

Internship Report On
Branch Banking Operation
A Case Study On The City Bank Ltd

Submitted to

Mohammad Tariq Hasan
Assistant Professor
School of Business & Economics
United International University

Submitted by

Raisa Tanjim Roshni
ID- 111 141 007
School of Business & Economics
Department- BBA
United International University

Date of Submission – 27th June, 2018

United International University

LETTER OF TRANSMITTAL

30TH MAY 2018

Mohammad Tariq Hasan

Assistant Professor

United International University

Subject: Submission of Internship report on “Branch Banking Operation A Case Study On The City Bank Ltd”

Dear Sir,

I would like to thank you for giving me the chance of choosing this topic to prepare the report. This task has been given me the chance to investigate some importance of the city Bank Ltd which is known as "Branch Banking Operation A Case Study On The City Bank Ltd ". The report is based on the experience during my internship period, which gave a better knowledge to understand the different situation in a banking environment. I hope you will observe the report to be deliberate and reliable.

I would like to accept this opportunity to thank you for all the help and guidelines that you have given, which I hope to keep getting later on.

Sincerely yours,

RaisaTanjimRoshni

ID: 111 141 007

UIU Business School, BBA

ACKNOWLEDGEMENTS

Through this project I have assemble a lots of experience and learning which was extremely remarkable over the last three months while preparing for this report. Most importantly, I might want to give my all appreciation to the Allah for enabling me to work hard. The report titled, as "Branch Banking Operation A Case Study On The City Bank Ltd "- has been set up to satisfy the necessities of BBA degree. I am very much lucky that I have gotten nearly and genuine direction, supervision and co-task from different people while arranging this report. Numerous individuals have helped unequivocally in making this report.

Above all else, I might want to thank my academic Supervisor of the internship report Mohammad Tariq Hasan, Assistant Professor of United International University, for giving me the chance to prepare this report and effortful supervision. He additionally gave me some critical counsel and direction for setting up this report. Without her assistance this report couldn't have been a far reaching one.

Besides, I additionally obligated to thank every colleague of The City Bank Limited. Uniquely my Branch Manager Shirin Sultana, Branch Operating Manager A.F.M Shafiul Islam who helped me and given me their significant time in giving the data and source of that data of this report.

Also I am appreciative to other asset people, Mr. Tanver Hasan (Senior Manager Security Operation), and Mr. Azim Anwarul (Officer Access Control)

I am also given my gratuity to each one of those individuals who have in any event least exertion and commitment to finish report. I feel such a great fortunate to get their co-operation.

EXECUTIVE SUMMARY

The City Bank Ltd is a schedule commercial bank in Bangladesh. The City Bank Ltd. is provided various services to its customers and they are trying to improve over time. The City bank provides different types of services to their customer. Under branch banking The Bank has different service area like customer service department, Operation department, cash division, relationship manager department etc. This report is based on Branch banking of the city bank and it covers details about Branch banking activities of the bank.

Branch banking means engaging in banking activities such as accepting deposits or making loans at facilities away from a bank's principle branch. Services offered by city bank are: different types of accounts, mortgages as well as personal loans, pay order, receiving cheque, take deposit from the customer, making FDR, different types of cards, and so forth. On the other hand one of the important parts of branch banking is to maintain a good relation with the customer and provide best banking service to them. Under branch banking activity City bank always try to provide better facilities to their customers such as City Touch, EQM service and other facility which help the customer to take their service in an easy way.

This report is based on Branch banking Activities that is connected to Operation division, General Banking division, RM division, cash department; Business Department etc. the report contains different types of Branch banking activities of City Bank of DSE Nikunja Branch. Under Branch banking, general banking department contain all kinds of deposits, cash, different types of loan, operation activities, different types of card services, public service.

CONTENTS

Chapter -1 Introduction

1.1 Introduction of Branch Banking	8
1.2 An Overview of Banking sector in Bangladesh.....	9
1.3 Objective of the Study.....	10
1.4 Scope of the study.....	10
1.5 Limitations of study.....	10

Chapter – 2 Methodologies

2.1 Primary data collection process.....	12
2.2 Secondary Source	12

Chapter- 3 Background of the study

3.1An Overview of City Bank Ltd	13
3.2 Historical Background of CBL.....	14
3.3 Objectives and Goals of CBL.....	15
3.4Vision and Mission of CBL	15
3.5City Bank Product & Services	16
3.6 SWOT Analysis of CBL	19

Chapter- 4 Findings and Analysis of the Study

4.1BRANCH BANKING.....	20
4.1.1 Bank Teller Jobs.....	21
4.1.2 Bank Branch manager Job.....	22
4.1.3Bank Branch Operating Manager job.....	23

4.1.4 Bank Customer service Manager Job.....	23
4.1.5 Loan Officer Job.....	24
4.1.6 Personal Banking Job.....	25
4.1.7 Business Banking Client Service.....	25
4.2 General Banking.....	26
4.3 Loan & Advances.....	37
4.4 Letter of credit.....	45
4.5 Role of operation division.....	49
4.6 Performance Evaluation Procedure of Branch	52
4.7 Findings from the Study	53
4.7.1 Internship Experience	53
4.7.2 Job Description.....	53
4.7.3 Learning Outcome	55
4.7.4 Critical Findings in CBL Nikunja Branch	56
4.7.5 Other Findings from Observation.....	56
 Chapter- 5 .Conclusion and Recommendations	
5.1 Recommendation.....	58
5.2 Conclusion.....	60
 Chapter- 6 Appendix	
6.1 Organizational structure of CBL.....	61
6.2 Management Committee	62
6.3 Brach Organgram	63
6.2 References.....	64

<u>Table no.</u>	<u>Table Name</u>	<u>Page no</u>
Table 4.1	Interest rate of City Shomridhdi	31
Table 4.2	Interest rate of City Ichchapurun	31
Table 4.3	Interest rate of City Projonmo	32
Table 4.4	Processing fees of city express	40
Table 4.5	KPI and Weight for branch banking	52

CHAPTER ONE: INTRODUCTION

1.1 Introduction of Branch Banking

The need of commercial bank is more important than the nationalized banks in the underdeveloped nations, like Bangladesh as this is the 21st century – the time of globalization and combination among the multinational and outside organizations. In the age rivalry, the banks are not any more disparate from some other purchaser advertising enterprise. The outstanding administration quality allows a bank to separate themselves from their rivals, give an endurable upper hand, and upgrade proficiency. Customer advantage is the route toward ensuring buyer devotion with a thing or organization. As often as possible, customer advantage happens while playing out a trade for the customer, for instance, making an arrangement or reestablishing a thing. In Banks client benefit incorporates preparing cheque, money and direct charge installments and withdrawals, setting up and keeping up clients' records, managing enquiries, advancing and pitching budgetary items and administrations to clients, utilizing an automated framework to refresh account points of interest, general organization errands, for example, looking after records, opening post and sending letters to clients, working UK and abroad cash works, helping clients with credit and home loan applications.

This internship report contains the passing investigation on "The City Bank Ltd". The report is dispersed in numerous parts as per the developments of manager of report. City Bank deals with its business and task vertically from the head office through four particular business divisions specifically

- Corporate & Investment Banking;
- Retail Banking (including Cards);
- SME Banking; &
- Treasury & Market Risks.

Under a constant internet keeping money stage, these four business divisions are bolstered at the back by a vigorous administration conveyance or tasks setup and furthermore a savvy IT Backbone. Such incorporated business fragment based business and working model guarantee specific treatment and administrations to the bank's diverse client portions.

1.2 Overview of Banking Sector in Bangladesh

Since liberation, Bangladesh went through delicate periods of advancement 'in the banking area. The nationalization of banks in the post freedom period was proposed to spare the establishments and the enthusiasm of the contributors. Those taking care of the saving money division have borne the weight of putting banks on dependable footings.

Regardless of every one of that was done a few components or inconsistencies showed up. With the attestation' of the part of the Central Lack, The Bangladesh bank began receiving measures for putting managing an account organizations on right track. However the execution of open division administration of banks left some negative impacts in the currency advertises specifically and the economy when all is said in done. The deftness among the borrower's controls the keeping cash part generally. Thus, a default culture appeared on the scene.

Domestic banks can be isolated into four essential get-togethers: Nationalized Commercial Banks (NCBs);

Private Banks developed in the mid-1980s; private banks in set up in 1995 and private banks set up in 1999.

1.2.1 Nationalized Commercial Banks (NCBs)

In General terms; NCBs are extensive, operationally 'wasteful and, in fact' technologically insolvent. They are utilized as vehicles of government coordinated loaning. These banks appreciate a huge and stable client store base, which gives a shoddy wellspring of subsidizing. Likewise, most substantial government related business is steered through these banks.

1.2.2 Private Banks:

Private Banks, 1080s set up to benefit the area not being tended to by the bigger NCBs. Not subject to state coordinated loaning but rather have for the most part experienced related loaning to executives and their expanded families.

Private Banks, 1995 six new licenses were conceded. These are the better oversight saves money with solid capital base and great resource quality and under a much enhanced administrative administration. Every one of the banks bunched in this gathering has effectively raised capital frame auxiliary market and all the offers are presently exchanged the stock trade at premium.

New private segment Banks-ten new banks have been conceded licenses throughout the year 1999. While a few brokers whine that the nation is over managed an account this as the more ordinarily held view at that point.

1.2 Objective of the Study

The purpose of the Internship is to include the understudies with the activity of bank and this report is an aftereffect of such banking activity. The primary goal of this report is to clarify the real life working situations in the organizational workplace and Branch Banking Operation Analysis of City Bank Limited (CBL). But actually, the particular goals behind this internship program might be border. The report has led:

1. To accomplish the data with respect to the banking situation and its customer service.
2. To discover the performance analysis of CBL.
3. To discover the future action of the bank.
4. To find out the reason behind CBL's enhancements or pitfalls of performance over years. .

1.3 Scope of the study

The field of work is the activity of DSE Nikunjas branch of The City Bank Limited. For preparing this internship report general information of overall activity of CBL is essential on the grounds because the overall activities of the bank are connected with each other. The scope of the organizational part covers the organization foundation, objective, capacity, departmentalization and product and services of The City Bank restricted all in all. The fundamental part covers the Branch Banking Operation examination of The City Bank Ltd. This reflects that how the branch of the bank is performing throughout the years.

1.4 Limitations of study:

It was best effort to make the report realistic and properly acceptable, but many problems are take place in the way of conducting the study. All the information given by bank employees aren't fully completed. Some information which is very much essential for preparation of this report cannot be collected because of banks policy and important and authorities only know about it.

However, the attempt was best to prepare and complete the Report before the due date and hope that it was satisfied. For preparing this report I faced the following limitations:

1. Lack of experience and analytical capacity for preparing such report.
2. Another limitation of this report is bank's policy do not reveal information and data because of bank policy, which could be very much helpful.
3. In case of the secondary data gathering, there were not many secondary data was accessible. There were few supporting books, report, diaries and so on.
4. Lack of experience to break down information.

5. The duration of the internship program was three months and the procedure of this program is job rotation, so it is quite impossible to understand all the activities and gather knowledge about each of the activity of a bank in a very short time.

6. Most difficult part of the study is to gather information about performance of the bank. For this reason I have to follow some secondary data, web side & annual report of the bank.

7. Banking industry is a large industry & I don't have a vast knowledge about it which also limits my report.

CHAPTER TWO: METHODOLOGY OF THE STUDY

Methodology is a strategy, hypothetical investigation of the techniques connected to a field of any examination. It involves the hypothetical investigation of the collection of strategies and standards related with a branch of learning. Commonly, it includes ideas, for example, worldview, hypothetical model, stages and quantitative systems. Here philosophy is connected full efficiently.

