

Internship Report

On

**“General Banking Activities and Market Development
Initiative”**

Of

The Premier Bank Limited

The Premier Bank Limited

Premier Bank

s e r v i c e f i r s t



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On

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the Premier Bank Limited**

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LETTER of TRANSMITTAL

December 02, 2018

Sarker Rafij Ahmed Ratan

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Subject: Submission of the Internship report.

Sir

This is my pleasure to submit the report on “General Banking Activities and Market Development Initiative” of The Premier Bank Limited as per our Bachelor in Business Administration (BBA) program requirement. I have completed this report as part of my internship program. I have been placed in Shyamoli Branch of Premier Bank Ltd. I have worked over there from July 16, 2018 to October 16, 2018. I have written this report based on my practical observations from general banking section, credit section, loan section and foreign exchange section and credit card section.

I believe that the knowledge and experience I have gathered during my internship period will definitely help me in my future professional life. And I also believe this genuine and honest analysis will help you to have a positive viewpoint upon me.

I hope that this paper will live up to your expectation and you will appreciate my efforts.

Yours sincerely,

.....

Jafrin Ahmed

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ACKNOWLEDGEMENT

First of all, I would like to almighty Allah for his grace in accomplishing my internship report properly.

I got appointed to work as an intern at Shyamoli branch of Premier Bank Limited. I have tried my best to present both hands on experience and study in this paper. I would like to express my gratitude to my honorable supervisor **Sarker Rafij Ahmed Ratan, Assistant Professor, School of Business and Economics, United International University** from the core of my heart for his kind support, guidance, constructive supervision, instructions, and for motivating me to do this report.

I am also thankful to head of HR division of Premier Bank Limited, for allowing me to work in Shyamoli branch. I would like to thank **Mrs. Rifat Rizwana** and **Mr. Aminur Rashid Bhuiyan**, officers of general banking department for supervising me and giving me key information for write a fruitful report. I am also grateful to **Md.Tipu Sultan Khan**, VP & Manager of Premier bank, Shyamoli Branch.

Mr. ABM Fazleh Rabbi, Deputy Manager also help me by providing various key information. I am also grateful to **Mr. Arefin Dewan** and **Md. Golam Saklain** for their cordial acceptance. They have been very helpful in showing me the work process and provided relevant information for my report whenever I approached.

It was a great opportunity to do internship in such an organization. The experience I have gathered will be a privilege for my future career planning.

EXECUTIVE SUMMARY

In the last term of final year of Bachelor of Business Administration (BBA) course, I was sent to Premier Bank Limited to have a practical exposure on banking activities under the program “Activity on General banking of Premier Bank Limited (A Study on Shyamoli Branch)”.

Premier Bank Limited is a leading private commercial Bank which starts its operation on under Companies Act, 1991 on October 1999. Through its countrywide 87 branch network, it is providing a comprehensive and competitive banking service to its clients.

With the starting the operation of Premier Bank Limited, the main branch continue its operation. Through its three core departments, namely General Banking, Credit and Foreign Exchange, it provides all kinds of banking service to its customers. Throughout my overall study I have mainly tried to critically review the General Banking Activities of Premier Bank Limited Shyamoli Branch. General banking comprises of account opening, bills, clearing cash. Through these sections it establishes Banker customer relationship, collects bills for customers, honoree cheques drawn on this branch. General Banking department provides these services in a faster and better manner. First chapter Introduction of the report focus on background of the study, origin of the study, rationale, Scope, objective of the study, limitation of the study, data collection method etc. Second chapter of the report focused on overview of Premier Bank Limited Background, vision, mission, values, strategies, SWOT Analysis, Management of Premier Bank Limited and so on. The third section focused on departments of Shyamoli branch at Premier Bank Ltd. Third chapter of the report focused on general banking section and my activities on general banking sector. The fourth section focused on market development initiatives of mine at general banking department. The fifth section is conclusions of project work in the report. Last but not the least Section focused my 3 months internship experience which I learned from Premier Bank Limited, Shyamoli Branch as well as the some sort of problem which I have found from my observation. Through the report I mainly try to critically review the General Banking Activities Shyamoli Branch of Premier Bank Limited.

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CHAPTER: 01

INTRODUCTION



1.1 Introduction

Internship is a partial requirement of graduation. It offers a great opportunity for any student to get some brilliant ideas about the practical field. It is also a challenging experience to prepare internship report which increases intellectual abilities as an efficient graduate. As a student of Bachelor of Business Administration (BBA) everyone has to conduct a practical orientation in any organization for fulfilling the requirements of the Internship Program. The main purpose of the program is to expose the students to the real world situation. This report is prepared for the internship program consisting of a major in depth study of the total banking business of Premier Bank Lt. Practical knowledge is fundamental for the application of theoretical intelligence. Bearing this in mind and internship program was being included in the BBA curriculum. The goal of this analysis is to expose the student in the organizational work situation and also to provide an opportunity for applying classroom learning in practice. There are some difference between theories and practice.

