





United International University
QUEST FOR EXCELLENCE

Internship Report on General Banking & Credit Risk Management of City Bank Limited

Submitted to:

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city bank™

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22 September, 2022

Ms. Ishrat Jahan

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United International University (UIU)

Subject: Submission of internship report.

Dear ma'am,

With due respect, I would like to inform you that it gives me great pleasure to present my internship report on general banking and credit risk management of city bank Ltd. I already complete my internship in city bank. I want to express my gratitude for providing complete support and guide me as mentor, during my internship. In order to prepare this report, I tried my best to collect data as much as possible. Now, I understand how an organization go through a simulation process by preparing this report. My three months internship period in the bank was motivating and knowledgeable for me. I'm hoping that knowledge will help me in the future.

Finally, I complete my internship report. I therefore pray and hope that you will be kind enough to accept the report.

Sincerely yours,

Kanij fatema jubaira

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Department: BBA

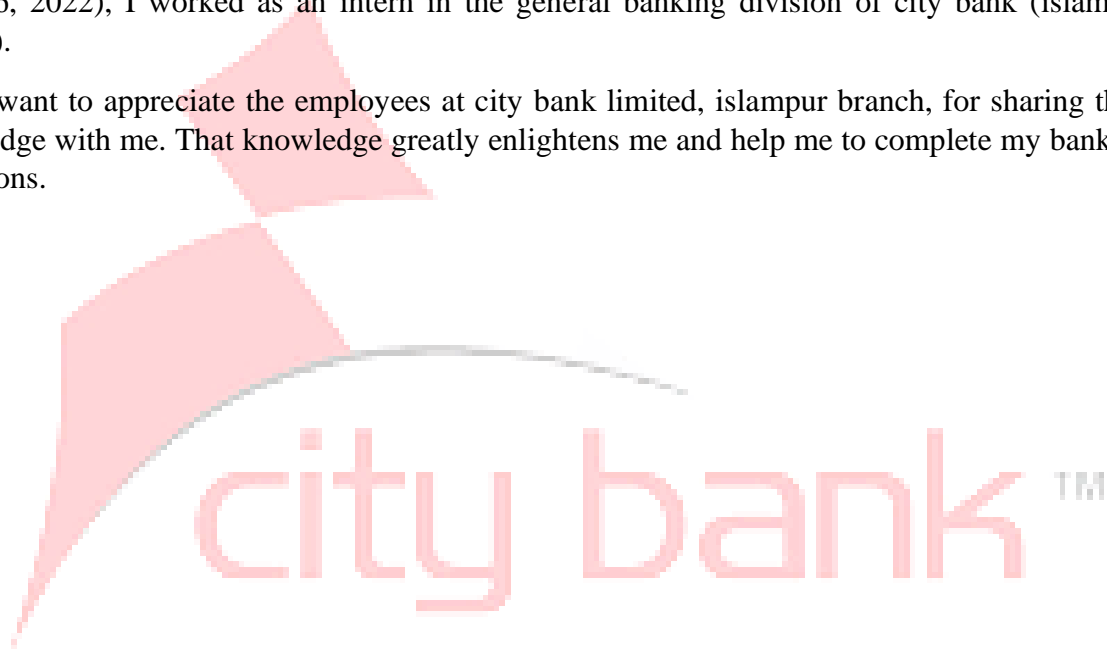
Major: Accounting

United International University (UIU)

Acknowledgement

I want to start by thanking Allah the almighty then everyone who participate directly or indirectly in my report. I want to thank, my honorable internship supervisor Ms. Ishrat Jahan, Assistant Professor (UIU), who guide me and gave me permission to start this report. I want to express my gratitude to her, in particular for giving me her time and advice. And also, preparing this report in a suitable method. I am admitting the support of our branch manager and our branch operation manager (BOM sir). Specially my supervisor in the bank, Rebeka sultana AVP&SCS Manager of islampur branch of the CBL for her valuable advice in the internship period. From (March 16 to June 16, 2022), I worked as an intern in the general banking division of city bank (islampur branch).

I also, want to appreciate the employees at city bank limited, islampur branch, for sharing their knowledge with me. That knowledge greatly enlightens me and help me to complete my banking operations.



Abstract

I already complete 3-month internship in the city bank limited, as this is the part of my BBA program. The purpose of this report is to analyze and reflect my internship responsibilities, experiences and learnings. In the banking sector all the private banks are becoming more competitive, so every bank needs to work harder to stay in the market and also make their customer happy and satisfied.

The city bank began operations in 1983. 1.75 billion takas was the official capital at the time of its founding. The bank is in twelve of the nation's top business bank among 500 banks in Asia. The city bank limited is one of the well-known and popular banks in Bangladesh. It was renowned for its asset, deposit, and profit at "ASIA WEEK" appraised in the year of 2000. The Prime Minister of the People's Republic of Bangladesh also present the "Top Ten Company" honor to them.

I analyze the general banking and credit risk management of the city bank limited at islampur branch. To prepare this report the information is collected from both primary and secondary source. I complete my internship in city bank under my supervisor Rebeka sultana AVP&SCS manager of islampur branch.

I divide my report into different chapters. The first chapter of my report includes interaction of my report, objectives, methodology and limitations. 2nd chapter represent the overview of the city bank limited, its banking history, objectives, missions, visions, products and SWOT analysis. The third and the fourth chapter contains the main topic of my internship report which is general banking and credit risk management of city bank limited. I tried my best to highlight this part of my report. And chapter 5 is all about my internship experience, internship responsibilities and what I learn from my internship. And the last chapter contains the findings, problems and some recommendation.

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CHAPTER 1 (INTRODUCTION)

Background:

In reality, "Bank" refers to a company where people can save their money. The public is given loans by a bank. Bank uses its funds to conduct worldwide commerce. Banks come in many different forms, such as central banks, commercial banks, investment banks, savings banks, etc. I spent three months working for the commercial bank known as city bank. I've picked up a lot of knowledge from several divisions, including general banking, foreign exchange, and customer service. It will be really beneficial for me. This report details the brief investigation of my three-month internship.