2.1 Primary data collection process

Primary data are the most enthusiastic information for this study. These are the primary data of this study those have been collected through the following instruments

- Interview with employees
- Survey
- Observation
- On the job trainings
- Partial working experiences

2.2 Secondary Source:

These additional sources were also used for making this report:

- Annual report of The City Bank Ltd.
- The City Bank website
- News articles
- Different Text Books
- Bangladesh Bank security Guidelines

CHAPTER THREE: BACKGROUND OF THE STUDY

3.1 An Overview of City Bank Ltd

The City Bank is the first private sector bank in Bangladesh. The City Bank Limited started its journey in 1983 and now it is one of the leading financial institutions among most of the oldest five commercial Banks in Bangladesh. It transformed into the visionary enterprise of cycle thirteen adjacent businesspeople that had the fearlessness of taking giant vulnerabilities and threats that made the foundation of the budgetary organization plausible. The ones support executives started the excursion with just Taka 3.4 center worth of Capital, which now's a top notch Taka 330.77 center as capital and save. City Bank is one of the not very many neighborhood banks which do now not take after the customary, decentralized, and topographically oversaw; branch fundamentally based business endeavor or pay show. Basically, the bank manages its enterprise and operation vertically from the top workplace though four wonderful business divisions namely corporate & funding Banking; Retail Banking (which include cards); SME Banking; & Treasury & market risks. Under a real-time on line banking platform, those 4 business divisions are supported at the again by using a sturdy provider transport or operations setup and also a smart IT backbone. Such centralized enterprise phase primarily based commercial enterprise & working version ensures specialized treatment and services to the financial institution's exceptional purchaser segments.

The number of online branches of the city bank is 92 and one has SME provider facilities and 11 SME branches spread throughout the nation that encompasses a complete-fledged Islamic Banking branch. Besides those conventional shipping points, the financial institution is likewise very lively in the opportunity shipping region. At this time the bank has 231 ATMs of its personal; and ATM sharing association with a partner financial institution that has extra than 1150 ATMs in vicinity; SMS Banking; net Banking and so forth. It already started its customer name center operation. City bank is the primary bank in Bangladesh to have issued dual currency credit Card. The city bank prides itself in imparting a very customized and pleasant customer service. It has in area a customized carrier excellence model called CRP that makes a specialty of ensuring satisfied customers through setting benchmarks for the financial institution's employees' mindset, conduct, readiness level, accuracy and timelines of provider exceptional.

The CBL has propelled American Express charge card and American Express Gold Visa in November 2009. City bank is the neighborhood overseer of the brand and is in charge of all activities helping the issuing of the shiny new MasterCard's, together with charging and bookkeeping, client bolster, credit control and charge approvals, notwithstanding showcasing the cards in Bangladesh. Every card are global cards and conventional by means of the a huge

number of vendors chipping away at the American express overall shipper group in more than 2 hundred universal areas and domains comprehensive of Bangladesh.

City Bank exceedingly regards offering an amazingly modified and neighborly customer advantage. It has set up a changed advantage significance show called CRP that spotlights on ensuring energetic customers through setting benchmarks for the bank's delegates' perspective, lead, status level, precision and timetables of organization quality. City Bank is one of the greatest corporate banks in the country with a present arrangement of activity that strongly enables and sponsorships the improvement of the bank in Retail and SME Banking. The bank is particularly on its way to deal with opening various 6 self-governing SME centers the country over inside a short traverse. The bank is also particularly unique in the workers' remote settlement business. It has strong tie-ups with noteworthy exchange associations in the Middle East, Europe, Far East and USA, from where an enormous number of individual settlements go to the country reliably for circulations through the bank's generous arrangement of 99 online branches and SME advantage centers. The present senior organization pioneers of the bank involve generally people from the multinational keeps cash with unrivaled organization capacities and learning in their specific "particular" zones. The as of late moved logo and the outcome line of the bank are just a single beginning development towards accomplishing that point.

3.2History of The City Bank Ltd

CBL founded in 1983, as the first generation private commercial banks in the country. The bank works as a booked bank under a managing an account permit issued by the Bangladesh Bank, Central Bank of the nation. It was propelled then with the target of serving the groups with the taking of stores from the general residents for enthusiasm to utilize these stores for loaning the little modern parts. However, with the progression of time it has begun its beginning and has exhibited some novel, requesting and convenient bundles to the people.

The rise of The City Bank Limited in the private division is a critical history in the managing an account field of Bangladesh. Amid 1981-83, when the country was in the grasp of serious retreat, government initially proclaimed and gave consent the foundation of banks in the private part keeping in mind the end goal to profit supply more unstable and to reactivate the economy. After that administration revelation some powerful business people walked and approached for building up a save money with a maxim to rejuvenate the general financial state of the country.

The City Bank Limited is the principal right deliver this bleeding edge. It initially acquired reserve from those of the promoters, which is in this way increased by the issue of offer capital. It began with Taka 100 million of approved capital and Taka 14 million of paid up capital in March 27, 1983. Since the very origin The City Bank Limited. is working with the logic of serving the nationals as a perfect and one of a kind money related house. Each association has its very own few destinations. The essential goal of The City Bank Limited is

to procure benefit to undertake the duty of giving money related help to the improvement of the nation's business and mechanical segment.

3.3 Objectives and Goals of CBL

The City bank provides the most significant and best quality service by updating technology and innovating new ideas by the management and always follows the standard of business morals. The City Bank give the commitment to the country's economy by expanding its profitability through expert and established commitment for its client to provide best quality service.

1. The goal of the city bank isn't just to gain benefit yet in addition to keep the social duty and to guarantee its co-activity to the individual of all level, to the agent, industrialist-uncommonly who are occupied with setting up huge scale industry by consortium and the agro-based fare situated medium and little scale businesses independent from anyone else motivation.
2. As the city bank is the first and the biggest private bank is resolved to proceed with its undertaking by quickly expanding the venture of respectable investors into resources.
3. CBL trusts in working up solid based capitalization of the nation.
4. CBL is resolved to proceed with its exercises in the new skyline of business with a view to creating administration arranged industry and culture of profound quality and its upkeep in managing an account.
5. CBL has been working from its earliest reference point to guarantee the best utilization of its innovativeness, all around trained, well ma CBL is constantly distracted to empower the speculators for obtaining its offer by making the chance of long haul venture and expanding the estimation of offer through flourishing as created step by step.
6. CBL is assuming a fundamental part in Socio-financial improvement o Bangladesh by method for linkage with rest of the world by creating overall system in household and universal tasks.

3.4 Mission and Vision of The City Bank

The fundamental vision of The City Bank Ltd. is to be "The Financial Supermarket with a Wining Culture Offering Enjoyable Experience." With keeping up this they likewise endeavor to satisfy mission, for example,

1. Offer wide cluster of items and administrations that separate and energize all client portions
2. Be the "Business of decision" by offering a domain where individuals exceed expectations and pioneers are made
3. Continuously challenge procedures and stages to upgrade adequacy and productivity

4. Promote development and computerization with a view to ensuring and improving greatness in benefit
5. Ensure respect for the community good governance and compliance in everything they do.

3.5 City bank product and service:

The primary exercises of the Bank are to give a wide range of business saving money, shopper managing an account exchange administrations, care and clearing to its clients through its branches in Bangladesh. City Bank is among the not very many neighborhood banks which don't take after the conventional, decentralized, geologically oversaw, branch based business or benefit display. It's contending in the market with extensive variety of item and administration that is assume a fundamental part in its accomplishment. The CBL concentrates the accompanying classifications of keeping money administrations:

1. Corporate & Investment Banking;
2. Retail Banking (including Cards);
3. Treasury & Market Risks. &
4. SME Banking;

1. Corporate & Investment Banking:

The city Bank gives the relationship scope benefit that guarantees that The City Bank is customer driven. City bank brokers are responsible for conveying City's worldwide capacities in an all encompassing way and can start and organize the execution of far reaching money related warning, capital raising, treasury/exchange administration arrangements, and give securities and reserve administrations to their customers wherever they contend far and wide. The City Bank corporate and investment banking activities are:

- Structured Finance
- Syndication
- Equity Investment
- Foreign Trade
- Islamic finance
- Leasing
- Case management
- Working Capital
- Project Financing

2. Retail Banking (including cards):

City bank has started its journey in retail banking with new mantra-“City Retail- adds a little City to your life”. City Bank retail banking activities are:

- All the general banking services, like Cityonayash, City shomridhdi, City projonmo, City Projonmo, City Ichapurun, Citytouch.
- Various types of schemes are also offered by retail banking, likesavings, RMG accounts etc.
- Various types of loans, like consumer loan, education loan, health loan, City Drive, City Solution etc.

Under Retail Banking Banks Provide different types of cards service:

- a. **American Express:** City Bank has as of late shaped an organization together with the worldwide monetary monster American Express organization to present the globally acclaimed American Express charge card in Bangladesh. At the time of dispatch, card part in Bangladesh will approach more than 60 American Express chosen accomplices.

Despite the fact that a formal propelling of two American Express card to be specific:

- i. The Green/Blue card and
- ii. The Golden card

- b. **VISA Debit Card:** CBL has the Visa Debit Card which composed with Visa Electron marked that moves toward becoming problem free and secured, and it also makes client pleased proprietor of a significant plastic card.
- c. **City Maxx American express card:** It's absolutely a particular card which can be utilized as American Express yet as charge card framework.
- d. **Master Card:** CBL issued the ace card as default card for any record holder, so there for it has no particular classes as contrast with charge cards.
- e. **City Credit Cards:** CBL is the first bank who introduces the Dual currency card in Bangladesh. This card empowers client's synchronous use of card both in home and in abroad.
- f. **Visa classic dual:** This is fundamentally one plastic that has double choices to make exchange in two monetary standards. Its acknowledgment locale is in nation and outside nation in BDT and USD separately. Exemplary double is for the medium worker classification clients. Its credit restrain is USD 100 to 1000 and BDT 10,000 to BDT 49,999.

- g. Visa gold dual:** This card is the maximum esteem double card staying different highlights as like great double. Gold double is likewise for the higher worker classification clients and its credit confine is USD 1,001 to 4000 and BDT 50,000 to BDT 500,000. A secured double card's point of confinement will be greatest USD 28,000 against lien on RFCN or ERQ account.

3. Treasury And Market Risk:

CBL also offered wide range of service under the treasury and market risks service. Those are defining as:

- Overnight Deposit
- Term Deposit
- Foreign Exchange
- Local Currency
- Spot and Forward
- Derivatives

4. SME Banking service:

The City Bank has different types of SME banking service

- City Muldhon
- City Sheba
- City Shulov

3.6 SWOT Analysis of CBL

SWOT is an acronym for the interior quality and shortcoming of a firm and the natural Opportunity and Threat looking by that firm. So in the event that we consider The City Bank Limited as a business firm and break down its weakness, opportunity, opportunity and threat the situation will be as per the following:

3.6.1 Strength:

- Trustworthiness
- Good Management
- Cooperation with each other
- Membership with SWIFT
- Good Banker-Customer relationship
- Strong financial position
- Large network both nationally and internationally
- Dual currency City VISA care unique in Bangladesh
- Citytouch online banking

3.6.2 Weakness

- Employees are not get proper motivation, guideline and training
- Lack of experience in Employees junior level managements
- ATM services are not enough
- Branch network in rural area are very poor
- Percentage of Job rotation are high

3.6.3 Opportunities

- SME financing
- Huge bank area
- Large volume of sales & trade financing
- Investment on technology
- Joint venture with American Express Card

3.6.4 Threats

- Losing customer
- Aggressive SME finance by new CBs
- Huge FDI flow
- FCBs & third generation

CHAPTER FOUR: FINDINGS AND ANALYSIS OF THE STUDY

4.1 Branch Banking:

A branch, managing an account focus or monetary focus is a retail store where a bank, credit association, or other money related organization (counting a business firm) offers a wide cluster of up close and personal and mechanized administrations to its clients.

Branch keeping money is participating in managing an account exercises, for example, tolerating stores or making advances at offices from a bank's home office. They are the substance of the banks where clients can visit and converse with the authorities for improving bits of knowledge into new arrangements, venture plans, other saving money administrations and so forth. Over it, the individual touch in each administration leaves an awesome effect on the mind of clients.

Branch managing an account has experienced critical changes since the 1980s because of a more focused across the nation monetary administrations showcase. Budgetary development, for example, web saving money will significantly impact the eventual fate of branch managing an account by possibly diminishing the need to keep up broad branch systems to benefit purchasers.

Branch managing an account enables a budgetary organization to extend administrations to a zone outside of the home area, working as an augmentation of the home area. This can be a more practical approach as not all areas are required to offer indistinguishable levels of administrations from the home area, enabling littler arrangements to give key administrations while bigger areas can give the extra administrations.

