**INTERNSHIP REPORT**

**ON**

**General Banking Activities of Southeast Bank Limited**

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**Internship Report on**

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

**Submitted to**

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**LETTER OF TRANSMITTAL**

June 2, 2018.

Mohammad Amzad Hossain

Assistant Professor- AIS

School of Business & Economics

United International University

Dear Sir,

It is an honor and great pleasure for me to present my internship report on **“General Banking Activities of Southeast Bank Limited”.** This report was assigned to me for the Partial fulfillment of the requirement of BBA Program authorized by Accounting &Information System (AIS), United International University.

I have tried to put my best effort in order to make the report an informative and standard one.

I am really wanted to thank you, for your support and suggestions. So this my humble request to you to accept this report and I will be available to explain any queries if you feel necessary.

Sincerely yours,

……………………………………..

Nisfa Nasser

ID- 114131026

**Acknowledgement**

At first I am thankful and grateful to almighty Allah who has given me the strength and ability to complete the report based on practical knowledge after finishing internship. After that I would like to express my dearest appreciation to all those who provided me the possibilities to complete this report. I am also grateful to my supervisor **Mohammad Amzad Hossain** for his overall cooperation, advice, guideline and support in discharging my responsibility for preparing this report. I express special thanks from the bottom of my heart to the branch manager of **Satmashjid Road Branch of Southeast Bank Limited** and all other employees. I greatly appreciate the cooperation of the employees and branch supervisor **(Anwara Begum)** under whom I have been working and learning general banking activities.

**Acronyms**

|  |  |
| --- | --- |
| **A/C** | Account  |
| **ATM** | Automated Teller Machine |
| **BB** | Bangladesh Bank |
| **CD** | Current Account |
| **FDR** | Fixed Deposit Receipt  |
| **L/C** | Letter of Credit |
| **PO** | Pay Order |
| **SB** | Savings Banking |
| **STD** | Short Term Deposit |
| **SEBL** | Southeast Bank Limited |

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**Executive Summary**

The internship report on General Banking: A look from Southeast Bank Ltd. as required by the supervisor Mohammad Amzad Hossain, Assistant Professor of School of Business & Economics of United International University. The objective of the study is to study and analyze the General Banking, to identify problem of General Banking and recommend policies to overcome the problems of Southeast Bank, Satmashjid Road Branch. Two types of data are used here, primary and secondary data. Different kind of general bank activity of Southeast bank is discussed here.

Here, this internship report is divided into nine chapters. The **first** chapter of this report is introduction which presents the rational and origin of the study. The **second** chapter of the study deals with historical background of Southeast Bank and banking sectors of Bangladesh, activities of the bank and vision mission of the Southeast Bank Ltd. The **third** chapter is about objectives of the study. The **fourth** chapter is methodology of the report, here the process of data collection, sources of data, scoops and limitations are explained. Chapter **five**is discus abut account opening process and different kinds of accounts details of the bank. General Banking consists of the management of deposit, cash, clearing house, bills, account opening, security instrument handling, customer services, locker facilities and other services of the bank besides Advance and Foreign Trade. Direct customer service center is known as general banking. The **sixth** chapter is about SME, Retail and Islamic banking of Southeast Bank. The **seventh** chapter is the study of online banking. Now a day Southeast Bank Ltd. has a great role in online banking sector. Chapter **Eight** is survey analysis and findings part of the report. Five different questions were in the survey. And the last chapter, chapter **nine** is the conclusion part of the study.

The main findings of the study are follows: Southeast Bank’s loan department is not good enough, loan sanctioning process is very lengthy, the bank has little concern about advertising process etc.

Some recommendations of the study are: bank’s loan department should more advance, the bank should fast their loan sanctioning process, and they should more concern about advertising process.

**Chapter - 01**

**Introduction**

# Introduction:

In the world banks are depository institutions. It is a financial institution that invests money deposited by customers, pays it out when required, makes loans at interest, and exchanges currency all over the world. Banks are the institutions that provide a great variety of financial services and they have different kind of products. Banks main job is to hold money for their customers and pay the money when customer needed or demand it. Customers can withdraw money by cheque or by ATM card. Bank use customer money to give loan to the other party. By this loan they can earn money from it. Sometimes banks give educational loan to the students who want to take higher study and mortgages are also given by banks.

General banking of southeast bank consists of different kinds of deposit, clearing house bill, cash different types of account opening, customer service and foreign trade.

# Rationalization:

In this report, I have shown the general banking activities of a commercial bank of Bangladesh. For academic purpose, every student is required to work in a selected institution as an intern to enrich the practical knowledge and experience of their study. After completing the internship, an internship report should be prepared on the knowledge of internship. I choose “Southeast Bank Limited” for my internship program. I decided to work on the practices of general banking activities of the bank. Here, I have used some assumptions and personal experience over general banking activities of a commercial bank such as **Southeast Bank Limited**.