Customer satisfaction and faithfulness gives an organization preferred base over its adversaries and permits it prosper in the business which results enhancement for high caliber of administration. The Premier Bank Ltd. is one of the main suppliers of financial services countrywide. With its solid corporate picture and character it can improve position in the brains of customers. This picture has helped the premier Bank Ltd. to snatch the individual banking area alongside different segments of Bangladesh quickly. The Premier Bank Ltd. with its solid corporate picture and organizational quality can effectively use the chances and conquered its shortcomings which will originate from the proceeding with enhancement of its administration quality.

1.2 Origin of the Report

This report is prepared after completion of three months Internship program in the Premier Bank Ltd. Shyamoli branch. The program director authorized me to submit the report on overall activities of the various division of the Premier Bank Ltd. And the developments further can improved of the Premier Bank Ltd. The report has been titled as “General Banking Activities and Market Development Initiative”.

1.3 Rationale of the Report

Historically commercial banking has always depended upon the credit insights of the banker, his ability to measure the capacity & willingness of a borrower to repay a loan, his ability to sense, which risks appear to hedge others. These old fashioned concepts are still relevant in evaluating today's commercial banking, even as we move toward sophisticated risk management techniques of risk reduction.

This report covers in general banking activities and market development of the Premier Bank Ltd. in Bangladesh. The Premier Bank Ltd has been recognized as one of the leading private commercial bank in the banking sector of Bangladesh.

1.4 Objectives of the Study

Primary Objective

The primary objectives of this report is familiar with the working environment of Premier Bank Ltd. and also fulfill the requirement of BBA theoretical knowledge gained from the coursework of the BBA program in a specific field.

Secondary Objective

- To determine overall general activities of Premier Bank Ltd.
- To present an overview of Premier Bank Ltd.
- To find out the mechanisms of general banking system.
- To verify the scopes of further improvement of general banking system.
- To recommend ways to improve market initiatives.

1.5 Scope of the Study

The report intends to assess the position of general banking system finance and its promotional facilities, its procedure, types, problems etc. This study covers the period since incorporation of the Bank. The report is prepared with a view to provide a brief but complete idea about General Banking System. The readers will also understand the general banking system procedures and performance of Premier Bank Ltd.

1.6 Data collection Method

Primary Data

- Primary information has been gathered from the clients by giving poll to them and educating them to answer dependent on their discernment on their normal administrations of Premier Bank.
- Practical keeping money works.
- Personal exchange with the officers and administrators of Premier Bank.

Secondary Data

- Various records of the bank.
- Websites of the Premier Bank Ltd.
- Different sorts of report created from the mechanized framework.
- Annual report of Premier Bank Ltd.
- Personal examination with investors.

1.7 Limitation of the Study

- To conduct a small scale survey on clients.
- To know about customers understanding with bank.
- Lack of information due to confidential reason.
- Time period was the other limitation for collecting information, which was only three month long.
- It's tough to gathering information more about the bank.
- The bankers in Premier Bank Ltd. are so much busy in their responsible fields so that they could hardly provide little time to discuss with them.
- Deficiencies in data required for the study.
- During the internship in many part of my inquiry, my performance was stuck by some lacking in experience.

CHAPTER: 02

“Overview”
Of
Premier Bank Ltd.



2.1 Background of Premier Bank

The Premier Bank Ltd. is consolidated in Bangladesh as saving money organization on June 10, 1999 under Companies Act.1994. Bangladesh Bank, the national bank of Bangladesh, issued keeping money permit on June 17, 1999 under Banking Companies Act.1991. The Premier Bank Ltd. propelled its formal exercises of saving money business on 26 October, 1999 with an Authorized Capital of BDT 6000.00 Million and Paid up Capital of BDT 2242.30 Million. The Head Office of the Premier Bank Limited is situated at Banani, at Iqbal Center. This is one of the quickly developing business and business territories of Dhaka city. To illuminate the soul of 21st century, The Premier Bank ltd. set off its voyage of accomplishment with an adage 'Administration First'. The saying mirrors the Bank's anxiety for clients' fulfillment, adaptability, responsiveness and profitability. Administration to the Premier Bank Ltd. is implied for customers as well as for the network, for gain as well as for administration and for conveyance as well as to guarantee dynamism, order and responsibility. The Board of the Premier Bank Ltd. comprises of 14 executives and Dr. H.B.M Iqbal is the fair Chairman of the Board. The individuals from the Board of Directors of the Bank hold extremely decent positions in the general public. They are from very effective gathering of business and ventures in Bangladesh. Out of 14 individuals one is from Taiwan. Every individual from the Board of Directors assumes a critical job in the financial space of the nation.

2.2 Vision of the Bank

The Bank has clear vision towards its ultimate destiny - to be the best amongst the top financial institutions.

