

Internship Report
on
The Banking Industry of Bangladesh & ONE Bank
Limited with the Internship Experience

Submitted to

Dr. Md Mohan Uddin

Professor

School of Business & Economics United International University

Submitted by

Ahammed Faiaz Anik

ID: 111 141 418

BBA

United International University



United International University
QUEST FOR EXCELLENCE

Letter of Transmittal

27 January 2019

Dr. Md Mohan Uddin
Professor
School of Business & Economics United International University

Sub: Submission of Internship Report.

Dear Sir,

I am proud to present you my internship report on **“The Banking Industry of Bangladesh & ONE Bank Limited with the Internship Experience”** which I have done under your instruction. I would like to thank you for giving me the opportunity to work on such a topic for which I have learned so many things and gathered a vast knowledge about our banking industry. This internship and my report is a part of my BBA program, so it is very important for me.

To make this report I have conducted interview with some of the officers of the bank and also used my personal observation. I have gathered my required data, documents etc from them and tried my level best to put it on my report.

Your acceptance and appreciation is very important and it will inspire me a lot. I would like to clarify all the things if there is a need of any explanations. Would you please kindly accept my internship report and oblige thereby.

Sincerely Yours,

Ahammed Faiaz Anik

ID: 111 141 418

BBA

United International University

Acknowledgement

First of all, I would like to thank almighty Allah for giving me the strength to complete my internship successfully and preparing my internship report as per the instructions.

I am deeply indebted to my Faculty Advisor Dr. Md Mohan Uddin, Professor, School of Business and Economics, United International University for his instructions and support in completing my internship and suggestions from the very beginning of starting my report.

Last but not the least, I would like to express my gratitude to **Mr. Mujtaba m. Kazmi, Senior Vice President & Manager, Md. Abdus Salam, Senior Assistant Vice President & Charge- Credit, Md. Momtaz Goni, First Assistant Vice President & Branch Service Manager, Muhammod Afroz Bashar (SPO), Samiya Fariqe (SO), Uzzal Moni (SO), Suprava Barua (Officer)** and all the officers of **ONE Bank Limited, Motijheel Branch** who gave me full support and were so helpful during my internship period. I want to thank them for providing me all the information's I needed and teach me so many things about corporate life.

Executive Summary

This report is on Analysis of the Bangladesh Banking Industry and Analysis of the ONE Bank Limited. This report is prepared for the requirement of my BBA program and supervised by Dr. Md Mohan Uddin, Professor, United International University. The general objective of this report is to give an overview of the banking industry of Bangladesh particularly ONE bank limited and the internship experience of the author. There are also some specific objectives which are to present the scenario of the banking industry of Bangladesh and ONE Bank Limited and the internship experience of the author with some recommendations for those three particular topics.

This report is divided into five chapters. The first chapter will present the introduction part that means the introduction of this report, objectives of this report and the significance of this report. The second chapter will present the Bangladesh Banking Industry. It will include some of the selected issues of the banking industry. Then the third chapter will present some information about ONE Bank Limited at which I have completed my internship program. The fourth chapter is about my overall internship experience at ONE bank Limited. And the last and fifth chapter is about my recommendations for the organization ONE Bank Limited and some recommendations for my self-improvement.

The main findings of this report are the present scenario of Bangladesh banking industry with that the performance of ONE bank limited. The banking industry of Bangladesh is growing day by day but now what the challenges they are facing and what the world has to say about our banking industry. Another finding is a particular banks function from the observation and experience of the author.

Contents

Chapter 1 Introduction	1
1.1. Introduction:	2
1.2. Background of the Report:	2
1.3. Objectives:.....	3
1.3.1. General Objectives:	3
1.3.2. Specific objective:.....	3
1.4. Significance of the Report:	3
Chapter 2 Analysis of the Industry	4
2.1. Introduction:	5
2.2. Specification of the Industry:	5
2.2.1. History of Bangladesh Banking Industry:	5
2.2.2. Types of banks:.....	6
2.3. Size, trend, and maturity of the industry:.....	9
2.3.1. Size:	9
2.3.2. Trend:	9
2.3.3. Maturity:	10
2.4. Seasonality:	10
2.5. External Economic Factors:	11
2.6. Technological Factors:.....	11
2.7. Political, legal and regulatory factors:	11
2.7.1. Political Factors:	11
2.7.2. Legal Factors:.....	12
2.7.3. Regulatory Factors:	12
2.8. Barriers to entry:.....	12
2.9. Supplier power:.....	13
2.10. Buyer power:	13

2.11. Threat to substitutes:	14
2.12. Industry rivalry:.....	14
2.13. Summary of challenges and opportunities:.....	14
2.13.1. Challenges in Bangladesh Banking Industry:	15
2.13.2. Opportunities in Bangladesh Banking Industry:	15
Chapter 3 Analysis of the Organization	17
3.1. Introduction:	18
3.2. Overview and History:.....	18
3.3. Trend and Growth:.....	21
3.3.1. Trend:	21
3.3.2. Growth:	22
3.4. Customer Mix:	26
3.5. Service Mix:	26
3.5.1. Deposit Products:	26
3.5.2. Loan and advances Products:	28
3.6. Operations:	29
3.7. SWOT Ananlysis:.....	30
3.7.1. Strengths:	30
3.7.2. Weaknesses:.....	30
3.7.3. Opportunities:	31
3.7.4. Threats:.....	31
3.8. Steps/ Strategies to meet the challenges and opportunities:	31
Chapter 4 Internship Experience.....	33
4.1. Position, Duties and responsibilities:.....	34
4.1.1.Position:.....	34
4.1.2. Duties and Responsibilities:.....	34
4.4. Evaluation:	35
4.5. Skills Applied:	35

4.6. New Skills Developed:.....	36
4.7. Application of Academic Knowledge:	36
Chapter 5	37
Rcommendedations	37
5.1. Recommendation for improving departmental operations:.....	38
5.2. Recommendations for improving self-performance:.....	38
Conclusion.....	39
References	40
Appendices.....	41

Chapter 1

Introduction

1.1. Introduction:

The banking industry of Bangladesh plays a significant role in the economic development in Bangladesh, in this stage analysis of the banking industry is vital. So in this report one chapter will cover our overall banking industry. This will include some information about the history of Bangladesh banking industry, its size, trends and maturity, different factors that have an impact on Bangladesh banking industry and then will try to analyze the porter's five forces of the industry. And then after analyzing these entire banking industry, author will summarize the challenges and opportunities he found.

To understand the banking industry closely the author have observed one of the banks by working in that bank and now will try to put some information based on that observation. So another chapter will present the bank ONE bank limited. To analyze this bank these are some important factors that have been selected and will summarize the bank through these factors. This will include an overview and history of the organization, trend and growth, customer mix, product/service mix, operations, SWOT analysis etc. the chapter will be ended by summarizing some steps and strategies that can be taken to meet up the challenges and opportunities of the bank.

After analyzing the whole organization through personal observation it is important for the author to give some recommendations for the betterment of the organization and for the self-improvement of himself. So, the last chapter will cover with some recommendations for the bank ONE bank limited to improve some of their facilities and then some recommendations for the author as he found some limitations that spoil his performance. So, in this way the overall report will be prepared.

1.2. Background of the Report:

Bangladesh banking industry has an under developed banking system. Specially, in terms of services and customer care provided by the government owned banks reserved the banking industry of Bangladesh far behind from any other countries in the world. Although, the private banks are trying to follow the structure and framework of the developed countries to make a visible development but because of some inexpert and politically motivated policies imposed by the central bank, Bangladesh Bank have often spoiled these attempts taken by the private banks. The outcome is the banking system encouragement corruption and illegal monetary activities by the political powerful criminals and at the same time making international transactions difficult.

A recent article from The daily star have shown that, in the last two years Bangladesh's economic expansion has been quite inspiring from the perspective of the GDP growth rate which was seven plus both years. The article also shows that how our banking-sector is being the worst performers day by day in case of the NPLs (non performing loans), CRAR (capital to

risk weighted ratio). In spite of giving continuously bad performance the government is insistent on bailing the banks out. The two main reasons behind all these are "corruption" and "efficiency". The banking industry and the overall analysis are done taking this situation in consideration. The different factors, trends that affecting the banking industry and taking a particular bank to understand the performance of a bank will be presented in this report.

1.3. Objectives:

1.3.1. General Objectives: The general objective of this report is to give an overview of Bangladesh banking industry particularly ONE Bank Limited and also the internship experience to the reader.

1.3.2. Specific objective: There are also some specific objectives of this report. They are:

- To assess the present ailment of the banking industry
- To summarize the opportunities and challenges of the industry.
- To find out the present scenario of ONE Bank Limited.
- To present the internship experience to the reader.
- To find out some recommendations for the author himself.

1.4. Significance of the Report:

The significance of this report is so much because it's a first real world experience of a student for future reference. It will include the analysis of Bangladesh Banking Industry, analysis of ONE Bank and my personal internship experience. It will also include some recommendations for ONE bank and some for my self-improvement. Again, through this report I want to see my own performance what I have knowledgeable and to present that in my report. This report has another significance that to have a great knowledge through study during preparation of the report. As a whole, this report is very important. Another thing is by the help of this report the author will get an chance to bring his opinion in front of the reader and also get a feedback whether the presentation of the information was good or not.

