

INTERNSHIP REPORT ON

Liability Operation Management of A Commercial Bank: A Case Study on Meghna Bank Limited

Submitted To

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Date of Submission: May 30, 2021



United International University
QUEST FOR EXCELLENCE

LETTER OF TRANSMITTAL

May 30, 2021

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Subject: Submission of Internship Report on Liability Operation Management of a Commercial Bank: A case study on Meghna Bank Limited

Dear Sir,

It is a great pleasure to present the internship report titled “Liability Operation Management of a Commercial Bank: A case study on Meghna Bank Limited” which was assigned to me as a partial requirement for the completion of Bachelor of Business Administration degree.

It is my honor to work for a leading financial organization of Bangladesh and gain an in-depth knowledge on lending process and monitoring techniques. Throughout the study, I have tried with the best of my capacity to accommodate as much information and relevant issues as possible and tried to follow the instructions as you have suggested. I tried my best to make this report as much informative as possible. I am grateful to you for your guidance and kind cooperation at every step of my endeavor on this report. I shall remain deeply grateful if you kindly take some pen to go through the report and evaluate my performance.

Sincerely yours,

Md Ismail Hoseen Abir

ID: 111-153-175

ACKNOWLEDGMENT

For making a study report, a sincere supervision, and guidance of expert and experienced professionals are required. I have received sincere co-operation, valuable suggestions, inspirations, and references from my respected Teachers and the Executives of Meghna Bank Ltd. First of all, I express my profound gratitude to my supervisor Dr. Mohammad Tariq Hasan, Faculty of Accounting, BBA department of UIU for providing his important instructions, proper suggestions and corrections for improvement.

I like to express my thanks and deepest gratitude to Meghna Bank Ltd. Staff of Liability Operations for giving me the opportunity, appointment for the internship program that I have completed. I also want to acknowledge the guidance of the Liability Operations head and all Officers and staffs of Meghna Bank Ltd who spared their valuable time for me. I will never forget their kind and friendly behavior.

I am thankful to my friend and fellow internship students whose are continuing internship program besides me who helped me to complete this report's been a great experience to work as an intern in an organization like Meghna Bank Ltd. To prepare this particular paper, I had to go through all type of accounts which gave me a good idea about that. I got full support from the all staffs of the Liability Operations of Meghna Bank Ltd. Specially, I express my gratitude towards MR. Swarup Dhar, Head of Liability Operations, Riad Ahmed, Senior Principal officer who gave me all the support that I needed to prepare the report. Last of all, my deepest gratitude goes to Almighty Allah for giving me courage and ability to complete this task.

EXECUTIVE SUMMARY

There are many private commercial banks in Bangladesh. Meghna Bank Ltd is one of them. Meghna Bank is a fourth-generation bank who started their business on April 21, 2013. Meghna Bank Ltd offers different types of services to their customers. And among those services “Liability Operations Department” plays a vital role. Meghna Bank is a centralized bank where all the decisions and approvals are given by the principal branch. Meghna Bank Ltd provides all new banking services to ensure all the needs of a customer. Customers can choose from a variety of deposit and loan options at Meghna Bank. Their deposit and loan volumes are rising year after year, according to their annual report, showing that they are providing their clients with the best general and credit banking services. Clients may also take advantage of foreign exchange facilities such as currency exchange and letter of credit. Meghna Bank's profit fell down previous year, but the bank is working to improve profits by setting profit goals for each branch and department. They've formulated a strategy to improve their performance and are attempting to recruit the best officials. Their financial liquidity and securities portfolios expand year after year, enabling them to provide cash services to their customers. All the services of an account holder needs is approved by the liability operations management department.

