this report.

In the 1st chapter, I have talk over the introductory part, which has been evolved to accomplish the entire report appropriately. Chapter Two discussed the“company and industry preview,” including company profile with Agrani Bank’s history, its vision, mission, objective, significant values, strategy, ethical principle, products and services, SWOT analysis, and operational network organogram. On-the other hand, industry preview, such as banking industry analysis. In the third chapter, I have talk over General Banking Activities. I have crucially explained the working experience of my internship program in Agrani Bank Limited – Mirjumla Road Branch, which is the key part of this report. Because it incorporates my job position, duties and responsibilities, my contribution to the departmental functions,myobservationand evaluation, skills applied, and new skills development, etc.The remaining part consists of recommendations and a conclusion.

Finally, I form an opinion which indicates that Agrani Bank provides better service to its customers, which plays a essential role in our country’s economy.

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List of Abbreviation

|  |  |
| --- | --- |
| **UIU** | United International University |
| **BBA** | Bachelor of Business Administration |
| **HR** | Human Resource |
| **MRB** | Mirjumla Road Branch |
| **ABL** | Agrani Bank Limited |
| **CSR** | Corporate Social Responsibility |
| **A/C** | Account |
| **L/C** | Letter of Credit |
| **PO** | Pay Order |
| **BOD** | Board of Directors |
| **SOD** | Secured Over Draft |
| **B/L** | Bill of Leading |
| **HO** | Head Office |
| **MD** | Managing Director |

# CHAPTER I: INTRODUCTION



Worldwide the range of the banking system is changing quicker because of Globalization, technological advancement, and deregulation. Banking in Bangladesh has to work in depth as well as successfully to keep up with the speedy globalization. Banks at this time must need to be competitive in the marketplace both with local institutions as well as foreign ones. Sustaining and developing in such a competitive banking world, two vital improvements are necessary. One is the development of “professional efficiency” in the sense of developing a proper manpower structure and its expertise and experience and the other even more significant is the evoloution of an appropriate financial framework by the central bank and Introducing a trained banker is not adequate with only theoretical knowledge in the area of banking efficiency. An academic course of the study has a great worth when its practical application in the real life situation is known to the academic knowledgeable person. Therefore, we have to know an appropriate application of our knowledge to obtain benefit from the conceptual study.

## Background of the Report

The short period job is a mandatory requirement for the students who aim to be a B.B.A graduate. In the internship program, I was in touch with the association title “Agrani Bank Limited” and this report is set up later the conclusion of a quarter of a year Internship program. This report arranged on my appropriate involvement on the daily financial task, academic knowledge enrichment, and below the close oversight of my inward help just as my authorized manager. The report has been named as "General Banking Activities of Agrani Bank Limited"

## Objectives of the Report

The key objective of the report will be to provide a review of the "General banking activities of AGRANI Bank Limited – Mirjumla Road Branch" by way of satisfying the requirement of the BBA program. Though, the objective of this learning is more extensive. Target of the report are summarized in the following way-

* To know and have understanding about the precise picture of ABL.
* To execute the academic information in the real life perspective.
* To know about the whole branch banking procedures.
* To acknowledge how the different divisions of the branch work.
* To allocate the entire financial exercises of Agrani Bank.
* To increase realistic perspective that will help us in our corporate life.
* To have a clear understanding in which segment the bank is working with legitimate fruitfulness.
* To assess the overall financial performance of Agrani Bank Limited.
* To identify the disadvantages of the bank and suggesting the best procedures to resolve these problems.
* To assess the present position along with analyzing future expectations.
* To recommend effective activities of the administrations those are provided by Agrani Bank Limited.

## Motivation of the Report

An internship program is a fundamental prerequisite to complete the graduation. It connects an undergraduate student towards the corporate life where a student is able to relate his theoretical knowledge with the corporate sectors. It is encouraging to gain experience and in order to set up an internship report which builds professional capacities as successful alumni. As a part of the BBA program, everybody needs to lead a practical direction in any corporation for fulfilling the requirement of the temporary job program. The main motivation behind the situation is to relate the undergraduate students to genuine work experience and this report is assembled based on the practical knowledge gained from Agrani Bank Limited.

## Scope and limitations of the Report

This report is arranged and prepared for my corporate understanding while working at Agrani Bank. It will be beneficial for the students and however by decreasing the misconception between practical and theoretical knowledge and it will provide a clear idea about corporate life and theoretical knowledge. This report is also contributing me through my better understanding of the corporate culture and better knowledge about its process. As I am an internee of Agrani Bank Limited, I have done many tasks like record opening, clearing, preparing check, giving remittance, open savings account, open current account, open FDR, accounts close, LC register writing, preparing DR/CR voucher, and So on. It is extremely difficult for an internee to have the entire understanding about the entire banking procedures within this tiny period but I gave my best to know about this corporate sector for preparing my internship report as well as my real work life.

**Limitations:** I feel so fortunate to perform at Agrani Bank in my working time. Even though I worked as an internee to this corporation, I got an amazing opportunity to know the activities and practices of the financial institution, especially Agrani Bank Limited. For arranging this report, I came up in front of some roadblocks and paradoxes which are stated below.

**Lack of time period:** I got only three months to accomplish this report; so it was genuinely difficult to focus the appropriation of the tasks of the financial institution; while a traditional worker gets advanced following 1 or 2 years of his trial period. In this way, because of time limitation, a huge number of point of view couldn't be talked about in the present report.

**Deficiency of information resources:** All kinds of data were not attainable for access, so it was impractical to get to and sum up them properly. Even though I had help from different officers. it was insufficient for me because of their high work constraint in the bank. A few doubts were made because of restricted data, so there might be some close to home mix-ups.

**Lack of proper experience**: Analyzing a financial institution in commonsense corporate culture, that was a totally new experience in my life, so my insufficient experience was one of the primary constraints; I realized during the construction of this report.

**Confidentiality of Info:** Every corporation has some secret information’s that they never share with everyone. So as an intern/outsider of this corporation they didn’t provide their every information to me. So this seems to be one of the conflict occur while the construction of the report.

## Definition of Key terms

General Banking:

General Banking is the day to day activities of a bank such as collecting deposits, creating bank account for the customers etc.

|  |  |
| --- | --- |
| A |  |
| ABL | Agrani Bank Limited |
| A/C | Account |
| AD | Authorized Dealer |
| ATM | Automated Teller Machine |
| B |  |
| BADC | Bangladesh Agricultural Development Corporation |
| BB | Bangladesh Bank |
| C |  |
| CBA | Commonwealth Bank |
| CD | Current Deposit |
| Corpo. | Corporate |
| D |  |
| DABIK | Daridra Bimochon Karmasuchi |
| DD | Demand Draft |
| DESA | Dhaka Electric Supply Authority |
| E |  |
| EGPRP | Employment Generation Project for the Rural Poor |
| F |  |
| FDR | Fixed Deposit Receipts |
| G |  |
| GB | General Banking Department |
| GM | General Manager |
| I |  |
| IT | Information Technology |
| K |  |
| KYC | Know your Customer |
| L |  |
| LC | Letter of Credit |
| LDP | Loan for the Disabled Persons |
| P |  |
| PO | Pay Order |
| PSS | Product Support Service |
| S |  |
| SBETPCS | Solar Energy, Bio-gas, and Effluent Treatment Plant Credit Scheme |
| SD | Savings Deposit |
| SLR | Statutory Liquidity Ratio |
| SME | Small and Medium Enterprise |
| SMESTCP | SME Small Transport Credit Program |
| SND | Special Notice Deposit |
| STD | Short Term Deposit |
| T |  |
| T&T | Telegraph and Telephone |
| TD | Time Deposit |
| TT | Telegraphic Transfer |
| V |  |
| VAT | Value Added Tax |
| W |  |
| WASA | Water Supply and Sewerage Authority |