There is also another significance of the report which is to give a sound knowledge about the banking industry, ONE bank limited and internship experience of the author to the reader. The main thing is when the reader would see the topic he can meet some sound knowledge of that particular topic from the beginning of the report till the end. This report will present the entire situation from the view point of the author. So this report is also significant because of the readers.

Chapter 2

Analysis of the

Industry

2.1. Introduction:

Every country must have a central bank. Since our independence the central bank of Bangladesh is Bangladesh bank. Bangladesh bank has been working as the regulatory body of the banking industry. The major functions of Bangladesh bank (BB) includes issuing currency, maintaining foreign exchange reserve and providing transaction facilities of all public monetary matters, Bangladesh bank not only works for the banking industry but also responsible for planning the governments monetary policy and implementing it. The banking industry, its performance, its ups and downs are quite dependent on Bangladesh banks regulations, policies and rules related to banking functions.

Bangladesh banking industry is highly fragmented and has various segments including retail banking, corporate and investment banking as well as asset and wealth management. During the period from 2006 to 2011 the retail banking segment have experienced significant growth and expected to grow even faster in 2018.

2.2. Specification of the Industry:

I am doing my internship at ONE Bank Limited and it is under the banking industry. Bangladesh Banking Industry is now in the prolific period. Every year new private banks under the ordinance of Bangladesh Bank are being launched and existing banks are opening new branches within a year. So, it seems that banking industry is now more competitive in Bangladesh. New customers are coming everyday to different banks and showing their interest to the different services provided by the banks. The banking industry is developing with new trends and these trends are making banking services more prompt and updated.

2.2.1. History of Bangladesh Banking Industry: The Pakistani banking system at independence (14 August 1947) consisted of two branch offices of the former state Bank of Pakistan and seventeen large commercial banks, two of which were controlled by Bangladeshi interest and three by foreigners other than west Pakistanis. There were fourteen smaller commercial banks.

Virtually all banking services were absorbed in urban areas. The newly independent government immediately chosen the Dhaka branch of the State Bank of Pakistan as the central bank and renamed it the Bangladesh Bank. The bank was responsible for controlling currency, controlling credit and monetary policy, and administering exchange control and the official foreign exchange reserves. The Bangladesh government initially nationalized the entire domestic banking system and continued to reorganize and rename the many banks. Foreign-owned banks were allowed to continue doing business in Bangladesh. The insurance business was also

nationalized and became a source of reasonable investment funds. Cooperative credit systems and postal saving offices handled service to small individual and rural accounts. The new banking system succeeded in establishing reasonably actual process for managing credit and foreign exchange. The primary function of the credit system throughout the 1970s was to finance trade and the public sector, which together absorbed 75 percent of total advances.

The government's encouragement during the late 1970s and early 1980s agricultural development and private industry carried changes in lending strategies. Managed by the Bangladesh Krishi Bank, A specialized agricultural banking institution, lending to farmers and fishermen 1977 and 1985, to more than 3.330. Denationalization and private industrial led the Bangladesh Bank and the World Bank to focus their lending on the emerging private manufacturing sector. Scheduled bank advances to private agriculture, as a percentage of sectoral GDP, rose from 2 percent in FY 1979 to 11 percent in FY 1987, while advances to private manufacturing rose from 13 percent to 53 percent.

The transformation of finance priorities has carried with it problems in administration. No sound project-appraisal system was in place to identify viable borrowers and projects. Lending institution did not have adequate autonomy to choose borrowers and projects and were often educated by the political authorities. In addition, the incentive system for the banks tense disbursements rather than recoveries, and the accounting and debt collection systems were inadequate to deal with the problems of loan recovery. It became more common of borrowers to default on loans than to repay them; the lending system was simply spending grant assistance to private individuals who qualified for loans more for political than for economic reasons. The rate of recovery on agricultural loan was only 27 percent in FY 1986, and the rate on industrial loan was even poorer. As a result of this poor showing, major donors applied pressure to induce the government and banks to take firmer action to strengthen internal bank management and credit discipline. As a consequence, recovery rates began to improve in 1987. The national Commission on Money, credit, and Banking recommended broad structural changes in Bangladesh's system of financial intermediation early in 1987, many of which were built into a three-year compensatory financing signed by Bangladesh with the IMF in February 1987.

2.2.2. Types of banks: There are total 57 banks found in our database while 48 and 9 are Private and Public banks respectively. There are 54 banks in Commercial and 3 banks in Specialized category. 9 Foreign commercial banks are currently operating beside of 48 Local banks in Bangladesh. Those foreign banks are now operating as the branches of the banks which are incorporated in abroad.

- Private Banks in Bangladesh
- Public Banks in Bangladesh
- Local Banks in Bangladesh

- Foreign Banks in Bangladesh
- Commercial Banks in Bangladesh
- Specialized Banks in Bangladesh

The list of banks is given below:

Table-2.1: List of Banks

Name of The Bank	Date of Incorporation	Name of the Bank	Date of Incorporation
Nationalized Commercial Banks		Specialized Banks	
Sonali Bank	1972	BKB	1972
Janata Bank	1972	BSB	1972
Agrani Bank	1972	BSRS	1972
Rupali Bank Ltd.	1972	RAKUB	1987
		BASIC	1988
1st Generation Private Banks		2nd Generation Private Banks	
Arab Bangladesh Bank Ltd.	1982	Eastern Bank Ltd.	1992
Uttara Bank Ltd.	1983	National Credit & Commerce Bank Ltd.	1993
National Bank Ltd.	1983	Prime Bank Ltd.	1995
Islami Bank Bangladesh Ltd.	1983	Dhaka Bank Ltd.	1995
IFIC Bank Ltd.	1983	Southeast Bank Ltd.	1995
United Commercial Bank Ltd.	1983	Al-Arafa Islami Bank Ltd.	1995

The City Bank Ltd.	1983	Social Investment Bank Ltd.	1995
Pubali Bank Ltd.	1984	Dutch-Bangla Bank Ltd.	1996
Al-Baraka Bank Ltd.	1987		
3rd Generation Private Banks	(1998 – Present)	Foreign Commercial Banks	
Bangladesh Commerce Bank	1998	Standard Chartered Grindlays Bank	1905
Mercantile Bank Ltd.	1999	Standard Chartered Bank	1948
Standard Bank Ltd.	1999	American Express Bank Ltd.	1996
One Bank Ltd.	1999	State Bank of India	1975
Exim Bank Ltd.	1999	Habib Bank Ltd.	1976
Premier Bank Ltd.	1999	Muslim Commercial Bank	1994
Mutual Trust Bank Ltd.	1999	National Bank of Pakistan	1994
First Security Bank Ltd.	1999	CITI Bank, N.A.	1995
Bank Asia Ltd.	1999	HSBC	1996
The Trust Bank Ltd.	1999	Shamil Islami Bank	1997
Jamuna Bank	2001	Credit Agricole Indosuez	1997
Shahjalal Bank	2001	Hanvit Bank	1999

BRAC Bank	2001	Mashreq	2001
------------------	------	----------------	------

2.3. Size, trend, and maturity of the industry:

2.3.1. Size: Market size of an industry can be restrained by many ways, such as Total Revenue, Volume of production number of customers and so on. However, in case of the Banking sector the dimension of market size is quite peculiar as both the total amount of deposits and advances are taken into deliberation. Banking sector of Bangladesh now in growing satge.

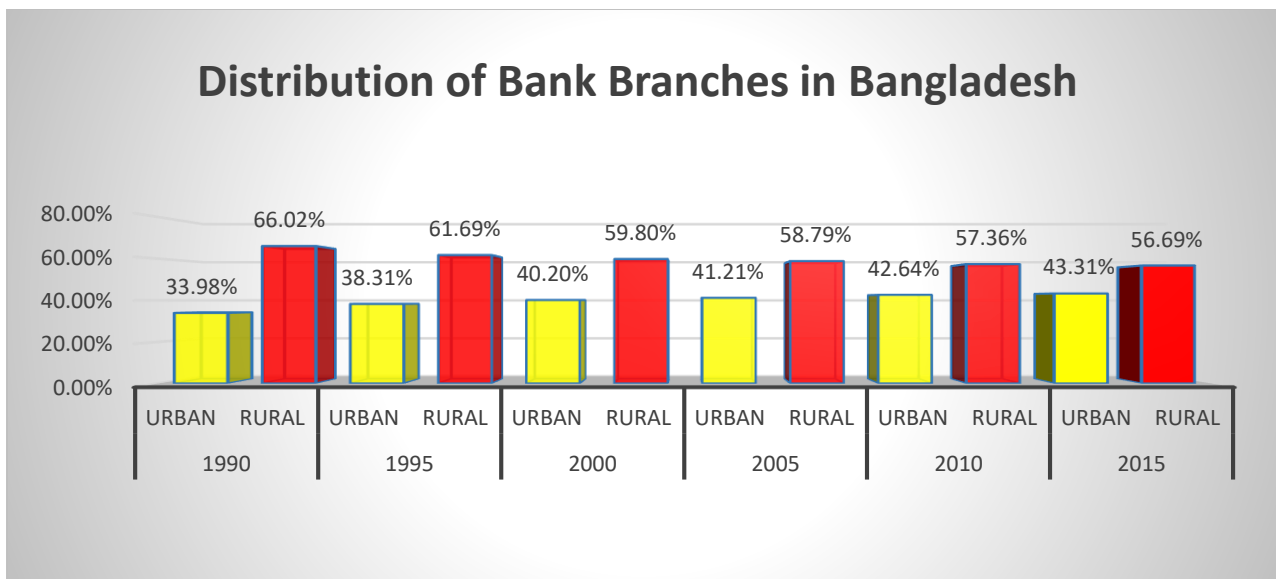


Figure-2.1: Expansion of Bnking

Now-a-days banking sector is not only available in urban people only. For that reason in the figure it is seen that branches rural area is gowing higher. As a result the size of baking industry is in growing stage.