Keywords: Liability, operation management, Commercial bank, Bangladesh

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CHAPTER 01: INTRODUCTION

1.1 Rational of the Study

As I am the student of Bachelor of Business Administration, so I have to conduct a practical orientation in any organization so that I can fulfill the requirement of doing 3 months Internship Program. I am currently working as an intern in the Liability Operations Management department of Meghna Bank Ltd, Head office. I am very lucky to get the chance of doing internship here because that's the place where I can learn a lot about banking sector and how they work. There are many important reasons for making this report. By this report I will acquire practical knowledge and experiences about the banking how they work in the sector and how the academic knowledge is implemented in this sector. It will help me to learn about the corporate environment and it will increase my practical knowledge. After finishing my internship report, I will implement my knowledge which I have acquired from the internship. It will help me in my future career. The main reason of choosing this topic for my internship report is to know the Liability Operations Management department of Meghna bank Ltd. Private banks are trying to elevate their traditional banking service to a better, stranded and to meet the challenging needs & demands. These banks, in my view, have now focused their efforts on diversifying their product lines in order to improve their profitability and long-term viability. For the above circumstances, it has become necessary for Meghna bank Ltd, one of the largest commercial banks, to concentrate its efforts on improving customer service. During my internship period and experience of working there, it helped me a lot to know all things practically and gather experience about banking sector which will help me in the future. The reprot is based on my internship experience and the information I learned during mu internship time period. I hope that

these knowledge will be enough for me to evaluate the learning about Liability Management department of Meghna Bank Ltd.

1.2 Background of Bangladesh Banking Sector

Financial sector of Bangladesh comprises with commercial banks, non-bank financial institutions, insurance companies etc. However, the banks play the key role in the financial system of Bangladesh. After liberation of Bangladesh in December 1971, all the financial institutions including the commercial banks carried out their operations in order to achieve the objectives of the government. This situation continued up to 1982. At that period, some regulations were formulated and some directions were made to the banks with a view to fulfill the economic objectives of the government rather than to fulfill the commercial interest of the banks. Expansion of bank branches was also directed to increase the network of the banking system. As a result, bank branches increased commendably which consequently reduced the population per branch. Based on the socio-economic consideration, the government formulated the credit expansion policy and banks were directed to sanction credits to public sector enterprises and priority sectors. Banks were bound to provide funds to the priority sectors with low interest rates. Major portion of these loans became overdue and the profitability of the nationalized commercial banks (NCBs) was declined. In 1983, the Bangladesh Government initiated “ownership reform” program and allowed private commercial banks (PCBs) to start their business in the industry and to enhance the efficiency of the individual banks. At the same time, government decided to denationalize two NCBs. This initiative was not fully successful due to two major obstacles, namely the undue influence in the credit sanctioning process, and the absence of requirement to report loan classification and provisioning (Hasan M.T., Alam M.Z., & Huq, 2011-12; Rahman, Jongwanich, Venkatesh, & Siengthai, 2012). The commercial

banking system dominates Bangladesh's financial sector. Bangladesh Bank is the Central Bank of Bangladesh and the chief regulatory authority in the sector. The banking system is composed of four state-owned commercial banks, five specialized development banks, around 50 commercial Banks and few foreign commercial banks. The Nobel-prize winning Grameen Bank is a specialized micro-finance institution, which revolutionized the concept of micro-credit and contributed greatly towards poverty reduction and the empowerment of women in Bangladesh.

1.3 Objective of the Report

- I. To understand the process of verifying various documents in a bank.
- II. To be familiar with the process of managing various financial assets.
- III. To discuss the process of recording financial data.

1.4 Background of the Organization

Meghna Bank Ltd is a national commercial bank in our country. It is a fourth-generation commercial bank, headquartered in Dhaka, Bangladesh. Meghna Bank Ltd started their operations since April 21, 2013 with a vision of "to be recognized as an essential institution for the un-banked through zealous participation in the financial inclusion process. Meghna Bank's pay-off line "Together Way Sail" gives examples of bank's commitment to contribute to building a vibrant and prosperous nation. The bank has started profit making its diversified and innovative customer-friendly services and products for the first 10 months of operations. It provides all types of commercial banking services and rules and regulations made by Bangladesh Bank from time to time to the customers of all levels of the society between the conditions laid down by the Bank Company Act 1991 (Hasan, Rekabder, Akter, & Sayem, 2009).