Branch Banking consists-

1. Bank Teller Jobs
2. Bank Branch manager Jobs
3. Branch Operation Manager
4. Bank Customer Service Jobs
5. Loan Officer Jobs
6. Personal Banking Jobs
7. Business Banking Client Services

4.1.1 Bank Teller Jobs

Bank Tellers are in charge of giving uncommon client benefit including proficient and precise exchange preparing.

Tellers are banks bleeding edge the first and here and there just illustrative of bank that clients may see thus tellers must recall that they are the bank for some client. Most bank Teller work at bank branches, albeit some saving money managerial offices likewise incorporate saving money workplaces. Bank offices, as officially noted more often than not possess remain solitary workplaces with drive-through managing an account and ATMs. Bank Tellers work obligations are serve client by finishing bookkeeping exchange.

Bank Teller work obligations are given bellow:

1. Provides record organizations to customers by getting stores and credit portions; evolving checks, issuing speculation reserves withdrawals, recording night and mail stores, offering assistant's checks, pioneer's checks, and course of action e securities; noticing request up close and personal or on telephone, suggesting other bank organizations.
2. Records trades by logging clerk's checks, explorer's checks, and other unique administrations, getting ready money exchange reports.
3. Completes extraordinary requests by shutting accounts, taking solicitations for checks; opening and closing Christmas and trip clubs, exchanging outside financial structures, giving uncommon verbalizations, copies, and referrals, completing safe-store box technique.
4. Reconciles cash bureau by showing cash trades, checking and packaging cash and coins, pleasing development coupons and distinctive trades, turning in plenitude cash and harmed cash to head teller, keeping up supply of cash and money.
5. Complies with bank exercises and security methods by appreciating all twofold control limits; keeping up customer development reviews, examining other tellers' cash, helping accreditation of proof.
6. Maintains client certainty and ensures bank tasks by keeping data secret.
7. Contributes to collaboration by achieving related outcomes as required.

Since bank Teller are additionally illustrative of the bank, they should have the capacity to interface with clients, regularly conveying not as much as great news, in a positive, mindful way. Bank employee should likewise have the capacity to work with different individuals from the branch as a major aspect of a group.

4.1.2 Bank Branch Manager Job:

Branch bank Managers the place the buck stops when it come expert at a bank's branch. They do reply to provincial chief or VP, yet are at last in charge of that branches Performance and conformance to bank and administrative arrangements and system.

A Bank Manager's essential undertaking is to give initiative to Banking staff, provide a high level of performance, ensure to provide a great service and to expand the execution of their bank branch. Their role toward the branch is imperative, as they bear the obligation of their bank branch's execution and achievement. To guarantee that their branch is performing at an excellent level, Bank Managers must have vast information of each part of their branch's activities.

Bank Manager Duties and Responsibilities:

To expand the execution of their bank offices, Bank Managers play out an extensive variety of obligations.

1. **Lead Bank Staff:** A champion among the most fundamental commitments of a Bank Manager is to help and guide their sparing cash staff in their regular exercises and assignments. They ought to have the ability to enough confer and work with their staff in order to extend their bank office's execution. Bank Managers guarantee that the staffs think about the branch's objectives and execution models, and moreover the staff's individual execution, and to propel achievement inside the branch.
2. **Increment Bank Performance:** Bank Managers are responsible for the general accomplishment of their bank office. They should work to ensure that they are giving the most noteworthy conceivable level of managing an account administration and item to their customers close by momentous customer advantage. Bank Managers make and progress new things and organizations for customers, and furthermore being proactive in making bargains calls and frameworks organization.
3. **Perform Banking Procedures:** Bank Managers must be capable about the saving money industry and have the ability to perform diverse keeping money methods and errands. These commitments may be anything from assessing a teller's assets by the day's end, checking credits and store, to working in records of offers with the accounting division. Bank Managers must think about sparing cash authoritative issues and fitting operational philosophy in order to keep their banks running adequately.
4. **Give Reports and Updates:** Bank Managers are the extension between their staff and more elevated amount official and heads inside the Organization. Bank Managers must arrangement reports and enlighten more hoisted sum authorities about the execution of their branch. They ought to similarly confer tremendous changes to dealing with record assignments. Notwithstanding whether this be the use of another thing, or another procedure, Bank Managers must enlighten their staff about various issues.

5. Bank Managers are strong pioneers with the ability to work under strain. They are responsible for their bank office at each level, and to ensure that they can do this; organizations require Bank Managers to have a mix of capacities.

4.1.3 Bank Branch Operating Manager Job:

Role of branch operating managers refers to how they will carry out their daily activities under approved guidelines. There are some new roles those are assigned in recent periods in addition to their existing ones. For that reason a clear role profile has been initiated so the branch operation manager performs their daily work smoothly. This role profile will cover the major task areas of the branch operation managers.

Branch Operating Manager works under the operation division. Major duties and responsibility of BOM are:

1. Ensure compliance in specific BOM role of account opening, maintenance, closing, dormant account, deceased account, cash overdraft account, letter of credit and bank guarantees.
2. Ensure control and compliance of transaction related activity.
3. Ensure the strict control on issuance and maintenance of cheque books and all kinds of security items. Authorizing of stop payment maintenance.
4. Establish the control and compliance culture and timely accurate reporting practice as per approved policy and process
5. Act as branch anti money laundering compliance officer, vault key custodian and it respective of the branch.
6. Proactive in generating new ideas for improvement of branch operations and for reducing CRP related or other malpractices and fraud and forgeries in the branch.

4.1.4 Bank Customer Service Manager Job:

In the past it used to be that branch tellers dealt with a vast segment of customers require, paying little respect to whether they were making request around a declaration or making a store. Today branch endeavor to keep teller lines at any rate by keeping customer ask for segregate from customer exchange.

If one needs a store a check, see a teller. If one have a request in regards to ones last articulation, one need to speak with a client benefit officer. Bank Customer Service Manager Job Duties are:

1. Achieves customer advantage focuses by contributing customer advantage information and recommendations to key plans and overviews, preparing and completing movement outlines, realizing age, productivity, quality, and customer advantage models; settling issues; completing audits; recognizing customer advantage designs; choosing system overhauls; executing change.
2. Communicating graciously with customers by telephone, email, letter and very close

3. Investigating and dealing with customers' issues, which may bewilder, or long-standing issues that have been passed on by customer advantage accomplice's episodes, for instance, a security issue or a customer being taken wiped out.
4. Meets customer advantage budgetary focuses by assessing requirements; setting up a yearly spending arrangement; booking utilizes; dismembering contrasts; beginning healing exercises.
5. Updates work data by appreciating informative openings; scrutinizing capable creations; keeping up singular frameworks; sharing in capable affiliations.
6. Accomplishes information structures and affiliation mission by completing related results as required.

Like tellers, customer advantage director spend most of their day working with customer. If one abhor collaborating with people, one need to consider other calling in the dealing with a keeping money industry.

4.1.5 Loan Officer Job:

At branches, credit officers may or not spend significant time in a specific sort of advance, contingent upon the measure of the branch and the quantity of advance applications the branch commonly observes.

For littler branches, advance officers will be relied upon to begin and process a wide range of credits, from auto and home advances, to understudy advances. Everywhere branches, advance officers may work with simply contract advances or auto advances.

Some advance officers are required to go about as business people, going out and finding credits for the bank through relational contacts. These credit officers more often than not get the majority of their compensation in bonus. For the individuals who remain in the branch and handle advance demands that get through the entryway or by telephone, credit officers get primarily pay or for the most part compensation with a few commissions.

Credit officers are relied upon to know all bank and government loaning prerequisites for each sort of advance they handle. They ought to have the capacity to advise the borrowers on the correct sort of advance that will work for their circumstances and spending plans. Credit officers should gather all related data from the borrower, including pay and obligation data, work data, and so forth. Credit officers need a comprehension of the bank's guaranteeing prerequisites with the goal that they can tell from an underlying audit of the candidate's data whether he or she have the essential necessities important to make it to the following stride in the advance endorsement process.

Credit officers may likewise be required to examine and check the greater part of the data on the borrower's advance application. At some branches and for specific sorts of advances, credit officers have the specialist to endorse or deny advance applications. At different branches and for different sorts of advances, the endorsement must be made through an alternate level of administration.

4.1.6 Personal Banking Jobs:

It used to be that exclusive banks wealthiest clients were appointed an individual banker. Today the Personal banker's measurement is considerably more for extensive scope of individuals than previously. Bank needs a personal banker for help clients in dealing with their financial balances and funds. Individual broker will be in charge of building long haul associations with customers and strategically pitching items and administrations.

Personal bankers are astounding communicators with strong learning of managing an account procedures and items. Personal bankers work at branches, however they may likewise work with clients on the telephone however a call focus. Like credit officers, banks today see individual brokers as business people. They anticipate that their own financiers will know their banks items and have the capacity to coordinate those item to the clients' needs, shape current clients, to potential clients strolling in the entryway.

Duties of a Personal banker:

1. Advise clients on bank administrations for their necessities (advances and charge cards)
2. Manage client financial balances, open, close and direct exchanges
3. Resolve issues with saving money administrations and records
4. Refer customers to in house budgetary specialists, as required
5. Reach out to potential clients to create new business
6. Present monetary items and administrations to existing and imminent clients
7. Perform managerial obligations (entering information into saving money programming)

Beside this responsibilities some bank also expect their personal bankers to perform typical sales-generating duties like make cold call and network at business event.

4.1.7 Business Banking Client Service:

Client benefit representatives who have practical experience in business client work for the most part with independent venture customers. These representatives answer their client's inquiries regarding the records, charge cards, credits, and different inquiries independent company customers may have.

Generally just expansive manages an account with branches across the nation will commit client benefit work force to business clients. Delegates will work with other people who don't practice.

Business banking an account client benefit agents additionally offer the private company client bank items when they are fitting. They additionally need to perceive when an independent venture client may require more inside and out data or deal help and elude the

client to a private company financier, for instance, if the clients require specific advances, credit extension or other more particular items.

Business client benefit delegates must comprehend that business requires convenient administration and answers to their inquiries so as to meet their own particular clients need. They need definite learning of the banks business records and how they work and additionally all elected and government direction related with them.

These client benefit agents frequently work in call focuses, where they invest the greater part of their energy in the telephone noting client's inquiries and settling their issues.

4.2 General Banking

General Banking Department is considered as the immediate client benefit focus. It is the beginning stage of all the banking activity. It opens new records, dispatches reserves, respect cheque, takes stores, issues bank draft and pay arrange and so on general Banking is otherwise called retail managing an account.

General Banking activities of the city bank are given bellow:

4.2.1 Deposit Section

In order to become a customer of a bank at the starting need to open deposit account with a specific bank and afterward one person sensibly permitted to go for transaction. Through this procedure investor client's relationship starts and proceeds until infringement of any condition by the gatherings. As per the direction of national bank and business banks there a few limitations on opening of deposit account, yet after satisfy some specific conditions and prerequisites anyone can be a record holder.

➤ Procedure for Account Opening:

Procedures for account opening are given bellow:

1. Account opening

In order to open an account the client is above all else requested to till the application frame up given by the bank. The prerequisite by the bank to open a record is:

- a) Bank account opening proposal**
- b) Giving the full name and appropriate address of present and permanent**
- c) Give the full description about profession.**
- d) Letter of Introduction.**

This is a letter from the presentation who is a valid client of the branch or the other branch and keeping up any sort of record. The way toward presenting new

client should be possible on the frame itself. There is a space in the application from where the introducer will compose his/her record number, address and he/she will sign as his/her predefined signature.

e) Declaration of Nominee

The individual who needs to open an account can specify least one and greatest three chosen people. The application will give a revelation in the space given on the record shape beginning the name, connection, age and level of offer (if more than one). The record holder can change the selection whenever and it would be just legitimate after the death of the account holder.

f) Specimen Signature

The candidate will sign on the application and he/she will be given an additional paper where she/he will give three signatures which he/she needs to keep up all through till the time he/she keeps up the account.

g) Initial Deposits

It is dependably a common practice among bankers to enable another client to open an account just in cash. City bank takes 10,000 TK as an initial deposit from a new customer.

h) Operating Instruction/Mandate in Writing

If any account holder needs his/her account to be operated by another person he/she will give the investor in written explanation about the administrator.

i) Verification of documents

The banker should verify some of imperative archives like reminder of affiliation, Article of Association. Ordinances adapt and so on. In different cases they check of certain different reports like trust deed probate, letter of organization and so forth might be important.

j) Pay in slip, cheque book

The client is connected with compensation in slip book to use for depositing money or cheque or bill with account. The client is additionally provided with a check book for drawing cash as and when the client wishes which ordinarily contains 10, 20 or 50 clear structures.