2.3 Mission of the Bank

- To be the most caring and customer amicable supplier of financial services, making open doors for more individuals in more places.
- To forcefully receive innovation at all dimensions of tasks to enhance effectiveness and diminish cost per exchange.

- To guarantee an abnormal state of straightforwardness and moral benchmarks in all business executed by the Bank.
- To guarantee solidness and sound development while upgrading the estimation of investors speculations.
- To be socially mindful and endeavor to inspire the personal satisfaction by making viable commitment to national improvement.
- To give harmonious air which will draw in capable work drive will's identity pleased and anxious to work for the bank.

2.4 Values of Premier Bank

- **Service First**

For Premier Bank “Service First” is not just an abstraction; it really does mean it. It holds a prime and central focus in the Bank’s operation. It believes discharge of quick and quality service is the hallmark for banking standard.

- **Easier Banking**

Premier Bank has made everyday banking less demanding than at any other time through best in class facilities. The Bank has a tendency to make an inviting environment for the customers to feel free and run simple with banking. Premier Bank partitions its client age into slightest conceivable individuals to impart the best consideration and its customized administrations to address unique issues.

- **Better Relationship**

As Premier Bank forms subjugation with its esteemed clients, so the Bank forms it into a manageable end. A decent comprehension with the customers while doing business transactions, help the Bank sees their goals and consequently, empowers the Bank to react proactively to their financial needs.

- **Assured Confidentiality**

Since The Premier Bank Limited arrangements in business as financial loss or gain, its grave promise stays flawless with interest of its clients to such an extent that all banking transactions are done in a confidential and professional manner.

- **Good Corporate Governance**

The dynamic Board of Directors of the Premier Bank Limited hails from various disciplines of business and industry at home and abroad. They are all around respected in the society for their commitment. The Bank is outfitted with an exceedingly skilled management team who has long experience in domestic and international banking. The Bank maintains and entirely submits to good corporate governance practices and is subject to the administrative supervision of Bangladesh Bank.

- **Corporate Citizenship**

The Premier Bank Limited is a compliant Bank and it makes good on due regulatory expenses. The Bank is anxious to rouse Eco-friendly investment. The Bank is likewise a tolerating citizen as far as all laws, rules, norms, sentiments and values of the land.

2.5 Strategies of Premier Bank

- **Be Pro-Active**

Premier Bank makes cognizant undertaking to hoist the life and activities. There is the wrong spot for the sake of entertainment in Reactive Management. The Bank figures out how to envision and act.

- **Begin with the End in Mind**

The each activity of The Premier Bank Limited compares to its goal. The Bank defines its goal from what lies behind and past it and what exists in it. Premier Bank starts decisively to complete so as to pursue that goal.

- **Put First Things First**

Premier Bank makes a choice for things that make an upbeat difference. Things that matter most are not put at the mercy of things that matter least.

- **Think Win-Win:**

Win-win is an attitude and heart that continually looks for mutual benefit an every human cooperation. In this theory, The Premier Bank limited needs to see all parties an optimistic winner. A forward looking planning causes the Bank to take part in a win-win relationship.

- **Seek First to Understand and Then Be Understood**

The Bank prizes its capacity to convey over every single other esteem. More often than not, Premier Bank calmly hears individuals more than it is heard. It looks for first to understand how the Bank is normal then it positions itself as befittingly as possible.

- **Synergy**

The effect of a joined entire is constantly more prominent than the total of individual parts. The relationship which the parts have to one another is a section in itself. Premier Bank trusts, each part is vital and each can contribute. The Bank cooperates with others to construct collaboration that outcome in a better success.

- **Care and Share Alike for the Society**

Premier Bank thinks about the feelings, needs and experience of the society and offers its interests similarly. The Bank makes a decent attempt to accommodate the less advantaged and has-bunches to guarantee a superior society and a more prosperous Bangladesh. It is a respect, obligation and benefit for the Bank to have the capacity to serve the country in more courses than simply giving banking services.

2.6 SWOT Analysis of Primer Bank Ltd.

- **Strengths**

- ✓ It has well reputation in the market.
- ✓ Not engaged in unfair business practice.
- ✓ Concentrated market.
- ✓ Officers are highly skilled.
- ✓ Executives are highly qualified and experienced.
- ✓ Bank has many attractive deposit schemes.
- ✓ Efficient management practices in the Bank.
- ✓ Well diversified credit portfolio.
- ✓ Deposit mix is very sound.

- **Weakness**

- ✓ Short time experiences in banking industry.
- ✓ Training programs are not frequent for the employees.
- ✓ Complex credit policy.
- ✓ Small market shares on individual investors.
- ✓ Few number of ATM booths.

- **Opportunities**

- ✓ Per capita annual income is increasing.
- ✓ Private Banks are becoming more reliable to local public.
- ✓ New ideas are coming in this industry.
- ✓ Foreign trade is increasing day by day.