The report is divided into numerous sections in accordance with the supervisor's instructions. City bank operates its corporate and business operations swiftly from its headquarters through four distinct units.

- Corporate and Investment Banking
- Retail Banking
- SME Banking
- Treasury & Market Risks,

These four divisions are supported at the core by a solid facility delivery or processes setup as well as astute IT Support, all of which are hidden beneath a concurrent online banking platform.

This consolidated business, based business and functioning model attests to the bank's commitment to providing special care, resources, and services to its many customer segments. Banks are gradually expanding and becoming increasingly all-encompassing. It is getting quicker and simpler. Banks are constantly offering fresh perspectives and new ideas. Competition among banks is escalating daily. Thus, they are attempting

Significance:

This report is a component of my internship course, which the university requires of me in order to finish my BBA program. I'm writing a report on the city bank, Islampur branch's general banking operations and credit risk management. There are explanations of the tasks I completed during my internship period in this report. I was required to carry out tasks like general ledger matching for retail bank accounts, updating customer information, gathering required customer documentation, filling out debit card forms, updating know your customers for both new and old customers, informing customers about cards and collaborating with the customer service department, transferring customer checks, and assisting branch relationship managers (retail department managers) in their day-to-day tasks.

Education today is crucial for comprehending the actual business world and using what is learned to advance society, industry, and employment. In the B.B.A. degree, we take a variety of general

education and core courses, although these only cover the theoretical side of the subject. There is no better way for a student to gain real-world experience and a three-month practical exposure to a company that completes their business degree than through an internship program. When a student reaches the end of his B.B.A. program, that program is completed. It aids a student in gaining practical experience, improving their knowledge and credentials for employment, or inspiring them to start their own business.

The internship term is the first step a student takes to become more familiar with the real world of a business sector outside of their academic setting. Today, practically every area of the financial industry is connected to the banking sector. Additionally, a developing nation's financial sector is growing at an exponential rate. It is also getting speedier, more customer-focused, and has integrated into people's daily lives. Therefore, it is crucial for everyone to possess fundamental knowledge of financial and banking activities. Each student must commit to a company during the internship time.

Scope:

This report was created using the knowledge and experiences I gained throughout my three-month internship. The general banking system and credit risk management of city bank limited are discussed in relation to this study. The city bank Limited's websites and annual papers provided the majority of the data for this report.

Objective:

The main goal is to learn more about CBL's general banking and credit risk management. The major goals show what I need to do academically, and the subsidiary goals explain why this report was created.

Principal goals:

- To use academic knowledge in a work environment.
- To use the information gained during my internship in future professional endeavors.
- To obtain the credits needed to finish my B.B.A

Subsidiary goals:

- To learn more about the fundamental functions of general banking at the city bank islampur branch.
- To evaluate the value of retail banking.
- Gaining an understanding of the workplace.
- To comprehend official policies and regulations

Methodology:

The report is based on city bank limiter's general banking and credit risk management. Various files, statements, and manuals aided me in preparing this report.

Primary Source: It contains new or entirely new data sources gathered for a specific purpose, like personal interview and conversation. expert advice from seniors of the organization, official documentation. And also, related work experience. review the different files and documents. Discussion in Groups

Consultation with my superiors.

Secondary Source: It contains the data sources that are already available in books, reports and internet or already have been published in articles and web platform.

Limitation of the study:

Even though the city bank limited staff members were very busy, they gave me their full assistance. They couldn't dedicate as much time as they and I would have liked as a result. Furthermore, the internship's overall duration was too short for me to have more than a passing familiarity with the workings of the different departments I was rotated through. The following problems that I've run into during my studies could be referred to as the study's restriction or flaw. given listed below: —

- One of the biggest commercial banks in Bangladesh are city bank. The company is quite active. All day long, consumers flood into the branch, and staff members must deal with them. I found it quite difficult to gain time from the other members of staff.
- lack of necessary information is the major limitation.
- The report's another limitation was its short time span. Enough time is needed.
- The majority of the data and information are restricted, and as an intern, I was only given access to a very small subset of the information system and to the entire general banking system.
- I learned some general information about banking activities but I had very little knowledge of analytical banking skills, leaving me nearly completely ignorant of the banking system.
- The absence of secondary data.

CHAPTER 2: (OVER VIEW OF THE CITY BANK LIMITED)

Banking history

In general, only financial institutions that deal with cash are referred to as "banks." Typically, we picture a financial entity that controls money when we hear the word "bank." Examining the status of the finance division regularly reveals the overall state of affairs of a small business. Any nation's economic development and operation depend heavily on its banking sector. Central banks,

commercial banks, savings banks, investment banks, industrial banks, and cooperative banks are just a few of the different types of banks. However, we formerly referred to commercial banks when we used the word "Bank" without qualification or restriction. Commercial banks are the first contributors in a rural economy like ours. This type of banks dominates the economy in our nation and macroeconomic oversight comes first, closely followed by the performance and investment sections of commercial banks. There is a growing consensus that private banks should be allowed to offer development projects incentives in exchange for financial gain. The non-public sector banks were first given permission in the 1980s.

About the city bank

The first private sector bank in our nation is CBL. It began operations in 1983. 1.75 billion Tk was the official capital at the time of its founding. This was run under the initiative of twelve of the nation's top businesses. They started this bank with the goal of changing the banking and financial management industry. City Bank currently serves clients both domestically and internationally. It has 86 branches scattered around the nation. It has 300 international correspondences that span all major cities and commercial hubs in the world.

The Bank has expanded the scope of its services over the years. New banking products have been introduced by city bank. Dual currency credit cards, ATMs, and online services are a few of them. It has won over the customers' hearts. They intend to introduce real-time Internet, SMS, and phone banking services in the future using all current delivery methods. The Bank has attained both national and international recognition. Among the 500 banks in Asia, city bank Limited was one of the 12 Bangladeshi banks. It is renowned for its asset, deposit, and profit, all of which "ASIA WEEK" appraised in the year 2000. The Prime Minister of the People's Republic of Bangladesh also presented city bank with the "Top Ten Company" honor.