The City Bank maintains different kinds of bank account:

1. Current Account:

Most businessmen keep up Current Deposit accounts with a specific end goal to make their day by day business exercises. This current account's funds change most every now and again than some other records since clients use to pull back and deposit funds in general premise. Current Deposit Account might be opened by individual person, firm, organization and club, affiliation, corporate body and so on.

Characteristics of Current Account:

1. The bank doesn't give any kinds of interest on the current deposit.
2. There is no limitation on withdrawal, however if there should be an occurrence of vast sum requires earlier notice (if sum over 3 needs.)
3. The account holder must be maintain a minimum balance of Tk.10000/-
4. Banker does not provide any pass book for this account.

Payment procedure of current account by using cheque

1. No requisite in case of payment of Cheque of Current Deposit account
2. Bank needs three working days to prepare cheque book for CD bank account.
3. All cheque books issued from head office and printed by MICR.
4. All cheque books contain 25 pages but in case of request of customers it could be 50 and 100 pages also.
5. Validity of a Cheque is six month after issuing.
6. If proprietorship firm, then needs seal. So do for the partnership, companies, clubs, and societies.
7. If the specimen signature matched with the specimen card, then will get payment
8. No advance Cheque will be allowed.

2. Savings Account:

This record is principally for little scale saver. Any grown-up and rationally smooth individual can open this sort of record through the satisfaction of required conditions. Saving account is advantageous for the general population of the lower and working classes who wish to save a part of their present income to meet their future needs and furthermore expect to earn an income from their reserve funds.

However account holders can not pull back cash in excess of two times in seven days yet he can deposit whenever as he/she wishes. On the off chance that any clients need to pull back vast amount of cash he need to see the bank early.

Beside these some other pertinent focuses recorded bellow:

1. Savings Bank Account may be opened for grown-up individual who are rationally stable and moreover together in the names of no less than two individuals payable to either or both or each one of them or to the survivor or survivors.
2. In additionally a saving account is also can open for a minor
3. Account ought to be opened with no as much as least inertial store of Tk. 500.
4. Interest at the rates settled by Head Office from time to time is associated half-yearly on the equalities held tight step by step thing premise.
5. Saving account cannot be use like a current account
6. Not more than 25% of adjust can be pulled back without 7 days observe. Withdrawals in the record may be allowed twice in seven days.
7. No intrigue should be paid to such records.

3. Short Term Deposit Account:

Deposit held in this account are payable without prior warning. Ordinarily corporate bodies, bank and budgetary associations contribute their assets incidentally. Presently, private individual having sound financial means additionally open this kind of deposit accounts

The following rules shall apply:

1. Deposits held in STD Account are payable in 7 (Seven) days prior notice.
2. Cheque books may be issued to account holders for withdrawal of funds.
3. Repeated withdrawal without notice shall be discouraged.
4. Interest is payable on balance held on daily product basis as per computer program used by bank.
5. For opening STD Account, AOF used for Current Deposit Account shall be used.
6. Other formalities are similar to Current Deposit Accounts.

4. Fixed Deposit Account:

These are deposit which is made with the bank for a settled period indicated ahead of time, the bank require not keep up money get against stores and in this manner, bank gives high rate of enthusiasm on such stores. A FDR is issued to the investor recognizing receipt of the aggregate of cash said in that. It additionally contains the rate of intrigue and the date on which the store will fall due for installment. There is no check book issued on FDR.

5. Foreign Currency Account (For Bangladeshi wage earner):

Material to Bangladeshis working on board, it can be opened in USD, GBP and Yen without limitation on transaction recurrence can be operated through nominees, in nonappearance of the record holder. Reserve stays in remote cash and is uninhibitedly remittable. The deposit can be made in outside money just (Cash, TC or Drafts or exchange from other FCY account). In any case, money withdrawals must be made in neighborhood cash as it were.

6. Resident foreign currency deposit (RFCD):

Extraordinarily outlined remote cash represent occupant Bangladeshis offers awesome chance to construct a store base in outside money. Enables make for abroad responsibilities and contribution to like charge card charges, voyaging, cost, diversion visits and so on. This administration is offered in monetary standards like USD, GBP and Yen. The intrigue that SCB offers is exceptionally focused, however the store must be made in outside money. The withdrawals must be made in neighborhood cash. It offers finance Remittance in LCY and FCY to wherever all through the nation.

7. Special Account under Deposit Section:

1) City Onayash:

City Bank began City Onayash with the trademark "earn easy on your savings account earn profit every month" City Onayash is a one kind of saving account which ascertains interest on your day by day adjust and pays interest to you consistently. It is a noteworthy takeoff from the ordinary bank account accessible in the market. Every such record compute enthusiasm on the normal or most minimal adjust of the month, while City Onayash does on day by day item premise. Not just that, while those ordinary bank accounts pays premium just two times every year - in December and June – City Onayash pays it to you every month.

Interest rate 3.00% on deposit, (in case of below 200 tk. Interest accrued will not be credited)

2) City Shomridhdi:

City Shomridhdi is an excellent DPS product that is particularly more alluring than the pervasive DPS product in the market. Clients will get a robust entirety toward the finish of the term against month to month deposit of little portions. It's an ideal method to secure money related future for clients.

Table – 4.1

Interest rate of City Shomridhdhi:

City Shomridhdhi	Interest rate
Three year	8.5%
Five years	8.5%
Seven years	8.5%
Ten years	8.5

3) City Ichchapurun:

City Ichchapurun – “great opportunity to earn against your savings every month”

This product enables you to earn interest and appreciate interest each month that collects in your fixed deposit account, regardless of what the term of the deposit is. It helps make your budgetary arranging more restrained, and your life more composed. While your fixed deposit stays untouched and well-kept for future, you continue getting the benefit on a month to month premise. What better approach to deal with your month to month repeating costs like child education or school expenses, house mentor's compensation, service charge installments.

Table – 4.2

Interest rate of City Ichchapurun:

City Ichchapurun	Interest rate
One year	7.50%
Two years	7.75%
Three years	8.00%
Five years	8.50%

4) City Projonmo:

City Projonmo – “financial safety for your future generations backed by complete immense protection” City Projonmo is a remarkable month to month deposit scheme that you open for your children to protect their future against all vulnerabilities and dangers. As a guardian of the youngster clients can open this record which fabricates incredible and unmatched investment funds throughout the years. When child is past his or her school age, there is this adequate trade out hand to deal with his/her advanced education, marriage or other such substantial costs.

In any case, the most fascinating part of this plan is the full protection security that clients naturally appreciate. This essentially implies, if there should arise an occurrence of death or aggregate physical fall of the parent or gatekeeper, the bank will pay the full estimation of the plan for the full term

Table – 4.3

Interest rate of City Projonmo:

City Projonmo	Interest rate
Five years	8.50%
Ten years	8.75%
Fifteen years	8.75%
Twenty years	8.75%

4.2.2 Cash Department

The cash department manages a wide range of negotiable instruments, money and different instruments and regarded as a delicate area of the bank. Presently a day in modern managing an account money office serves the following services -

1. Cash Receipt

Account holders deposit cash by using deposit slip or other credit voucher for example single credit voucher, pay slip, telegraphic transfer application, demand draft etc. At first cash officer receive the deposit slip or acknowledge the voucher and check the account name, account number, amount in word and figures. The control officer holds the slip first and sends the slip to the particular working area for further process. And copy of the slip give to the customer. After that cash officer should include every one of the passages in enroll and if concurred with the real money got by him and finally give the entire list to the officer in control.

2. Cash Payment

One of the important activities of cash department is payment of cash. Bank pay cash against cheque. When a customer come with a cheque the cash officer receive the cheque and then the officer check whether the signature on the cheque are matching with the signature on the computer and after that he offer it to the cash in charge. After the signature matching with the signature given before and ensuring the account holder has sufficient balance in his account the cash officer pay cash against the cheque.

3. Maintenance of Accounts with Bangladesh Bank/Other Banks

An important duty of the cash area is to keep up a steady adjust of record with Bangladesh Bank. In the event that the statutory hold of the bank turns out to be descending from the edge then the bank needs to pay a high rate of enthusiasm for the shortfall sum and furthermore get an enthusiasm for abundance cash. So that for demonstrating great execution money segment needs to bargain an extremely delicate and capable occupation for dealing with the maintenance of account with Bangladesh Bank. To keep away from the deficiency of liquidity a bank likewise needs to open short notice accounts with different banks. For those deposit the bank gets a specific rate of premium.

4.2.3 Bill Section (Remittance, Bills and endorsement):

This segment deals with settlement implies money exchanges starting with one place then onto the next by money related establishment, it might be inside the nation or outside the nation.

The functions of the remittance desk are:

- a) Issue and payment of Demand Draft
- b) Issue and payment of Telegraphic Transfer (TT)
- c) Issue and payment of pay Order
- d) Issue and payment of pay Slip
- e) Balancing of remittance account
- f) Cancellation of Instruments

4.2.4 Demand Draft (DD)

Local Draft is an instrument containing a request of the issuing branch upon another branch known as Drawee branch for installment of a specific sum of money to the payee or to his request on request by the recipient exhibiting the draft itself.

ADD is issued and paid in four ways:

- 1. Against in Cash
- 2. Against in Cheque
- 3. Against in a Letter of Instruction
- 4. After receipt of Advice

I. Issuing of DD

Against Cash-The client is requested to finish DD application shape which regarded as credit voucher for CBL General Account. The voucher is given to the client to deposit money with the cash department. The money division gets and conveys the vouchers to the settlement office.

Against Check-The check is sent to concerned division for posting after the check is passed.

II. Payment of DD

In Cash-The draft is gotten at the cash counter on the off chance that it isn't crossed and sent to remittance department. The date, sum in words and figures, branch drawn upon and marks on the draft is checked. It is watched that the DD is tried and the test is

concurrent. The payee of the DD is distinguished by a constituent/respectable a honorable man satisfactory to the branch and his signature is confirmed by Deposit office. Particulars of the draft are checked from enlist. Installment date is noted in enlist. The installment of DD additionally gives through clearing/exchange conveyance/money exchange.

4.2.5 Telegraphic Transfer (TT)

It is a request from the issuing branch to the Drawee Bank/Branch for installment Application of a specific total of cash to the recipient. Telex sends the installment guideline and funds are paid to the recipient through his record kept up with the Drawee branch or through a compensation arrange if no a/c is kept up with the branch.

This administration is close about end position in view of entering new systems administration saving money office. Presently any customer who has a record in CBL of its any branch get the office to charge or credit his record by any branch of CBL from anyplace in the 26 online branches of CBL.

4.2.6 Pay Order

For issuing compensation arrange the customer is to present an Application to the Remittance Department in the recommended frame (in triplicate) legitimately worked up and appropriately marked by candidate. The handling of the compensation arrange Application shape, deposit of money/cheque at the Teller's counter lastly issuing a request and so forth are like those of preparing of L.D. Application

4.2.7 Balancing of remittance account

DD Payable, TT payable, PO issued, DD paid without exhortation records ought to be adjusted on month to month premise. The parities are concurrent with the figures of concerned subsidiary accounts.

I. Issuance of Duplicate Instruments

If there should be an occurrence of losing or not getting by the recipient the instrument issuing bank can issue of copy Pay-Order, request Draft.

II. Cancellation of Instruments

In the event that any reason the issued pay Order or request Draft is drop the branch scratched off the instrument and kept with the charge voucher for pay arrange and for DD no draft ought to be permitted to be wiped out without getting earlier compliance from the draw branch.

4.2.8 Card Services:

City Bank recently has in excess of ten lack clients the individuals who hold platinum cards and Master cards including dual currency cards. As of late City Bank have introduce new product called Visa American Express card.