- **Threats**

- ✓ There are many competitors in the market.
- ✓ Competitors have more deposit.
- ✓ Govt. imposes Tax on profit.
- ✓ Govt. pressures to reduce interest rate on loans.
- ✓ New banks are coming in the market.
- ✓ Govt. rules and regulations are becoming strict day by day.

2.7 Management

The management of the bank is incomprehensibly on a Board of Directors, for by and large supervision and directions on strategy matters by the board. The intensity of general supervision and control of the affairs of the bank is practice by the president and managing director of the bank who is the chief executive officer. Most importantly, the bank will be kept an eye on and overseen by a universe of capable professionals proficient in their individual fields and devoted to the reason for the bank.

2.8 Management Hierarchy



FIRST VICE PRESIDENT

ASSISTANT VICE PRESIDENT

PRINCIPAL OFFICER

SENIOR EXECUTIVE OFFICER

EXECUTIVE OFFICER

OFFICER

ASSISTANT OFFICER

CHAPTER: 03

"General Banking"

Of

Premier Bank Ltd.



3.1 My Activities in General Banking

During working in Premier Bank, it was the principal beginning to take in the basic and general banking activities. In general banking there is loads of work to know yet I don't have the chance to take in every one of them in spite of the fact that I am ready to include in a few activities in Premier Bank, for example,

- Opening various types of accounts according to customers' needs.
- Local Remittance Incoming/Outgoing.
- To Issue cheque books.
- Entry cheque books on entry book.
- Write Pay order.
- Stop Payments.
- Fund Transfer.
- Maintain & balance of all security papers.
- Closure of accounts.
- Locker Services.
- Evening Banking.
- Weekly report sending to the head office.
- Monthly report sending to the head office.
- Cash Transaction Report (CTR) and Suspicious Transaction Report (STR)
- Close account.
- Clearing cheque.
- Supplementary.
- Finding error in account opening form.
- Thanks latter sending etc.

3.2 Opening Accounts

The first and essential movement of bank is Opening Account. The connection between a banker and his customer starts with the opening of an account by the former for the sake of the last mentioned. The banking activities begin among open and banking administrations by opening an account in a specific bank a man favors. At first, I required some report like topping off the Account opening form with three copies of passport size picture of the account owner. I discovered some inadequate form by which I couldn't open an account. So the form given by the bank ought to be finished appropriately. What's more, the following thing is All the accounts are opened with a store of cash by the customer and subsequently these accounts are called store accounts. The bulk of the assets of a bank are assembled by tolerating stores from the general population.

3.2.1 Types of account

While working in Premier Bank I saw that accounts in a bank might be of various kinds. Each kind of record has its own opening procedure and we require distinctive documentation requirements. The different kinds of accounts are described below with their opening procedure.

3.2.2 Current Account

As indicated by banking system I saw that current account is a running and active account, which might be worked upon any number of times amid a working day. There is no confinement on the number and amount of withdrawals from a current account, so branches need to keep adequate cash reserves against such deposits. Typically such accounts are kept up by individuals and organization whose banking transactions are tremendous on each working day. Since this is a non-interest bearing account, banks incline toward them because of its cost-free nature.

3.2.3 Short Term Deposit Account

In case of short term deposit account I found the Short Term Deposit (STD) account is a less active account, which can't be worked upon as often as possible like a current account. There are sure restrictions on the quantity of withdrawals from a Short Term Deposit account. These restrictions contrast from branch to branch. For the most part this interest of this account is not as much as other accounts. This is an interest bearing account. Typically, interest is paid at a rate lower than that of savings account.

3.2.4 Savings Account

Much prominent and active account in bank I watched the Savings Account which is designed for individuals with fixed income who wishes to spare a part of their present income to meet their future needs and earn some income from their savings. I encountered that most extreme individuals need to open this account in Premier Bank. Like STD accounts, branches force certain limitations on the number and amount of withdrawals from a savings account. In Premier Bank Limited, if any one pulls back more than twice from a savings account he/s won't get interest of that month. As it is an interest bearing account, a sensible rate of interest is offered which is higher than that of STD account however lower than that of Fixed Deposit Account.

3.2.5 Fixed Deposit Accounts

Presently I am will clarify around one all the more interesting account. Much people came to me for opening this account. That is Fixed Deposit Account. I discovered people who have a certain amount of money which they need to keep in the bank to get a fixed amount of profit after certain time with no withdrawal of that money inside that time. Fixed Deposit Accounts are deposits with a bank for a fixed timeframe, which is indicated at the season of making a deposit. Fixed deposits are repayable on the expiry of the predefined period, picked by the depositor to suit his purpose. Fixed deposit periods in Premier Bank Limited are 3 months, 6 months and 12 months or more. Interest rates likewise differ as per the deposit periods. As the date of reimbursement of a fixed deposit is determined ahead of time, the banker require not keep more cash saves against it and can use such amount in more profitable long-term investments. Higher rate of interest is in this way offered by banks on such deposits on the grounds that the depositor renounces liquidity for a clear period.