One of the first private commercial banks to operate in Bangladesh is city bank. The previous regionalized, geologically controlled, branch-based business or profit structure is not used in the city. As an alternative, the bank runs its operations and business hastily. There are separate business sectors like corporate investment banking, retail banking, SME banking, treasury banking.

A robust service delivery setup supports these four business segments. Moreover, it has a clever IT support. Such an integrated business and operating architecture ensures targeted services to the its various customers segments. The bank currently has 132 branches dispersed over the nation, one of them is devoted to Islamic banking. At the moment, it shares 270 ATMs

Profile of city bank

1City bank at a glance

Bank type	Public limited
Type of Industry	Banking industry
Corporate activity starting time	March 14 in 1983 and March 27 in 1983 inauguration
corporate office	136, Bir Uttom Shawkat Sharak Gulshan-2, Dhaka-1212, Bangladesh
Chairman	Aziz Al Kaiser
VC	Hossain Mehmood
Managing director and CEO	K Mahmood Sattar
Service of city bank	Banking facility and financial service
Number of manpower	4356
Branch in 19 countries	2649
SME-S unit office	116
Net profit	4743 mm
Number of customers	2.2mm+
Agent banking outlets	1183
Total capital ratio	14.2%
Net profit	4743 mm
Deposits	282064 mm
Total capital of city bank	Tk.1,750,000,000
Total assets	TK.2380.904B

Bank objective

- bank's main objective is to maximize profit and benefit their employee.
- Through the diversification of various banking services, their goal is to provide modern banking facilities to all consumers. hence promoting a saving mindset among people.
- Their second goal is to create an amicable, solid, and lasting banker-customer relationship overseas by offering quick and improved client facilities.
- Participating in economic growth b^ly increasing the productiveness of the bank's resources is another significant goal.
- One of their main goals is to create some short of connection with their customers with the contemporary banking system through the use of advanced information technology so that the customers feel inspired and pleased to associate with city bank
- One of their major goals is to maximize the usage of professional human resources by enhancing their aptitude and competence.
- Their secondary goal is to increase the bank's asset by participating in syndicated massive loan funding with concurring national banks in order to meet the current necessity.
- Their goal is to improve the Bank's reputation by steadily increasing its accomplishments.
- Through the effective implementation of the management central risk program, their final goal is to maintain investment capability, contented liquidity, and asset superiority.

Mission statement

City bank limited Mission is, to becoming the financial services group of choice in Bangladesh. For this they intend to offer a wide array of products and services that differentiate and excite all customer segments. They want to be the 'Employer of choice 'by offering them good environment and opportunity of growth. Tying to enhance effectiveness and efficiency. Promote innovation and automation to cope up with advance technology.

Vision

We are driven by our Vision of emerging as a financial supermarket with a winning culture, while offering enjoyable experiences to our stakeholders.

Values

Their Values characterize the manner in which they think of, work and act. They accept that they can understand their Vision and Mission when the normal way of behaving from their representatives is plainly characterized. The basic beliefs reflect in their method. They are results-driven, responsible and straightforward, gutsy and deferential. They are centered around client delight too.

Share Growth of the bank

They are dedicated to shared growth, which for us is working with the government to accomplish nationalistic objectives, leaving a lasting impression on society, and generating long-term shareholder value. they use a comprehensive strategy to generate profit while anticipating the needs of stakeholders.

Branches

There are 132 branches of city bank limited in total, spread throughout 38 districts in Bangladesh. The bank began operations in 1983 and is the oldest of the five commercial banks in the nation. On March 27, 1983, the bank opened its first branch at dhak's B. B. Avenue branch and began conducting business. It is the realization of the dream of roughly 13 local businesses who, with courage and zeal, took on a great deal of risk and uncertainty to enable the founding of the bank and the pioneering march. One of the few regional banks, Citibank does not operate according to the branch-based, decentralized, geographically controlled business model. The length and width of the nation are covered by centers and 11 SME/Agriculture branches. The bank is actively offering options in addition to these conventional theological distribution sites. it also offers SMS banking, interest banking

- The bank now has 132 branches in total
- Online branches
- One branch offering Islamic banking
- One branch offering SME services
- Its own 246 ATMs
- An ATM sharing system that give partner banks to access their ATMs.

Department

- Human resource
- Operation
- Central accounts
- Investment
- Personal banking
- Global trade
- Audit and risk management
- Information technology

Product and services

The CBL is a bank that is expanding quickly. It is competing in the market by providing a diversity of its products and services, which is very important to its success. The following banking services are provided by CBL.

Corporate banking and financing- Working with capital, trade finance, short- and medium-term financing, project financing, Islamic financing, cash management, investment banking, charging schedules, and interest-bearing lending are all examples of financing. Working capital, different type of finance, Cash management and Investment banking.

Retail banking –

This type of banking is the popular kind of mass marketing banking in which customers use branches for commercial purposes.

- Deposit
- Loan
- Debit and Credit card
- NRB
- I-banking

SME Banking- A new age is being ushered in by CBL's SME Banking. The SME banking division of the city bank is known as city business. It enables city bank to become more competitive against other banks.

Treasury & Market risks- All treasury services are provided by specialized teams at city bank. The treasury services offered by city bank are varied. In the city bank, there are four treasury teams. They are constantly prepared to meet the needs of the clients. The group is Overnight and Team deposit, foreign exchange, Local currency and Spot and forward

Online Banking Service:

The city bank limited offers real-time online banking throughout all of its branches. By online service any customer will be able to get cash withdrawal and cash deposit. Encashment of pay-order and statement.

