

Project Report

ON

“HR Activities of Mercantile Bank Ltd”



United International University
QUEST FOR EXCELLENCE

“HRM Activities of Mercantile Bank LTD”



Under the Supervision of

Farhana Rashid

Assistant Professor

School of business, UIU

Prepared & Submitted By:

Name: Mohammed Hazzaz Hossain

I.D: 111 141 128

Department: Bachelor of Business Administration

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Transmittal letter

13/11/2018

Farhana Rashid
Assistant Professor
School of Business
United International University

Subject: **Submission of Project.**

Dear Madam,

I am very glad to submit the Project entitled **HRM Activities of Mercantile Bank Ltd**” This project has done by me. It gives me immense pleasure to complete my Project successfully and submit this report on the analysis I have conducted during this period.

I would be very happy to provide you with any clarification regarding the report. Would you please kindly accept my paper and oblige me thereby.

Your support in this regard will be highly appreciated.

Sincerely Yours

.....

Name: Mohammed Hazzaz Hossain.

I.D: 111 141 128

Department: Bachelor of Business Administration.

Acknowledgement

During Project, I have been fortunate to get the support, assistance and encouragement from a number of individuals. Firstly, I would like to express my grateful appreciation to the almighty Allah for enabling me to complete this report successfully.

I would like to convey my heartfelt respect and cordial thanks to **Farhana Rashid, Assistant Professor, and School of Business, United International University** my supervisor for her encouragement, guidance, advice and valuable supervision. She was also available when I needed her for help, suggestions and guidelines.

I thank **Mohammed Akther Hossain, Senior Executive Officer, Mercantile Bank Ltd;** **Muhammad Abdul Hamid Shohag, Public Relation Officer, Mercantile Bank Ltd;** **Partho Saha Executive Officer, Corporate Affair Division, Mercantile Bank Ltd** for assistance, and for comments that greatly improved the manuscript.

I am also grateful to the entire Mercantile Bank Ltd. as they have always been helpful there for me when I needed them the most while talking interview. Their active participation to all my questions, queries made it easy for me to make the project.

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HR Activities of Mercantile Bank Ltd

Executive Summary

This research is a small scale research. There may be a lot of lacking. But it can be said that this report will help people who want to research within a small scale. This report may also help others to understand the Hr Activities of Mercantile Bank Ltd. This project is done by a survey and face to face Interview with real executives and employees from Mercantile Bank Ltd

This Project provides an analysis and evaluation of the current situation of HR activities of MBL.

One researcher gone to the MBL to conducted some survey and conducted some face to face interview with some of the executives of MBL. This Project was conducted to complete the B.B.A program because it was a important part of the program.

Methods of analysis include both primary and secondary data and Google form is used for the data analysis, graphs are used for calculation. The survey was done over 10 people of that company. The researcher found that the company is in quite positive to their employees. And their compensation systems are quite effective in increasing the productivity. Their overall HR activities were positive; they provide sufficient training to their employees. Their employees believe that that can grow faster in Mercantile bank Ltd. The communication between employees and management are quite good

MBL hires its employees in traditional of recruiting. There was one problem some of their employees were not satisfied with the new promotion rules. Researcher suggested that MBL should change the promotion time.

Because this is a small scale research there is a lot of lacking in the paper. There were some and they are researcher was inexperienced, lacking in the questionnaire, time management was tough, the organization didn't give all the information because of hr confidentiality and growing competition. There is a lot of lacking in the research it would be better recommend for the further research of this topic in a greater version. All the calculation, Graph, MBL HRD circulation has been given in the attachment section.

HR Activities of Mercantile Bank Ltd

10 employees has participated in this employee satisfaction survey ,most of them has answered the questionnaire in a positive way. Questionnaire and analysis is in the appendices part. At last it can be said that employers in the MBL maintain the compensation system as well as the whole HR activities properly and for this employees are satisfied and have less grievance.

Finally it can be said that this report may be capable to help others and to provide better information.

Chapter 1

Introduction

1.1. Origin of the project

I am Mohammed Hazzaz Hossain, I.D: 111 141 128, Department: B.B.A, a student of United International University conducted a project which is very important part of the whole program for its completion. My supervisor is Farhana Rashid, Assistant professor, school of Business, UIU. She assigned me with a topic entitled “HR activities of mercantile bank ltd.” So this project has conducted as my supervisor’s instruction to complete the B.B.A program.