3.2.6 Account opening ability

Despite the fact that each individual has the privilege to open the account in bank, yet the bank employees require some specific requirement. An account in bank can be opened by a person who is legally equipped for entering into a valid contract, applies to the banker in a proper manner and acknowledges the terms and conditions stipulated by the banker. For the most part all people aside from minors simple-minded and undercharged bankrupts can open an account with a bank gave he or she has satisfied the criteria for opening a bank account. Minors can likewise open account however in the interest of them any legal guardian will work it.

3.2.7 Opening various types of accounts

Opening an account requires a specific strategy indicated by the bank. With the presentation of modern communication technology account opening and working have turned out to be considerably less demanding. Account opening technique is portrayed beneath for various sort of account compose.

3.2.7.1 Introduction of the applicant

I needed to get the genuine identity of that person with a specific end goal to guarantee he is a respectable and solid before opening an account for the sake of that customer. The Customer Service department hence cannot open an account for the sake of a person whose genuine identity has not been built up or who is thought to be an unwanted person. The applicant might be acquainted with the banker in any of the following ways:

- A good individual either a client of a similar part of the bank or who is known to the staff of the branch-presents him by marking on the application form itself alongside his record number of that branch.
- By showing legitimate distinguishing proof card or visa to set up the personality of a man.

3.2.7.2 Documentation

When I worked at document section I realized that the most important thing for me to observe proper documentation formalities before opening an account in the bank. Each account holder needs to submit the following:

- 2 copies of passport size recent photograph attested by the introducer
- signature card duly signed
- A/C Opening Form duly filled in
- Passport no or Voter ID no
- Any other document required by the bank from time to time.

I also needed to observe the additional documentation and formalities before opening the account for the following entities:

For Limited Companies

- Certified true copy of Memorandum and Articles of association
- Certified true copy of Certificate of Incorporation
- Certified true copy of Commencement of Business
- Copy of the resolution of the Board of Directors authorizing for opening account and specimen Signatures for operation of the Account duly attested by the Chairperson
- Latest audited Balance Sheet
- Trade License
- T.I.N. Certificate

For partnership Enterprises

- Certified copy of the constitution of the firm
- Registered Partnership Deed/duly Notarized Partnership Deed at Will (in case of unregistered firm.)

For Association/Club/Society/Charity etc.

- Minutes of the committee meeting authorizing the opening of an account with the bank duly certified by the Secretary and the Chairperson
- A copy of Laws and By-Laws/Constitution duly attested by proper authority

- A copy of the resolution of the Committee authorizing specific Signatories to operate the account
- Certificate of Registration; where applicable.

For proprietorship Enterprise

- Trade license
- T.I.N. Certificate.
- B.I.N Certificate.

3.2.7.3 Opening an FDR

For opening a fixed deposit account a depositor is required to fill up the Account Opening Form of Premier Bank Limited Ltd. wherein the customer mentions the amount of deposit and the period for which deposit is to be made. He also gives his specimen signature. Proper introduction is required for opening all types of account with the bank & in case of an individual opening an account; he must mention the name of a nominee.

After filling up the application form properly, the customer submits necessary documents and deposits money at the cash counter of the bank. Afterwards customer service dept. issues a Fixed Deposit Receipt to the depositor, acknowledging the receipt of the sum of money specified therein, to be repaid at the expiry of the period mentioned therein along with interest at the specified rate. FDR account deals with two vouchers. One is for crediting the SB A/C (when the amount is transferred to the clients SB A/C) and another is for debiting the FDR A/C. if the interest amount is paid to the party, the credit voucher is written in his name.

3.2.7.4 Opening a Current Account

As I mentioned before in Fixed Deposit account opening, all accounts opened with bank require proper Introduction & Documentation. But depending on different clients, both documentation & introducers varies. There procedures of opening of different types of accounts are different which are mentioned below:

- **Current account for individuals:** Any individual qualified of doing contract can open a current record in the bank. A presentation from a current record holder is required for this situation. Different records required are TIN No (assuming any), international ID no, date of issue, legitimacy, personality card issued by UP Chair Person, example signature.
- **Current account for sole proprietorship:** to open this kind of record a presentation of existing current record holder alongside the photocopy of legitimate Trade License is required. The record holder must submit unique Trade permit before the broker for check.
- **Current account for Partnership firm:** the method of opening these sorts of record is like sole proprietorship. The additional archive required here is the organization Deed.
- **Current Account For Limited account:** Presentation of current record holder isn't required here. The organization needs to submit duplicate of Memorandum and Articles of affiliation, duplicate of Certificate of Incorporation, duplicate of Commencement of Business, the goals of the Board of Directors approving for opening record and so on.