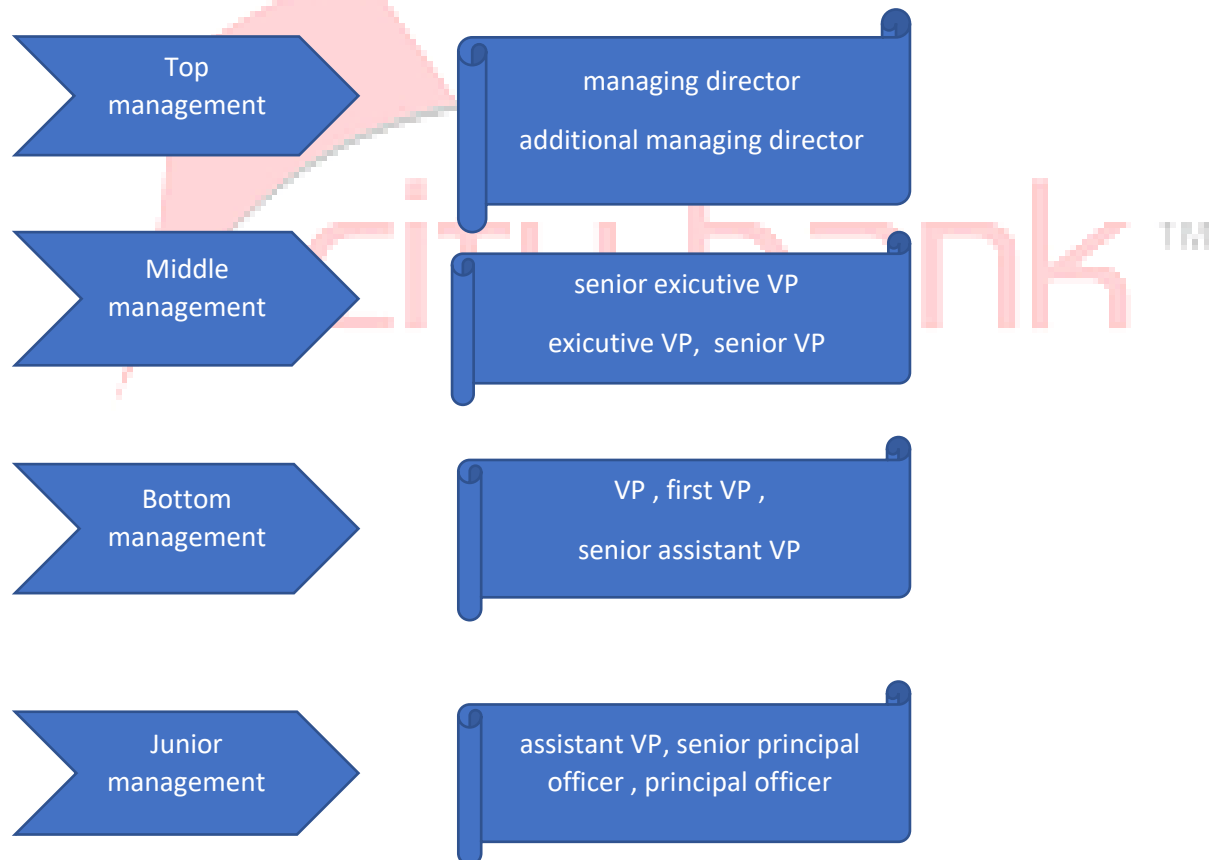
Services performed by the Bank are:

- Borrowing money from individual and different types of business.
- Online cash withdrawals and deposit into accounts

- They Lending securities
- exchange commerce.
- Pay order and statement of accounts
- Help to Participating in the capital market.
- They are offering custody of valuables to their customers and transfer of funds services too
- Providing drawing services of payments

Hierarchy of city bank

Table 2: Hierarchy of The City Bank



SWOT analysis

Strengths, Weaknesses, Opportunities, and Threats is referred to as SWOT. These are important problems that need to be resolved before moving on. Organizational performance is influenced by internal strengths and weaknesses, not only outside opportunities but also dangers result from the existing environment too. To avoid overestimating or underutilizing an organization's capabilities, a SWOT analysis must be conducted. It helps with seizing prospective chances and avoiding threats, which lowers the possibility of mistakes and raises the possibility of profit maximization. SWOT analysis gives businesses insight into their existing position or condition, as well as what should do, planned and preserved.



Strength: -

- Friendliness in the Workplace
- Skilled and energized workforce
- A distinctive corporate identity
- Efficient productivity
- Stable Financial Situation



Weaknesses: -

- Excessive L/C charges
- Inadequate Inspiration
- Small business owners are discouraged
- There is a lack of significant marketing activity
- There aren't enough innovative products on the market.



opportunity: -

- Differentiated operational procedures
- Networking across the country

- Managers with Prior Experience



Threats: -

- Other bank's comparable services.
- Future pandemics and natural disaster
- The economic downturn
- Loans that are in default

Corporate social responsibilities

City bank works to uphold its commitment to implementing Corporate Social Responsibilities. City bank engages in a variety of social work to fulfill its social obligation. For instance, providing financial assistance for arts and sports, for education, for numerous charitable causes, and even for various forms of gifts.

- There is an environmental protection initiative called Ajker Padma that aims to preserve and improve the ecology in the lakeside area as well as create a good and responsible environmental society.
- Fresh Air Excursion is program for kids.
- For health, disrespectfully referring to a hospital (Bangladesh Thalassemia and center for crippled reintegration)
- They have established a relief effort for those impacted by Sidr.
- They contributed to the Dhaka Stock Exchange's relief fund.
- They have also contributed to the prime minister's relief fund for storm victims.
- they have a special education program for kids with intellectual disabilities.
- they have supported the work of Chandina Mohila Degree College, Dhaka Club, and Zonta International.
- Even makes a donation for the benefit of the workers' medical needs too.

Recent activities include battling terrorism, supporting the martyrs of the BDR mutiny, bringing attention to Down syndrome, supporting the country, distributing warm clothing, and also promoting public-health and education.