2.3.2. Trend: In recent years the banking sector and its services are changed. In previous days the bank accounts were maintained physically and there were lots of paper work to maintain an account and taking bank services. But nowadays all the banks are using online to keep customer details and they can easily use online banking. They can also do shopping via cards or send money to anywhere without any paper work of banks. Existing banks and new banks also are trying to make their strategies keeping this online trend in their mind.

The trend of mobile banking is one of the most popular ways nowadays. Bangladesh has already given license to 28 banks to open mobile financial services (MFS) and out of that 19 have started to operate. For example, ONE banks OK wallet, Dutch-Bangla banks Mobile Banking, united commercial banks Ucash etc. Again, bKash can be a perfect example of how much this concept

has become so popular among the people of this country. Mobile banking has made money transfer easy and helped the businesses also. even few banks started agent banking to few districts.

There is also trend of E-banking which is the newest delivery channel of banking services. Through this E-Banking clients can take retail banking services through computer, television and mobile phone. They can pay bills or fees and send money even abroad following this trend. So, these are the trends of Bangladesh banking industry.

2.3.3. Maturity: The banking industry of Bangladesh is now in the growing stage. Among all the stages of industry life cycle we can see that the banking industry is having the growing stage although the shakeout stage does not seem too far. Some of the characteristics of transformation stage are already visible. It is also visible that the demand for banking services in Bangladesh has enlarged day by throughout the last few years. The snowballing number of banks has a great impact in this fact.

2.4. Seasonality:

Banking is a dynamic process through it can say that it only receive and lands money to clients but if look deeply into its economic activities it'd be clear that it is adding value to their clients recipocally. The seasonality of banking system is given below:

- The involvement of banking activities usually are slow but convincing start till late January and February.
- Often loans are activated in march and it get accelerated in March and through June
- Although the summer services, the demand for banking services remains reasonably flat. This period extends to around the first of October.
- Again there is a increase from the part of October to first part of January.
- If we consider the loan activity and demand for investment services, the pattern is being noticed the performance of this sector over last 20 years.
- Banks stocks performs worst in February

2.5. External Economic Factors:

The economy and the banking industry are related with each other. Income flows whether the economy is running or barely surviving during the time of collapse. It affects how much central bank can access into, or the spending flow, and the reasons behind them, connect when customers borrow or spend funds at banks. Additionally, if inflation rises steeply, the bank experiences the aftermath; inflation affects currency value and causes variability. Non resident investors have to think carefully before providing their capital when a particular country's currency is high. Exchange rates, an influencing external economic factor also affects banks globally steady currencies such as the US dollar impact other currencies, spending habit or pattern and inflation rates in other countries. If inflation increases then purchasing power of money will be less because inflation means the purchasing power of money is less. At the same time, the banks interest rate will rise in specially in savings accounts, certificates of deposits and other products. Bank offers to pay less interest now but the annual percentage yield (APY) will be striking. A rise in dollar exchange rates are normal but it is a matter of concern that it grows frequently.

2.6. Technological Factors:

In the 21st century, Technology is virtually available everywhere. A significant of the tasks are carried out by the banks and passed out online. Information technology plays the center stage and the customer accounts of loans and insurance, several services can be accessed through online. Technology has added more value to banking and it always been dynamic. Most of the banks are now offering their own apps to make the facilities smooth and handy such as information of accounts, transfer of funds and payment of bills or through cheque easier. Smartphones can scan cheque books and banks can do its procedure sitting in their own location now. It saves lot of labor, paper and time. Debit card system is also changing. the Users have to insert the card into the debit machine rather taking them. These technological changes make it more helpful to attract the services of the bank and banks are now implementing technologies because of competence with each other effectively every bank should take technological help.

2.7. Political, legal and regulatory factors:

2.7.1. Political Factors: Political factors play a very important role in the situation of the banking. The banking sector looks all powerful but it is always disposed to the government. Government laws run the state of banking sector. The government can interfere in any matter of banking whenever, leaving the industry liable to the political influence. This includes corruption amongst political parties or specific governmental laws such as labor laws, trade restrictions, tariffs, quota, tax and political stability. The level of government inspection and regulation which they have to handle with is also very high. Meanwhile, owing to the leading sources of the public's savings instruction has often been criticized for deterring

growth. On the other hand, the level of involvement between the banks and government has also been high since always. The participation between banks and the local governments has always been a high. It can be said surely that the political influence is one of the top most causes to the present crisis of the banking industry of Bangladesh. It brings the present situation in light that the present crisis in banking industry as a long awaited outcome of the political influence in this sector. There are some both direct and indirect manner of political influence. The key way to influence banking sector are: creating the easy platform to get license of new banks in political perspective, appointment of board of directors (most influential factor), priority of political background during loan sanctioning, giving special facilities in loan recovery/restructuring/rescheduling to politically affiliated defaulters, lack of tendency of remarkable punishment to them etc.

2.7.2. Legal Factors: The banking industry globally is impacted by several laws and follows strict laws regarding privacy, customer laws and trade assemblies to confirm fair and smooth frameworks in the industry. These assemblies are required for all customers including national and international border.

Here Legal risks are intense because oversight and regulation both are very high in this sector. It is founded that In US alone, several laws have been introduced to adjust this industry. The Federal Reserve act of 1913, the Glass Steagall Act and the Dodd Frank several laws have been introduced and so several agencies founded to look up the acquiescence. Social and Customers concern both of the duty have also made the government introduce several laws. A heavily structured area, banking, where compliance needs a lot of emphasize and attention.

2.7.3. Regulatory Factors: Bangladesh Bank, which is the central bank of Bangladesh acts as the administrative body and has all administrative controls over the banking sector. Bangladesh Bank monitors that banks must have a minimum paid up capital and reserve funds and no persons, family or company can own more than 10% of bank share personally, jointly or both. Bangladesh Bank also have that power to change the policy of reservation of risk-based capital assets at any time with the previous government approval. They can also determine the policy of control the advances by the banking companies.

Bangladesh Bank has direct authority to bring new MD, GM or CEO and remove any MD if they feel it is in public interest. They are the official receiver and have the power to give directions to the banks.

2.8. Barriers to entry:

This is one of the five forces models of porters. Barriers to entry in financial services markets include licensure laws, capital requirements, and access to financing, regulatory obedience and security concerns. The banking industry of Bangladesh is blossoming. So the threats of entrants of potential competitors are relatively high. Existing companies have set some entry barriers to deter those competitors and made it costly and tougher to enter into the industry. The common

barriers to entry are brand faithfulness, absolute cost advantage, economies of scale and government rules. In Bangladesh the brand loyalty is very extraordinary. It is evident that a loyal customer of a local or government owned bank usually does not go for a multinational or other banks whatever their supports are. Customers are often unenthusiastic to change. This is a big barrier for the new entrants. Another thing is no bank enjoys an absolute cost advantage, due to the disjointed nature of the industry. Most of the government banks and some local banks enjoy scale of economy due to the fact that they have been doing the business for a long time and they have so many branches all over the county. Multinational banks are also on the process of achieving economies of scale. Government regulation is quite helpful to the formation and operations off new banks. So this factor is not that vital.

2.9. Supplier power:

Negotiating power of suppliers can be measured as a risk when the suppliers have that ability of forcing up the price that a company must pay higher for what they supply or reduce the quality. This process eventually depresses company's profitability. But if the suppliers are delicate then it can be reverse process. Supplier power in banking industry is low. For the bank the main supplier of fund is the depositors. Bank also grows its fund from the directors. So, the strength of the supplier's depends on the following factors:

- **Number of supplier:** Haggling power of suppliers is low in the banking industry because there is a lot of discrete saving in the economy but banks don't have too many opportunities to invest. at the same time those banks offer rewarding rate and services, customers want to have those services.
- **Threat of forward integration:** We all know that bank makes money by financing others money. It can occur that corporations or big multinational companies can give threat to the private banks that they will form another bank for depositing their money. They will not supply fund to other banks. So this can be a great threat by forward incorporation.

2.10. Buyer power:

Buyer's bargaining power can be viewed as a inexpensive that when they are in a position to demand lower prices from the company or when in such a position that they are to demand better services that can increase operating costs. But when the buyers are weak it becomes a great opportunity for the company that they can raise their prices and earn greater profit.

For banking industry buyers are the customers who take loans from the bank. Buyer power in the banking industry is low. The bargaining power of the buyers depends on the following factors:

- **Number of loan applicants:** There are not sufficient business loan applicants in our country. There are more than 50 banks in our banking industry including the

Multinationals and nationalized banks. Because of lacking of loan applicants banks are set with their idle money in hand, mostly in the form of personal credits. For this reason, the competitions among existing businesses are increasing day by day.