3.2.7.5 Opening of Savings Account

Any person qualified of doing contract can open this kind of account in the same manner as FDR. A presentation from an existing savings/current holder is required to open this account. Dissimilar to the Fixed Deposit Receipt, here the customer will be given a check book and a deposit book to facilitate transactions on such account.

Savings account can just be open by an individual, not by any company or business entity.

3.2.7.6 Opening of Short Term deposit account

The procedure of opening of a short term deposit is same as the procedure of opening a current account. An Introduction from an existing current account holder is required to open this account.

3.2.7.7 Double Benefit Scheme

Under this scheme, any deposit becomes almost double after only 6 years. The accepts deposits in multiple of Tk.10, 000.00. Specially designed instrument shall be issued for the deposit under the scheme in the same manner as issued in case of FDR. The instrument is not transferable and renewable. In case of premature encashment after 3 months, benefits may be allowed on the

deposit amount at ruling savings rate. Loan facility may be allowed up to 80% of deposit against lien/pledge on such instrument at bank's prescribed rates and rules.

Terms	Initial Deposit	Payable at Maturity
6 – Years	Tk.1,00,000/-	Tk.2,00,000/-
6 – Years	Tk.2,00,000/-	Tk.4,00,000/-

Deposit Amount: Tk.1, 00,000/- or its multiple(s).

3.4 Issuing Cheque Books

To give cheque book most extreme bank have a typical system which is the point at which a cheque book is finished, the white leaf is submitted to the customer service. Then the customer service issues another cheque book. The white leaf fills in as requisition form. The account number, name of the client are written on the highest point of the new block. In each leaf of the block account number, branch seal, round cross seal are given. Signature of the client is confirmed and verifier gives initial. In the requisition form of the new cheque book the account number and name of the client are written down. Amid issuance check book serial ought to be kept up, otherwise bank to be considered responsible for irresponsibility.

3.5 Maintaining Security papers

Since Customer Service office issues different instruments for everyday bank exchanges, it is essential to keep up the papers or structures that make such method of exchange at the bank. All the security papers for keeping money exchanges are held under client administrations authority i.e. check books, pay arrange receipt, DD receipt, Fixed Deposit Receipt and so on. Toward the day's end, client benefit office keeps such archives at the branch vault.

3.6 Locker Service

For protection of clients' assets like vital reports and merchandise like adornments and gold decorations, Premier Locker Service is accessible in the vast majority of the Branches in urban territories.

Nature of Service	Nature of Charges	Rate of Charges
Custody of Locker / Safe	Rent	a) Yearly TK.1,000/= for small size locker b) Yearly TK.1,200/= for medium size locker c) Yearly TK.2,000/= for big size locker

3.7 Evening Banking Services

"Evening Banking", was an interesting administration of The Premier Bank, yet now a days different Banks additionally begins it, just to get Cash and Documents past exchange hours till 6 o'clock at night, is accessible in around 13 imperative Branches of Premier Bank. The administration is alluring for those, similar to retailers, who amass money as deals continues toward the evening when counters of Bank offices for the most part stay shut.

3.8 Online Branch Banking Service

ONLINE BRANCH BANKING SERVICE is designed to serve its valued clients. Under this system, you shall be able to do the following type of transactions:

- Cash withdrawal from your account at any branch of the Bank.
- Deposit in your account at any Branch of the Bank.
- Transfer of money from your account to any other account with any Branch of the Bank.

3.9 Cash Department

The main task of the cash department is to receive deposits and disburse payments. Nevertheless other related activities are to be undertaken by cash department which are described below:

3.9.1 Vault

In spite of the fact that I don't have the expert to enter in the vault yet the capacity of the Cash Department begins with the vault. The vault is the anchored place where all the cash is kept when saving money hour. Head Bank Limited, Gulshan Circle-2 Branch has a vault limit of one core taka. This is the sum that is anchored by protection. In the event that this limit surpasses in any working day, the additional sum is sent to the Principal Office. There are two caretakers of the vault implying that every one of the activities identified with vault is confirmed or affirmed by two people, which is called joint overseer framework. There are two keys for the vault entryway, of which one is kept by the sub-director and another by the money in-control. They are the approved people to enter the vault and without their consent even no bank work force ought to enter the vault.

3.9.2 Clearing Cheque

I was dole out in clearing desk for multi month. Cash counter additionally gets the clearing cheques from the customers. For this situation the cheque is crossed by the teller and "Received for Clearing" seal is embraced on the cheque after coordinating the sum in deposit slip and the sum in the clearing cheque.

3.9.3 Cash deposit

The whole cash deposit operation in the teller area takes place in the following order:

- ❖ Customer first reaches the teller counter.
- ❖ Client tops off the store slip making reference to the record number, the aggregate sum in words and numerical numbers, date of store and the slip is undersigned by the investor.
- ❖ Teller receives the deposit slip, matches the total amount in words and in numbers and also the date.