1. Visa Debit Card:

Visa Debit Card of City Bank composed with Visa Electron branded that moves toward becoming issue free and safe; which makes clients glad proprietor of a significant plastic card. Clients who have an individual and have a savings, current or STD account in CBL, clients are qualified to profit this card. Simply drop in any adjacent CBL branch, gather an application shape and submit appropriately topped off frame. Inside most limited time (inside twenty days) clients will get the card conveyed at your postage information or at your assigned branch.

2. City Credit Card:

CBL is the first bank who introduce Dual currency card in Bangladesh. This card empowers client's concurrent utilization of card both in home and in abroad. Clients don't have to convey two unique cards for a similar reason.

Highlights:

1. Variable Interest Rate
2. EMI Plan
3. Balance Transfer
4. Round the time money withdrawal office at any Visa marked ATM all through the world
5. Round the clock obtaining power for products and ventures at any Visa marked POS outlet
6. 24% enthusiasm on Cash Advance
7. No loan expense at CITYATMs
8. Lowest Annual/Renewal Fee
9. International Roaming office
10. Internet Transaction
11. Convenient Repayment alternative
12. E-proclamation
13. Limited Lost Card Liability
14. Secured with your Photo – Photo Card
15. 24 hours client benefit help work area

3. American express credit card:

Form 2010 CBL has franchise the AMEX in to Bangladesh.

American Express Credit Card gives the following benefits:

1. Complimentary friend Mercedes Benz mentor return tickets from Dhaka to Cox's Bazaar on Baghdad Express
2. Complimentary friend tickets for passage and all rides for Fantasy Kingdom and Water Kingdom
3. 6% money back at Agora Superstores and Nandan Megashops
4. Travel Emergency and Medical Assistance abroad
5. Double Benefit City Shield and All Accident Insurance
6. American Express Selects TM-Take preferred standpoint of extraordinary investment funds and offers in a portion of your most loved eateries and shops in Bangladesh and over the glob
7. Financial adaptability
8. Double Benefit Insurance (DBI) Card individuals are guaranteed on the extraordinary adjust of their American Express Credit Card in the heartbreaking occasion of death or perpetual aggregate incapacity (PTD). A Card part's full exceptional adjust will be paid off and furthermore, an equivalent sum will be paid to the chosen one of the Card part.
9. All Accidental Death Insurance (AADI)
10. A Card part consequently gets AADI free of cost after selecting for DBI. This spreads demise because of any mischance. The scope is BDT 150,000 for an American Express Credit Card part, which will be paid to the Card part's candidate if there should arise an occurrence of a unintentional demise. Terms and Conditions apply.
11. Global Services

4.3 Loan & Advances:

Another crucial capacity of retail managing an account is giving credit to its clients. As a consumer banking retail banking has introduce retail loans for individual person. City Bank has propelled appealing advance items including way of life credit, auto advance, pay advance, and expert advance is as of now in the bank's product contributions under different names, for example,:

- City Express
- City Solution
- City Drive
- City Credit Card
- City Scholar
- City Double Loan

4.3.1 Following elaborately described these loans offer:

1. City Drive:

Owning a car is not any more an extravagance. Car for family is currently a matter of satisfying a need. Valuing that fundamental need, City Bank presents City Drive, a customized auto loan conspire for people

Features:

- Loan amount extending from Tk. 300,000 to Tk. 20, 00,000
- Car financing up to 90% of reconditioned or new vehicle cost
- Lower financing cost and up to 100% financing for loan against cash security
- Loan tenor 12 to 60 months
- No concealed charges
- Competitive interest cost
- Loan preparing charge 1% of advance amount

Eligibility

- Age: 22 to 60 years
- Experience: Salaried official aggregate 1 year incorporating a half year with current boss
- Experience: Business individual/paraprofessionals 1 year
- Monthly salary: Minimum Tk. 30,000

2. City Solution:

City solution is a restrictive offer for customer. It acknowledges loan on various reason, for example,

1. Vacation Loan
2. Study Loan
3. Medical treatment Loan
4. Wedding Loan
5. House renovation Loan

Whatever the event or necessity might be, City Solution - any individual loan from City Bank-is there to take care of all clients issues and to satisfy all fantasies. Clients can get to this office from bank's chosen branches the nation over

Features:

- Loan amount going from Tk. 50,000 to Tk. 1000,000
- Loan tenor 12 to 60 months
- No guarantor required for the advance sum up to Tk. 3 Lac
- No hidden charges
- Competitive loan fee
- Processing charge 1%

Eligibility:

Keeping in mind the end goal to get credit client must be qualified for that and need to satisfy a few prerequisites.

- Age: 22 to 60 years
- Experience: Salaried official aggregate 1 year incorporating a half year with current boss
- Experience: Business individual 2 years
- Experience: Professional 1 year
- Minimum month to month salary: Salaried official Tk. 15,000, independently employed Tk. 25,000, and representative Tk. 30,000

3. City Express:

City Express Cash is a completely secured and rotating office for any legitimate purpose. The security for the loan ought to be in a perfect world City Bank Ltd. Settled Deposit Rate. Bank would fund against customers CBL FDR or different banks/NBFIs security. City Express Loan is a completely secured and ending (EMI Based) credit office for any real reason. Bank would back against customers CBL FDR or other bank FDR/NBFIs security. This is any reason secured loan for any legitimate reason.

Features:

- Least credit amount Tk. 50,000 and Maximum 90% of the Present Value of CBL FDR or some other security
- Quick handling
- Minimum documentation
- Loan tenor 12 to 60 months
- No guarantor required
- No hidden charges

Processing Fees:

- For express money, 0.5% of affirmed restrict
- For Express Loan, following piece savvy charge will be applicable

Table- 4.4

Processing fees of City Express:

up to Tk. 5 Lac	Tk. 1000
up to Tk. 10 Lac	Tk.1500
Above Tk. 10 Lac	Tk. 2000

Eligibility

- Age: 18 +
- Must be Bangladeshi
- Any qualified person, who will give the money security

4. City Double Loan

City Double is a special loan facility where your fixed deposit in City Bank or in some other money related foundation will now enable you to profit two advances in the meantime from us – one as overdraft (up to 95% of FD esteem) and different as an EMI advance (up to Tk. 10 Lacs)

Features:

- Fully secured credit in the for up to 95% of FD esteem
- Unsecured advance for up to Tk. 10 Lac payable in Equal Monthly Installments (tenor extending from 12 to 60 months).
- Zero handling expense for the overdraft office
- Interest rate lower than other aggressive product

Eligibility:

- Any credit commendable people like: salaried officials, experts like specialists, modelers, engineers, chartered accountants, advisors, IT experts and businesspersons and so on can apply for this advance.

5. City Scholar

City researcher is an extraordinary training credit offered to finance higher examinations in Bangladesh as well as abroad. It presents to you 95% settled store an incentive as understudy credit or up to tk.10 lac on simply guarantee free premise.

- One substantial Passport duplicate of candidate and understudy (for think about abroad)/Driving License/Voter ID
- Copy of College/University affirmation paper and confirmation of formal acknowledgment by understudy alongside different records (for abroad)
- 2 duplicates of photo of the candidate and 1 duplicate photo of the underwriter (if profiting unsecured advance part)
- Business card (assuming any), Copy of Tin related reports (TIN declaration in not required)
- Letter of Introduction (if there should arise an occurrence of salaried officials) according to City Bank's arrangement or pay slip if that covers the real data of LOI
- Bank Statement for most recent 3 months for salaried people and a half year for experts/specialists for unsecured advances

Features:

- Secured overdraft office – esteem can be up to 95% of the security deposit.
- Unsecured office – advance sum up to Tk. 10 Lac
- Secured Equal Monthly Installments Facility – advance sum up to 95% of the security deposit
- Quick handling time
- Interest rate lower than other aggressive items
- Student document benefit office

Eligibility:

- This instruction advance is intended to meet any kind of instructive money related need of an understudy. Any financially sound individual can profit this credit office for his/her posterity or for himself/herself

4.3.2 Processing of Credit Proposals

- 1) The customer should submit loan application form with vital papers/archives according to Bank's agenda.
- 2) On receipt of the loan application form, branch should investigate the papers to guarantee the accompanying
- 3) All the segments of the application shape have been filled in with fitting data and the application is agreed upon.
- 4) All the papers/reports containing essential data according to agenda have been submitted.
- 5) There is no obvious disparity in the application papers/reports presented by the customer.
- 6) On examination of the papers, customer ought to be met to know insights about the business and discover any irregularity in the papers.
- 7) Credit recommendations must be set up for all credit offices, offices will be recharged at the caution of CBL consistently.
- 8) The handling of a credit recommendations falls into primarily two phases as under: Obtaining due endorsement of the segment expert o f CBL and Steps for permitting the customer benefit the credit office.

4.3.3 Visiting Client:

A visit to the customer's business premises, industrial facility can be an extremely valuable road to accumulate data for planning of credit proposition. This visit and meeting the customer at their entryway step may affirm the business choice reach by the administrator as to the customers budgetary status, administration proficiency and specialized insights about the great sense and administrations in which the customer bargains.

Amid the visit especially to the manufacturing plant go down, the director can get a thought regarding the customer's speculation, state of the apparatus and customer's stock development. This will likewise judge its quality and worthiness as a dependable security. An arrangement of question which might be asked ought to be arranged previously.

4.3.4 Credit proposal format are covered by different section which are given bellow:

01. **Customer introduction:** Giving the correct name and style of the customer according to enlistment if there should be an occurrence of restricted organization. Additionally demonstrate the idea of the recommendations "New" or "Restoration/amendment". Utilize figures in category of Taka in million. Express the correct idea of business/portrayal of the venture. Give business capital/value capital of the proprietor in view of monetary articulation.

02. **Particulars of proprietors:** State whether proprietor, accomplices or executives demonstrate the level of the shareholdings of the chiefs according to record. Give announced resources/total assets as the case might be by independently.

03. **United concerns:** Provide name of partnered business worry of the proprietors/customer, their tendency of business and their venture/enthusiasm for the business.

04. **Credit facility from different banks:** Obtain proclaimed articulation from the customer. Additionally allude to CIB report of Bangladesh Bank.

05. **Account maintain with CIB:** State all records including Fixed, Deposit, if any indicating normal store/current deposit.

06. **Proposed credit lines:** if there should arise an occurrence of restoration/correction this area ought to be finished simply after cautious audit of the direct of the record. Customer's money related prerequisite. Overseeing of business issues regarding accessible offices. Incase of new proposition, and in the wake of having preparatory exchange with the customer to have a reasonable perspective of customers account, his tentative arrangements and financing necessities, the extent of farthest point, period and proposed security to be organized.

07. **Examination of credit proposed:** In this area, give general foundation of the customer, business profile, venture points of interest and administration parts of the business house/industry. Give sees on capability, encounter and previous history of the proprietors.

09. **Outsider data:** Provide status of breakthrough CIB report, Credit checking with different sources ought to likewise be finished. Past banks account exchange.

10. **Financial information:** This area mirrors the budgetary soundness of the business concern and data to be gathered/ arranged from spreadsheet investigation based on customers administration ensured money related articulations or evaluated money related reports. Outfit remarks on the liquidity, gainfulness and use position of the customer. This activity/appraisal ought to be done precisely pinpointing the solid and feeble territories.

11. **Prospects:** Here business prospects advertise standpoint of the item to be given. Notable highlights o f the items, evaluating, showcase technique to be given if there should be an occurrence of assembling items.

12. **Appraisal of financing prerequisites:** Clients financing necessity to be surveyed based on business income/working capital evaluation/feasible arrangements. Settled prerequisite to be evaluated and prescribed after preparatory talk with the customer.

13. **Source of payment:** The likely wellspring of reimbursement of the customer must be given.

14. **Insufficiency in the documentation:** specify non-satisfaction of any documentation/contract flawlessness and so forth. Additionally demonstrate review protest on customers account.

15. **Collateral security:** Give subtle elements of security as land, building, hardware, its recorded esteem or studied esteem. Likewise demonstrate nature of attractive securities, its face esteem and normal market esteem.

16. **Risk Analysis:** outfit remarks on LRA work out, if done, and show the LRA rating. Show conceivable dangers in the business and its alleviation.