# CHAPTER II: COMPANY PREVIEW

## Company Analysis

## Overview and history

**From the official website of Agrani Bank Ltd**, Agrani Bank Limited, a main business manage an account with 935 outlets independently established in all the business zones throughout Bangladesh, abroad Exchange Houses and many abroad Correspondents, came into view as a Public Limited Co. on May 17, 2007 intentionally to assume control over the business, resources, liabilities, rights and commitments of the Agrani Bank which developed as a nationalized business bank in 1972 rapidly after the rise of Bangladesh as an independent state. Agrani Bank Limited began working as a lucrative financial institution by a Vendors Agreement marked between the service of back, Government of Bangladesh in the interest of the previous Agrani Bank Ltd and the BOD of Agrani Bank Limited on November 15 of 2007 with review impact from July 01, 2007.

Agrani Bank Limited is represented by a number of Board Of Directors consisting of 12 specialized individual lead by a Chairman. The Bank is operated by the Managing Director & CEO; Managing Director is accommodated by the Deputy Managing Directors and several General Managers. ABL has 11 Circle workplaces, 34 Divisions in main corporate head office, around 62 zonal workplaces and 935 branches consisting of 27 corporate branch and 40 AD (approved merchant) branches.

**Vision:** To become the best leading state-owned bank of Bangladesh operating at international level of competence, excellence, sound administration, customer service and strong liquidity.

**Mission:** To work morally and reasonably inside the stringent system set by our controllers and to absorb thoughts and lessons from best practices to enhance our business strategies and methodology to the regale of our clients and representatives

**Motto:** To receive and adjust advanced ways to deal with stand preeminent in the managing an account field of Bangladesh with worldwide nearness

**Value:** They esteem in trustworthiness, straightforwardness, responsibility, respect, differing qualities, development and polished methodology to give abnormal state of administration to every one of their clients and partners in the nation & outside the nation

## Trend and Growth

Agrani Bank has exceeded in deposit growth between state-owned banks in 2019 mostly because of improvement in it`s client services. Its deposit growth rushed to a new extreme at 11.3 % in 2019, while Rupali Bank at 6.4 %, Sonali Bank at 5.6 % and Janata Bank at 2.3 %, according official statistics. Its loans and advances also edged up by nearly 18 % in the year under review. As a result, its net interest income rises in 2019 at Tk. 6.32 billion and profit after tax at Tk 1.07 billion.

ABL is improving every year as they are focusing on the development of services through innovations, appropriate using of cutting edge software and automation. All 958 branches have now real-time transactions and Agrani bank LTD is the very first to introduce the same among the state-owned commercial banks, ABL customers now receive SMS after every transaction, at its all branches throughout the country. Therefore this has brought a crucial change on the prospect of the services. Such automation has influenced many big entrepreneurs having vast network throughout the country. Agrani Bank Limited is now going to get advantage of the real-time transactions as many big groups have come back to them following introduction of the services.

"Pran Group, for example, has dealerships throughout the country. They had problems to collect money from rural areas as many of the private banks do not have branches there. They're now taking ABL`s services.

The ABL is the largest bank in providing foreign remittance transactions among the state-owned commercial banks. And it is considered as the third biggest bank in terms of transacting remittances between all the banks which are operating in Bangladesh. The ABL has inaugurated a very rare remittance app for Bangladeshi emigrant citizen considering restricted movement of humans in foreign as a result of the covid-19 outbreak.

They introduced a mobile app for the clients, crucially in a big market, for example like Singapore, so that they can be able to send money from home sitting in their own place at abroad. On the receiving end, the bank has increased its networking capacity through agent banking. ABL established many agent banks throughout the country to expedite remittance services. Also they tied up with mobile financial service providers to make a problem free and fast remittance transactions for the people who receive the remittance, Its foreign remittance transaction has increased by over 17 per cent than that of 2018.

The ABL had a few presences in the international trade even a few years back as big groups had switched to private and foreign banks. Many of them now have come back as they get satisfactory and competitive services.

Agrani bank has strong presence on the international trade as a crucial transaction relating to both export and import financing is being met by the agrani bank. This was not an easy task. A lot of clients had left the banks earlier on the grounds due its poor quality of services. Many came back including Jaber Jubair, Moha-maddi Group, Noman Group and many more.

The Agrani Bank Ltd financed a huge number of power & infrastructure projects, such as the Padma Multipurpose Bridge. Only in Padma bridge, it has managed to make an investment of a crucial amount of fund. The NPL recovery of the Bank, however, was recorded 146% in 2019. Its operating profit incremented to Tk 90 billion in just 2019. Total asset stood at Tk 8.5 trillion. ABL with now Tk. 20.7 billion paid-up capital was incorporated as a state-owned bank in 2007 under companies act, 1994. It established itself as nationalised commercial bank by following Bangladesh order 1972. Former Habib Bank and Commercial Bank were renamed as Agrani Bank. (Ahammad Parvej Khan, 2020)

## Customer Mix

The characteristics of ABL are, its a state owned bank, wide picture, and unlimited trustworthiness of ABL to country individuals, high duties for customers, qualified and encounter staff and many more. The disadvantages of ABL are: absence of proper administration giving mindset, absence of IT operations, somewhat manual based operation, lack of of laborers motivation, and depends heavily on the corporate head office. The main strength of Agrani Bank Ltd are very high demand of credit, high request of little endeavor financing, high demand of settlement-office and high request of venture by saving. The dangers of ABL are interference of CBA Officers' Somiti, some business & remote banks, principles and controls of Bangladesh Bank, present of comparable types of retail saving money item and many more.

Another deficiency of Agrani Bank Ltd is it is constitutional nature in management of ABL and is high in connection with general keeping money work. Administration of GB practice abundance conventions. Other setbacks are absence of service-providing mentality, interference of CBA Officer Somiti in operation of GB, lobbing from top level for doing unethical activities, lack of motivation in GB personnel due to not regular in promotion, absence of IT application and manual based operation.

## Product/Service Mix

Agrani Bank Ltd not only gained amazing popularity but also the bank has been successful in encouraging deposit and many loan services. The ABL is doing crucial progress within a very less period through its dynamic and tremendous management strategy and the introduction of the customer-friendly loan and deposit services. Also, between the government banks, they have succeeded to sustain their reputation for high quality of their product and the perfect variation of their services. ABL divided their product and services into some ways for easy maintaining of their product and services. This strategy influences the bank to enhance their product and service quality. All the products and the services offered by the bank can be classified under the following heads:

* General banking
* Business
* SME (Small and Medium Enterprise)
* Merchant Banking
* Islamic Banking
* Treasury
* Investor relation
* Technical & another online service
* Credit services

A brief discussion of these products and services are given below:

**1. General banking services:** General banking services consist of collecting different deposits throughout several types of accounts. issue and payment of demand-draft, pay-order, transfer of another fund this section consist cash division operation, clearing house, collections and discounting of bills and checks, maintaining accounts with Bangladesh Bank and other concerned banks as well as other various activities. ABL operates its general banking services consistent with the management of deposit, account opening, cash, bills, clearinghouse, security instruments handling, locker facilities and other ancillary services of the bank beside advance and foreign trade.