Meghna Bank is a modern, progressive and dynamic bank and plays a constructive role in the economic development of the country. For better customer service, best productivity and higher returns on investment, the bank is professionally managed using modern information technology in every aspect of its operation (Hasan *et al.*, 2009). The bank should be recognized as a supporter of the new and still banking sector, Meghna Bank tries to draw attention from the customer and actively activates banking and marketing activities for more potential customers. The bank already receives a good response from customers. The main objective of Meghna Bank Ltd is to ensure satisfaction through the application of technology, professionalism and nursing, as well as being one of the best service providers in the industry. Meghna Bank Ltd offers all kind of commercial banking services to the country and to their customers. Meghna Bank tries to draw attention from the customer and actively activates banking and marketing activities for more potential customers. Like:

- I. Corporate Banking
- II. SME Financing
- III. Consumer Credit
- IV. Foreign Exchange
- V. Trade Finance
- VI. Investment
- VII. Foreign Remittance

Meghna Bank Ltd offers different types of services to their customers, those are discussed below:

Collection of Deposits: They take deposits in the same way that other banks do. Their deposit interest rate is higher than that of other banks, ranging from 8% to 10% depending on the size of the deposit.

Loans: They provide several types of loans to their customers in terms of customer well living standard.

- a) **Personal Loan:** These loans are for professionals and businessmen, and the purpose of the loan is to purchase a consumer item, a household product (such as a television or a refrigerator), or a special purpose (health treatment and travel). They can easily obtain this loan and engage in other consumption activities. Banks provide 50000 to 500000 in this industry, depending on the client's needs. In these types of loans, the rate of interest is 13%.
- b) **Home Loan:** This kind of loan is for professionals and businesspeople who want to buy an apartment, a house, or another type of residence. In this industry, Meghna Bank is offering 5 lacs to 1.2 crore. The annual percentage rate of interest is 11%. This loan is usually granted by the bank for a period of three to twenty years.
- c) **Car Loan:** This loan is for entrepreneurs or people who are buying a car with the help of a bank loan. The loan amount ranges from \$5,500 to \$40,500, depending on the customer.

1.4.1 History

A fourth generation Bank, Meghna Bank Limited commenced its operation from May 09, 2013 with a vision of “To be recognized as an essential instruction for the unbanked through zealous

participation in the financial inclusion process.” Meghna Bank’s pay-off line “Together we sail” exemplifies their commitment to contribute towards building up an enlightened and prosperous nation. The bank has started profit making its diversified and innovative customer-friendly services and products for the first 10 months of operations. It provides all types of commercial banking services and rules and regulations made by Bangladesh Bank from time to time to the customers of all levels of the society between the conditions laid down by the Bank Company Act 1991. Meghna Bank is a modern, progressive and dynamic bank and plays a constructive role in the economic development of the country. For better customer service, best productivity and higher returns on investment, the bank is professionally managed using modern information technology in every aspect of its operation. The bank should be recognized as a supporter of the new and still banking sector; Meghna Bank tries to draw attention from the customer and actively activates banking and marketing activities for more potential customers. The bank already receives a good response from customers.

1.4.2 Mission

Meghna Bank Limited is recognized as an essential institution unbanked through the strong participation in the financial inclusion process. To ensure continuous improvement of its business policies and procedures and skills through the integration of a skilled, market-driven, well- organized corporate governance framework, and the integration of all-round technology.

1.4.3 Vision

The establishment of a leading banking establishment with socially working process.