# Origin of the report:

This internship report entitled **“General Banking Activities of Southeast Bank Limited”** under the instruction of our honorable intern supervisor & Assistant Professor “Mohammad Amzad Hossain” for the partial fulfillment of the requirement of BBA Program authorized by Accounting & Information System (AIS), United International University.

#

# Chapter- 02

**Organizational Background and Industry Perspective**

Organizational Background of the Southeast Bank:

At very first in 1995 southeast bank establish with specific vision and mission. The vision was to become a pioneer banking institution of Bangladesh and will a huge contribution to the national economy of the country. Most leading personalities of the country established this bank with some mission and dream. The chairman of southeast bank is Mr. Alamgir Kabir, FCA, with professional chartered Accountant degree.

An efficient professional team runs southeast bank. Who generate and create an environment where trust and discipline highly encourages and motivates employees of the bank. Every employee work hard to gain their desired goal and objectives. In southeast bank there are a great number of women employees. Almost 18.14% of employees are women. This is a great achievement for the bank.

# Short History of Financial System and Banking in Bangladesh:

From the British and the Pakistan period the banking system began in Bangladesh. In 1901 there were only 25 bank branches and in 1946 were only 668 bank branches in East Pakistan. For language movement in 1950 the number reduces in 148. But in 1965 the numbers of bank increase again and rise up in 545 bank branches. Number of branches was 1025 in 1970.

12 banks which were inherited from West Pakistan started functioning with 1130 branches in Bangladesh. After liberation war these banks renamed and became nationalized. Six nationalized bank formed. Those are- Sonali Bank, Rupali Bank, Agrani Bank, Janata Bank, Pubali Bank and Uttara Bank.

# Banking Sector in Bangladesh:

* **Bangladesh Bank (BB):**Since from 1971 the Bangladesh bank has been working as a central bank of Bangladesh. Bangladesh banks first job is to issue currency, provide transaction facilities to all public monetary policy, foreign transaction policy and foreign currency exchange. Other thanthis central bank is responsible for planning and implementing government’s monetary policy. So Bangladesh bank designed central monetary policy for the people Republic of Bangladesh. Bangladesh bank has a governing body comprising of nine members with the Governor as its chief. Apart from the head office in Dhaka, it has nine or ten branches, of which two in Dhaka and one each in Chittagong, Rajshahi, Khulna, Bogra, Sylhet, Rangpur, Barishal and Mymensingh.
* **Commercial Bank:** After the independence, banking industry of Bangladesh started its journey. So there was 2 states owned significant, 3 foreign banks and 6 nationalized commercial banks. After that in 1980s private banks enter and there was a significant change in this sector. Now in Bangladesh there are primarily two types of banks:
* **Scheduled Banks:**Schedule bank means which gets license to operate under bank company act, 1991.
* **Non Scheduled Banks:**Non schedule bank means which are established only meeting up those objectives. These non-schedules cannot perform all the function of schedule bank dose.

In Bangladesh there are 56 schedule banks who work under full control and supervision of central bank. Schedule banks can be classified into following types:

* **Stated Owned Commercial Banks:** In Bangladesh there are now almost6 banks those are stated owned commercial bank. Which are fully or mainly owned by government of Bangladesh. Among these 6 banks, two banks named Pubali and Uttara were shifted to private sector in 1985. So, there are four stated owned commercial banks in Bangladesh such as Sonali Bank, Rupali Bank,Janata Bank and Agrani Bank. All of these four banks were listed as public limited company.
* **Specialized Banks:**In Bangladesh there are two specialized banks are now operating which was established for specific objectives like agricultural or industrial development. These specialized banks only deal with special purpose. These banks are fully or majorly owned by the Government of Bangladesh. For example: Bangladesh Krishi bank and Bangladesh Development Bank Limited.
* **Private Commercial Banks:** There are 39 private commercial banks which are majorly owned by the private entities of the country. Private commercial banks can be categorized into two groups; conventional banks which perform the banking functions in conventional fashion i.e. interest based operations. There are 31 conventional private commercial banks in Bangladesh. The others are Islamic Shariah based banks which execute banking activities according to Islamic Shariah based principle i.e. profit-loss sharing mode. There are 8 Islamic Shariah based banks.
* **Foreign Commercial Banks:** Foreign banks are operating in Bangladesh as the branches of the banks which are incorporated in abroad. There are 9 foreign commercial banks in Bangladesh. HSBC is one of foreign commercial bank.

There are now four non-scheduled banks in Bangladesh which are- Ansar VDP Unnayan Bank, Karmashangosthan Bank, ProbashiKollyan Bank, Jubilee Bank. Nonbank financial institutions are those types of financial institutions which are regulated under Financial Institution Act, 1993 and controlled by Bangladesh Bank.