17. **Records/business execution:** Give points of interest of customers store/credit accounts execution amid most recent a year. Show charge/credit summation, least/greatest adjusts, L/Cs opened, send out reports consulted amid most recent a year.

18. **Bank's earning:** Give separation of gaining structure the relationship.

19. Recommendation: Give important remarks, thought of the business line with clear suggestion.

20. **Proposed facility (ies):** Give office insightful proposed/recharged/rebuilt advance/credit limits, reason for the office, wellspring of reimbursement, evaluating of the office, security support and legitimacy of the office. Different conditions/unique conditions including prerequisite of Bangladesh Bank affirmed be featured.

4.3.5 Credit Proposal also need some supporting document which are given bellow :

When the branch officer deal with some credit proposal for head office endorsement must ensure that the customer must have the following documents

1. Customer credit report
2. Financial statement
3. Spread sheet examination
4. Net worth analysis
5. Acceptable security points of interest

Credit give an account of customer is a prime imperative for evaluating his/their creditability, administrative capacity and previous authentic records. This report ought to be refreshed when recharging of credit offices is considered. Outsider credit report/CIB report alongside credit provides details regarding the customer ought to be kept in the record at the branch.

4.3.6 Disbursement:

Disbursement of progress can take in the accompanying distinctive structures:

1. Loans: Loan made in a single amount repayable either on settled portion premise or in lump sum amount having no ensuing charge with the exception of by method for intrigue, accidental charges, and so forth is known as a loan.
2. Overdrafts: Advance as overdraft is constantly permitted on a present record worked upon cheques. Inside as far as possible, the borrower would overdue be able to his record inside a stipulated period.
3. Cash Credit: Cash credit as type of progress is a different record independent from anyone else and is kept up in a different record. The borrower may work the record inside stipulated constrain as and when required.
4. Inland Bills purchased: Sometimes banks are to buy bill of trade to encourage business exchanges. If there should arise an occurrence of procurement and reducing of bills, the investors acknowledge the client's account for the measure of the bill subsequent to deducting his charges or rebate.
5. Payment against document (PAD): PAD is related with import and import financing. The bank opening letter of credit will undoubtedly respect its sense of duty regarding pay for import bills when these are for displayed for installment gave that it is drawn entirely.
6. Loan against imported stock (LIM): When the shippers neglect to resign the records or demands for leeway of merchandise, the exceptional under PAD or B/E is exchanged to LIM.
7. Trusts receipts: Advance against a trust receipt got from the clients are permitted when the archives covering an import shipment are given without installment.
8. Long term Loan: Long term loan is implied for setting up of a task/modern endeavor i.e. financing for the improvement of the infrastructural facilities including acquisition of the facilities.

4.4 Letter of Credit (L/C)

Letter of Credit (L/C) is an installment certification to the vender by the issuing bank for the benefit of the importer. As such, it is a letter of the Issuing Bank to the recipient undertaking to impact installment under some concurred conditions. L/C is called documentary Letter of Credit because the undertaking of the issuing bank is subject to introducing of some predefined document. Through the L/C Buyers and Sellers go into an agreement for purchasing and offering merchandise/administrations and the purchaser guide his bank to issue L/C for the sellers Here bank accepts guardian work between the purchaser and vender.

4.4.1 Characterization of L/C:

1. There are numerous sorts of L/C. Maybe a couple of them are quickly examined below:
2. **Irrevocable L/C:**

Irrevocable L/C can't be altered or cancelled off without the assent of the recipient or some other invested individuals.
3. **Revocable L/C:**

It can be changed or cancelled by the Issuing Bank, without the assent of the recipient or some other invested individuals, on the off chance that it isn't shown in the L/C whether it is revocable or irreversible then the L/C to be treated as Irrevocable.
4. **Add-Confirmed L/C:**

At the point when a third bank give certification to the recipient to make payment, if issuing Bank neglect to make installment, the L/C a third Bank adds their affirmation to the beneficiary, to make installment, in addition to that of issuing bank affirmed L/C gives the recipient a double confirmation of installment.
5. **Clean Clause L/C:**

It is a Normal Caused L/C without third Banks affirmation.
6. **Revolving L/C:**

It is a L/C, where the first sum reestablishes after it has been used. How frequently and to what extent the sum will reestablish must be determined in L/C. For instance, a L/C opened for USD 10,000,000 and shipment affected for USD 5,000,000 now the L/C reestablished for full esteem i.e. there is extension to impact full esteem i.e. there is degree to impact advance shipment of USD 10,000,000. Spinning L/C might be opened to dodge challenges of opining new L/C. This L/C isn't permitted in our present import strategy.
7. **Transferable L/C:**

If "Transferable" incorporable in a L/C, at that point the L/C is transferable. Transferable L/C can be exchanged by the first recipient to the second recipient. However, second recipient can't exchange it further to another recipient. Exchange might be done to in excess of one recipient mostly, if not restricted in the L/C.
8. **Clean Letter of Credit:**

This is a commercial letter of credit wherein the Issuing bank does not solicit any archives as proof from execution of the arrangement under the L/C. Under the said L/C just Bill of Exchange might be arranged or might be paid with no supporting document. Clean letter of Credit isn't admissible in our import arrangement.

4.4.2 Parties related to Letter of Credit

Normally the consequent gatherings are identified with a narrative credit. For example,

1. **Issued Bank** : Issued bank is the bank who issue L/C for its customer.
2. **The advising Bank**: This is a bank going about as Agent of the Issuing Bank, to guidance the L/C to the recipient.
3. **The confirming Bank**: This Bank gives the recipient a twofold affirmation of installment. This is a third Bank attempt to make installment, to the recipient, if the Issuing Bank neglect to make Payment.
4. **Negotiating Bank**: This Bank offers some benefit to the recipient against introduction of reports consenting credit terms. Typically this is exporter's Bank who buy the fare
5. **Reimbursing Bank**: This is a Bank going about as Agent of the Issuing Bank Authorized to make installment or to respect repaying case of the Negotiating Bank.
6. **The Transferring Bank**: In the event that the L/C is transferable then the first recipient through a bank designated by the Issuing Bank this bank is known as the Transferring Bank.
7. **The Applicant**: Merchant or purchaser is the candidate of a letter of credit. Candidate must be the customer of the Issuing Bank.
8. **The beneficiary**: Exporter or Seller of the products is the recipient of a Letter of Credit.

4.4.3 Bank takes some subsequent steps before opening letter of credit:

Obscure individual won't be permitted to open L/C.

- 1) **Register importer**: Before opening the L/C bank must affirm that the L/C candidate is an enlisted merchant or individual client, and the IRC of the importer has been restored for the present year.
- 2) **Reasonable item**: The thing to be in 1 ported-must be admissible and not prohibited thing. On the off chance that the thing is from contingent rundown, the condition-must satisfy to import the same.
- 3) **Market Report**: Bank will confirm the attractiveness of the thing and market cost of the merchandise. Once in a while the shipper may abuse the Bank's cash through finished invoicing. Adequate Security or edge: Price of a few things fluctuates" regularly. In the event of those things Bank will be more cautious to take adequate cash margin or other security.
- 4) **Business Establishment**: Bank ought not to open a L/C in the interest of a gliding agent. The merchant must have business foundation; especially he should have business organize for promoting the thing to be transported in.
- 5) **Restricted country**: Importer cannot borrow good from restricted country.
- 6) **Credit report of the beneficiary**: It the measure of L/C in one thing surpasses TK. 5.00 do not have, provider's credit report is compulsory. Bank will gather credit report of the beneficiary through its journalist in abroad.

4.4.2 Permission from Ministry of Commerce

On the off chance that the merchandise to be transported in under CIF (taken a toll protection and cargo), at that point authorization frame service of business should be gotten. Respectability of the Client: in light of all the above focuses. On the off chance that Bank ends up fulfilled in regards to the customer then L/C might be opened for the benefit of the customer. Before opening the L/C bank will issue and validate an arrangement of LCAF for the sake of the importer.

4.4.4 Advising the Import L/C

Instructing delineates the evidence concerning credibility of the credit to the dealer/recipient. The educating procedure comprises with respect to sending the first credit to the recipient. Before sending the encouraging bank needs to verify the mark of the L/C opening bank. Also it guarantees that the terms and states of the L/C are not conflicting with the current controls. In such a case prompting bank does not attempt any risk.

4.4.4 Advising Configuration:

The affirming bank includes affirmation. Affirming bank is a bank, which adds' its eonlirmalioll to the credit, and it is arch at the demand or the issuing bank. The affirming bank could possibly be the prompting bank. The prompting more often than not does not it if there isn't an earlier game plan" with the issuing bank. By being includes as an affirming operator the encouraging hank attempts to arrange recipient's bill without plan of action to him Presentation of the Documents.

The dealer being happy with the terms and the states of the credit continues to dispatch the expected products to the purchaser. At that point he needs to introduce the reports confirming dispatching of merchandise to the arranging bank prior to the stipulated expiry date or the credit After getting every one of the records, the arranging bank them checks the archive against the credit. On the off chance that the reports curve found all together the bank will pay acknowledge are consult to Bank. At that point bank checks the reports

4.4.7 Payment methodology of Import Documents

This is the most delicate assignment of the Import division of any branch o f bank. The authority must be exceptionally mush watchful of while making installment. This errand constitutes the accompanying; Date of Payment: - Usually installment is made inside seven days after the records have been gotten. On the off chance that the installment is moved toward becoming conceded, the arranging bank may assert benefit for making delay.

1. Preparing sale memo:

A sale memo is made at B.C rate to the client. As the T.T and 0.0 rate is paid to the ID the distinction between these two rates is trade exchanging. At last an entomb branch trade exchanging Credit guidance is sent to ID.

2. Demand for the remote money:

For organizing fundamental store for installment, an order is sent to the global division.

3. Transmission of message:

Message is transmitted to the reporter bank guaranteeing that installment is being made.

4. Payments of the import bills

If there should arise an occurrence of Back to back issuance charges installment to be made prior to development date of the bill out of the acknowledgment send out continues. In the event of money locate import charges, bank will make installment from its FC store account and will resized, the estimation of outside cash from the customer account, In nearby office of CBL there are opened 215 Import L/C on a normal in a month. What's more, the branch does the activity of lodgment 150 on a normal in a month.

4.5 Role of operation division:

The prevalent picture of speculation banking is one of smooth, quick moving dealmakers. Be that as it may, arrangements can just work if the correct procedures are set up to back them up. That is the place Operations comes in. A center capacity of Operations is to control and deal with the preparing of exchanges made by the different divisions of the bank – essentially Sales and Trading. What's more, with such an enormous number of exchanges being made each second of the day, it has a complex however fantastically critical part to play in the effective working of the bank.

Operation is a non-income revenue division however it couldn't be more imperative. In streamlining the procedures utilized by the front office (the income producing some portion of the bank) it can spare the bank billions. A key point, for instance, is to enable merchants to get affirmations of exchanges and articulations prior and faster than any other individual in the market. With advertise costs changing in a millisecond you can perceive any reason why this is so essential.

Operation additionally supervises numerous administrative necessities of the bank, and in addition settling errors in exchanges.

A lot of its work additionally needs to happen 24 hours every day 7 days seven days, in various markets and diverse time zones. In numerous examples, in this way, Operations receives a 'take after the-sun' model to guarantee forms can work constantly around the world.

In synopsis, it shouldn't astonish that Operations is frequently seen as the motor of the bank. It works over the entire organization to address the operational difficulties of handling exchanges, settling exchanges and fulfilling the necessities of partners and customers over different time zones in every single currencies. In a substantial bank this is an immense endeavor with duty regarding a large number of exchanges each day.

Joining forces flawlessly with different divisions engaged with the exchange procedure is fundamental. It's no stroll in the recreation center. With developing exchange volumes and expanding exchange multifaceted nature, the activity of clearing and settling exchanges requires advertise driving procedures and committed, experienced groups. Try not to be tricked into speculation Operations is only the supporting demonstration.