**2. Business:** Business is a crucial portion of an economy of a country. Which country is more developed in the business sector it indicates that the country’s economy also so strong. As a result (ABL) decided to give many opportunity and facilities to the business sector. They mainly give four kinds of services to the business sector, such as:

1. Account and deposit
2. Trade Finance
3. Import Finance
4. Export Finance

**3. Small Medium Enterprise (SME):** Agrani Bank Ltd is financing in small, medium Enterprises with the target of developing a dynamic and balanced industrial sector having a powerful base of SMEs throughout the country. From the very beginning of Industrial credit finance of the bank, SME division has authorized term loan in small, medium corporate-industries sector by the direction of Bangladesh bank. ABL provides SME services always to encourage the small and medium entrepreneur of throughout country.

**Three sectors in SME financing:**

1. **Service sectors:** Tailor services, laundry services, hospital services, clinics, block & printing, tractors, power tillers, hotel services, restaurants etc.
2. **Business sectors:** Clothes shop, plastic and synthetic shop, medicinal shop, Grocery shop, agro-business, rods and cement, furniture, and many more which are socially acceptable and income generating business.
3. **Industrial sectors:** Jute industry, garments, rice mill and plastic industry, cotton industry, sawmill, feed mill, furniture industry and others which are income generating, socially acceptable and eco-friendly.

**SME Products and Programs**

* **Narii Agrani:** Nari-Agrani is mainly a credit oriented program especially for the women of the country.
* **LDP:** Loan for the Disabled Persons is designed for the disabled persons with the aim to bring them into the main development activity of the country.
* **DABIK:** Daridra Bimochon Karmasuchi is a credit term program crucial for the industrious poor people of the country.
* **EGPRP:** Employment of Generation Project for the Rural Poor is a foreign-aided credit program with a view to reducing the unemployment rate of the country.
* **SBETPCS:** Solar Energy Bio-gas and Effluent Treatment Plant Credit Scheme, a green credit scheme, encourages using the eco-friendly energy.
* **SMESTCP:** SME Small Transport Credit Program is introduced for generating income, creating employment and developing the rural transport system.

**4. Merchant Banking:** ABL also handles merchant banking policy. In this service, they crucially focus on international finance, business loan for numerous companies and underwriting. They even maintain issue management and portfolio management. Often ABL provides suggestion and strategy to establish an international business.

**5. Islamic Banking:** Throughout Bangladesh most of the people are Muslim. However, there is some baking policy which is forbidden according to the Muslim policy. For this Islamic banking is such a strategy to overcome this hurdle. Islamic control under Shariah laws.Islamic Banking Activities:

1. Collection of Deposit.
2. Investment.
3. Fund Transfer.
4. Foreign Remittance.

**6. Treasury:** The following services are given

1. **Treasury bill:** Treasury bill is the short term security instrument having maturity within one year by when the government borrows from the banking as a portion of the budgetary requirement. Presently there are three types of T. Bill exists in the market with respect of maturity period. They are of 91 days T-bill, 182 days T-bill and 364 days T-bill..
2. **Treasury bond:** Treasury-bond is a long-term security based instrument through which the government borrows from the Banking industry for the long period as a portion of the budgetary requirement. Currently, there are 4 kinds of Treasury bond in the market with respect of the maturing period. They are of 5,10,15 and 20 years tenor.
3. **Repo:** Repo is the repurchase agreement from the seller`s perspective. When there is a bank or FI having government approved securities in excess after defending legal requirements, deficiency and falls short of liquidity then it might sells its extra securities after accommodating SLR under a repurchase agreement. In this connection, the bank which sells security under Repo must pay interest at an agreed rate. In case of Bangladesh Bank Repo, the rate is now 5.50%.

**7. Investor relation:** ABL knows it well that the growth of banking fully depends on its client. So it is crucial need to keep a good relationship with their investors. For this cause, they reserve all information with transparency and ABL always provide their clients with account details, balance sheet, the position of the bank, liquidity statement etc.

**8. Technical and other services:**

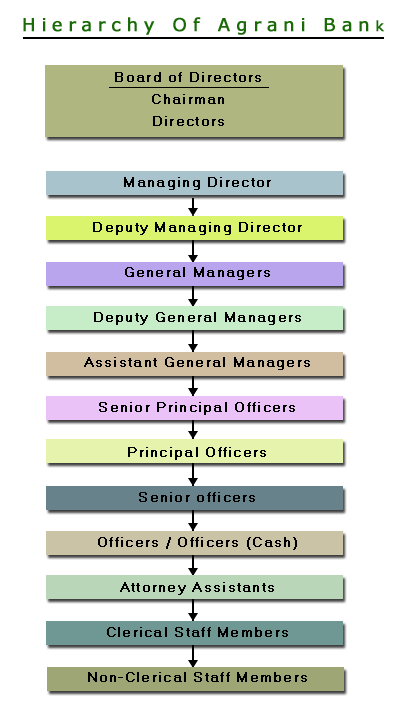
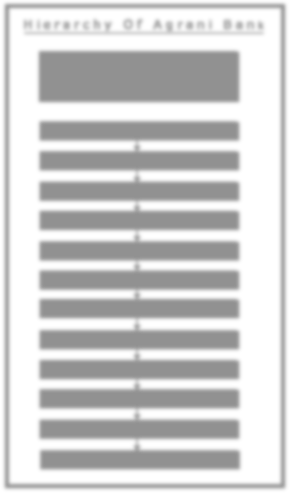
1. **ATM:** An ATM card is a payment card issued by any financial institution and the card gives the right to a customer to perform various transactions such as many kind of deposits & cash withdrawals, money transfer, obtaining account information and so on through ATM booth.
2. **Locker Service**: For safety and security of customers' valuables, for e.g, important documents, goods like jewelry & gold ornaments, ABL locker service is very much available in most of its branches.
3. **Agency Service:** A few of such services Agrani Bank Limited provides are given below:

* Collection of bills and utilities.
* Sale and encashment of Saving Certificates
* Sale and Purchase of Prize bonds
* Payment of Army or civil pension money.
* Payment of non-government primary and secondary school/college /madrasah teacher`s benefit (government division)
* Reimbursement of Government`s primary-school teacher’s salary
* Disbursement of Honorarium for freedom fighters.
* Disbursement of stipend towards female students of secondary , higher secondary institutions
* Maintaining BADC disbursement accounts.
* Payment of Government allowances towards Dustho Mohila, Bayaska and Bidhava.
* Disbursement of stipend to primary students
* Disbursement of stipend towards Shishu Kallyan Trust of urban areas.

**9. Credit services:** Agrani Bank Ltd gives several kinds of loans, advances services to different sectors. Agrani Bank has extended credit in the agriculture sector, trade, commerce, industry and other various sectors. ABL chose to give loans & advances to the following kinds of industrial sectors as priority sector at a yielding interest rate that is going on:

* An agro-based industry (e.g. processing & preservation of local fruits)
* Computer software and information technology.
* Electronic goods.
* Artificial flower production, frozen foods.
* Non-traditional exportable agriculture products.
* Exportable leather products.
* Presentation items.