- ❖ The following seals are endorsed in the deposit slip
 - ✓ Posted
 - ✓ Cash Received
- ❖ Then the deposit slip is duly signed by both tellers or by one teller and the cash-in-charge.
- ❖ Finally posting is given in the Transfer 'C' Scroll Book.

Scroll no	Particulars	Amount(cr.)	Scroll no	Particulars	Amount(dr.)

Fig. Transfer 'C' Scroll Book

The Debit and Credit side will always be equal.

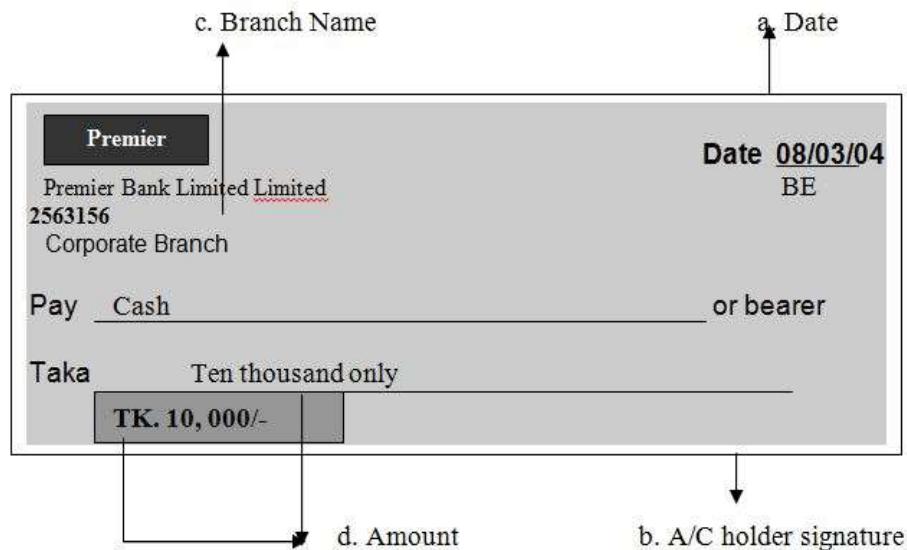
It ought to be noticed that investor should fill the store sneak past his/her own. In the event that the teller or any bank work force tops off the store slip for the client's sake, it may acquire hazard to the bank. So these sorts of exercises are debilitated.

On the off chance that in the store slip, the measure of taka in words does not coordinate with the sum written in numbers, the investor ought to redress the figure which one he/she favors however he/she should bear witness to such correction by his mark. The wrong sum is chopped down with pen by one straight line.

3.9.4 Withdrawal of Money or Encashment of Cheques

Check is encased at the cash counter in the following manner:

- Account holder himself or carrier or some other individual entitled by the record holder to pull back cash introduces the check to the money counter. On the off chance that the record holder himself wishes to encase the check he/she should put two marks on the back leaf of the check. On the off chance that it's a carrier check, the two marks of the conveyor must be on the back leaf of the check. On the off chance that some other individual other than carrier or the record holder himself is entitled for encashment, one mark of the named individual must be on the back leaf of the check and this mark must be confirmed by the record holder with two marks. Later on when the check is displayed at the counter, the teller must confirm the named individual's mark, which requires another mark of that designated individual on the back leaf of the check within the sight of teller.
- Upon receiving the cheque, the teller first checks the four corners of the check. These four corners include the followings:



- a) Date; the upper right hand corner of the cheque includes the date of the cheque. A post-dated cheque can never encase. The date cannot be backdated more than 6 months also.
 - b) Signature; the cheque must include the signature of the owner of account. If he presents the cheque by himself at the cash counter then he must also put his signature twice on the backside of the leaf. In case of bearer cheques the bearer must put his/her signature on the back.
 - c) Branch name and crossing; a crossed check can never be encashed at the cash counter, also if the cheque is from another branch of Premier Bank Limited, which is mentioned in the upper left side of the cheque, then only ten thousand taka can be withdrawn by using “online banking option”.
 - d) Resemblance of amount written in words and in numbers; the amount in words must match with the amount in numbers for encashment.
3. Subsequent to being happy with each of the four corners of the check, the teller put posted and signature confirmed seals on the check. At that point the client account is charged to the measure of cash to be pulled back given that the client has adequate money in his/her record.
 4. A short time later the teller checks the cash equivalent to the sum charged and gave over the cash to the client. Cash is tallied utilizing the Money Counting Machine for extensive sum. At long last money paid seal is given on the money.