# Activities of Commercial Bank:

Commercial banks of Bangladesh mainly follow Banking Companies Act 1991. No other business without banking is allowed for commercial banks of Bangladesh. Normal activities like borrowing money, lending money, giving advices about money etc. are done by commercial banks. Commercial banks can issue letter of credit for foreign trade. They are also authorized to coupons, drafts, debentures, promissory notes by BB. All commercial banks of Bangladesh had to reserve 5 million as paid up capital in 1972 but now it rises into 200 million.

# Vision of Southeast Bank:

The vision of SEBL is to be a premier banking institution in Bangladesh and contribute significantly to the national economy.

# Mission of Southeast Bank:

* First mission of SEBL to provide high quality financial services with state of the art technology
* Fast customer service
* Sustainable growth strategy
* Follow ethical standards in business
* Steady return on shareholder’s equity
* Innovative banking at a competitive price

#

# Chapter- 03

**Objectives of the Report**

# Objectives of the report:

Every report must have an objective to prepare. Here, in this report there are two kinds of objectives. The main objective is the most important objective which is known as primary objective. Another objective is secondary objective which is less important than primary objective.

**Primary objective**

* The primary objective is to accrue knowledge and different significant ideas about the general banking activities of Southeast Bank Ltd.
* Another broad objective is the partial requirement of BBA Program authorized by Accounting & Information System (AIS), United International University.

**Secondary Objective**

* Gaining knowledge about customer handling in the bank
* Getting a clear idea about SEBL and how it runs and what function it does.
* Improving my educational knowledge in real practical experience
* Searching expectations of the customers regarding the service level of the bank service
* Suggesting my findings for continuous improvement of the bank.

**Chapter - 04**

**Methodology of the Report**

#

# Methodology:

It refers to the essential part of the study and the process of collecting information and arranging it in terms of the relevant issues of the study. Different kinds of printed documents and formal/oral discussion were very useful. It is designed in a way so that it correspondent to achieve the objectives of the study.

**Types of Data:**

There are two sources for data collection which are as follows:

**1. Primary Data**

**2. Secondary Data**

I have collected data from both of these two sources. During the internship program, I have collected data from the personnel of Southeast Bank Limited.

**Primary Data:** Primary data includes the fresh or completely new data sources collected for a specific purpose.

**Primary Sources of Data**

* The first source is face to face conversation with bank officers.
* Second source is informal conversation with bank clients.
* From different magazines of SEBL.
* Personal observation
* Surveys and Questionnaires among the customers of the branch

**Secondary Data:** Secondary data includes all presented and published information.

**Secondary Sources of Data**

* Annual report of The Southeast Bank Limited
* Different papers of The Southeast Bank Limited
* Bank documents and files.
* Banks’ website
* Internet

# Data Collection Procedure:

We have used judgmental process for sampling as I have collected information from banking services in Satmashjid Road Branch of Southeast Bank Ltd. by conducting as survey.

* Target source: The target sources of information arehaving been the customers of SEBL.
* Population: The population has been the customers of SEBL.

# Data Processing:

By computer data was processed. Collected data processed to get information by different system in computer.

# Banking:

Banking defines deposit and repay of the money. Public of the country deposit their money in bank for their safety. They deposit and withdraw by cheque or draft.

# General Banking:

In banks only general banking activities are directly connect with customers. New accounts open, honor cheque, take deposit etc. are main activity of this section of bank. It is also known as retail banking. Major activities are:

## Account:

Bank account is the main chain through banker and customers. Without an account nun can deal with bank.

## Cash Section:

In general banking cash is the main thing.That’s why this department should be place at a secure place of a branch from where manager can watch everything and communicate with employees and customers if needed.

## Clearing Section:

Clearing section means mutual settlement among the member banks. Every day in a specific time and place it takes place. The central bank monitor this clearing section called ‘Nikash Ghor’. The representatives of banks meet an appointed time and exchange their internal deals.

##

## Remittance:

There are 3 types of remittance. The main work of remittance is transfer money.

* Telegraphic Transfer- TT
* Demand Draft- DD
* Pay Order-PO

##

## Mails receive and Dispatch Section:

This section writes balance confirmation letter, register the entry in dispatch books, check the amount of deposits for the clients and give information to the branch manager & perspective clients. The branch informs about the deposit accounts of the clients twice in a year and sends a balance confirmation letter to every deposit holders of the branch. And this section receives other mails regarding account opening information, official meetings, letters and documents. Normally, this section transfers information to the client about account opening, deposits, balance, interest rate and other incentives or crucial notice.

## Foreign Exchange:

Foreign Exchange Act 1972 defines foreign exchange as foreign currency and includes deposits, credits, and balance payable in foreign currency as well as drafts, travelers’ cheques, letter of credit, bills of exchange drawn in local currency but payable in foreign currency.