The Bank is managed and worked by a gathering of professionally taught and expert group with enhanced involvement in fund and saving money. The management of the bank always focuses on comprehension and forecasting clients' needs. The situation of managing an account business is changing very fast step by step, so the bank's duty is to gadget system and new items to adapt to the evolving environment. Agrani Bank Ltd. has as of now accomplished broad advancement inside just few years. The bank has officially positioned them as one of the quality specialist providers and is known widely for its notoriety. Below here is the operational hierarchy of the Agrani Bank Limited:



**Figure 1: Management Hierarchy of Agrani Bank Ltd.** (Hierarchy, 2021)

## Operations

**Agrani Bank** is one of the state-owned commercial bank of Bangladesh which was established in 1972. The headquarters of ABL is situated near at Motijheel, Dhaka, which is also the capital city of Bangladesh

ABL was established on 26 March, 1972 by merging two Pakistani banks which we know as Commerce Bank & Habib Bank. The ABL is properly owned by the Govt of Bangladesh. Agrani Bank Ltd is controlled by a BOD which consists of 12 members guided by 1 Chairman.

As per year 2009, the bank has around 11 Circle offices in BD, 34 Divisions inside head office, around 62 various zonal offices, approximately 941 branches consists of 27 corporate branch and 40 authorized dealer branches ABL has been restructured into a corporation on 15 November, 2007 which emerged as Agrani Bank Limited by taking over asset, liability and goodwill of ABL. The sanctioned capital of ABL was Tk 8 billion. They are also supposed to be the owners of Agrani Bank cricket club.

The management of the bank is vested in an 11-member board of directors consisting MD and CEO assigned by the government. The BOD members design the rules and policy of the Bank. The MD is the chief executive and two deputy-managing directors; seven general managers and other senior executives oblige him. The general manager takes control of the ABL branches in six administrative area of the country namely Dhaka division, Chittagong division, Khulna division, Rajshahi division, Sylhet division and Barisal division. The ABL has around 30 departments throughout its head office, along with a training institute inside Dhaka. Apart from these, under World Bank funded Enterprise Growth and Bank Modernisation Project, there is a provision for selecting four consultants in the rank of general managers in the area of credit, audit, information technology and accounts and a full time law adviser for the bank.

Moreover conventional deposit taking inside various accounts and granting loans to nearly every sectors in the economy, ABL provides many other various services through its planned scheme of school banking system, inland traveller`s cheque, unique pension funds, industrial development oriented bond & inland remittance. The bank runs some income profitable and economic enhancement projects such as:

* The Productive Employment Project,
* Netrokona Integrated Agri-product and Water Management Project
* IFAD Project for poverty Alleviation through Employment Creation
* Kurigram Poverty Alleviation Project
* Crop Intensification Project
* National Micro Irrigation Development Project
* Micro Entrepreneurship Development Project
* Agricultural Diversification and Intensification Project.

## SWOT Analysis

SWOT Analysis is the detailed strategy of an organization’s exposure and potential in perspective of its strength-weakness and opportunity-threat. This analysis used the organization to make their existing line of performance also forecast the future to improve their performance in comparison to their competitors.

By SWOT Analysis, an organization can also find out their current position. It can also be considered as an significant tool for making changes in the strategic management of the organization.

SWOT is a short form or an acronym for the inward strength, weakness of a corporation and the environmental opportunity, threat facing by that firm. Thus if we consider now Agrani Bank as a business organization and if we analyze its strength, weakness, opportunity & threat the scenario will be as follows:

**Strength:**

* Energetic along with smart team work
* Good Management
* State owned bank
* Cooperation with each other
* Good banker-customer relationship
* Strong Financial Position
* Huge trust for Agrani Bank by rural people
* Huge business area
* Service charges seem to be comparatively reasonable.
* Strong corporate identification.
* High commitment for customers.
* Empowered Work force
* Qualified personnel.

**Weakness:**

* Lack of appropriate motivation, training and also job rotation
* Lack of it`s ATM services
* Too much dependence on head office.
* Not utilizing IT services.
* Very Limited kind of advertising and publicity of bank’s products and activities
* Not enough strong marketing activities
* Backdated Software and Hardware at Agrani Bank Ltd, Narayanganj
* Office environment is not as per private bank environment
* Diversification
* Service providing mentality is very low

**Opportunity:**

* Increasing sales volume
* High demand for credit.
* High demand for SME financing.
* High demand for Remittance.
* High demand for investment by depositing
* Expansion of banking services into other different services
* Experienced Managers
* Government has been controlling industrial credit
* Growing concern of recession in global economy
* Intensification of competition in the industry

**Threats:**

* Upcoming Banks/Branches
* Similar products are also offered by other banks
* Default Loans
* Financial Crisis
* Interfere of CBA officer
* Strict rules provided by Bangladesh bank.
* Presence of Similar type of retain banking product.

## Industry analysis

## Specification of the Industry

Bangladesh is arising as an emerging nation. The banking segment is tend to be a crucial part of the country's economic growth. A country's banking system can be considered to be an indicator of its growth in the economy. Banking framework is irreplaceable for present-day exchange and trade. Now a-days, banks act as caretakers of opening cash in addition are basic as significant specialists for support of the sound budgetary situation of a nation.

Nationalized Commercial Banks be situated built up in BD in 1972 over and done with the union of twelve business banks that were working in pre-free Bangladesh permitting the helpless admittance to finance, lessening capital trip to far off nations, and enhancing household venture was a key portion of the essential aim of this communization. That indirect a general public with a riche conveyed as impartially as could reasonably be expected. In any case, with passage of time those banks have transformed their arrangements and procedures, which were not meeting the requirement of the class banking strategies of the administration. On an analysis of the exercises of various business banks, it has always been seen that the development made by the financial business since the beginning of nationalization wasn`t attractive. The state-owned banks couldn't assume the crucial part in the execution of government projects and strategies. Henceforth, a pattern of denationalization of banks began in the mid-80.

Therefore, the strategy of the administration to the banking industry concerning monetary administration has changed later throughout 1976. That year private segment had been dependent to obtain a greater function through the economy as compared to previously. Likewise, to give more credit to nearby investors the private banking had been presented. The government chose to permit the setting up of neighborly Private Commercial Banks notwithstanding State-owned Commercial Banks working through the nation.

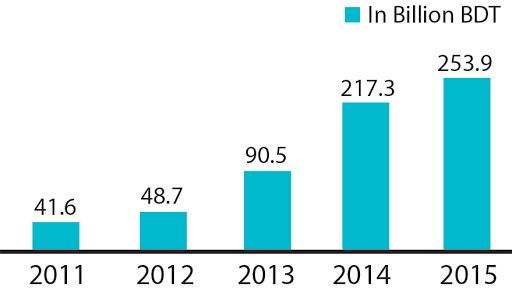
**Types of Banks**

There are absolute 57 banks appeared in our list whereas 48 and 9 are Private and Public banks individually. Here involved 54 Commercial as well as 3 banks in a particular class. 9 Imported viable banks are presently working close to 48 homegrown banks in BD. Those imported banks are now working parts of the banks that are joined in out of the country. (Top Banks In Bangladesh - Overview, 2021)

|  |
| --- |
|  Private Banks in Bangladesh |
|  Public Banks in Bangladesh |
|  Local Banks in Bangladesh |
|  Foreign Banks in Bangladesh |
|  Commercial Banks in Bangladesh |
|  Specialized Banks in Bangladesh |
|  |

## Size, trend, and maturity of the industry

The market size of an industry can be controlled in various ways, for example, total revenue, size of creation, the sum of clients, etc. Notwithstanding, if there should be an occurrence of the Banking part the component of market size is very unconventional as both the aggregate sum of stores and advances are taken into thought. Now Bangladeshi’s banking area is in a developing stage.