- **Switching cost:** Switching cost is very low in our banking industry. Every single bank is giving the same loan at same interest rates. So, an individual who wants to take loan can switch easily from one bank to another if he or she doesn't like the term and condition of a particular bank. Lower switching cost makes the industry more competitive.
- **Threat of backward integration:** In the banking industry, there is always a chance for threat of backward integration. Corporation or big multinational again can be threat to the commercial banks. They can give the threat that they will arrange their money by forming another bank where the cost of fund will be low compared to other banks. For this reason, giant customers of this industry are having more power than their banks.

2.11. Threat to substitutes:

Like in the many industries, firms are engaged like a invisible competition with manufacturers of substitute products and services in other industries. Rivalry or competitive environment ascending from substitute products which increase the relative price of the substitute products as a result customers switching costs get decreased. Substitute products are those products that function consumer needs in a way that is similar to those being served by the industry. Loans to customers, the major banking products, have few substitutes. All informal sources and channels of financing can be measured as viable substitutes. Some wealthy individuals give out money at a very high interest rates. These loans do not often involve securities, and also do not involve any special conditions, e.g. age, certain service time, set monthly income, etc. which make them a very worthwhile option. However, most of these activities are illegal, and therefore tolerates high risk. For this reason, most people tend to avoid these channels. Thus it appears that the threat of substitute products is not that much present in the banking sector of Bangladesh, till date.

2.12. Industry rivalry:

Like our developing country, this force is the major challenge on how competitive and profitable an industry is. In competitive industry, firms have to compete aggressively for a market share, which results in low profits.

Bangladesh banking industry becoming stronger day by day and that's why competition is becoming stronger also. Rivalry in existing competitors of Bangladesh banking sector is very high. Despite of having few fraudulence activities So many banks are doing well in the market they are giving tough competition to the existing top level banks.

In economics, "competition" means something very different from what we are seeing in Bangladesh economy, particularly in banking. But the competition in Bangladesh has

contributed in terms of positive developments for the nation. More banks are entering the banking market more services are offered by the banks.

In accordance of the economic theory, competition only leads to positive gains for the whole economy under certain conditions. Those conditions or features are: Perfect information, transparency and low barriers to entry, both of which are improving in our banking sector. The controllers and customers are fighting one against the other, making the situation extremely difficult which giving the feeling like being fixed between a rock and a hard place. In general, a customer will often try to make the best out of the situation by not complying with the regulatory obligation rather than referring to the service provided by another bank or banks. The requirement of bank executives to meet up the targets often results in submitting to the demand of these corporates, resulting in the bypassing of regulations, because it's a matter of existence for them. One bypass results in another, and then another, resulting in a continuous loop of malpractice that has now become the norm. Competition in the banking industry is also taking a hit from the capital market end, as the big banks are increasingly going to the equity market to raise more funds. This not only hits the banks in the belly by affecting their core business but also indirectly affects their influence to market cap which dropped from 59% in 2007 to less than 17% in January 2018.

More importantly, it forces them to risk their position by over exposing them to unpredictable capital market through proprietary trading and position taking in order to maintain profitability.

On a different but equally serious note, all of us feel that the banking industry badly needs skilled human resources who will not only service old products but will also create and launch new advanced products. Educating the market remains the first obligation towards creating new products and developing skilled human resources.

2.13. Summary of challenges and opportunities:

2.13.1. Challenges in Bangladesh Banking Industry: Challenges in banking sector are widespread and is not linked to banking system only. The regulatory entity should be self-governing but responsible also. Prudential regulation should be limited to deposit-taking institutions and should be clearly alienated from non-prudential regulation. The problem of lower profitability of bank is that it might reduce the tax and thus make a trace on fiscal system where bank is the number one source of tax under large tax unit of NBR.

Moreover, the revenue target may face hurdle from another side where lower growth of credit may affect investment and growth, and thus tax collection.

2.13.2. Opportunities in Bangladesh Banking Industry: There are huge possibilities of the banking sector in Bangladesh but it needs proper management of fund and using the opportunities with well-organized skills. These are below:

- Banking sector of Bangladesh has a great panorama to become a major sector of the national economy.

- Bangladesh has huge number of population. This advantage may hurry expansion and growth of Bangladeshi banking sector.
- Bangladeshi banking sector is very much accomplished to guarantee proper quality of the product services as per requirement of the global market.

Chapter 3

Analysis of the Organization

3.1. Introduction:

ONE Bank Limited was incorporated in May, 1999 With the Registrar of Joint Stock Companies under the Companies Act. 1994, as a commercial bank in the private sector.

The Bank is pledge-bound to serve the customers and the communal with utmost commitment. The prime focus is on competence, clearness, accuracy and enthusiasm with the spirit and principle to excel as ONE Bank in both value and image.

The name 'ONE Bank' is derived from the insight and long nourished feelings of the promoters to reach out to the people of all walks of life and progress together towards prosperity in a spirit of oneness. The word "ONE" in the name of the bank is an abbreviation as O for ONENESS, N for NOTION & E for ENSIGN.

3.2. Overview and History:

OBL is a private sector commercial bank keen in the business line of enchanting deposits from public through its various saving schemes and offering the fund in various sectors at a higher margin. However, due attention is given in respect of risk undertaking, risk hedging and if not properly hedged, replication of the same in pricing. In the financing side, the bank's major absorption is in Textile Sector covering about 18% of total financing as on YE2009. The banks financing quintessence in both, working capital finance and long-term finance. OBL has major quintessence of financing in medium and large industries. Since the short-term finance carries low risk related to long-term finance; the financing strategy of OBL will assist the bank to keep the risk at minimal.

While financing the industrial sector, the major absorption of the bank appeared to be in the textile and RMG sector; both the above sectors cover 35% of the total portfolio. OBL also involved in cement construction and transport sector financing. In the investment portfolio, OBL have considerable investment in quoted and non-quoted shares of different organization including some very potential financial institutions. The bank has shown its penetration in reducing its exposure from ship scrapping sector, steel re-rolling where the bank had investment earlier. With the increase in exposure to RMG, the bank has increased its non-funded business income

substantially. With an age of only 10 years, the OBL has taken initiative to launch IT based banking products like ATM facilities, E-banking etc that are commendable.

Table-3.1: ONE Bank Limited – At a Glance

1	Name of the Firm	:	ONE Bank Limited
2	Address [Mailing]	:	2/F HRC Bhaban 46 Karwan Bazar C.A. Dhaka -1215 Phone : 9118161 Fax : 88029134794
3	Logo	:	
4	Slogan	:	...WE MAKE THINGS HAPPEN
5	Establishment	:	Incorporated in July, 1999
6	Management Profile	:	Chairman: Mr. Sayed Hossain Chowdhury is the president of ONE Bank Ltd. He also founded HRC Group which is acclaimed and multi faceted blue chip business house in Bangladesh. Managing Director: Mr. M. Fakhru Alam is the Present Managing Director of One bank Ltd. He is an MBA from IBA, University of Dhaka.
7	Branch Number	:	At present OBL has 99 branches across Bangladesh, out of which 40 branches are in dhaka and the remaining are operating in different areas of the country.
8	Web Address	:	www.onebank.com.bd
9	E-Mail Address	:	oblho@onebankbd.com

Vision of ONE Bank Limited:

- To establish ONE Bank Limited as a Role Model in the Banking Sector of Bangladesh.

- To meet the needs of our Customers, Provide fulfillment for our People and create Shareholder Value.

Mission of ONE Bank Limited:

- To constantly seek ways to better serve Customers.
- Be pro-active in fulfilling our Social Responsibilities.
- To review all business lines regularly and develop the Best Practices in the industry.
- Working environment to be supportive of Teamwork, enabling the Employees to perform to the very best of their abilities.

Nature of ONE Bank Limited:

The Bank carries on, undertakes and transacts all kinds of banking activities with its customers in Bangladesh and abroad.

Organizational Structure:

Since inspection, OBL has in place segregated credit functions of risk taking and risk approving/managing. Business solicitation/Relationship management and Credit risk management are separated to ensure a check and balance and that quality of credit is never compromised to achieve business targets of the Bank.

The lending functions are segregated as follows:

Table-3.1: Structure

Functions	Activities
Marketing	Business Solicitation / Relationship Management for timely repayment. Achieving business targets of the Bank-deposit, advances, and profit.
Credit Risk Management	
Credit Approval	Credit Approval, Credit Review, Credit Risk Grading.
Credit MIS	Returns and MIS (Internal use, Bangladesh Bank and others)
Credit Management	Classification and Provisioning, Rescheduling & Write-off
Credit Administration	
Disbursement	Documentation and Disbursement Authorization.
Monitoring	Monitoring account conduct and reporting past dues, Early Alerts and Exceptions Reports,

Recovery

Managing Classified Loans, working-out Plan / Recovery Strategy and litigation process of classified accounts.

3.3. Trend and Growth:

3.3.1. Trend: ONE bank always try to render difference services to their customer. Their services supliment to the banking services. In addition, ONE bank is emphasizing more on green banking. Recently it has launched “OK wallet” in mobile baking system.

Green banking:

ONE Bank is responsible corporate citizens. It believes that every small 'GREEN' step taken today would go a long way in building a greener future and that can work towards a better global environment. Environmental anxiety is at the centre of the Green Banking strategy. An increasing number of banks are solidification green banking activities by launching environment friendly edges and providing innovative green products. As an environmentally responsible Bank, Green Banking Initiatives are as follows:

- Introducing In-house Environment Management
- Training & Environment friendly activities for employees to make them environmentally concerned.
- Obedience to Environmental Risk Management guidelines.
- Outline of green banking products & services.
- Financing green projects.
- Structure awareness & providing support to customers to be more environmentally responsible.
- Supporting the environment welcoming creativities as a part of CSR activities.
- Forming alliance with NGOs or other environment absorbed organizations for green banking activities.