CHAPTER 3 (GENERAL BANKING)

General banking

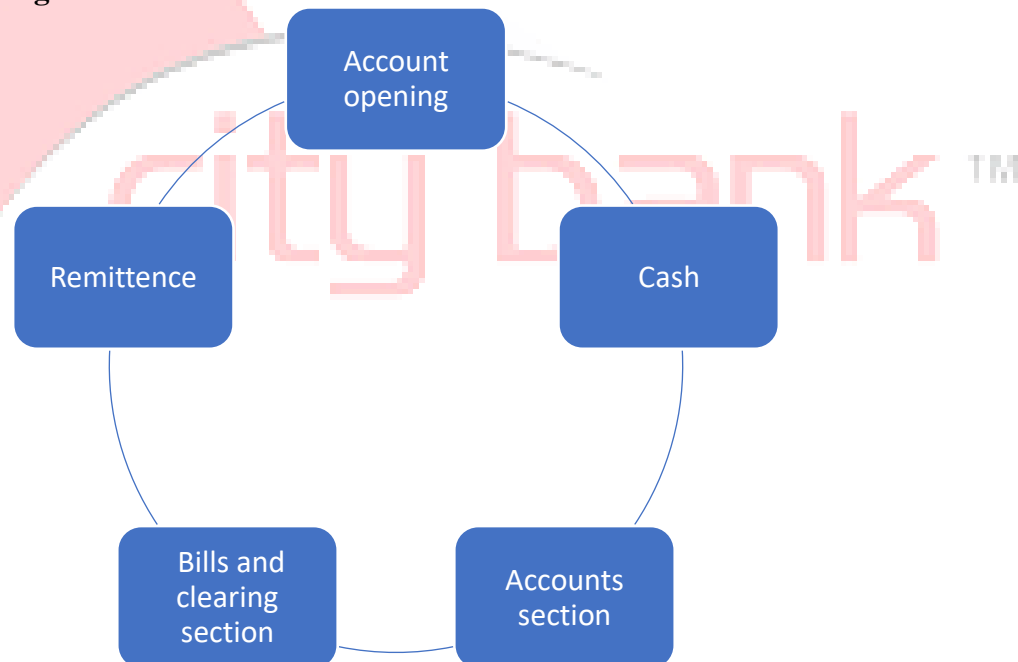
Banks refers to a business that receives funds from clients for use in investments and lends those funds to other clients. The customer's cash deposit is reimbursable upon demand or drawing by check, order, or drafts.

The primary objective of every business is profit by selling goods or services. Instead of selling any tangible goods, a bank offers financial services.

The general banking department carries out branch's primary duties. It is a bank's most exposed and exposed in all directions department. Because of reason, this division stands as the most crucial component of a commercial bank. The client receives daily services from this section as well as some important services. It must accept the deposit and give the client cash when requested.

The city bank limited, islampur branch has all the necessary general banking segments, and these segments are operated by excellent and knowledgeable personnel. In this branch, the customer care method is of exceptionally high quality.

General banking activities are:



Account opening

In essence, to have a customer-manager relationship within a bank, there must be an account. Opening an account with a bank is the first step in developing a contractual customer manager relationship with that institution.

The customer may open an account with city bank limited if they meet all the standards. for every bank there is standards that established by Bangladesh Bank.

Deposit accounts types –

- Current account
- Saving account

High value saving account

City Manarah account

Students saving account

- Term deposit account

General deposit

Fixed deposit

- Foreign currency account
- Convertible take account
- Short term deposit
- Non-resident taka account
- Resident foreign currency account

Current account

The majority of businesspeople today create current accounts so they can deposit and withdraw money from the bank on a daily basis in order to sustain their daily financial activity. An individual, enterprise, company, club, association, body corporate, etc. may open a current deposit account. The client receives no interest from the current account. The client does not need to give notification before making a deposit or withdrawal from their account. Because of this, clients who require occasional financial transactions choose this category of account.

Characteristics of current accounts -

In addition to receiving a free checkbook they can use to withdraw money, customers of city bank who have current accounts do not earn interest on their deposits.

Customers can withdraw money from their account and transfers their funds too. The customer may request a safe locker facility and able to receive international remittances.

Rules for opening an account-

- This type of account can be opened by an individual, a business, a group of people, an association, a self-governing entity, the government, a club, a firm, and so on.
- After opening an account, there is no further cost for withdrawals or deposits.
- A current account must be opened in a city bank with a minimum deposit of 1000 taka.
- If the current account's minimum balance falls below \$1,000, an incidental fee of money will be applied.

Savings accounts

A savings account might be for an individual, a couple, or a minor. The customer can put money into this account and get a minimum amount of interest each month. Because of this, customers deposit money into savings rather than withdrawing. Their main target market for this account is the little saver. By meeting the prerequisites, any adult who is mentally sound may open this kind of account. Who are prepared to save money and also be paid interest on their money, a savings account is quite helpful. For retail customers, a general savings account is a suitable savings option. With its numerous branches, city bank limited offers its saving account customers high-quality amenities and important services.

Features of savings accounts:

A minimum deposit of 500 taka is required to create a savings account. Customers who deposit up to taka 5 lac will receive 4.75 percent and 5 lacs to taka 10 lac will receive 5.5 percent interest and for 10 lacs will receive up to 6 percent interest. Customers will receive a service for paying their utilities. With this account, consumers can receive overseas remittances. The customers can use a demand draft, telegraphic transfer, or the postal service to send money to another branch. Transferring a standing instruction system layout is also an option. City Touch accounts and online banking are also added

Type of savings account

- High value saving account

This special type of account's interest calculated daily and paid monthly. While the interest rate on other savings accounts is calculated based on the lowest balance the account had in a given month, the rate on these high-value savings accounts is calculated daily. Additionally, unlike conventional savings accounts, which only pay interest every two months, high value savings accounts pay interest on a monthly basis.

- City Manarah account

Manarah accounts are run according to mudaraba principles and are based on mudaraba standards and also shariah of Islam. It is created as a legally binding partnership. Here one partner contributes work, another partner contributes capital, and both partners split the profits or revenue.