The withdrawal of money is shown in the following diagram:

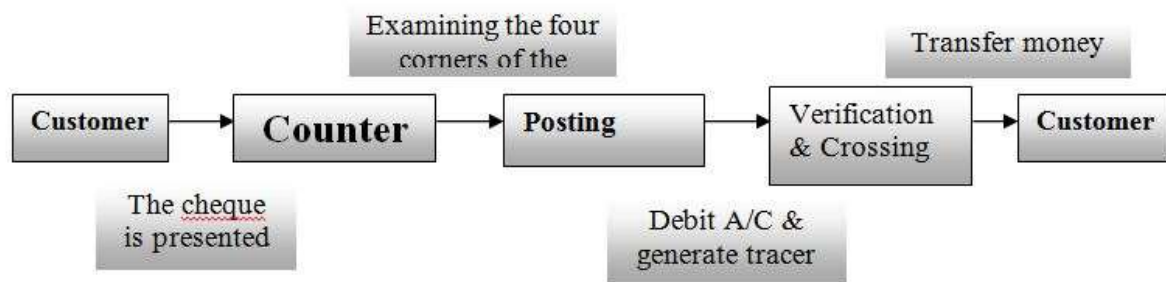


Fig: Flow chart of withdrawal functions

3.9.5 Types of bank notes not accepted by the cash counter

The cash counter cannot accept the following types of bank notes:

- ✓ Notes torn into two parts and built up notes
- ✓ Burnt notes
- ✓ Oily notes
- ✓ Fake not

3.10 Lesson learned from intership program in Premier Bank Ltd.

- How to open account.
- How to satisfy customer.
- How to improve customer relationship management.
- How to break down the salary structure.
- How to modify/ update leave form based on organization need.
- How to keep employee personal information record and performance record.
- Leaned how to communicate with Higher authority.
- Leaned about how to maintain relation with other NGO's.
- Learned about how to carry out project work and acheive the goal.
- Weekly report sending to the head office.

- Monthly report sending to the head office.
- Cash Transaction Report (CTR) and Suspicious Transaction Report (STR)
- Close account.
- Clearing cheque.
- Supplementary.
- Finding error in account opening form.

CHAPTER: 04

"Market Development Initiative"

Premier Bank Ltd.



4.1 Market Development Initiatives of the Premier Bank Ltd.

During my internship time of Premier Bank Ltd. it's a major open door for me to know the corporate world and what extremely done in that world. So it's a once in a lifetime opportunity to assemble knowledge through practical experience. In these 3 months a ton of thing I have learned. It's a major experience to think about the banking system, it is by and large activities, activities of particular departments. In any case, I figure they ought to develop their market activities for a few segments. These are described below.

- **Improve products and services:** Premier bank should improve their products and services and more effective to customers.
- **Improve their online banking sector:** Their online banking system should be more effective. Because they didn't have more online resources.
- **Let customer know about all banking processes:** There are many customers who does not know about processes of bank. Because there are many types of customers. Some are educated some are not. So it's tough to understand all about bank's processes. So bankers should discuss about all the things of bank to customers.
- **Gather information about competitors:** what others bank doing, these should be known. Because if customers get facilities in other bank, they definitely go there. So what competitor banks are doing these should be known.
- **Increases employee training program:** Employee should get more training of banking sector. There are lots of new features. These are unknown to them to know. So employee training must important.

- **Stop just selling banking products, sell the brand:** banking product selling is not only important all the time. Branding is very important. Because without knowing the brand, people are not wants to connect with the bank. So they should promote the bank's brand.
- **Promote high standards of market integrity:** which products are more competitive, these should be promoting as high as they can. By these customers will know about the difference of the products of bank.
- **Improve their credit and debit card facilities:** premier bank's credit and debit card facilities are poor than other bank. Because sometimes these are stuck on the booth. So they should improve it.
- **Open more ATM booths for their own:** there are some ATM booths of Premier Bank. Because of that customer has to suffer a lot with it. So I think there should more ATM booth of their own so that customers can get the facility.
- **Locker services should be arranged with safety:** while interacting with the customers at customer service point, a huge amount of customers demanded locker services. With such demand of this service. Premier Bank should consider the provision of locker services to its customers. This will also attract new customers from other banks who are currently offering these services.

CHAPTER: 05

Conclusions



5.1 Conclusions

The internship is intended to cross over any barrier between hypothetical information and genuine experience as a part of the Bachelor of Business Administration (BBA) program. This report is a result of a three months' internship at Premier Bank Ltd. The primary focal point of this report is the general banking procedure of deposit and bills and clearing department of bank. As an understudy of marketing, I need to know the procedures related to banking. This report encourages me to think about the banking administration and additionally General Banking Department related activities. I figure this experience will likewise assist me with developing my profession. Although Premier Bank Ltd is a standout amongst the most encouraging banks in Bangladesh, since quite a while Premier Bank Ltd has been attempting to maintain the business effectively. Inside quite a long while of its operation, the bank has snatched a decent position in the banking sector. The bank has effectively grown great picture and generosity among its customers by offering magnificent administrations.

CHAPTER: 06

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