OK Wallet: One Bank Limited (OBL) on 23 December,2018 launched OK wallet service to make mobile financial service proposition fast, more secure and more convenient for the bank’s core banking customers and mobile banking customers.

This OK Wallet will cater to wide range of services including cash deposit and withdrawal, in-store shopping by QR code, utility bill payment, money transfer, mobile recharge, inward remittance, insurance premium, salary disbursement and e-commerce payment, said the press release.

3.3.2. Growth: The trend growth of ONE Bank Limited are shown below through several important figures on the basis of different banking departments. The figures are below:

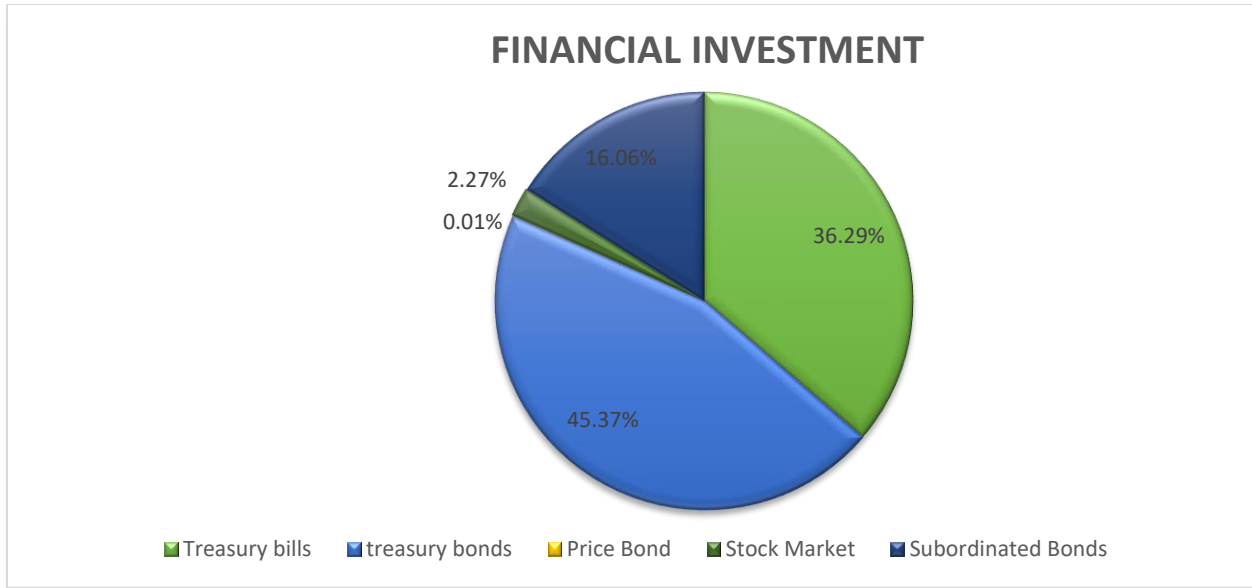


Figure-3.1: Financial Investment of OBL

Total investment of ONE Bank Limited as at december,2017 stands at BDT 26,144.33 million. Investment activities of the bank mainly comprises. Bangladesh Bank treasury bill and bond for maintaining statutory liquidity reserve as per mandatory requirement of Bangladesh Bank. It also include in both HTM (Held to Maturity) and HFT (Held for Trading) securities. In addition to that, OBL has investment in stock market within the regulatory limit of 25% of share capital, share premium, retained earnings and statutory reserve.

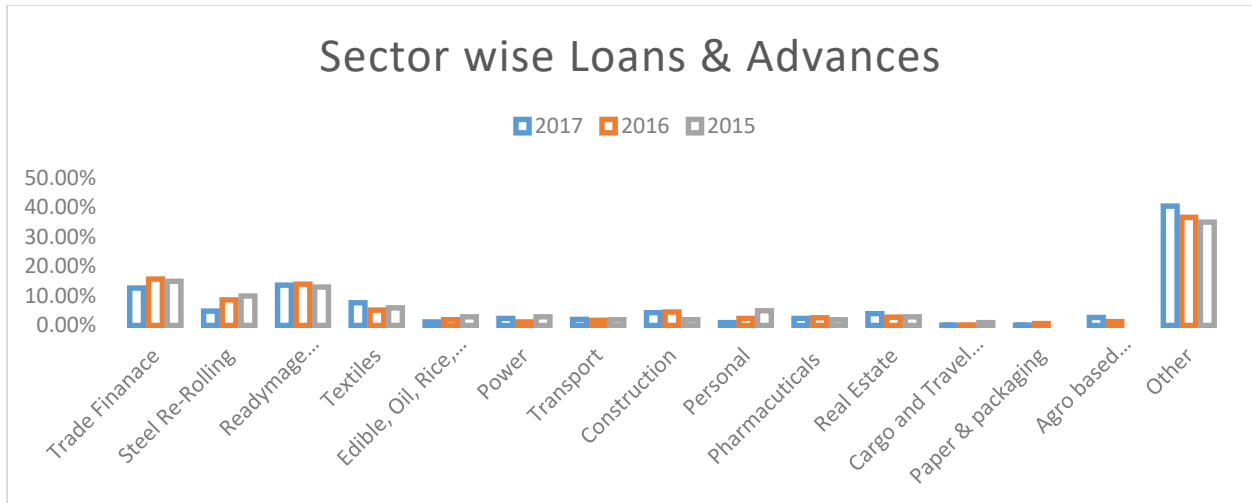


Figure- 3.2: Comparison of Sector wise Loan & Advances

In this figure, we try to demonstrate sector wise position of loans and advances in 2015, 2016, 2017. Remarkable changes took place among this three years. Here, we can see the comparison but power, textiles, real estate sectors got more importance.