- Student account

Student savings accounts were first made available by city bank. It's a particular kind of account where a student under the age of 18 keeps their savings. The student gains financial responsibility while also developing the habit of saving thanks to this kind of account. Depositing at least 100 tk is necessary to start a student savings account and receive a card.

Rules of opening

- The manager's approval is necessary to open a savings account, which can be opened both jointly and individually.
- The interest rate is calculated using the monthly average amount.
- An account holder will not receive interest for that month if they withdraw more than 25% of their savings or cash out more than twice.
- In order to create a savings account, you must have at least \$500 in an urban region and \$100 in a rural location.
- The interest rate ranges between 6 & 7.5 percent.

General deposits:

Among the other DPS products that are offered on the market, this form of account is quite unique and attractive. In this scheme, the client receives a sizable sum of money in exchange for the termly deposit after the deposit matures or at the end of the term. It is an effective approach to put money aside for the future. Customers who open one of these accounts with a variety of maturities receive an interest rate of 5.75 percent.

Features of general accounts:

- There is no initial deposit required for this sort of savings.
- This is a system for recurring scheme deposits.

- It may last from one to twelve months.
- The interest is computed on a quarterly basis.
- Once the period has expired or the deposit has matured, customers may withdraw their funds.
- In this category of savings deposit, the interest rate is relatively high.
- If a client cashes before the maturity period is over, receive amount that is nearly equal to their nearest value.
- The client will be permitted to borrow up to 80% of the deposit amount.
- The deposit profit amount will be reduced by source tax and excise duty fees.
- Different Interest rates on different fixed deposits.

Fixed deposits account

Fixed deposits enable consumers money for a long period. Customer can earn competitive interest from that deposit. They also help customers invest money like long-term savings with greater interest. Different Fixed Deposit Schemes are offered by city bank to entice customers.

In these sorts of deposit accounts, a sizable volume of money stays in bank in exchange customer get greater rate of interest. And that is comparatively greater. Every year, the interest rate is calculated. The terms for this kind of savings deposit can be 3,6 months, or 1 year. The addition the client may have the interest or profit but not the principal amount of the deposit before it matures.

3.2 percent rate for one, 3.25 percent rate for up to 3 months, and 5 percent rate for three-six! 5.5 percent interest rate for a program lasting 6 to 1 years. The client has the option to apply for renewal if they so choose. If the customer does not renew, the interest will be calculated on a quarterly basis.

Short term deposit account

This type of accounts has some features like a hybrid account of current and a savings account. That called (STD) account. If the clients want interest, they must only hold the short-term deposit amount for 7 days. Compared to other deposit-based savings accounts, the interest rate is lower. A number of different kinds of sizable businesses, organizations, or governmental agencies deposit money in short-term deposit accounts with the city bank limited. The client is not permitted to withdraw money repeatedly or without prior warning.

Foreign currency account

It refers, the home country bank designates and maintains a currency other than the local currency.

characteristics of a foreign exchange account are,

- anyone who meets the requirements can open this type of accounts.

- must fill out required paperwork and send a copy of their passport along with a photo.
- Even someone from abroad can open an RFCD account by mailing the required documentation, but they must first have it validated by the Bangladeshi embassy abroad, a reputable bank.
- The submission any form, employment documentation or proof conducting business overseas is not necessary for Bangladeshi nationals who reside abroad to open an RFCD account.
- In addition, non-resident Bangladeshis and non-resident foreigners can invest in Treasury bonds issued by the government of Bangladesh in Bangladeshi Taka as well as premium bonds, investment bonds, and bonds denominated in US dollars. Stocks or securities that are listed on stock exchanges can be purchased by opening a NITA.
- Residents who are Bangladeshi can fund their RFCD accounts with the money have in vacation.

Cash

This department is the most important component of banking. The management must keep an eye on what is happening in the cash department as well as the vault and the clients, thus the manager's room and the cash department in islampur branch are virtually directly across from one another. The cash department is a crucial component of a branch because it works with the branch's most liquid assets and interacts directly with clients. Receiving and disbursing cash to clients in exchange for pay orders, checks, paying slips, and drafts is the primary responsibility of the cash department. It serves as the branch's media.

I've learnt how to enter and exit cash from the safe vault as well as the methodical process for receiving and paying for cash using checks and drafts from this department.

Cash receiving

Customers who wish to make a deposit only need to fill out the slip and hand it to the cash counter teller together with the desired amount of money. The cash is counted and compared to the slip by the teller. After the teller has signed the slip and added any necessary seals, record the account number in the diary. The cashier then hands the client a duplicate of the slip while keeping one.

Cash can be received by

- **Paying slip:** is a deposit slip that a customer fills out with their banking information, the amount of money, and their signature. Anyone with a CD or MSD account may make a payment using a paying slip. If everything on the paying slip is determined to be in order, the teller enters the deposit into the register and receives the seal.
- **Bill:** The teller analyzes the customer's invoices to see if there are any errors after receiving a variety of bills from the apparel, grocery, and other businesses at the islampur branch.

When everything is confirmed to be in order, the teller enters the journal into the register, takes the money to the bank.

- **deposit account, telegraphic transfer:** The customer fills out the deposit slip, which is then given to the teller along with the money. The teller checks it for any discrepancies and, if all is in order, receives the seal before entering the entry.
- **Demand Draft** is the most significant and practical financial tool. Demand drafts are typically issued by one branch to another on the customer's behalf to pay a specific amount of money.
- **A pay order** is a directive to provide a certain sum of money to the party named on the pay order. Pay Orders used to only be issued by banks to influence their own local payments, however this is no longer the case. Order Pay

Cash distributing

Cash disbursements are made using pay orders, demand drafts, pay stubs, checks, and debit vouchers. Before handing over the money, the teller first reviews the document for any discrepancies or significant changes, as well as the time and date. If necessary, he then validates the bearer of the money's signature, and the teller then receives a callback confirmation. The teller gives the money to the payee if everything is determined to be in order.