# Scope of the report:

For my internship report I chosen the financial institution (Southeast Bank Limited) for doing my internship .For this reason the area of my report is focused on The General banking of Southeast Bank Ltd (Satmashjid Road Branch). There is a time limitation in my internship which was started from 25th October, 2017 and ended to 25th January, 2018.

# Limitations:

In this short period of time it is very difficult to complete a report on general banking. Some other problems were occurred at the time of prepare this report:

* Insufficient information.
* Due to security concern some information cannot be provided.
* Most of the data are not in organized way so, the bank failed to provide all information.
* Due to time limitation, many of the aspects could not be discussed in the present report.
* The bank personnel were very busy; they could not pay enough time.
* There is not sufficient opportunity to access to internal data of the bank.
* Only secondary data for preparing this report.
* Most of the customers whom I interviewed did not want to provide necessary information.

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**Chapter - 05**

**General Banking Activities of Southeast Bank Ltd.**

#

# Accounts in SEBL:

In every bank account is known as systematic record of a branch. Through a bank account the bank and its clients deals with. Without an account a client cannot get any banking service. Clients deposit money and withdraw money when they needed through accounts. In SEBL following accounts are available:

:

* **Conventional Banking:**
* Current Account
* Savings Account
* Short Notice Deposit (SND)
* Fixed Deposit Receipt (FDR)
* **Islamic Banking:**
* Mudaraba Savings (MS) Account
* Al-Wadiah Current (CD) Account
* Mudaraba Special Notice Deposit (MSND) Account
* Mudaraba Term Deposit Receipt (MTDR)
* Mudarba Pension Savings Scheme (MPSS)
* Mudaraba Monthly Savings Scheme (MMSS)
* Mudaraba Monthly Income Scheme (MMIS)
* Mudaraba Millionaire Deposit Scheme (MMDS)
* Mudara Double Benefit Scheme (MDBS)

**ISLAMIC BANKING**

**COVENTIONAL BANKING**

Two type of accounts of Southeast Bank Ltd.

If SEBL’s any customer wants to open an account they have to follow some formalities:

* A person who has already an account in that same branch has to introduce an account opener.
* Individual Information form, Transaction Profile and MID (Most Important Document) form must be full fill.
* 3 passport size photos signed by introducer and account opener in the back side of the photo.

##

## Steps for Opening Accounts

* Customer who will open an account should carefully read top to bottom the application form
* Then the customer will fill up the form with appropriate information. The form must be filling up by using the information from NID or Passport. Name spelling, address everything must be same as NID. If any person does not have NID then he/she can use passport or the birth certificate.
* Place the all necessary documents. Like- signature card, copy of deposit slip, photos etc.
* If the authorized officer satisfied with introducer he/she will give the permission to open the account.
* Then customer will provided chequce book requisition slip.
* Then the CS officer’s will give the applicant and an account opening number.
* A deposit book will be given to the applicant
* The applicant then full up slip by using the account number and have to deposit taka 10000 in his/her account.

# Current Account:

This account known as transactional account or CD account, which means in a day there is no restriction on the number of transaction. Current account can be open for person or for business.

## Features of Current Account:

* Unlimited deposit and withdrawal in a day.
* MICR cheque book.
* Service charge is nominal.
* No needed for withdrawal notification.
* Any branch banking facilities.
* A/C statement is charge free
* Monthly basis E-statement option.

# Savings Account:

Savings Bank (SB) Account is designed for individual saving customers who want to save a part of their income which may be used in the near future and also instead of this savings they might earn some profit from it.Customers can deposit small amount of money and withdraw whenever they want. But in savings account number of withdrawal in a day is limited.

## Features of Savings Account:

* On savings accounts attractive interest are provide.
* MICR cheque book.
* Service charge is nominal.
* Any branch banking facilities.
* In special case nominee can deal with the account.
* A/C statement is charge free.
* Monthly basis E-statement option.

# Special Notice Deposit Account:

This account is interest bearing deposit where advance notice of 7 to 30 days required withdrawing the amount. Many firms, company and corporate Financial Institution open this account for them.

## Features of Special notice Deposit Account:

* SEBL pays interest on this account.
* MICR cheque book will provide.
* Service charge is nominal
* Any branch banking facilities.
* Facility of nominee is available
* A/C statement can be collect half yearly or yearly.
* E- Statement service is available.

# Fixed Deposit Receipt:

This deposit offer customers the opportunity to invest a fixed amount for a fixed period of time with a fixed rate of interest. This is the most profitable service which bank provide. Customer can re-invest in both principal amount and interest on the maturity.

## Features of Fixed Deposit Receipt:

* With fixed interest money grows fast.
* FDR has automatic renewal facility at maturity.
* Loan facility against FDR Account to meet urgent financial needs.
* Premature closure facility available at prevailing savings rate (Conditions Apply).



Rates of Fixed Deposits of Southeast Bank Ltd.