**Growth Stage of Banking Industry in Bangladesh**

Now a-day banking division isn't just accessible in metropolitan individuals as it were. rustic individuals are additionally including in this segment rapidly. As a result, the size of the heating industry is in the developing slot.

As of late the financial part and its administrations are very much transformed. In earlier days the financial balances were kept up genuinely and there were heaps of desk work to keep up a record and taking bank administrations. These days all the banks are taking advantage on the web to keep customer subtleties and they can without much of a stretch utilize web-based banking.

They can even do shopping through cards or send cash to any place with no desk-work of banks. Existing banks and new banks additionally are attempting to make their techniques keeping this online pattern in their brain.

The pattern of portable banking is a famous method these days. Bangladesh has just offered permission to 28 banks to exposed portable money-related administrations and 19 have begun to work. For instance, Agrani banks Mobile Banking joined business banks U-cash and so forth. Once more, Nagad/ Rocket can be an appropriate case of how much this idea has gotten so famous to individuals throughout this nation. Versatile banking has brought in cash move simple and helped the companies also. Even barely some banks began specialist banking to not many locales.

There is a pattern of E-banking which is the most up-to-date convenient channel of banking administrations. With this E-Banking, customers can take retail banking administrations through PC, TV, and cell phone. They can cover tabs or expenses and send cash even to another country following this pattern. In this way, these are the patterns of the Bangladesh banking industry.

The financial business of Bangladesh is currently in the developing period. Between all the phases of the industry life cycle, we can identify that the financial business is taking the developing stage even though the shakeout phase doesn't seems to be excessively far away. A part of the attributes of the change stage is now obvious. It is likely obvious that the interest in banking administrations in Bangladesh has increased day by all through the most recent couple of ages. The increasing number of banks has an extraordinary effect on this reality.

## External Economic Factors

The economies along with the financial business (Banks) both are attached with one another. Pay streams whether the economy is consecutively or scarcely getting by during the hour of the breakdown. It puts an impact how considerably national banks can admittance hooked on, or the spending stream, and the purposes for them, interfaces when clients get or spend assets at banks. Also, if inflation increases, the bank encounters the significant consequence; expansion influences cash worth and causes various fluctuation. Financial specialists need to think cautiously before giving their capital when a specific nation's money is extremely high. Trade rates along with influencing external economic factors influence banks all over the world. For example, the US dollar varies different monetary forms, way of managing money or example, and inflation rates in different nations. On the off chance that swelling expands, at that point, the buying impact of cash will be less because expansion implies the buying impact of cash is a smaller amount. At the same time, the bank's loan fee will climb up in particularly in investment accounts, declarations of stores, and different items. Bank may offers to pay fewer premiums now however the yearly rate yield will be striking. An increase in dollar trade rates is ordinary yet it involves worry that it develops habitually. (Economic growth in Bangladesh and the role of banking sector , 2019)

## Technological Factors

Now at this Moment, Technology is crucially accessible all over. At present many significant tasks of the banking industries are completed online. Data innovation plays the middle stage and the client records of advances and protection, a few administrations can get into throughout the web. Technology has developed the banking systems and it becomes a continuous process. The larger part of the banks are presently offering their applications to make the offices smooth and employ friendly, for example, consider the data of records, move of money, and installment of bills or complete check simpler. Cell phones can filter checkbooks and banks can make their method sitting in their area now. It decreases the time to save money and also working hours. Now through the ATM card, the customers can withdraw their money at anytime and it is bringing great achievement to the banking industry now. Because of the technological advancement, it’s very much easy to identify and investigate any fraud activities that are ensuring more safety and security in the banking industry in the current days. These mechanical improvements create it more supportive to draw in the administrations of the bank and banks are currently applying innovations due to capability with one another sufficiently every bank should receipts mechanical support now. (ICT in Banking Industry, 2016)

## Barriers To Entry

Doorman`s five forces exploration of the banking business and again bank threat of new contestants: The banking industry is more beneficial and there are not many boundaries to passage. At the point when other associations vie for a similar piece of the overall industry, benefits begin to drop. It is fundamental for current associations to make high hindrances to arrive to discourage new participants. The risk of new contestants for the financial part is small. Provided that anybody needs to begin another bank, he/she wants a minimum of 400 crore taka and needs political help.

Barriers to entry in money related administrations consisting marketplaces incorporate licensure acts, capital prerequisites, and admittance to funding, administrative acquiescence, and security worries. The financial business of Bangladesh is improving consistently. So the dangers of contestants of potential participators are moderately high. Existing organizations have established some passage obstructions to discourage those participators and made it costly and harder to go towards the business. The normal Barriers to pass are made reliability, outright cost-benefit, economies of scale, and administration directions. In Bangladesh, brand reliability is extra-ordinary. A reliable customer of a neighborhood or government owned bank as a rule doesn't go for a global or new bank whatever their backings are. Clients are regularly uninterested to change. This is a huge barrier to new contestants. Something else is no bank appreciates an outright cost advantage, because of the un clear idea of the business. The greater part of the administration banks and some neighborhood banks appreciate the size of the economy because of the way that they have been doing the business for quite a long period and they have huge number of branches everywhere over the region. Global banks are likely on the way toward achieving economies of scale. Government guideline is very useful for the development and process of new banks. Therefore this factor isn't unreasonably crucial. (Mamun Rashid, 2018)

## Supplier Power

Perfect negotiating power permits providers to sell more expensive and inferior quality crude materials to their clients. This directly influences the purchasing organizations gains since it needs to pay more for resources. The bargaining intensity of providers for the financial segment is a bit low because the Bangladesh bank imposes the guidelines and instruction. Branches don't get the all the authority. The Head office mainly monitors the branches.

Bargaining strength can be predicted as a danger when the providers can force up the value that an organization must compensation higher for what they provide or reduce the quality. This cycle mandatorily pushes down the organization's profitableness. Nevertheless, if the providers are sensitive, at that circumstance, it very well may be a converse cycle. Provider power in the financial business is a bit low. To the bank, the main provider of assets is the contributors. Bank furthermore develops its reserve from the chiefs. Therefore, the quality of the provider's depends on the following elements:- (What is Bargaining Power of Suppliers?)

* **The number of providers:** Negotiating capacity of providers is very low throughout the financial division because there is a huge deal of separate sparing in the economy however banks don't have an huge number of chances to invest. At a similar period those banks proposal compensating rate and administrations, clients need to have those administrations.
* **The threat of forwarding incorporation:** We all identified that the bank brings in cash by sponsoring others' cash. Corporation or enormous global organizations can offer danger to the private banks that they will frame another bank for keeping their cash. They won't flexibly reserve to different banks. So this can be an incredible danger by the forward fuse.

## Buyer Power

Buyer’s bargaining power may actually be influenced more when the buyer demand low price with high quality products, services from the company or organization but if the buyer becomes very weak it turns into a crucial opportunity for the corporation that they can increment their costs and make a higher profit at such situation.