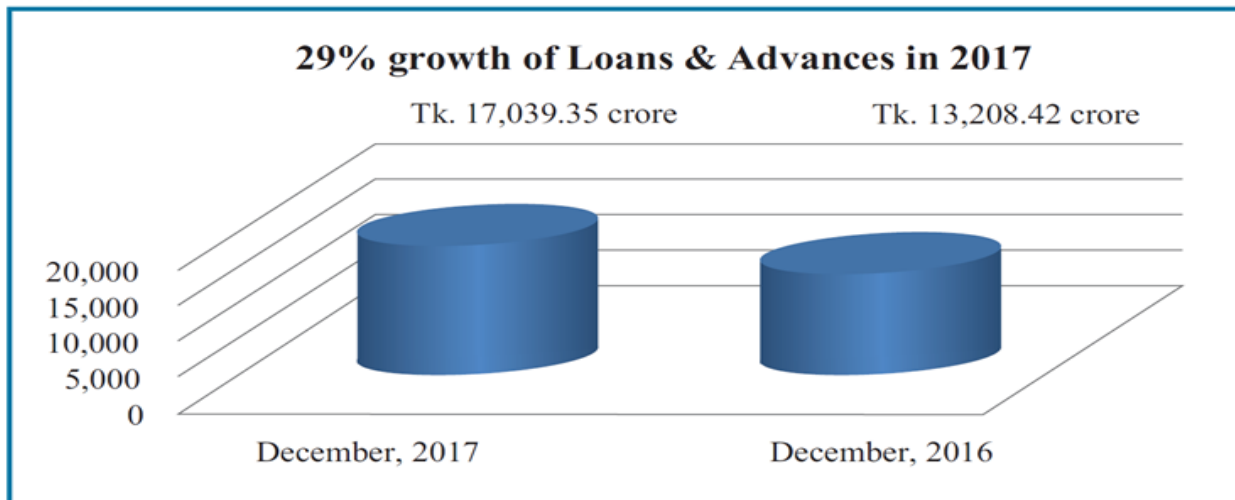


Figure- 3.3: Growth of Loans &

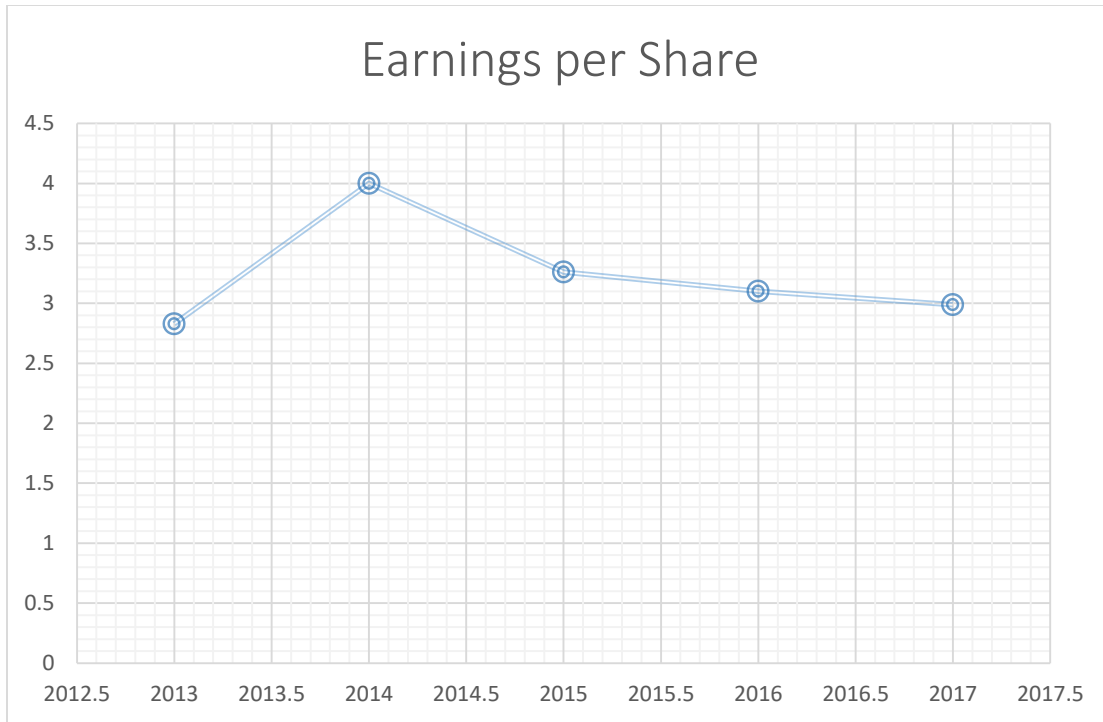


Figure – 3.4: Earnings per Share

As long as the growth of turnover is rising, it is expected to increase in earnings per share (EPS) respectively. Here is the scenario of EPS in among the years of 2012 to 2017 at a glance.

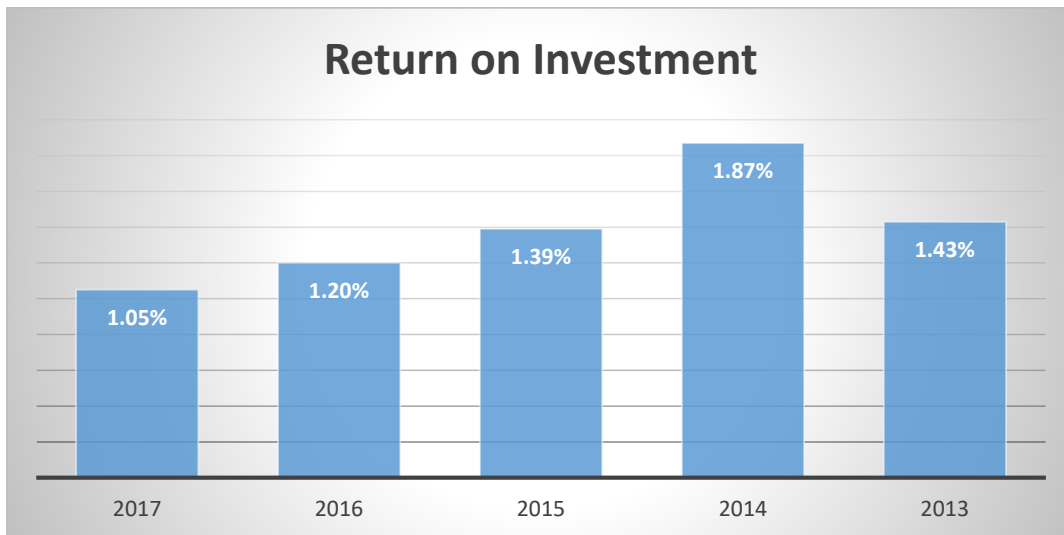
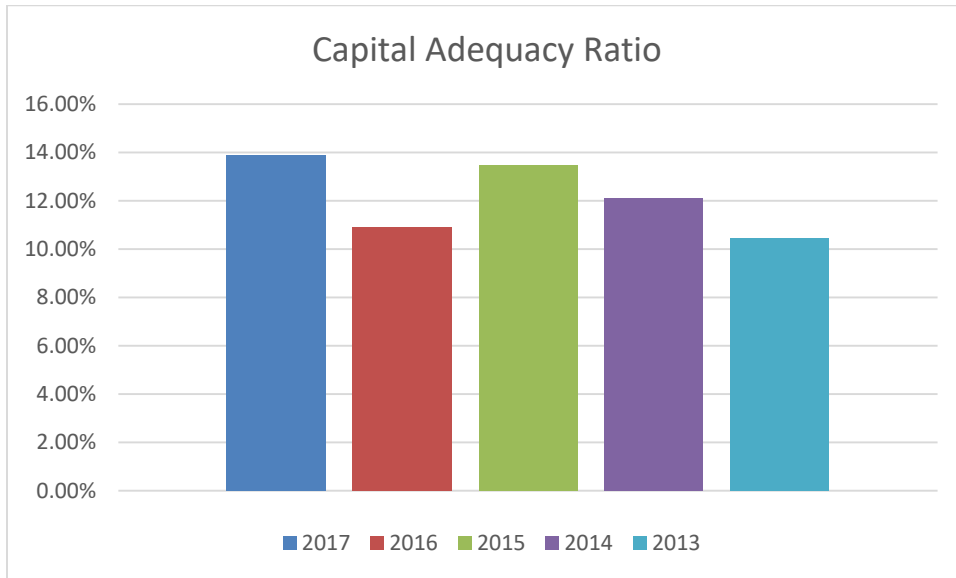


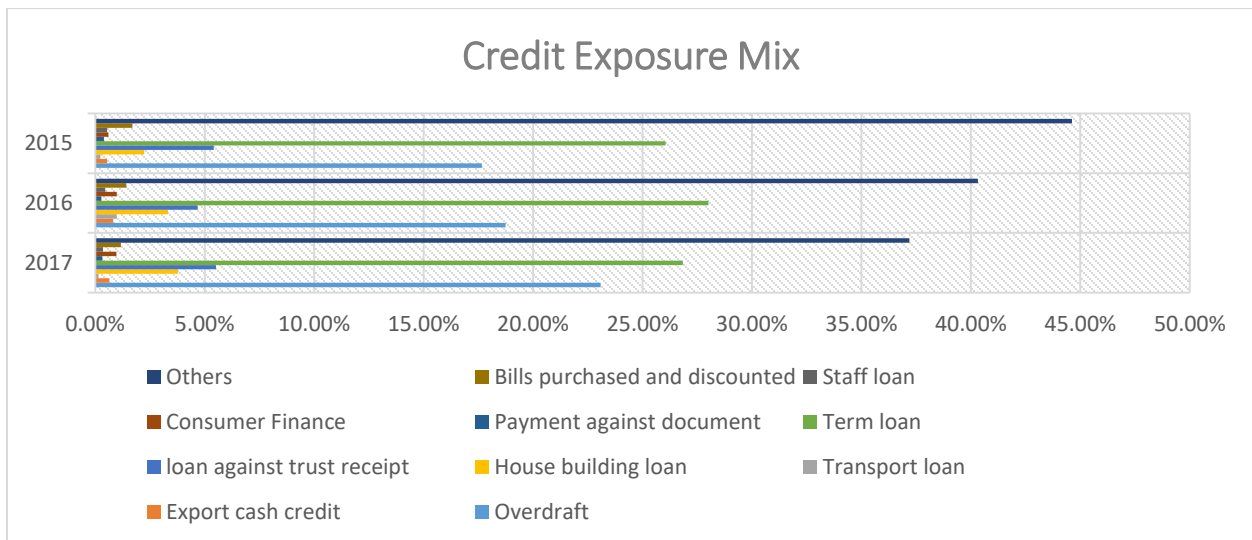
Figure – 3.5: Return on Investment

Return on investment (ROI) is one of the most crucial elements in measuring performance .here is the brief comparison of the financial year from 2013 to 2017.



Figure– 3.6:: Comparison of Capital Adequacy Ratio

Capital adequacy reliefs from any future financial risk of stockholder and stakeholders. This is the comparative snapshot of capital adequacy ratio in the year of 2013,2014,2015,2016 and 2017.



Figure– 3.7: Credit Exposure

Loan is profit for a bank. Here is brief comparison of different types of credit exposures of 3 financial year 2015, 2016, 2017.

3.4. Customer Mix:

The ONE bank have their customer mix that means their target customers for their particular products. They target different segment of clients for different deposit products and loan schemes The customer mix of OBL is given below:

- Corporate Clients
- Small and Medium Enterprises
- Non-Banking Financial Institutions
- Banks Individuals/ Retail Clients
- Govt. and Non-Govt. Organizations

3.5. Service Mix:

The products are divided into two types. They are deposit products and loans and advance products. Deposit products are divided into two other factors conventional banking and Islamic banking. The products are given below:

3.5.1. Deposit Products:

- Pyramid Savings:** Pyramid savings is amalgamation of regular savings and repetitive savings and it offers a unique way to save by force and fast.
- Elegant Savings:** ONE Bank is offering world of treats for elegant citizens of the country. While any individual turns 50 years, OBL ready to offer a fulfilling savings account OBL Elegant Savings which is clubbed with exciting freedoms. Elegant Savings is daily interest bearing and monthly interest paying taka savings account for Senior Citizens of Bangladesh.
- Quick Millionaire:** OBL Quick Millionaire is a premium DPS product designed for passionate and postulant clients. This will help account holder amass Tk 10 lac in shortest period through monthly installment.