# Mudaraba Savings Bank Account:

This Islamic savings account designed for the savers who want to save a small part of their income according to Islamic way.

## Features of Mudaraba Savings Account:

* Bank pays attractive profit.
* MICR cheque book.
* Service charge is less.
* Any branch banking facilities.
* Profit is payable twice in a year.
* Facility of nominee is available
* A/C statement can be collect half yearly/yearly.
* E-statement service is available

# Al-Wadiah Current Deposit Account:

Al-wadiah current account is a transactional account. Here there is no restriction on number of transaction. It is easy to use.

## Features and Benefits:

* Unlimited transaction.
* MICR cheque book
* No needed for withdrawal notification
* Service charge is nominal
* Facility of nominee is available
* A/C statement can be collect half yearly/yearly.
* E-statement service is available

# Mudaraba Special Notice Deposit Account:

MSND account is an interest bearing deposit. Here advance notice is required to withdraw money. This account is similar like CD account.

## Features of Mudaraba Special Notice Deposit:

* Bank pays attractive profit in this account
* MICR cheque book
* Service charge is nominal
* Facility of nominee is available
* A/C statement can be collect half yearly/yearly.
* E-statement service is available

# Mudaraba Term Deposit Receipt:

Another Islamic account is MTDR. This account offer customers to invest for a fixed amount for a fixed time. They can re-invest the money.

## Features of Mudaraba Term Deposit:

* Growing rate of profit
* Automatic renewal facility
* Loan facility against MTDR account
* Closing facility at premature level.

# Mudaraba Pension Savings Scheme:

For secure future customers open this scheme.

## .Features of Mudaraba Pension Savings:

* Hassel free savings
* Customers can get loan up to 80%
* facility available on SME banking
* Installment can be provide advance

# Mudaraba Monthly Savings Scheme Account:

Your dreams may turn into reality through Southeast bank’s Mudaraba Monthly Savings Scheme (MSS), because this account is the simplest savings account of Islamic accounts.

## Features of Mudaraba Monthly Savings Scheme:

* Hassle Free Deposit.
* On this account loan of Maximum 80% against the lien of the MSS amount deposited can be availed.
* Customers can close the account before maturity if they needed.

# Mudaraba Monthly Income Scheme Account:



# Mudaraba Millionaire Deposit Scheme:

Customer who wants a time specified monthly deposit scheme MMDS account isfor them. Deposited money will become millions after maturity date.

## Features of Mudaraba Millionaire Deposit:

* Rules of Islamic Shariah are maintained here.
* Year’s terms for 4, 5, 6, 7, 8, 9 or 10 years.
* Bank pays attractive profit in this account
* Installment can be deposit in advance
* Maximum 2 years credit facility
* Any branch banking facilities.

# Double Benefit Scheme:

Double Benefit Scheme (DBS) is a time specified deposit scheme for clients where the deposited money will be doubled on maturity. If the clients want extra profit then they can open this account.

## Features of Double Benefit Scheme:

* At least TK 10,000 has to deposit.
* Within 7 years the deposited amount will double
* At any working day customers can open this scheme.
* Loan facilities are available
* Clients can close the account when they want to do.

# Cash Department:

In general banking activities ‘Cash Department is the most important part. That’s why in every bank this department should be placed in a safe place from where manager of that bank can observe everything. Bank employee deals with clients. This department’s main work is to deals with cash only. Employees of the bank receive and pay money to the customers. In SEBL employees direct communicate with clients and pay the money which clients demanded. SEBL use following register books:

* SEBL’s cashier receiver book
* SEBL’s cashier payment
* SEBL’s cash balance book
* SEBL’s safe in and safe out register
* SEBL’s key register book
* SEBL’s register of remittance

## Cash Receive:

Cash is blood for a bank. Cash is known as life of a bank. Three ways-

* By Pay Slip
* By Bills
* By TT, DD, Pay order or MTDR

**By Pay Slip:**

Cash can be received by paying cash slip for Cd or MSD account. If customer shows paying slip than bank check the slip for surety. When everything clear they enter register book and make the payment.

.

**By Bills:**

There are two types of bills in banks. Those are DESA and Grameen Phone bills. Whenever bank receives any bills at first discrepancy check take place. If the bank found everything ok and up to the mark bank enter register book and make the payment.

**Cash Receiving by TT, DD, Pay-Order, MTDR:**

For this bank first check the verification of the party. If verification goes ok and everything is clear then bank pay the payment.

## Cash Payment:

By cheque, pay order or debit voucher cash payment occur. At first the officer of the bank checks the date and time of the instrument. Then he checks signature verification. Last is everything is ok then bank pay the payment. Here receiver known as payee.

## Position of Cash Department:

For every bank positioning of cash department is very much important. It should be at a safe place where everybody could not reach. Cash counter should be close to the cash department.