1.4.4 Corporate Information

1. Organization Name: Meghna Bank Ltd
2. Started Operation: April 21, 2013

3. Head office Address: Noor Holding Building, Gulshan-1
4. Contract Number: 02-9857251, +880-1777797777
5. E-mail: info@meghnabank.com.bd
6. Chairman: H.N. Ashequr Rahman
7. Managing Director: Sohail R K Hussain
8. Paid up Capital: Tk 4.698 billion
9. Authorized Capital: Tk 5.688 billion
10. Number of Employees: 537
11. Banking Operation System: Bank Ultimus
12. Products: Banking services, ATM services, Consumer banking, Corporate banking,
Investment banking
13. Target Customer: Individuals & Corporate
14. Number of Branches: 47
15. Number of ATM Booth id 16 across the coun

CHAPTER 02: ACTIVITIES UNDERTAKEN

2.1 Work Related Activities

Meghna Bank Limited has taught me a lot over the last three months. In Head Office, I worked in the Liability Operations Management department. Liability Operations Management is responsible for a variety of essential banking functions. Here, as an intern I have performed a lot of task like checking account opening form, managing financial data in their software which is Bank Ultimus and so on. And by performing this work I have learned a lot. Also, I have gained the experience of a corporate life. It has taught me a lot like time management, work efficiency, communication skill etc.

2.1.1 Process of Verifying various documents in a bank

There are different methods that Meghna Bank Ltd follows to verify the documents which are provided from the customer whenever they open an account in Meghna Bank. In Meghna Bank Ltd, I have learned that in a bank there are different type of accounts from which a customer can choose according to their preferences. Like Savings Account, Corporate Account, Senior Citizen Account, Young Star Account, Platinum Account and so on. A customer can choose to open an account according to their needs and preferences. A customer also can open an account for long term deposit scheme. And to open this type of account, a customer has to provide all the necessary documents at the time account opening so that the bank can verify the documents and justify whether the information's are right or not which are given for the account opening process. First of all, the most important document which is needed for opening an account is account holder's NID and NID verification copy. By this the bank can justify whether the account holder's personal information is correct or not. It's the most important part because whenever customer wants to withdraw his money then he or she will be asked some of the

personal information. If the account holder doesn't have NID then he or she must have to verify his or her personal information through Birth Certificate or Passport. In this point, if the account holder provides passport as their individual verification, then that passport must need to be valid to up to date. If it's not then liability operation department sent back the account opening form to the respective branch so that it can come back with the proper document. There is also another important document is needed for opening an account which is the account holder's present address prove. Every account holder has to provide this document because in case if anything happens to the customer's account and if they can't reach that person through telecommunication then the bank employees may visit to that person's house to contact face to face. And to verify that the account holder can provide either any utility bill or have a CPV (Contact Verification Point). And the last most important document which is needed for opening an account is Source of Income. This document is mostly important because to verify that the money that account holder is depositing in their account is legal. No banks want to take illegal money in their bank. So, it is the mostly needed important document. If an account holder provides the valid source of fund, then the account is ready for transactional activities but if it is not valid then the account opening form sent back to the respective branch so that they can have that account form with proper document.

2.1.2 Process of Managing Various Financial Assets

There is a good process while managing the various financial assets in Meghna Bank Ltd. Whenever we talk about assets in a banking sector then it indicates to the customers. Customers are the assets for a bank (Choudhry, 2011a). But in a banking sector we can define them in two different categories. 1st type is those customers who keep their money in a bank as a deposit. By these a bank can invest the deposits money in other areas so that they can have profit from that.

And another type of customer whom take loan from bank. These types of customer are also the assets for a bank. Like they take money from bank as a loan and they have to return the principal money along with some interest charged. From these types of assets, a bank continues their banking operations (Choudhry, 2011b). And to manage this type of Meghna Bank Ltd try their heart and soul so that they can give a better service. First of all, Meghna Bank keep all the necessary documents safe. When an account opening form is received then liability operations check that account opening form to ensure that all the documents are correct and provided by the customer and branch. If there is no problem in the account opening form then they pass it for system input. This process is very much important because whenever the customer wills to withdraw his or her money, at that time his or her personal information and signature will be verified. So, if the form is systemically imputed then any branch across the country can see it. And the last process of managing this type of asset is have a scan copy. It is called the last stage of managing an asset. Also, they motivate customers by giving extra benefits to their customers comparing with other banks. They do this because it will motivate the customer to motivate others to have an account in Meghna Bank Ltd. These are the managing process of various assets of Meghna Bank although they many other facilities in their bank.