- The due date of the check is the information that is necessary to disburse any cash.
- The account owner's signature.
- If there are any significant changes.
- Check to see if the check is crossed or not.
- Check to see if the check has been endorsed.

Bills and Clearing department

With a local office, the city bank limited completes its clearing operations. This office represents all CBL branches before the clearing house for Bangladeshi banks.

Clearing refers to the mutual settlement of claims submitted by member banks for appliances drawn to one another at a predetermined time and location. The Clearing House is a prearranged meeting when member banks decide to send their representatives to deliver each other and in exchange to accept the appliances of each other at a predetermined time and location. The case's outstanding balance is settled by supervising bank.

The clearing department's activities –

- Getting ready for clearing outside.
- Getting ready for lodgment inside.
- Keep track of both the outer and inward cleaning.
- When publishing the batch is necessary.
- The rules are the same when receiving any instrument as when disbursing.

- Interbranch debit advice (IBDA) is transmitted by the clearing unit to the bank's main office for clearance.
- Upon receiving an interbranch credit advisory (IBCA) from the bank's head office, the customer's account is credited with the amount.
- If any instrument is returned, the client receives the identical instrument back.
- Set up the bank-to-bank transactions.

The clearance department's collection division:

Cheques and other items are sent to banks outside of the clearing house for collection purposes. The city bank limited's other branches, as well as other branches, are where the islampur branch obtains the instruments indicated by its customers. When the outgoing invoices have been collected for the intended purpose, the customer's account will be credited. Additionally, the customer's account is debited in the case of internal collection.

Remittance department

The city bank limited also offers remittance services. It enables both bank clients and non-customers to send money from one location to another.

Demand drafts, pay orders, and telegraphic transfers are the major instruments the city bank limited, islampur branch uses for money transfers.

There are various parts to remittances.

- **Telegraphic transmission:** It is a fairly quick way to move money from one location to another. The branch that is remitting instructs the other bank to pay the payee a specific amount through fax, mail, or telegraphic transmission.
- **Demand drafts** are a very well-liked tool for sending money from one location to another. Although the commission charge, which is 15% of the principle, is a little excessive.
- **Pay order** is a method of transferring funds via a banking channel from one to another. person can purchase various pay order models like, by check and cash, if they so choose.

Accounts department

The accounts department is connected to all other departments. In accordance with general accounting rules, this part provides information on loss and profit as well as assets and liabilities. Theoretically, this part operates. This section maintains a daily, monthly, and annual journal.

General accounts

Accounts are consistently kept with a city bank's head office. The general accounts portion must be kept up by each branch. The branch's general accounting division settles the branch's assets and liabilities. This demonstrates that a branch is aware of its obligations to its parent office. Debit and credit are displayed for the liabilities and assets.

Suspense accounting

This division keeps track of all payments made by the branch for various reasons, such as employee contributions to national insurance, tax and deductions for voluntary labor.

sundry deposit Accounting -

Here the records are kept the receipts that are uncategorized under any specific records. It falls under the umbrella of the various creditors' travelling account type. The amount is displayed in the cash book's liability section.

Debit voucher

The debit voucher is prepared to be used for any type of cash payment, such as for transportation or leisure. You can withdraw the specified amount of money by displaying the debit voucher.

Daily responsibilities

- include preparing the branch's cash deposit and disbursement,
- Preparing assets-liabilities statements
- using the general ledger in their work
- Provide proper accounting treatment for these functions and daily record the fund transactions between branches.
- Verify the accuracy of all the vouchers, as well as the conformance of the activity reports. Make sure it is correct and adjust if necessary if it is not.
- Enter the daily vouchers in the register entries for the coupons.
- Arrange the appropriate vouchers in the debit and credit areas.

Periodical responsibilities

- Create the employees' salary statements on a monthly basis.
- Each week, prepare a report on the branch's status that must be provided to the head office in order to meet the branch's cash reserve requirements.

- Prepare a monthly report on the branch's condition about meeting the statutory liquidity requirement and send it to the corporate headquarters.
- Prepare your branch's position regarding the segmentation of deposits and credits on a weekly basis.
- To reconcile the transactions among all branches, a process known as extraction, provide a summary of the branch's and the head office's transactions.

CHAPTER 4 (CREDIT RISK MANAGEMENT)

Credit risk management

Every credit proposal made by the Bank must include a thorough and accurate risk assessment. A thorough examination of the capital, capacity, borrower's integrity, security, legal formalities, condition, and continuous supervision

Polices that use by city bank

- Prudential Authority
- Products and Services
- Loan-Deposit Ratio:
- General Lending Policy
- Name Lending
- Large Loan
- Diversification and Sector Allocation
- Security & Support Security
- Maximum Tenor
- Pricing
- Segregation of Authority
- Cr Risk Grading
- Document Maintenance
- Rescheduling

City Bank Limited performs the following steps in credit risk management division-

Loan administration

Loan disbursement

Project evaluation

Processing and approving credit proposals of the branches

Documentation, CIB (Credit Information Bureau) report etc.

Arranging different credit facilities

Providing related statements to the Bangladesh Bank

CR manager assessments

Before the proposal get approval, the Cr RM have to make certain that all required documentation have been gathered. When loans, advances, or credit facilities are provided with a third party's guarantee, that guarantor must undergo the same credit review as the principal borrower.

RM needs to go through – the amount and type of loan, proposed and its purpose and also results of financial analysis. Security Arrangements too.

KYC

To verify that new borrowers, principals, and guarantors are in fact who they claim to be, the Cr RM have to understand their client and perform due diligence on each of these parties (known as "knowing your customer").

By opening accounts, the link between the bank and the customer is first created. A proper introduction, pictures of the signatories on the accounts, a passport, a trade license, the company's memorandum and articles, a certificate of formation, a certificate indicating the start of operations, directors name. Every necessary paperwork must be gathered at account opening in accordance with bank policy and regulatory requirements. When starting an account, a declaration describing the anticipated transactions is required.