In the banking sector, customers are transformed into buyer when they take loans from the bank. Purchaser power in the financial business is very low. Some factors are liable for it: (Industry Analysis and Porter’s Five Forces: A Deeper Look at Buyer Power)

* **The number of advances (Loan) candidates:** There are not enough business advance candidates in Bangladesh. There are more than 50 banks in our banking sector for providing the loans. So the requiring of advance candidates, banks are set with their inactive cash close by, generally as close to home credits. Thus, rivalry among standing organizations is increasing step by step.
* **The Switching cost:** Switching cost is tends to be low in our financial industry. All the bank is giving a similar advance at similar loan fees so in this way; a person who requires to take an advance can switch efficiently starting with one bank then onto the next if the client doesn't like the terms and procedures of a specific bank. Lower exchanging cost makes the business more popular and attractive.
* **The threat of backward integration:** Because of backward integration in the banking industry there is an amazing opportunity for the danger of in reverse mix. The MNC`s or corporate company can take advantage like they can start a new banking business like they will arrange their cash by framing another bank where the cost of the fund will be low contrasted with many different banks. Thus, giant clients of this industry are having more force than their banks.

## Threat of Substitutes

Threat of substitution considered as one of the drawback of the banking industry. Substitution means alternative offerings like the same product or service provided by different industry or companies. So in this situation customers can switch the organization for their betterment like bank X provide more interest or facilities compare with bank Y. so the customers of bank X can switch bank X at any certain time because of taking the advantage of bank Y. so it is the threat of bank X and it’s what called the threat of substitution.

Normally in the banking field, threat of substitution is tend to be low or not affecting so much in the deposits or withdrawals activities because every bank has provided the similar facility of these activities and nor banking organization don’t do it but on the other activities like insurances policy, mutual funds, and fixed deposits these services are also providing many non-banking organizations so it is supposed as ‘threat of substitution’ of this banking system. The other factor which is needed to be concerned is ‘the threat of payment method’ in the banking system. Banks cut off more loan interest when is giving to the customers where as another non-banking corporations provides loans with very low-interest rates. So it is one of the substantial threat to this banking industry right now.

## Industry Rivalry

The financial business (Banking industry) is extremely [competitive](https://sites.google.com/site/bankingindustryandtheinternet/home/competition). The money related administration industry has been nearby for a long time and pretty much every person who requires banking administrations as of now has them. Along with this, banks must endeavor to bait consumers from competitor banks. Banks conduct this by presenting lower funding, upper rate, venture administration, and many noteworthy adaptations than their opponents. The financial rivalry is often a competition to find out which bank can present both the greatest and quickest administrations yet has made banks involvement a lower Return on Assets. Specified the idea of the business, it is bound to see the additional union in the banking industry. Significant banks will in general like to come together and merge with different banks than to go towards cash showcasing and publicly disclosing. (Correspondent, 2019)

# CHAPTER III: INTERNSHIP EXPERIECNE

## Position, duties, and responsibilities

It is very much difficult for an intern to control the overall general banking activities during this short period. But I gave my best to manage and take these responsibilities to appropriately complete my internship program. I worked at the remittance desk, cash desk and throughout my internship period I take some activities in ABL, such as:

|  |  |
| --- | --- |
| Different Types Of Account Opening | Write Pay Order |
| Remittance Incoming/Outgoing | Maintain & Balance Of All Security Papers |
| To Issue Cheque Books | Closure Of Accounts |
| Locker Services | Close Account |
| Supplementary | Finding Error In Account Opening Form |
| Thanks, Latter Sending | Preparing Cheque Books |
| Preparing Voucher | Files Reorganized |
| Providing the Bank Statement | LC Writing Etc. |

## Training

I divided my activities in this report into the following 3 parts as General Banking Activities of Agrani Bank Ltd Mirjumla Road Branch, Narayanganj and also I have expressed my experience that I have been gained from my internship period in the below:

## Account Opening Segment

The fundamental and main program of the bank is Account Opening. The relationship between a banker and his client begins after opening a bank account. This is the most significant area of a division because by opening records bank prepares assets for speculation. Different standards and guidelines are followed and different records are reserved while opening an account. A client can open various forms of records through this sector. Such as:

Types of Financial records (A/C) with their Rules and Regulations:

Savings account

A savings account is a fundamental sort of account which enables to deposit money, retain it safe, and pullout funds, everything while gaining interest. (Downoads)

**The rate of Interest:** 3.5%

Account below green banking and CSR 1 % more than of Savings rate.

Features: Cheque book, ATM Services, Real time online banking installation.

**Savings Account can be opened with the name of**

* Individual (also known as single).
* 2 or more individuals (joint account)
* Minor jointly with Natural or Legal Guardian.
* Clubs, Societies, Associations or Similar Institutions and non-profit organizations.

**Required documents**

* Name of applicant together with the name of parents and spouse.
* Present address along with Permanent Address.
* Birth date.
* Nationality of the holder.
* TIN (if there is any).
* Duly authorized photocopy of the Passport / Employer’s certificate / Identity Card / Driving license /NID Card or Certificate of credentials by local Ward Commissioner / Chairman of Union Parishod.
* 2 copies of passport size Photographs of the account holder which needs to be attested by the Introducer. 1 copy of passport size photograph of the nominee and it needs to be attested by the account holder. (Savings Bank Account, 2021)

Current Deposit Account

Current deposit account is the net-flow of present transactions with no restriction. It is satisfactory for the customers who need limitless transactions due to no restriction on withdrawal in amount or in frequency.

**Interest rate**: 0%

Features: Cheque book, ATM Services, Real time online banking facilities.

**Types of current deposit account**

* Individual
* Two or more persons jointly
* Sole Proprietorship Concerns
* Partnership Firms
* Limited Companies (Both Public and Private)
* Society / Club / Association / Local Body
* Banks
* Govt/ Semi Govt Offices / Corporation / Autonomous body.

**Required documents**

* Name of applicant together with name of parents and spouse.
* Present and Permanent Address.
* Date of Birth
* Nationality
* TIN (if there is any)
* Duly authorized photocopy of legal passport/ Employer’s certification/ Identity Card / Driving license /NID Card or Certificate of credentials by local Ward commissioner / Chairman of Union Parishod.
* 2 copies of passport size photographs of the account holder duly attested from the Introducer. 1 copy of passport size photograph of the nominee duly attested by the account holder.

For the opening of current accounts of joint stock company, association and club etc.

 (A) Copy of Registration / Incorporation (In case of Company / registered organization)

(B) Copy of the business start date certification (only for public ltd company)

(c) Copy of memorandum and articles of association in case of limited company, constitution and by law, in case of association.

(D) Proposal of BOD/ managing committees/ Governing body meeting for account management.

(e) Authorized copy of the name of directors / officials and their sign.

(f) Declaration. (Current Deposit Account, 2021)

ABS Account

Deposit pension program enables consumers to deposit a particular portion every month in 5 or 10 years. At the end of the 5 or 10 years consumer can get a planned amount of money.