4.5.1 DEFINITION OF OPERATION

In Operations, support Transaction Banking and Sales and Trading yet in addition Asset Management and Wealth Management. It is the center spine of a investment bank

Sales and Trading is the greatest zone that operations bolster which class as interior customer. All that they do post-exchange (after they've executed an exchange and place it into their framework) is essentially down to Operations. That incorporates the majority of the exchange affirmations; right the path down to settling exchanges and passing assets between counterparties, and additionally reserving it to the benefit and misfortune to the Finance group. Any blunders that are made all through that procedure could possibly make a great deal of monetary hazard the bank, so it's clearly an imperative piece of the bank and the trading procedure.

4.5.2 DIFFERENT TYPES OF ACTIVITIES

- 1. Account Opening:** The entire procedure of account opening is upheld by operation group. They screen the means done by the client benefit gathering and give them an approval for the further exercises. Additionally, when the CS group done their part the A/C opening structure goes to the operation group and afterward the activity amass send it to the administration conveyance for endorsement. Activity division fills in as

an extension between Customer Service and Service Delivery. At the point when the endorsement is done SD aggregate send the form to the operation. Lastly operation group saves the form to the store. Amid the A/C opening procedure all the confirmation required is finished by operation department.

- 2. All Transaction Reports:** It is a report of all exchanges done by all officers of a branch in a single day. All exchange report is particularly critical for a bank to stay up with the latest and appropriate. In the event that there is any sort error this can be effortlessly discover by this report. Task aggregate keep this answer to their record and ordinary they check it with the vouchers. It is another vital movement for a branch to keep their data simple and appropriate.
- 3. Cash Positioning Report:** Cash positioning report is the statement from where a branch's aggregate money position, for example, time deposit, demand deposit, denominational, total cash in hand and so on can be known. Operation division makes this money situating through an announcement of issues where each and every money exercises are given. It is essential on the grounds that regular a branch need to report in head office about their cash situating.
- 4. Physical Checking of Vouchers:** Vouchers incorporates cheque, pay orders, fund transfer form, deposit slip and each announcement which is improved the situation exchanges. Operation Group check vouchers regular for discovering error. A definitive object of vouchers checking is to ensure that everything is fit as a fiddle.
- 5. Maintenance of documents:** One of the major tasks for operation department is to keep records of immeasurably essential archives, for example, Bangladesh Bank records, A/C opening documents, A/C Closed Files, Dormant A/C document, Stop Payment File, All exchange report document, A/C opening and shutting register, Expenditure documents, Internal Audit Files and so on.
- 6. Surprising Check to all departments:** The most vital assignment for operation is to keep each office works easily. For that they have to screen on each office precisely. One of the powerful methods to observing is astonish checking. By checking surprisingly one can know the errors extremely easy way, by checking surprisingly one can know the disparities effortlessly.
- 7. Audit:** The most and clear employment of operation is keeping up the review exercises. The both review of bank whether interior or Bangladesh Bank is finished by the task gathering. That is the reason every one of the exercises of task are parallel to their review action.

8. **Reconciliation:** It is another vital assignment of operation department. Compromise intends to isolate everything in legitimate routes and to keep up the documentation appropriately.

4.6 Performance Evaluation Procedure of Branch:

Performances are evaluated on the biases of individual employee’s performance and the performance of branch manager and branch operating manager. At the beginning of each year major KPI and performance calculation mechanism is communicated to the respective employees. Considering the present scenario of banking industry and current economic condition management committee along with division heads, finance and HR set a target for a branch. A branch manager is fully responsible for achieve the target and along with this he/she also responsible for maintain a quality of a branch.

After setting a target for branch the CBL also set a target for individual employees and then evaluate the performance of each employees of the respective division and recognized their effort. Employee’s performances are evaluated based on KPI (key Performance Indicator) and weight calculation mechanism. KPI and weight calculation mechanism will give only the numeric point which is an indicator of the rating for the numeric part (part 1 on of the performance analysis form). The overall rating will be given after the value part is evaluated as per policy and an alpha rating is given at time of mid -year and annual appraisal.

Table 4.5

KPI and weight for Branch Banking:

	KPI Items	Weight for a Branch
1	Net Revenue (Net Revenue – Provision excluding PPG)	70%
2	AMEX + City Maxx	10%
3	LC/BG/Export	10%
4	Customer Experience	10%

Note: 1. Net Revenue = interest revenue + Deposit Income + Non Fund Income – Specific Provision Incurred in 2017 only

2. If the audit rating is reduced compare to last year or bellow acceptance rating then 0.05 will be added to the overall numerical rating and vice versa.
3. AMEX and City Maxx card achievements will be calculated separately and each will carry 50% weight. Only new issued AMEX and City Maxx card and 20% of the total supplementary AMEX cards will be under consideration.

4. Mystery shopping survey result from service quality department will be considered as score of customer experience.

The major KPI mentioned in the table are not only the objectives for the year, employees of the respective need to meet all budget line and other objective set for the year.

During the evaluation the system line manager will need to select remarks based on the outcome against the objectives. The definition of each of these remarks is given bellow:

1. Substantially Exceeded Expectation: the individual has far exceeded their agrees objectives and agreed performance standards.
2. Marginally Exceeded Expectation: The individual has consistently met their objectives to the agreed performance standards. In some cases they have achieved more than their agreed objective and to a higher standard than expected.
3. Fully Achieved The Expectation: This individual has achieved all or most of the agreed objective to the agreed performance standards. This is the minimum performance expected from every employee in CBL.
4. Partly Achieved The Expectation: This individual has met some of their objective to the expected performance standard.
5. Did Not Achieve the expectation: This individual did not meet most or all of their objectives ans expected performance standards. Their performance has been consistently poor which has proved detrimental to the division.
6. On the other hand branch operating manager performance will be evaluated on the biases of audit report. Basically based on audit report and branch manager target performance a branch performance is evaluated.

4.7 Findings from the Study

4.7.1 Internship Experience

In January 2018, I was appointed by The City Bank HR faculties as an intern in the DSC Nikunja Branch. After that a schedule of the entry level internship program was given to me comprise of the working calendar alongside the activity duties. Fundamentally, DSE Nikunja branch has three department; Teller benefit, Customer administration and Operation department. I worked under the Customer benefit area of the Nikunja branch for this reason I got the chance to accumulate information about some specific portion.

4.7.2 Job Description

Worked in the city bank ltd was a great experience for me. I got the chance to work in client benefit which is comprise of card division, remittance and clearing section of the branch. A CBL assistant is in charge of the EQM Machine Management. At the point when a client

enters in the bank it's an assistant's obligation to direct him or her to the correct administration region with the correct token. This EQM benefit enhances the operational proficiency, hazard relief and ceaseless change.

The Customer Service territory is isolated into few segments, for example, Checque, loan, cards, pin, remittance, pay order and so forth. At my first day, the CSM (Customer Service Manager) of the office clarified everything of the department related with the operation to me. He explained to me how the employees under customer service department work in the branch. He additionally made me acquainted with the different terms and apparatuses like diverse application frame, method, that are utilized by that division to make the life of workers less demanding. He additionally gave a short depiction that how a record can be open and the principles controls for opening any sort of record in The City Bank Limited. A few exercises that were performed by me are examined underneath.

- 1. Account Opening Form Fill up:** Account opening form fill up are a piece of the one the task appointed to a CBL assistant. There are various types of bank account opening from current, saving, proprietorship, organization and so forth. Each shape has distinctive standards for keep up. These standards are pronounced by Bangladesh Bank.
- 2. Card Delivery:** An understudy of CBL is additionally appointed to assume collaborator part to this service zone. For instance, by conveying charge Mastercards to the client or carrier, keep the tracker of the customary cards got from the currier and accommodate of the cards. There were four enlist note pad for keeping up the cards; two is for new issue cards and rest for lost and stolen card. In the two cases cards and sticks keep up by two separate individual for security reason. There were two individuals in the hold of card and stick of that branch. They need to keep up the current card client with expanding substantial number of new card client step by step. Additionally The City Bank Limited has a record opening framework named "qaccelerated banking". Under this package bank gives the debit card instantly to every customer.
- 3. Destruction:** Bank check book, cards, pins lapses after a specific timeframe. At the point when the season of terminations comes nearer bank sent letters and telephone calls to the clients for gathering their items. On the off chance that clients neglect to gather bank end the presence of that item. This procedure is known as destruction. An intern of CBL assumes a vital part in destruction. His/Her errand is separated into three stages.

Stage 1: Find out which check, card or stick is near devastation and rundown down the names arranging them in light of months.

Stage 2: After letter sent from the bank call the recorded clients and instruct them to gather inside up and coming week.

Stage 3: After the check, card or stick is crushed efficiently, wreck them physically.

- 4. Reconciliation:** Bank recommendation statement is a report which looks at the bank adjust according to organization's bookkeeping records with the adjust expressed in the

bank explanation. Accommodate of the cards, pins, FDR, Check books are done each day. Before accommodating we need to check the ending adjustment of the day, at that point tally what number of are being gotten from the courier and the number conveyed to the clients. In the branch everything is accommodated beginning from check books, cards, sticks, FDR's and so on.

4.7.3 Learning Outcome

From this Internship encounter I have adapted heaps of new occupation that is finished by a bank. Till now I have gone to a bank as a client. When I joined as an understudy, I discovered that how every single function is finished by the officers deliberately and in addition precisely. My taking in results from this temporary position encounter is talked about beneath:

1. Experienced the picture of corporate life which influences a man to labor for 8 hours constantly
2. Observed how completes a branch plays its roal in managing an account
3. Learned how to manage clients, how to converse with them and comprehend clients needs and requests
4. How to assemble solid business relationship and proceed with it for long run.
5. Working with associates and how to collaborate with them while completing a cooperate
6. Giving full focus on work to finish it on due time
7. Learned to beat my difficulties and execute my aptitudes and manufacture self-assurance
8. Learned how to function under strain and handle the basic circumstance

4.7.4 Critical Findings in CBL NIKUNJA Branch

The issues existing in this are numerous and clarified as takes after:

1. The present framework is tedious both for the brokers and additionally the customers. For example; regarding investors, the officers need to experience a great deal of documents in looking through the points of interest of a specific exchange, in the event that it is predated. As far as customers, they need to hold up in a long line keeping in mind the end goal to give the officer a chance to discover the right record.
2. Now and again not focusing towards clients amid a bustling hour makes a negative circumstance.
3. Clients don't get fitting consideration. Despite the fact that these clients aren't a/c holders of the bank, the altruism and negative verbal exchange of the bank and its general picture of value benefit are hampered.
4. Clients get anxious of sitting tight for quite a while like 30 minutes or considerably more to receive amid crest times.
5. In the event of understudy issues record there are times when the customers don't know which branch are they to get their data from and consequently going to branch to branch.

For an administration business that is in task for long haul, these impacts will contrarily influences the generosity over the long haul, which is by all accounts risky. 35

4.7.5 Other Findings from Observation:

1. **Centralization:** The Bank is excessively brought together. For every single move, branch office needs to go for consent from the Head Office. The Head Office firmly controls every single branch office. This kind of reliance on Head Office backs off the exercises of branch office.
2. **Lack of waiting place:** In contrast with clients the place for pausing/sitting territories are not adequate, thus, clients need to hold up by standing.

The administration of The City Bank Ltd. is focused and proficient contrasting with the others; yet there is critical extent of change.

- The bank needs to attempt to enhance the worker association with customers.
- The earth inside the bank should be enhanced essentially for productive and wonderful managing an account exercises for the clients.
- Steps should take to enhance worker work fulfillment.

- More tweaked items and administration ought to present.
- Call focus group regularly gives insufficient or inaccurate data to the clients.
- To build consumer loyalty the bank needs to enhance their administration quality by giving more significance on client's inclination.
- Administration charge is generally high than others.
- Branch needs more work force to guarantee smooth administration.

As far as the clients, condition of the bank is alright however the administrations of money needs to all the more quick additionally more consideration should be given to the clients when they want outside settlement.

CHAPTER FIVE: RECOMMENDATION AND CONCLUSION

5.1 Recommendation

We are had confidence in surprising contest of new period, must need to vital considered of the advertising to create helpful eliteness and uniqueness chance of the saving money part.

In this way, CBL should begin strategic planning to expand the frameworks and furthermore vital develops expected to help its extensive client base. In this way, considering the administration area of Bangladesh, CBL ought to be more cognizant to manage its clients as the clients have now more decision to keep money with and there are foundations that are escalating rivalry by concentrating more on sublime client benefit.