# Clearing Section:

Mutual settlements among the banks are done in clearing section. Clearing house is a contract in which members banks agree to meet, by their representative, within an appointed time and deliver or exchange instruments drawn of them. Every day in a fixed time their representative meets and deals with instruments. Accounts payable/receivable are settle through Bangladesh Bank or Sonali Bank.

**Two Types of Clearing:**

* Outward Clearing
* Inward Clearing

**Outward Clearing:**

When a particular branch receives instruments drawn on other bank, within the clearing section and sends those instruments for collection by the clearing arrangement is call outward clearing for that branch.

**Inward Clearing:**

When the clearing instruments returns in a particular bank, which is known as inward clearing for that bank.

## Activities of the Section:

a) The first activity of clearing is outward and in ward record maintenance.

b) Second activity is batch posting when required.

# Collection Section:

SEBL satmashjid Road Branch collects client’s instruments from other branches. Checks, drafts etc. are sent for collection. When out ward bills collection customers’ accounts were credited after the process.

**a) Collecting Banker**

**b) Paying Banker.**

## Activities of the Section:

* The first activity is to preparing outward and inward collection.
* Second activity is batch processing when required.

# Remittance Section:

Remittance means transmission of money from one country to another country. There are different modules of remittance. They are as follow:

**I. Telegraphic Transfer- TT**

**II. Demand Draft- DD**

**III. Pay Order-PO**

## Telegraphic Transfer:

Quickest method of transferring money from one country to another country is telegraphic transfer. The remitting section sends a telegraphic to the section at the other end to pay the certain of money to payee’s name.

## Demand Draft:

Demand draft means an unconditional order of one bank branch to pay certain of money to the named person or order the amount there in on demand. It is so popular among customers. 15% commission of DD will be added.

## Pay Order:

Pay order is transfer money from payer to payee within a certain clearing area through banking channel. Customer can purchase pay order by cash or cheque.

# Account Transfer:

Customers of SEBL can transfer their account from one branch to other. It is very convenient for them. But FDR cannot transfer. This is applicable only for accounts. Following formalities are to be maintained:

* Customers have to disclose the reason for transferring
* Mention the branch where the customer wants to be transferred the account.
* Specific the date of transfer.
* Signature of customer in the application should be same as that in the SS Card.
* Permission of the manager is needed to transfer the account
* The account holder has to submit the cheque-book. And this destruction should be clearly mentioned in the application including the serial number of the remaining pages of the cheque-book.
* Bank will give the account statement before transferring it. Profit will also be applicable here. This profit will be calculated, but is not written in the IBCA, it may be mentioned separately as the interest amount.

Commission charges are:

* 100 for SD and CD account and 200 for three stage account.
* Excise duty also paid by customers.
* Profit is added directly to the customer’s account.

# Stop Payment:

If the customer presents the specific cause only than stop payment occur. If the signature of customer dose not match with the SS card that time payment will stop. Sometimes computer done stop payment if name, time or date is not match.

# Cheque Book Issue:

Every bank has its own cheque book. To withdraw money cheque book is needed, to transfer money from one person to another or place cheque is the best any. When customers open accounts in bank he/she gets a cheque book. After signature verification of the account holder and signature put on register book he/she gets the cheque book. Every single cheque leaf has a unique number. By this number cheque can be identify when necessary. If cheque book leaves get finished, customers can apply for another book.

**Chapter - 06**

**Product and Services of Southeast Bank Ltd.**

#

# Services of SEBL:

Providing all kinds of commercial banking, consumer banking trade service is the principal activity of every bank. All branches of the banks provide same banking service but few banks provide extra services to its customers.

**1. Corporate & Investment Banking**

**2. Retail Banking**

**3. SME Banking**

**4. Islamic Banking**

**5. SEBL Cards**

**6. Priority Banking**

**7. Digital Banking**

**8. Treasury**

# Corporate & Investment Banking:

Southeast bank is one of the banks which is innovative service provider. They don’t want to make short term profit but rather their focus on building long term relationship with their customers. That’s why they createunique business ideas to serve their customers. SEBL focus on exclusive and corporate clients, for offering them different services and products. Bangladesh has a huge population and for this reason there are so many opportunities to invest.

* SEBL’s Working Capital Finance
* SEBL’s Trade Finance
* Short/Mid-Term Finance of SEBL
* Project Finance of SEBL
* SEBL’s Islamic Finance
* Investment Finance of SEBL

# Retail Banking:

Retail banking means customer banking. Retail banking includes provision of savings account, transactional account, mortgages, debit/credit cards and personal loans. This type of banking is not similar with investment banking and commercial banking.

# SME Banking:

SME banking means small and medium sized enterprise. Southeast bank is entering to wide range of horizon. In this kind of banking different types of capital are supplied to the different sized of firm or industry. An effective management of this may contribute significantly to the overall growth of economy.