* **Interest rate:**
* 5 Years, 6%
* 10 Years, 7%
* **Required documents**
* Name of applicants together with names of parents and spouse.
* Present address and permanent address.
* Date of Birth
* Nationality
* TIN (if there is any)
* Duly authorized photocopy of legal passport / employer’s certification / Identity Card / Driving license /NID Card or Certification about credentials from the local ward commissioner / Chairman of Union Parishod.
* 2 copies of passport size photographs of account holder attested by the Introducer. 1 copy of passport size photograph of the nominee duly authorized by the account holder. (ABS Account, 2021)

Account Opening Procedure

Recently, a very unique pattern of form for opening an account in the bank has been designed declared, and enforced by Bangladesh Bank. This format of form holds the significant information in a same manner and process for the various kinds of accounts. although the procedure for opening bank account varies according to the different type of accounts, a rare procedure that is used at the most of time in opening an account is given below:-

**Figure 2: Account opening procedure in the flowchart**

Papers Prerequisite For Opening An Account

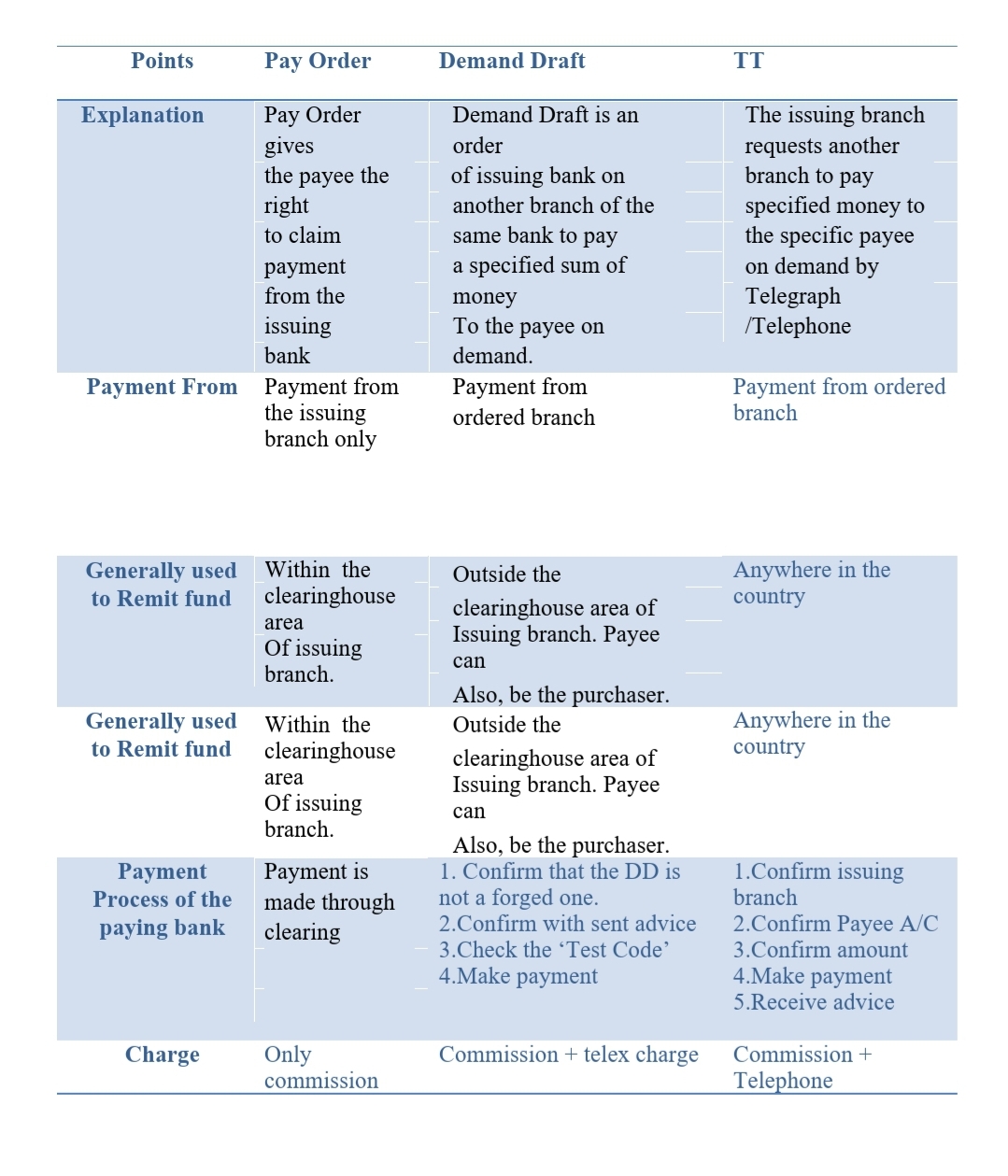
A client can disclose his/her record through a request to the bank. The client must be approached to pull the last check for the sum remaining to the credit of his/her record less the measure of shutting additional accidental charge as well as submission the fresh check leaves and the approved official of the bank ought to pulverize the unused check. For the mutual account, the request for shutting the record ought to be marked by every holder. The charge for the end of the record is Tk.50.

Local Remittance Segment

Conveying money is inconvenient and unsafe. And this is the reason cash can be moved starting with one place to another place the financial channel (Banks) and it is named as a remittance. It is the greatest important parts of the Commercial Banks in delivering administrations to their clients.

The fundamental instruments will be utilized through the ABL remittance of assets are

**So the fundamental three types of local remittances are talked like as:**



**Three Types of Local Remittance**

## 

## Accounts Segment

The Accounts department is known as the operational hub of the banks. Throughout the financial sector, exchanges are completed every day and these exchanges are to be recorded properly and efficiently so that the banks must manage the investors' cash. Inappropriate exchanges will make separation to both sides. To keep away from the gaps, the bank offers various offer different sections and the main purpose is to control the missteps in transient vouchers as well as incorrect passages/ misrepresentation and fake. This division is named as AD. Lack of certainty any lack of consistency emerges to every exchange this office report to the apprehensive office. Contrarily, the division requires to set up specific inward proclamations just as specific legal articulations, which are given into the Central Bank and the HO and this section manages these announcements.

**Activities of this Section Are like:**

* Ready And Organized Debit/Credit Vouchers Of This Branch
* Writing Different Dealings To The Registered Book
* Taking To The Utilities Bills
* Preparing Pay Order
* Providing Bank Statements To The Clients
* Making The KPI And Sent It To The Branch Manager
* Read-Through To The Transaction And So On

## Cash Segment and Other Similar Activities

The cash segment is a crucial aspect of any branch. A big portion of the actions is communicated with the cash segment. The target of the cash segment is receipt and installment of money. I have done additional many Bank related exercises like register composing, Taking different bills, Sending e-mail, and call to clients for various causes. I went to the customers' apartment with my directing supervisor.

## Contribution To Departmental Functions

I have done various activities through my internship period at ABL. I gained lots of experience by doing different activities and tried to contribute to our respected executives like performing as an employee of general banking activities and conduct various tasks such as various types of account opening, remittance providing, to issue checkbooks, providing locker services, ready to the supplementary, thanks latter sending, preparing voucher, providing the bank statements to the clients, writing pay order on register book, maintaining & balancing of all security papers, accounts closing, calling to the customers for various reasons, finding error in account opening form, get ready to checkbooks, files reorganized, LC writing, etc.

Moreover, I also contributed on the other department like

* + loan department
  + letter of credit department
  + cash department, etc

And the activities are like conversation with the customers, NID and other documents verification, writing different dealings to the registered book, read through to the transaction, making the KPI, and sent it to the branch manager, and many more. I gave my best effort to contribute toward this branch.