CHAPTER 5: INTERNSHIP EXPERIENCE, RESPONSIBILITIES AND LEARNING

Internship experience

The focus of this internship report is city bank limiter's general banking and credit risk management. The BBA program has been structured to include this internship report. This report contains the information pertaining the bank, where I was given permission to serve as an intern for three months. Supervisors from the organization and the university gave me guidance while I lettered this report. Based on my three months of work experience at Bangladesh city bank limited, I created my internship report. The training's overarching goal is to assess all banking activities at the islampur branch of city bank.

The actual general banking activities, services, and responsibilities, as well as credit risk management, are represented in this report. Additionally, it will demonstrate how clients are treated, spoken to, and served. We'll also talk about their obligations to the quality and the customers. And also, this study will outline some suggestions on how they might enhance their offerings.

My internship at CBL enabled me to gain the information and experience I needed to distinguish between academic knowledge and practical. Those 3 months thought me lots of thing. I learn how to manage my time effectively and how to function under pressure. The daily grind of the office has helped me become more disciplined, which is crucial for success. At the same time, I've learnt to be on time. As we worked to complete the duties ahead of schedule, it helped me become more adept at managing my time. Additionally, I've been able to grow as a person and have tried to strike a balance between my personal and professional obligations.

Responsibilities

One of Bangladeshi bank that is expanding quickly is city bank ltd. Three months have passed since I started working there with various teams as directed by my manager. I was initially assigned to the operation banking division by the branch manager of islampur. Learning from him was a great pleasure. They give me team assignment, including the front desk and CS team.

Additionally, I also collaborate with others on some crucial tasks like matching general ledger, bringing up customer data, gathering necessary papers from client. filling out card forms, bringing KYC for new and existing customers, informing customers about card and other services, assisting retail department managers with document filling, etc. I've operated according to the established guidelines and norms like a regular employee. Every employee in the pertinent areas gave me

development advice during business hours. As an intern, I had a set of responsibilities that need to carry out honestly.

Along with working schedule, I also received obligations. On the general banking section, I worked. I had to gather the necessary paperwork from clients who came to open an account. documents of a formal nature, such as TIN certificates, trade licenses, national identification cards, and photographs. Along with working in the branch's customer care, CS team, and clearing departments, I also worked in general banking.

Learning from internship

I've learned the most about communicating here. Being able to successfully interact with others helps me to do my work properly. I also able to put myself in a position to manage customers. Working with others on a daily basis makes this an essential and extremely significant ability.

Managing time to build skills, I had to show up to my boss's office at precisely 10 a.m. But as long as I finish my work on time and am accessible whenever they need me. I was able to improve my time management skills just by arriving at work and leaving on time.

I've developed technical abilities in general banking. By using FINACLE Software for regular tasks helps me to develop my skills and also get expertise in databases, applications. When customer submits an account form, it moves to several tables. The date that each employee receives the forms varies. It was my responsibility to record that date on an excel file using service delivery tracker. I learn a lot from my responsibilities.

CHAPTER 6:

FINDINGS, PROBLEM, RECOMMENDATION, CONCLUSION AND REFERENCE.

Findings

City bank should think about how its services might meet the needs of its customers. While dealing with clients and introducing new products to them, effective technique should be used. The bank's stellar performance is a positive reputation for the institution and increase in shareholder value. In most cases, a creditor will assign a debtor a deadline by which they must pay back their loan. On the other hand, credit connections across the financial, private, and public sectors. Banks make money by offering loans. Banks improve their earnings by collecting interest from debtors. In business, industries, agriculture and creditor plays a critical role. Banks lend money to those industries so they can invest. As a banking company, city bank limited has established a solid reputation and they also very much concern about maintaining their reputation. The bank's earnings and deposit sectors have also shown remarkable growth and they are trying their best to hold that growth. The bank consistently practices internet banking. The bank trying to adopt new technology and stay update. The goal of the human resources department is to build a skilled and efficient workforce. The bank's long-term goal is to find the finest solutions for its customers' needs and happiness.

Problems

Finding information can be difficult. It takes more time, which is frustrating for customers and staff. Unorganized delivery system that led to many dissatisfied clients. The majority of customers seek out excellent service but they ultimately leave with many complaints about the service that bank providing. Which can damage the bank's reputation. Over time, dissatisfied consumers create a toxic environment for the workers too. The majority of clients fill the pin and creates problems towards bankers too. Managing the ultimate situation is challenging. Many consumers arrived as a result of complaints regarding staff in customer care call service. Sometimes bank have clients that don't use the token system or understand the system create problems. Some customer came at last hour or they are not patient enough to weight, this type of people is hard to handle. So, the service needs to be tailored to match the product. They have many personnel treat clients with indifference. And lack of staff in this branch, to ensure their efficient service.

Recommendation

The working environment requires improvement and they should give employee access to sufficient working resources. In order for them to function better. For workers to feel motivated and important, challenges are necessary. Their interest will grow, and their services will also get better. Placement of employees must to be based on their aptitudes and competencies. There will be a greater likelihood of the staff providing better services if they are at the proper location. There is a need to speed up routine banking operations. The deposit section needs

sufficient development.

Then, more customers will be interested in sensible services. The customer's creditworthiness, involvement, and capacity to complete the project should be considered.

Conclusion

One of Bangladesh's largest private commercial banks is the city bank limited. It is active all over Bangladesh. Its centralized infrastructure is extremely uncommon among Bangladeshi banks. It has an excellent reputation. Through the use of credit cards, brokerage services, and online banking, it has grown popularity. It is one of Bangladesh's biggest corporate banks. It actively promotes the bank's expansion into retail banking. The bank is well known for handling the employee's international money transfers too.

This report focuses mostly general banking and credit risk management at the city bank limited, branch in islampur. This branch has the ability to enhance the quality of the service towards its customer. By this CBL can maintain their reputation. city bank can improve its reputation and become one of the top private banks in Bangladesh with some minor reform of its current operations, including the branch. Getting real-world experience from the city bank was a fantastic experience.

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