To distinguish these bank needs legitimate data framework is required gravely. Client criticism can make an incentive to build right administrations and relations to the correct clients and increment exact responsibility, steadfastness, trust and fulfillment to wind up with tremendous great relationship. CBL has a few administrations hole to legitimate of circumspect the buyer conduct and their potential state of mind, which made them inadequate in current banks. CBL needs to limit their administration hole however solid examination on client complaint, desire, recognition and basic inside promoting angles. Steps ought to be taken to execute the new procedure with a specific end goal to guarantee a smooth administration as guaranteed to clients.

1. Representatives are expected to give sufficient preparing to work and handle customers under strain. For this situation both the branch specialists and higher experts can influence each other to prepare the workers.
2. CBL should build more Consumer Banking action. Their Consumer keeping money movement is very acceptable yet it will be better in the event that they can put consideration on individual client.
3. They ought to imagine other sort of store to draw in more clients which is not the same as different banks.
4. CBL ought to keep up more cash and deposit adjusts with different banks. Since it is attractive that banks keep their money and adjust with other bank to such degree so it can limit the shot of liquidity crunch.
5. Ought to grow more vital arranging as to contend with its adversary banks.
6. Increment the dealer areas of ATM cards.

7. There are numerous client's of the bank are matured between 21 to 30 the bank ought to consider the items and administrations with less administration charges that are appropriate for that age gathering. The items ought to likewise be produced generally for clients with salary more than 30,000 and especially jobholders.
8. CBL had great liquidity proportions amid year 2012 and 2013. Be that as it may, it should give more worry about these sorts of vacillations in proportions.
9. CBL had reasonable use proportions in where it utilizes the obligation most to expand income as opposed to the value. It might expand the danger of the bank. In this way, to limit the hazard I figure CBL should back greater value.
10. From year 2017 there was a lower development in contrast with 2016. It demonstrates that CBL has no consistency in development over years. CBL ought to guarantee a superior development over year to achieve a solid position.
11. In 2017 CBL net benefit was excessively under 2016 which aren't useful for the bank. So they should worry about it and present some new extraordinary items which again increment their net benefit.
12. Should build the quantity of ATMs and guarantee their smooth activities.
13. CBL should select more skilled and encounters representatives to spread the items everywhere throughout the nation.
14. Misconduct conduct is higher in the DCC zone so need to focus on semi-urban region or country region.
15. CBL ought to keep up blunders free client's record and database which will recognize the significant client's office prerequisites.
16. Representatives ought to get appropriate learning on items and offices to convey the client with respect to correct time, right offices according to their prerequisites.
17. Clients are befuddled about the credit estimating and shrouded charges, so CBL should educated the client about the diverse expenses and portion size of that specific item.
18. Horticulture is the foundation of the nation. According to BB strategy; CBL should build their more fixations on Agri credit.
19. According to client reaction, CBL is setting aside long opportunity to process and dispensed the advance. All the more simple way should discover to limit the term for credit process.
20. CBL is expected to achieve the brand an incentive to the clients for working up perfect relationship to make steadfast client.

5.2 Conclusion

The City Bank is one of the top modern commercial bank in Bangladesh. The association is substantially more organized contrasted with some other bank operating in the country or outside the country. It is persevering in quest for business development and change. It has notoriety for being an accomplice of customer development.

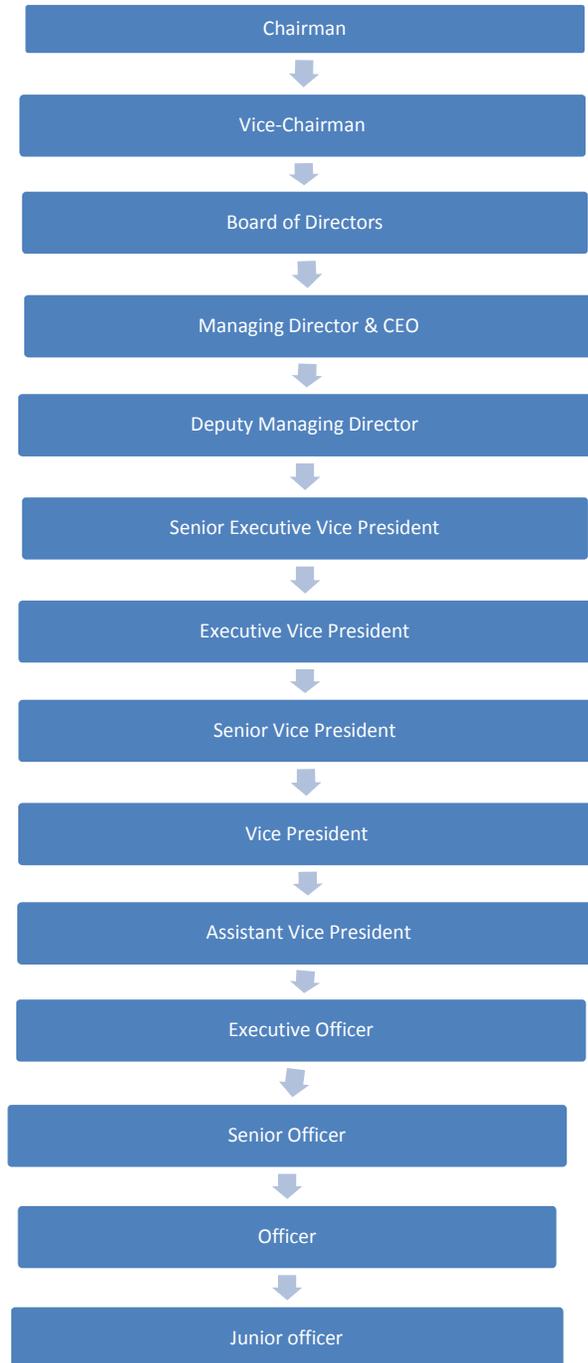
With a greater part of qualified and experienced human asset, City Bank can misuse any open door in the saving money area. It is pioneer in presenting numerous new items like American Express Credit Card, Special financial balance and administrations in the saving money division of our nation.

During internship period I have attempted to enrich my knowledge as much as possible that would be beneficial to develop my carrier positively. Overall this branch is a great place to learn.

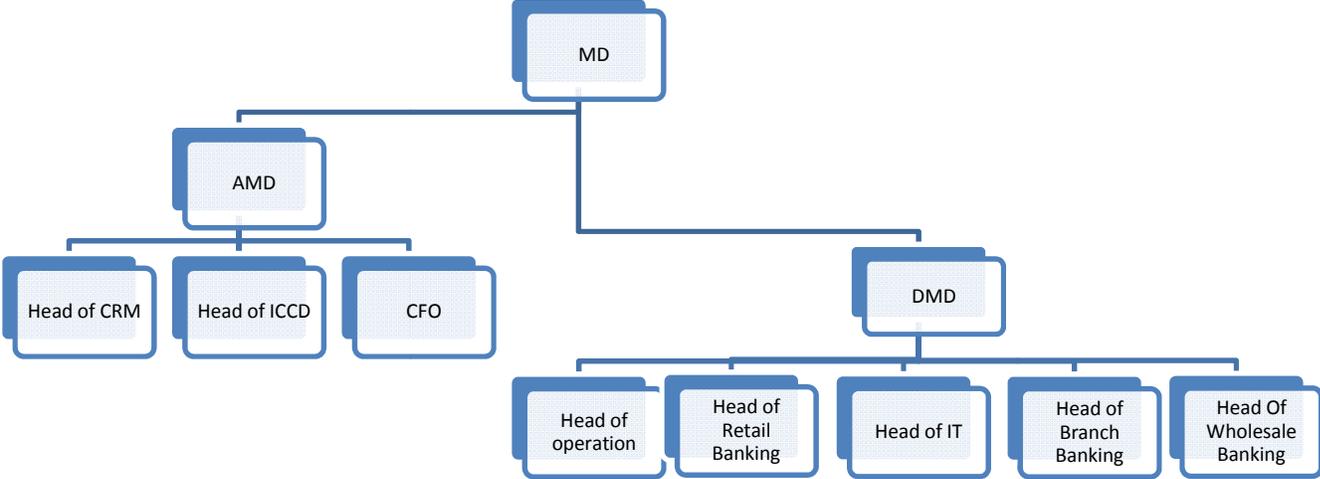
Though all departments & sections are covered in the internship program, it is not possible to go to the depth or each activities of division because of fear of disclosure & time limitation. So, objective of this internship program did not fulfill with satisfaction. However, highest effort has been given to attain the objectives during the internship program and have gathered vast knowledge during precise time period.

CHAPTER SIX: APPENDIX

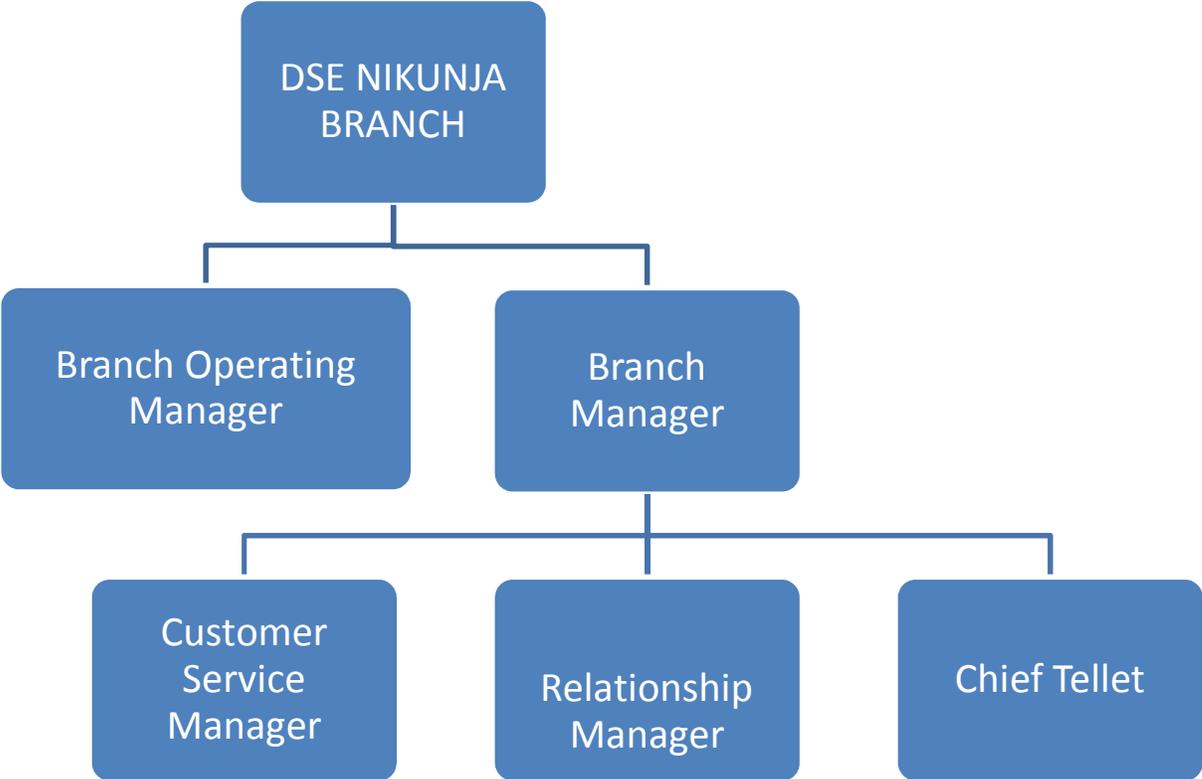
6.1 Organizational structure of CBL:



6.2 Management Committee:



6.3 Branch organgram:



6.6 References

For referencing of Book

Peter S. Rose, S. C. (New Edition). Bank Management & Financial Services.

Following web sites was accessed on March 26, 2018

- https://www.thecitybank.com/AnnualReport/annual_report_%202016.pdf

Following web sites were accessed on April 15, 2018

- <https://www.citybankonline.com/business/business-services/credit-cards>
- <https://www.moody.com/credit-ratings/City-Bank-Limited->
- <http://www.jobhero.com/bank-manager-job-description/>

Following web sites were accessed on April 17, 2018

- <http://www.thecitybank.com/>