2.1.3 Process of Recording Financial Data

As I already mentioned that in Meghna Bank, there are different types of account services. Like Savings Account, Corporate Account, Senior Citizen Account, Young Star Account, Platinum Account and so on. I have worked with these accounts while I was an intern in Meghna Bank. Meghna Bank tries to keep their financial data recorded with neat and clean. And to do so they use software which is Bank Ultimus. They keep their all kind of financial data in it. Like a customer comes to a bank to take a loan and for that that person must have an account in the

respective bank. Then they will keep record in Bank Ultimus software about the customer in his or her specific account that how much loan he or she have taken for how many days and what will be the percentage that he or she will be charged for the loan. After giving all this necessary information to the software, the software will calculate with its own that how much the customer has to pay back in every month. At the end of a month, when the customer pays some portion of his loan amount the system will deduct the money from his or her specific account which he or she opened at the time of taking the loan. Same goes with those service when a customer deposits his or her money for long term. In this account services a customer can deposits his or her money for long term with a high interest so that after 5 or 10 years the customer can a handsome amount of money. In this point, a customer can open any account among DPS or TD. After opening an account, the customer has to mention for how many years he or she is going to deposits his or her money. Also, he or she have to mention that how much money he or she is going to deposits. After having all this information and necessary documents, the bank will keep record in their system which is Bank Ultimus. They will set everything on the system and system will calculate by itself that how much the customer will get after the time period over, how much money the customer will get about principal money along with the interest amount. This is how Meghna Bank keep their financial record. Basically, they use software system to keep their financial data which is Bank Ultimus. They use this method because there is an automatic backup system in the software. So, if anything happened to pc or server then they can fix it and have all the previous data. It's safe to have or use a software like this.

2.2 Other Activities

2.2.1 File Receiving

Each and every day from different branches of Meghna Bank, a lot of file are sent of so that liability operations can check the document and all other necessary things. And its not like that a file came and we take it. There are several processes that we have to follow. Every form that it came from any branch came with a tracker sheet. In this tracker sheet here written how many forms are sent and the account number & account holder name of those form. With it we have to match whether the form is really came or not. This tracker sheet is like a prove that the branch has sent the form and the form is now in liability operations department. We have to put a seal in every received file and in it there is written the received date. After that they put those received file in their specific space area.

2.2.2 File Locating and documents printing

Other than my responsibilities as an intern in Meghna Bank, it is also my responsibility to find out a file whenever it needed by anyone. I have worked in Liability operations department in Meghna Bank and there I have seen a lot of file there. Sometimes it may seem that a senior employee is working on a account to archive a file or closing the file. And to do so first they work in their system and then they need the hard copy of that file so that they can match the photo verification and customer's signature. These need to be verified very carefully because if it is not done right then the customer will not be able to withdraw the money. Sometimes I have to make photocopies and print a document to make the work easier. There are specific documents for liability operations use only and we have to attached it with the form after checking it. And for that sometimes I have print or photocopy some documents.

CHAPTER 03: CONSTRAINTS/CHALLENGES

3.1 Observe in the Organization

3.1.1 Challenges

Meghna Bank is Bangladesh's most famous commercial centralized bank. The computerized accounting system was operated by Meghna Bank of Bangladesh Ltd. During the Meghna Bank Working process, I was confronted with a number of restrictions and challenges. The banking sector has received a lot of attention recently, owing to rising non-performing loans (NPLs), a lack of good governance, the government's control over Bangladesh Bank, and money laundering by some bankers. The idea that the Meghna Bank Ltd sector is at the core of a stable economy is more important to Bangladesh than to any other developing nation. This field has kept the wheels of the economy turning since our independence. As a result, any signs of instability in the financial industry would undoubtedly have a negative effect on economy. The majority of the common obstacles encountered by someone employed in a new company for the first time are listed below.