# Islamic Banking:

Southeast bank introduces different kind of Islamic Banking. Islamic bankingof southeast bank is guide andmanages finances in a fully Islamic Sharia’s way. Sometimes it provides a widevariety ofdeposit and investment products. Each account is designed to meet financial needs with best value of money. Southeast bank Islamic banking includes services such as:

* Mudaraba Savings (MS) Account
* Al-Wadiah Current (CD) Account
* Mudaraba Special Notice Deposit (MSND) Account
* Mudaraba Term Deposit Receipt (MTDR)
* Mudarba Pension Savings Scheme (MPSS)
* Mudaraba Monthly Savings Scheme (MMSS)
* Mudaraba Monthly Income Scheme (MMIS)
* Mudaraba Millionaire Deposit Scheme (MMDS)
* Mudara Double Benefit Scheme (MDBS)

# Cards of SEBL:

Different types of cards issued by SEBL. Among them MasterCard and Visa card are the best cards with high technology and customer service.

* **Credit Card of SEBL**
* **Travel Card of SEBL**
* **Virtual Card of SEBL**

**Credit Card:**

In every bank credit card is issued with a fixed credit limit which can be used for cash or purchase and paid later at convenience. It allows payment in full or partial. Customers can use credit card for In-store or Online Purchase and Cash Withdrawal from ATM. With Southeast Bank Credit Card one can withdraw cash from any Southeast Bank Branch. Payment for purchase or withdrawal of cash can also be done using Credit Card Cheque.

**Travel Card:**

* A prepaid travel card has been designed from SEBL to give travelers a better alternative of carrying cash or depending on money exchange houses.
* Can be used for purchases at merchants or withdrawal of cash from ATM Booths any part of the world.
* Payment of international roaming bill of mobile phone calls.
* 100% withdrawal of the deposit both at Merchant and ATM.
* Card issued only against previously deposited fund and may be issued for one time, re-loadable or renewal basis.
* After returning from travel abroad, if any balance amount remains unutilized the same may be refunded. If any customer wants to retain his/her loaded amount for future trip, it may be adjusted or spendable in his/her next trip.

**Virtual Card:**

Students and professional customers of SEBL can use this virtual card

* Membership fee of foreign professional and scientific institution.
* Fees for application, registration, admission, examination (TOEFL, SAT etc.) in connection with admission into foreign educational institution.
* Visa processing fee.

**Chapter - 07**

**Online Banking System of Southeast Bank Ltd.**

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# Online banking:

The Bank has set up a Wide Area Network (WAN) across the country to provide onlinebranch banking facility to its valued clients. More online banking is also known as internet banking now a day.It is an electronic payment system that enables clients of a bank to conduct a huge range of financial transaction through the internet. The credentials online banking is normally not the same as telephone or mobile banking. Under this online banking clients of any branch will be able to do banking transaction where ever he wants. It’s software which is used by banking sector.

Client who want online banking services following transactions are for them

* By online banking customers can do permanent access to the bank
* By using online banking customers can access banking from anywhere or any time.
* Customer can cash withdrawal from his/her account by online banking.
* Customers can cash deposit in his/her account by online banking
* Cash deposit in other’s account at any branch of the bank through online banking service
* With online banking customer can transfer money branch to branch.
* By online banking customers can withdraw cash as many times he wants.
* It is the easy way to connect with bank.
* Online banking is the safest way to banking.

**Chapter - 08**

**Analysis and Findings**

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# Survey Analysis:

During my internship period in Southeast Bank I did some survey on providing services with their customers. As an intern of Satmashjid Road Branch my duty was to observe the overall branch and their services. Here is the result of overall condition of Satmashjid RoadBranch is as follows:

**Question 1: Did our officer provide proper service as your expectation?**

According to customers’ survey 92% clients pleased of SEBL’s service but 8% are not satisfied. Sometimes there is huge rush in Satmashjid Road Branch and the customers have to wait in line and they don’t like this time wasting. Sometimes fixed numbers of employees are not enough. That’s why some customers of this branch are not fully satisfied.

**Question 2: How would you rate the overall service of this branch?**

In this survey 75% of customers are satisfied with overall service of Satmashjid Road Branch. 22% of customers are not fully satisfied with service of the branch. Because customers have to wait in long queue and sometimes there is some mismanagement. There is not enough space for waiting, waiting seats are not available. There are 3% customers who are thinking to change the branch for better service.

**Question 3: What do you think about the service speed?**

As banking services are lengthy process that’s why sometimes it takes long time to finish a particular service of a customer. In branch some documents are store as hardcopy. Sometime 2/3 years old files have to find out from storage. So this is a little bit difficult and customers have to wait for so long. So 5% of customers rated poor as they don’t want to wait for their service. But overall 80% of customers are satisfied with the service speed of this branch.