- D. **NRB savings plus:** NRB SAVINGS PLUS is a daily interest bearing and monthly interest paying taka savings account for Non Resident Bangladeshi.
- E. **Pensave:** Pensave is a specially designed scheme for the socially conscious citizens. This special saving scheme will provide the financial security during retirement days.
- F. **Edusave:** Education is getting more and more expensive day by day. Hence Edusave is a provident scheme that bridges your dream and reality. Edusave can support disbursement for higher study at home or abroad.
- G. **Marrysave:** The scheme is equally attractive to parents and younger generation having plans to start a family in near or distant future. Marrysave can also support starting up a new family in a new home by funding the costs.
- H. **One-Two-Three:** ONE 2 3 Scheme is a lucrative offer from ONE Bank Limited making deposits grow by folds over a certain period of time. ONE 2 3 Scheme requires a fixed deposit of Tk.5,000/ or its multiple for your chosen tenor.
- I. **School Banking:** From the timeworn, habit of savings is built in nature. Ants save food, Bees save honey, people save money. School Banking is a special product designed by OBL only for the students with a vision to educate savings habit and inform young generations with banking transactions. The product is a savings account mode and saving schemes can be unlocked by transporting money from this account.
- J. **Monthly Money Maker:** Monthly Money Maker Scheme is a special type of Fixed Deposit Account which delivers the applicant with monthly interest amassed from the Fixed Deposit to the applicant's savings/current account.
- K. **Gold Savings Account:** OBL Gold Savings Account is a daily interest department and monthly interest paying savings account for applicant/individual
- L. **Silver Savings Account:** OBL Gold Savings Account is a daily interest bearing and monthly interest paying savings account for applicant/individual
- M. **Money Rotator:** The Product has been designed to target the different government agencies along with large corporate bodies, semi government organization, Universities, NGO's and different individual along with different proprietorship concern. The main features of the product is to attract the mentioned clients though compounding of interest for a period of 3/6/12 months.

3.5.2. Loan and advances Products: There are also some loans and advanced Products and they are:

- A. **Secured Overdraft (SOD):** It is 100% covered by any financial instrument. There is no credit risk and validity of SOD is 12 months.
- B. **Overdraft (OD):** It is high credit risk loan. This loan recourse on sales. It collateralize by fixed assets.
- C. **CC (Hypo):** It means cash credit against hypothication of inventory and book debts. It's tenor is 12 months.
- D. **Time loan:** Time loan against other security or collateral or support. Its purpose is financing inventory or receivables or other short terms assets.
- E. **Term Loan:** term loan will be against fixed asset. It collateralize by fixed assets and hypothication on floating assets. It is a high risk loan.
- F. **Lease Finance:** Lease finance happen against machinery, equipment vehicle and others for commercial or own use. Its validity is over 12 moths and it could be maximum 5 years.
- G. **PC:** PC means packing credit. It against export LC or order. The purpose of this loan is pre-shipment financing for export on FOB value. It should for maximum 180 days.
- H. **LTR:** Loan against trust receipt is happen for financing import. It for maximum 360 days.
- I. **PAD:** Payment against document is financing for payment of document under LC. It is for 21 days as Bangladesh Bank rules.
- J. **Time Loan (Forced):** Forced loan against import under SLC or ULC or acceptance or BG. This loan for making payment against LC & BG under forced circumstance.
- K. **LDBP:** Loan documentary bill purchased is for purchase or discount against local ULC. It residual on client and it is for maximum 180 days.
- L. **FDBP:** Foreign documentary bill purchased purpose is for purchase or discount or negotiate export document against sight or usance export LC.
- M. **SLC:** Sight letter of credit is for import of goods for on consumption goods for commercial use. Its validity as per foreign exchange guideline BB.

- N. ULC:** Usance letter of credit is for import of goods for on consumption import goods for commercial use. Its resource on title to import goods.
- O. BBLC:** Back to back letter of credit against master export LC and contract is for import of raw materials and accessories for subsequent export. It is for maximum 180 days.
- P. BG:** Bank guarantee is a performance risk It is for specific period open ended to be discouraged.
- Q. Agri Finance:** It is high risk due to climatic vulnerability. Its validity is maximum 5 years.
- R. Small Business Loan:** There are two types of small business loan. They are OBL romoni and OBL shubidha. It is for business trading, service industry as working capital or to acquire fixed asset.
- S. OBL UNNOYON:** It is bundled loan products for small and medium enterprise as defined by Bangladesh Bank. It is for both working capital & fixed asset purchase propose. It is high risk loan and hypothecation on floating assets.

3.6. Operations:

ONE Bank Limited has some special banking operations that they provide to their clients. They are as follows:

- General banking services.
- Foreign remittance service.
- Consumer savings schemes.
- SME Banking.
- Dual Currency VISA Credit Card.
- Bill payment services.
- Internet Banking Services.
- ATM Services.

3.7. SWOT Analysis:

There are some strengths, weaknesses, threats and opportunities of ONE bank. From authors point of view the SWOT analysis of ONE bank is given below:

3.7.1. Strengths: According to the author the strengths of ONE bank limited are given below:

- **Skilled and dedicated employees:** One of the vital strength they have is their skilled and dedicated employees. They are so self-motivated and dedicated towards their work.
- **Well-disciplined and friendly working environment:** Another important strength of them is they have a well disciplined and friendly environment for which the employees get energy to work and never gets bored.
- **Experienced management team:** They have a experienced management team which I think is most important for any organization to conduct its activities nicely.
- **Good variety of products:** They have a good variety of products in their product mix which help the clients to choose the particular product according to their needs.
- **High quality products:** They have some high quality products with so many different features which is attractive to the clients.
- **Very good reputation as a local bank:** They have a very good reputation as a local bank which is very important for any organization as it works as goodwill.

3.7.2. Weaknesses: According to the author the weaknesses of ONE bank limited are given below:

- **Weak ATM facility:** They have very weak ATM facility. Their machines are defective and needs to be updated regularly.
- **Weak ATM facility:** They have very weak ATM facility. Their machines are defective and needs to be updated regularly.
- **Small market share:** One of the biggest weaknesses of the bank is they have a very small market share in the industry.
- **Lack of promotional activities:** Another weakness is they have so many lacking in their promotional activities and they are not that updated in this area.
- **High concentration of large loans:** They only focus on large loans which can be considered as their weakness.

3.7.3. Opportunities: According to the author the opportunities of ONE bank limited are given below:

- **Scope of market penetration through their variety of products:** So many varieties of product of them can be a great opportunity for market penetration.
- **Regulatory environment favoring private sector development:** The regulatory environment is also in favor for private sector development which is a great opportunity because there are so many new facilities for private sector.
- **New entrepreneurs and lots of new educational institutions:** New entrepreneurs are increasing day by day and so many educational institutions are being opened so they can grab them as their biggest opportunity.
- **Value addition in products and services:** Adding new features and benefits in products and services adds value in that particular products and services. For that existing products can become a great opportunity.

3.7.4. Threats: According to the author the threats of ONE bank limited are given below:

- **Increased competition for market share in the banking industry:** Competition in banking industry is increasing day by day for market share which is the biggest threat for the bank.
- **Market pressure for lowering the lending rate:** Because of the market pressure the bank has to lower the lending rate which is a loss for the bank and ultimately a threat.
- **Global and local unstable political situation:** Sometimes the global and political situations become unstable which hampers the activities of the bank. Sometimes it becomes uncontrollable that bank needs to stop their all works.
- **Vulnerable Government regulations:** Government regulations can be a threat because it may not match with the banks policy.
- **Multinational banks with good services and strategies:** Multinational banks are always providing good services and they have some exceptional employees with exceptional strategies which can be a great threat for the bank.

3.8. Steps/ Strategies to meet the challenges and opportunities:

After observing analyzing the whole organization the author found some strengths, weaknesses, opportunities and threats. To meet those challenges which are the weaknesses

and threats with that the opportunities which are the strengths and opportunities the bank can take some steps and strategies. They are as follows:

- Arranging proper training for their employees as they are skilled enough so, training will make them more effective and perfect employees.
- They can take their products and services to the new universities and other organizations to promote their products as they have good variety of products. The deposit products and loan schemes need to be promoted as the clients can know the features and benefits of those products.
- They should ensure proper servicing of their ATM machines and also of the internal machines so that they can't hamper the works during rush hours.
- They should focus on gaining as much clients and bring as much financial institutions with them so that they can grab a large market share. In that case they can focus on various business sectors as such pharmaceuticals, steel & heavy engineering sector, light engineering, import of stone, oil import business, deemed export business, loan to salt farmers, EPZ based business etc.
- They can also add as much value as they can in their products and services.
- They should keep pace with the trends and implement them as soon as possible because the competition is very high in this banking industry.
- As the regulatory environment favoring the private sector so, they can use it as a big weapon concentrate on that.

Chapter 4

Internship

Experience

4.1. Position, Duties and responsibilities:

4.1.1. Position: The author has done the internship program at ONE Bank Limited, Motijheel Branch, Dhaka. He was appointed there as a customer representative in almost all departments of that branch.

4.1.2. Duties and Responsibilities: During the internship period the author had some duties and responsibilities to perform towards the bank in a regular basis. The duties and responsibilities are given below in department wise:

Front Desk: Front desk can be called the heart of the bank. So, naturally this department is the busiest site of the bank. I have spent a huge time in that department and learned so many things about bank from them. My duties there were to help the clients filling the account form, processing cheque books, Express cards etc. I had to deal with the new customers also about banks account schemes when there is a rush of client service.