3.1.2 Problem Details

The main problem of Meghna Bank Ltd is that they are centralized bank. So, it means all the operations that a branch does have to be permitted by the principal office. And as a result, the employees who work in the principal office are in lot of pressure. Also, the problem that I have faced during my internship period that is as it a centralized bank so in our department here we have all the documents of account holders who opens any account in Meghna bank in any branch. There is another problem of communication between a principal officer and branch officer. There are different kinds of people who actually shows a different attitude to the banks call. As they are different to each. I was not given any computer to work but most of the detail of

customer, we were supposed to get from a regular employer's pc. Meghna Bank Limited presently has 47 branches to operate its business. But it is quite hard for Meghna bank to cover the whole Bangladesh with small number of branches. Though the customer base is quite large but service is not yet up to mark.

3.2 Academic Preparation

I am a student of Accounting & Finance major. So, my academic education is totally related to the banking sector. My university teach me a lot of things which helps for my internship period. Like time manner, Communication skills, how to convince to the business world these skills are helped me to work here.

3.2.1 Mismatch

Meghna Bank is a private commercial bank. Most of the people in our country have not proper knowledge about private commercial bank rules. So, Meghna Bank has some few lacking or problems:

- One of the issues with opening an account, according to some customers, is the opinion introducer.
- Bank All Decisions are centralized.
- Another big issue in the General Banking Department is a lack of room. Property valuations are not always calculated correctly, and as a result, customers suffer. It does not have as many lending options as another bank.
- In some cases, the number of employees engaged in rendering specific services is insufficient.

CHAPTER 04: INTERNSHIP EXPERIENCE

4.1 Lessons Learned from The Internship Program

Students have to participate in internships as part of their BBA program at United International University (UIU). It's a fantastic way for me to learn about the environment and what is really done in it. As a result, there is a significant opportunity to gain insight through realistic training. I had accomplished a lot in these three months. Knowing about the financial system is a valuable lesson. It covers all operations, including those of individual agencies. This are the results of my Internship Program.

4.1.1 Learning Corporate Culture

Every bank has its own culture, and this bank has its own culture as well. I had no prior knowledge about business society until I began my internship. I successfully adopted their culture in a matter of days. I've made a significant improvement in my self-assessment criterion, and I've now optimized my trust level in such a way that it provides me with a secret backup to operating in such an organization. I have learned how to keep track of time, perform under pressure, and deal with a variety of personalities.

4.1.2 Gather Knowledge

For me, gaining expertise by clinical learning is a significant accomplishment. Prior to Internship, all information was stored in a book. As a result, this internship serves as a springboard into the corporate world. Where do I get real-world knowledge? Not only can this internship teach you how to do various types of jobs, but it will also teach you how to use your time.

4.1.3 Communication Skill

One of the most interesting and important lessons I learnt during my internship was how to interact with all groups of people. This bank places a strong emphasis on contact, preferring interactive communication to face-to-face communication. For instance, they previously told me of the whole schedule and asked whether I was okay with it. I might alter the schedule by telling them by email or direct call. If I was hungry, all I had to do was 16text or email them. The best thing was how easily they reacted to every kind of contact.

4.1.4 Improved Time Management Skill

One of the valuable lessons I've learnt from my time management practice. I really wanted to practice time management because I was having serious difficulties managing both my jobs and my studies. For example, when working there, we had to prioritize our jobs and make a list of tasks a week ahead of time or more based on the importance of the mark on the calendar or notes on our mobile phones or notepads. This provides me with a good picture of my timetable. The method has the advantage of breaking down the job into small chunks of estimated completion times. This greatly improves productivity and success while also reducing time waste. Time management skills aided me greatly in completing large tasks and attending crucial events. Time management skills aided me greatly in completing large tasks and attending crucial events.