**Question 4: How would you rate the premises of this branch?**

Satmashjid Road Branch of SEBL is recently renovated so the premise is decorated perfectly. That’s why 90% of customers liked it but 10% people don’t and most of them aged people. Because this branch has two floors, so it is difficult for age people to take the stairs to reach the 2nd floor as loan dept. on that floor.

**Question 5: What is the best thing you like about our product/service?**

According to the survey 30% of the customers like to do current account or savings account in SEBL. The facilities are quit good for savings account in southeast bank. So customers are likely to opening account in SEBL. The rate of FDR is high here. More than 28% of customers are likely to open FDR for its high rate of return. Getting loan from SEBL is not that much difficult. There are three types of loan: personal loan, car loan and home loan. Among the other products Sanchayapatra is more popular than others.

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# SWOT Analysis:

SWOT analysis is the process by which we can know the banks strong and weak point of an organization. Also by this analysis we can know opportunities and threats of organization. The SWOT analysis of Southeast Bank Ltd. is given below:

##

## Strength:

* Good management
* Trustworthiness
* Cooperation with each other
* Good customer service
* Good banker and customer relationship
* Large network
* Debit card and credit card facilities

## Weakness:

* In junior level management there is insufficient of experienced employees.
* Lack of proper motivation and training.
* In rural area there is not enough branch networks.

## Opportunities:

* SEBL’s great opportunity is SME finance
* SEBL has a vast business area
* Investments in different sectors.

## Threats:

* SEBL is not up to the mark advance bank.
* Today’s high competitive market is another threat.
* Huge FDI flow.

# Findings:

Now-a-days Southeast Bank Ltd renders a stable support to the national foreign limited business. Although the foreign remittance business of SEBL is widening day by day but there are some obstacles around it. They are given below-

* Southeast Bank Limited does not have adequate modern communication equipment.
* In Southeast Bank Limited frequent counseling programs are not available for the employees.
* It has been observed that most of the banking activities get slower because of the central server and the database system. At the end of the week and the end of the month, the server get too slower and sometimes database software don’t work properly.
* Training facilities is not sufficient especially for the lower and mid-level officer.
* All important documents of Southeast Bank Ltd. are not protected from fire in storage.
* Sometimes the director influences the audit report so clients did not get any information about the accurate positions of Southeast Bank Ltd.

**Chapter - 09**

**Recommendation and Conclusion**

# Recommendations:

It is very difficult task to find out the problems solution within this short period of time. But some suggestion that I can give to improve the efficiency of SEBL:

1. To the SEBL employees’ authority can provide long term training and behavioral training to provide better customer service.
2. Instead of ‘Traditional System’ the authority should imply ‘Digital System’ in general banking section.
3. Most of the time customers don’t have introducer person in the same bank. Many people face problems to open an account. So if this rule changes me think customers will be more willing to open account in SEBL.
4. Bank should offer different kinds of new facilities to its customers to attract them.
5. SEBL’s ATM booths are not sufficient. So they should open more ATM booths all over the country.
6. Online Customer Service should be open soon in SEBL.
7. Bank should minimalize its day to day/internal cost.
8. SEBL’s promotion is not enough strong. They should improve their promotion department.

Conclusion:

Banking sector of Bangladesh has a huge opportunity to become a major part of the economy. Particularly the government of Bangladesh has a huge control over banking sector. Recently private banking sector of Bangladesh is trying to imitate the banking structure of the most developed countries. Through the investigation and practical experience about banking sector of Bangladesh, many relevant sites are discussed regarding general banking activities of Southeast Bank Limited in this report By above discussion one thing is clear that the situation of general banking activities of SEBL is so satisfactory.

 But day by day the world is going faster and people want the best service. So day by day general banking activities of SEBL increasing the corporate value of SEBL. Moreover, the deposit section of SEBL plays a vital role for bank’s investment in many profitable projects and this will have a great impact on our economy. Southeast Bank Ltd. has a focused and sensible lending rate. The bank offers home loan, car loan and personal loan. People are benefited by car loan and home loan with a great extent. So day to day general activities of Southeast Bank Ltd has kept a role in profit making, creating corporate band value and reputation.

In the short period of banking services, SEBL has shown better performance I every aspects. It is not only doing business but also contributing to the society through its service. If the government implements nominal policy, then SEBL will achieve their expected goal and will be able to contribute a vital role in the social economy.

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## Others

* Face to face information

**Southeast Bank Ltd.**

Satmashjid Road Branch

Customer’s Name: Date:

**Survey Area:**

* Cash Area
* Customer Service
* Front Desk
* Loan Section

Did our officer provide proper service as your expectation?

* Yes
* No

How would you rate the overall service of this branch?

* Good
* Average
* Poor

What do you think about the service speed?

* Good
* Average
* Poor

How would you rate the premises of this branch?

* Good
* Average
* Poor

What is the best thing you like about our product/service?

* CA/SA
* FDR
* Loan
* AMEX
* Others

Any Recommendation:

Signature