Clearance Department: Clearance department is the sensitive site of the bank. Although I have spent that time in that department but learned so many important things about the clearing process of a cheque. The time limit, when the cheque get rejected and how many times a cheque can be taken. There my duties were to accept the cheque on behalf of the officer and input them in a excel sheet.

Credit Department: Credit department is another important site of the bank. They give loans and for that bank charge a specific rate of interest. Here my duty was to prepare some official documents related to loan proposal which is given by the officers and some workings on excel sheet.

4.2. Training: ONE Bank Limited is a fast growing bank and having a good position in the market. I was lucky to get the opportunity to do my internship there. From the very first day of my 3 months internship period I have experienced so many new things and learned a lot from them. Although I didn't get any formal training but they answered every single question of mine and cleared my all confusion. They gave me all the information I needed and with that they taught me the things I should know. All the departments were individually very helpful. It can be called informal training whatever I learned from and I can say now I have a good knowledge about the activities of a bank. Throughout my whole internship period I got the chance to know so many people and learned how to deal with different people and how to handle different situations. So, I can say my internship period was all a training session for me.

4.3. Contribution to departmental functions:

From the very first day to the end I have worked in different departments and contribute my level best to the improvement of the bank. They are discussed below in department wise:

Front Desk: I made the account opening process as swift as I can through filling up the forms faster by the clients. I also processes cheque books and kept the record. I helped in client service by giving them their required information's.

Clearance: I helped in the whole processing of cheques as per requirements. I have also done voucher sorting and auditing in a daily basis.

Credit: I prepared their loan related documents in word files. I have also given alert about their outstanding over the phone. I kept record in excel files about clients and their loan amount, interest, outstanding, expiry date etc.

I have tried my level best to contribute in those departments; I was placed in and done correctly whatever they ask for. I believe I have done my tasks as faster as I can.

4.4. Evaluation:

While working at the bank as a regular employee sometimes I worked perfectly but sometimes I made some mistakes. I gave my full concentration on my work and my work has been praised by all. Although they didn't evaluate my work formally but I got some positive words about my works and they always motivate me even if I have done any mistakes.

Starting from the GB of ONE Bank Limited, Motijheel to the Credit department they rotated me after a certain period so that I can have the experience of all the departments. They praised my work as I worked there like a regular employee and helped them to make their task swift. I have made several solvency certificates and designed by myself which was praised by my supervisor. The credit in charge evaluated every document and was quite impressed of my work. So, all I got the evaluation from the officers was motivating.

4.5. Skills Applied:

As an internee my works at ONE bank Limited was limited. As banks work with very matters, so I was always there to assist them. But sometimes I have worked as officers. I can say whatever they taught I got them very quickly.

I have applied the skill most is my computer skills. I used to work in Microsoft Word and Microsoft Excel and I had to make many official documents. As I have the experience making quotations, so I know the format. There I got the chance to use those formats.

I observe their works for a certain time and after that I have that capacity to deal with the clients in absence of the officers. I am a quick learner and I can say that it another important skill of mine for which I didn't face any difficulties learning any new things rather my works has always been praised by all.

4.6. New Skills Developed:

Throughout my whole internship period I have developed so many new skills which are so helpful and were needed for me. I think doing internship is the perfect chance to fight our fear. My supervisor at ONE Bank was so helpful and for that I could develop myself with so many new skills.

The first thing that I have developed is talking with new people and senior officials. I had always the fear of dealing with new people, behaving in a corporate way and showing curiosity about something new. There I had to deal with new people and talk with them without any fear.

I got the opportunity to work on my weaknesses practically which will definitely help me in my future. The officers of that branch helped me a lot in this case.

4.7. Application of Academic Knowledge:

Internship is somewhat connecting the corporate life with the academic life. During the internship period the academic knowledge of a student helps a lot. So how the author applied the academic knowledge is given below:

General Banking: This area of any bank is the main part of that bank. Clients can have any information related to banks from them. At the front desk I used my academic knowledge while doing DPS and FDR. There is a need of calculating interest rates for a specific person at a specific rate for a specific period. It can be 3 months, 6 months, 1 year, 5 years or 10 years. I had to calculate the interest rate on the amount they are opening the FDR. That means the interest they are going to get and what they are going to get when the FDR will be matured. The same procedure I had to do in case of DPS. So, these things I have used in the General Banking Section.

Credit Department: In the credit department the main thing they do is give loans. There are some schemes of that bank and for every scheme the interest rate is different. So, here I have to calculate the interest according to that particular rate of the scheme. I have to keep a list of the interests the borrower has to pay to the bank and if there any monthly installment they have to pay or not. I have also used my knowledge of ratio analysis there in credit department. I have used the formulas of current ratio, quick ratio etc. So, these things I could use while working in the credit department.

Chapter 5

Rcommendations

5.1. Recommendation for improving departmental operations:

After working at ONE Bank Limited I have observed some problems faced by the officers while working. So, I have some recommendations for the bank to improve their departmental operations. These are as follows:

- ONE Bank Limited should focus on prompt client service not only generating profits. Their cheque book delivering process is so lengthy. In fact it takes 7-8 days to get a cheque book after giving requisition for a cheque book.
- They should enhance their card service as the world is getting more attached with internet and online services.
- They should recruit more employees for their front desk as there is always a rush of client service.
- They should update themselves technologically. I observed that their machineries are not up to date which hamper their daily operations.
- Their ATM machines should also be repaired. Because, when I was in front desk I always saw that clients are complaining that the machines are out of service maximum time. They can also go for servicing their machines yearly.

5.2. Recommendations for improving self-performance:

The author also has some recommendations for himself as he found some limitations which spoiled his performance. So he got some strategies for himself which will help to improve his self-performance. They are:

- I should be more confident about my works and I am always afraid of raising questions which I heard from one of the officers of ONE Bank Limited.
- As I want to be a banker in future and for that I have chosen a bank for doing my internship. I want to recommend myself to work on my patience as the bankers I saw there are so calm and full of patience.
- Sometimes I get nervous when I fall in a new situation which spoils my performance all the time. So I would recommend myself to be more confident and to work on this habit which will improve my performance.

Conclusion

Banking is the backbone of any national economy. Banks are responsible to ensure transfer of money from surplus unit to deficit unit. Banks are working as the repository of money. Banks are helping all the other sectors of a country by financing them. They help entrepreneurs by providing them working capital and long term investment as well. Bangladesh Bank is always taking new steps to put the banking institutions on the right track and works for the improvement of Bangladesh overall economy. Bangladesh Bank is also taking initiative for reducing bad loan. The banks are also taking some good steps to reduce the bad loan and investing in more secured place which will be good for Bangladesh economy.

It is not possible to know everything about an organization in just few months. Still I have tried my level best to gather as much knowledge as I can. Again it is more difficult to evaluate the overall organization because a branch is controlled by the Head Office. As a result I can show the only one branch and its activities in my report. I have tried to do the analysis following the instruction. ONE Bank Limited, Motijheel Branch has some good employees and many good clients. So, if they focus on some of the problems that I have mentioned they can develop themselves more.

My internship program is so important because this is my first time real life working experience. My internship report is also important because I have put my personal observation there and also tried to analyze our banking industry using my academic knowledge.

References

<https://www.bb.org.bd/>

<https://www.onebank.com.bd/home/about-obl/obl-profile/>

<https://www.onebank.com.bd/home/financial/annual-reports/>

https://www.academia.edu/6618194/Some_Recent_Trends_of_Bangladeshi_Commercial_Banking_System

<https://www.scribd.com/doc/54432629/Report-on-Banking-Industry-of-Bangladesh>

<https://www.thedailystar.net/supplements/building-modern-economy/banking-sector-and-its-impact-on-bangladesh-economy-1536568>

Personal observation and informal interview with the officials.

Appendices

From the day I joined ONE Bank, Motijheel Branch as a intern I have tried to be connected with the employees there so that I can work with them without any hesitation. The environment was so good which I want always as a working place. The officers I worked with so humble, friendly and motivational. I kept a record of my daily activities which I want to put in my internship report as this is a record of my internship.

- The first day I was asked to work at GB. I have learned the features of foreign Remittance and got to know about the agent companies of remittance. The importance and position of foreign remittance in Bangladesh Banking Industry and economy. In the front desk at the same time for a specific time period. I can relate them with each other. All the departments and their activities are related with each other. One cannot do whatever he/she wants or giving any service alone. They involve more than one person for a certain account opening, FDR, DPS, Pay Order though the authorization process.
- After completing 2 months in GB I was promoted to the Credit Department. All the officers there helped me a lot. They taught me the LC (Letter of Credit) process and what the requirements are if someone wants to open a LC and what are the conditions. They also taught me about the DD (Demand Draft) and how it works. I have learned the loan listing from the credit in charge of ONE Bank Limited, Motijheel Branch. They taught me like a student about the overall concept of bank in a short form and so easily. They also gave me suggestions about my report and my future also.

Till the last day of my Internship at ONE bank Limited, Motijheel Branch I have enjoyed every single moment. Although I was a little bit scared what I will do there and how I will manage with so many new people out there. But I found them so friendly, so helpful and so experienced. I always wanted a workplace like this. Although it was not a permanent job but still I gave my 100% there. As I was enjoying working with those good people and learned so many helpful things from them so, it was a nice journey overall.