4.1.5 Performing Responsibility

Responsibility is described as a situation in which all responsibility is transferred to one individual, who is then responsible for the work. So, as a result of my internship, I learned how to do duties, and that person is in charge of that task. So, as a result of my internship, I learned how to conduct duties with due responsibility; it was very difficult, as any mistake resulted in a punishment.

CHAPTER 05: CONCLUSION AND RECOMMENDATION

5.1 Conclusion

Meghna Bank have started their journey from April 21, 2013 which was quite recent comparing with other banks. But in these recent years they have established themselves as a successful private commercial bank. In these recent years, they have faced a lot of problems and obstacles but they always find some new strategy to overcome of it and for it they hold a better position in the banking sector in Bangladesh. Although they have lacking's in some areas and they need to work on it to overcome these lacking's. Meghna Bank is a fourth generation fully centralized private commercial bank. Every workings are done or approved by the principal branch. And as a result, some works bring problems and delay. Although they have some lacking in their internal operations but they are progressing. They are making profit years after years comparing with other most renewable banks in the country. During my internship period I have learned a lot about banking sector and how a bank operates their business. And I hope this knowledge will me a lot in my future career.

5.2 Proposed Improvement Plan

There are few proposed plan for improving the performance and operational efficiency of the bank, which are presented in table 5.1

Table 5.1 Proposed Plan

Existing Problem/Weak Areas of the Organization as Identified in the AR	Actions to be Taken/Proposed Solution	Strategy (mode of implementation or ways of addressing the problem)	Office/Personal Involved (Who will implement and who will benefit/affected by the action solution)	Resources Requirements (Manpower and Financial)	Expected Concrete Result/Outcome
1. Lack of Potential Employees.	Bank can hire new employees or they can train the existing employees they have.	Senior experienced employees can be the most preferable here.	The bank will be benefitted as well as the customers.	To hire more employees both Human Resource and Financial help needed.	Bank can create a positive image by giving better services and the employees can work in their assigned job more efficiently.
2. Shortage of Space and Computer.	Bank can move to a better place where they can have a big space area and they can have more computer to setup.	Bank can have their own building and they can contract with any of the technology company.	The bank as well as the employees will be benefitted.	Here, Bank mostly needed financial support.	Bank can boost up their work more efficiently and they can offer more better service than less time.
3. Communication Gap between the authorities and employees.	Bank can develop a better system to overcome this.	Bank can develop a software where every essential employee can have the updated news from the authorities.	The bank as well as the employees will be benefitted.	Here, Bank mostly needed help from the IT department.	Bank can have more effective result from the employee's work.

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Appendix: 1 Joining Letter



MEGHNA BANK LTD.
together we sail



MGBL/HO/HRD/2021
March 08, 2021

Manjurul Haque Khan
Director
Career counseling center
United International University

Dear Sir/Madam,

Internship

With reference to your letter- Ref No: NIL, dated March 7, 2021, we are pleased to inform that the Management of the Bank has agreed to allow Mr. Md. Ismail Hossen Abir, bearing ID No. 111153175, a student of BBA program of your University to do his/her Internship at Meghna Bank Limited, Liability Operations, HO, Dhaka for a period of 3 months with effect from his/her date of joining within 15 days from the date of this letter. During his/her internship, he/she will have to abide by the Rules & Regulations of the Bank and will receive honorarium of Tk. 3000/- per completed month.

Please note that the internship is allowed purely to help the internees meet their academic requirements only and as such, no role over/absorption in the regular grade of the Bank should be expected by them.

Thanking you

Rashedul Alam
Head of Human Resources

Copy to:

- Liability Operations, Head Office, Dhaka
- Mr. Md. Ismail Hossen Abir, House # 42, Road # 6, Block # C, Banasree, Rampura, Dhaka