## Evaluation

It was extremely delightful to performing at ABL. Everyone were so humble and cooperative towards me. My evaluation of this organization is like:

* Tasks are never left forthcoming for the next day except if it is completely compulsory.
* The work cycle can be completed faster with better working structure and internal Interacting alignment.
* The branch manager evaluates each employee without any bias.
* The Head office and central bank regularly takes control and audit these bank activities.
* Great job implementation is repeatedly applauded which encourages the representatives.
* Customers are very satisfied with taking service from this bank and their complaint rate is very low and when the complaint arises employees try their best to fix this problem in a short period..
* Every single employee is more punctual and they maintain structured activities.
* There is consistently an increase of clients on this division so the quantity of exchanges is high. Also, the representatives stay occupied for the timing of the period.
* The work exercises remain continually set and separated for every one of the representatives. All the representatives have a specific alignment of accomplishments. They completed those duties for the specific duration of the time. It is easier to appoint responsibilities that specific way. Also, I observed everybody co-operating with each other.

## Skills applied

As an intern, it’s my pleasure to working for this bank. I have worked on an entry level spot in this branch and I tried my best to do every works more effectively and efficintly through using my general abilities like Microsoft office skills (Microsoft Word, Microsoft PowerPoint, and Microsoft Excel), social media knowledge skills, interpersonal skills, writing skills, good communication skills and other various skills that I gained from my academic career.

## New skills developed

By working in Agrani Bank, I have also developed various skills like I have gained real working experience underperforming this branch, had a clearer view of corporate life, improved my communications skills, learned about the banking software system, developed the basic idea of the banking field, gained the capability to perform under pressure, knew about how to handle the customer at any situations, learned how the products or services offerings to the customers and Inside the period, I needed to manage diverse assigned workers and staff of the division and different varieties of customers. I managed a few sorts of circumstances; several fulfilled me, some dismal, some displeasure, and so forth. Throughout these good and bad times, I tend to realize what the ambience office is and how to balance it and other skills/ abilities that will be developed for working this branch and these skills surely made me ready for my next commercial time.

## Application of academic knowledge

Internship relates us with the corporate world from academic life. In the internship period, academic information gives more support to the individual to perform his/her tasks easily. Therefore the way I use my educational information’s is given below:

**Section of General Banking:** Every branch is a part of the main bank. Thus customers are capable to know their banking information’s from different branches among the country. From the perspective of my general banking, I applied my academic information through doing DPS and FDR because it requires discovering the rate of interest for a specific individual for a specific rate for a specific period. It tends to be 3 months, 6 months, 1 year, 5 years, and 10 years. I needed to calculate the rate on the sum to their FDR. That refer the rate they will acquire and what they will acquire once the FDR will mature. Additionally the similar process, I required to during the making of DPS. So my academic knowledge has been applied in this following way to the general banking segment..

**Section of Credit Division:** Throughout the credit division the main concern they do is providing loans. There are a very few plans for this bank and for every plan the financing cost is very unique. Currently I need to estimate the interest as per that particular pace of the plan. I followed a chart for this interest that the creditors need to remuneration to the bank and if there any regularly scheduled payment they need to remuneration or not. I have also utilized my understanding of part examination into the credit office. I applied the equations of current proportion, quick proportion, and many more. Thus, these things I can implemented though operating in the credit division.

# CHAPTER IV: CONCLUSIONS AND KEY FACTS

## Recommendations for improving departmental operations

Agrani bank is a prominent and well reputed bank in our banking sector. So it is very much difficult for me to give suggestions or any kind of recommendations to this bank. But from my internship experience, I am indicating some recommendations which ABL can follow for their betterment and it will help them to reach as a top performer to this bank that I think

Few suggestions are given according to my observation and perception for overcoming the deficiencies of Agrani Bank Ltd.:

* Banking activities should be carry out Utilizing IT**:** Using new technology in maintaining the banking activities is needed to get a high level of performance from the employees and to satisfy Customers' requirements.
* Leaving the Manual Based Operation**:** Since new technology-based service is quicker than the previous old system, the electronic operation is compulsory rather following thetraditional banking system.
* Branches should be well decorated: It is observed that developed private banks are more equipped than state-owned banks. But, in today`s era, a well decorated office is needed to take attention from the newer customer.
* Proficiency in Computer Operating**:** we can see banks now a days mostly depends on computer thus to increment the computer skills of employees, the bank should provide appropriate training. Though they have proper knowledge about the computer but it is not enough. Therefore bank should provide proper guidance and assistance to their employees to make them effective and efficient in the computer.
* Growth of Online Banking**:** Many roadblocks found within the online service are denying ABL of getting a positive attention from its customers. Therefore, the Agani Banks IT division must take proper steps to learn and identify the conflicted area and to resolve out problem. Or else, the customers using online banking service will never be satisfied.
* Properly communicating with the customer**:** Authority should maintain a good communication towards their customer which makes a positive impact of the bank towards the customer. Agrani Bank. should keep consistency in good communication with the customers.
* Inaugurating New Products**:** Unique products should be introduced to make service easier than before for the customer and also to get a competitive advantage within the banking industry.
* Redecoration of Customer Service**:** Agrani Bank needs to make its service quicker and easier for their customers by setting up current technology. Also providing new facilities and offer will attract more and customers.
* Sufficient Training plans**:** Repeated training facilities, especially for computer and IT sector, and variety of skill development programs have to be started.
* Constructing Motivational Factors**:** Motivational efforts need to be taken among representatives through incentive, the honor of even thanks letter by the top administration. Motivational factors have to be set personnel’s hierarchical position.

I trust that these suggestions would be useful for Agrani bank Limited.

## Key understanding

During my three months internship in the Agrani Bank Ltd, Mirjumla Road Branch, Narayanganj following positive things are found from my observation:

* A long ago, ABL has come into competition with the other Bank.
* Manager puts tremendous efforts to achieve the main targets and properly knows how to motivate employees and how to represent the Bank properly in the local community.
* As the bank started to uses some modern technology such as: computer, Telex & other electronic devices, hence its service soon to be in per with other banks.
* The senior officers are effective in providing required guidance and support to the branch.
* The procedure and policy of the branch manager are effective and efficient. Thus in spite of cut throat competition, the bank has an established sound position in the competitive environment
* Employees are very friendly about customer services in ABL.
* Account opening process is very critical. therefore, It discourages people to open new accounts.
* Customers seem to be not satisfied about the congested area of the branch.
* There is a very strict controlling of Central Bank in on the local bank.
* Customers are not treated equally and fairly; higher officials get more priority. This disrupts the normal procedure of the service.
* ABL is not upgrading themselves with market. While newer banks are coming with newer framework of banking. It might influence other bank take away its position.
* With the passage of time, many new upcoming banks are coming with many advanced services, which are a threat for ABL.

## Conclusion

Every bank has its extraordinary process or strategy that directs their destinations or goals. Particular banks wish to become faster and accomplish some long-extend development. And again, a few banks need to have a peaceful existence reducing conflict and continue better operation by following appropriate rules and regulations.

At this time new banks are coming into the market with various thoughts and dreams. Agrani Bank Limited earned decent notoriety in the nation ages ago and it gets one of the top banks in our nation. Subsequently, the foundation offered new services and administrations for its customers and enhancing their status based on great products and by providing the best possible services. The statistics also indicate that the performance of ABL is expanding step by step and if they retain this enhancement ongoing, then the bank will become the top bank among the private and public business banks in Bangladesh through their energetic performance and solid administration. Also, they have just made a smooth activity arrangement in export and import from the time when 1972.

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