1.2. Objective Of the Report

1.2.1. General Objective:

The general objective of this project is to make a project report on the topic of “HRM activities of mercantile bank ltd” for the completion of B.B.A program.

1.2.2. Specific Objectives

The specific objectives of this project are given below:

- To identify the compensation system of MBL.
- To identify the Recruitment & selection process of MBL.
- To identify the performance appraisal sytem of MBL.
- To Identify the training program
- To identify the employee satisfaction about MBL.

1.3. Scopes & Limitations

1.3.1. Scopes:

- The researcher went to 1 organization & done some survey on employee satisfaction.
- The researcher took some interview of some of the executives of the bank to know the specific objectives of this project.
- Researcher had a known person in this bank so the entry was little bit easy.

1.3.2. Limitations:

There was little limitation –

- Organization didn't give some information because of HR confidentiality and the growing competitions between banks.
- Research got done only on 1 organization.
- Researcher was only one person to carry out the project work.
- Time Management was tough.
- The researcher was inexperienced.
- Lacking in questionnaire.

1.4. Methodology

- This is a descriptive research.
- Data are both primary & secondary.

Primary data source:

- HRD circular (internal rules) which is arranged from one of the executive of the MBL.
- Face to face interview.

Secondary Data Source:

- Mercantile Bank Website.
 - Annual report.
 - Internet.
-
- Data is collected by doing studies and printed questionnaire.
 - Google form is used for the data analysis.
 - Survey is done on 1 organization which is Mercantile Bank Ltd.
 - Survey is done over 10 peoples.
 - Survey is done to identify the employee satisfaction.

1.5. Acronyms/Abbreviations

- UIU-United International University
- MBL-Mercantile Bank Ltd.
- HRD-Human Resource Department

Chapter - 2

Company Profile

2.1.About Mercantile Bank:

Mercantile Bank Limited emerged as a new commercial bank to provide efficient banking services and to contribute socio-economic development of the country. The Bank commenced its operation on June 2, 1999.

The Bank provides a broad range of financial services to its customers and corporate clients. The Board of Directors consists of eminent personalities from the realm of commerce and industries of the country.

2.2.Branches:

- **Total Branch:** 151 branches
- **AD Branch:** 22.

They have one head office in Dilkusha Dhaka, one zonal office in Chittagong and one training centre.

2.3.Subsidiaries:

MBL has two subsidiaries-

- Mercantile bank securities limited.
- Mercantile Exchange house (UK) Ltd.

HR Activities of Mercantile Bank Ltd

2.4.Vision

Would make finest corporate citizen

2.5.Mission

Will become most caring, focused for equitable growth based on diversified deployment of resources and nevertheless would remain healthy and gainfully profitable bank

2.6.Objectives

2.6.1. Strategic objectives

- ▶ to increase shareholders' value
- ▶ to achieve economic value addition
- ▶ to be market leader in product innovation
- ▶ to be one of the top three financial institutions in Bangladesh in terms of efficiency
- ▶ to be one of the top five financial institutions in Bangladesh in terms of market share..

2.7.Core values

2.7.1. Customer delight.

Customer satisfaction pervades all our activities. We appreciate that Customer's satisfaction is critical for our success.

2.7.2. Innovation

Spurring innovation for reinforcement of our business.

Origination and materialization of change management for attainment of perfection.

HR Activities of Mercantile Bank Ltd

2.7.3. Ethical Values

We continue to be responsible, ethical, sincere and transparent in our thoughts and actions.

2.7.4. Caring for Human Resources

Realization of latent potentialities of employees, respecting individual worth and dignity to ensure smooth career progression as well as welfare orientation in Human Resources management policy and practices.

2.7.5. Commitment

We always keep high on the agenda our commitment towards valued depositors as their trustworthy custodian and to maintain the same spirit for all other stakeholders.

2.7.6. Socially Responsible

Constant endeavor to act and respond in a socially responsible manner keeping in mind society and our country.

To care for our environment.

2.8.Products:

2.8.1. Deposit's and A/C:

- Current Deposit a/c.
- Savings bank a/c.

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- Special noticed bank a/c.
- Fixed Deposit a/c.
- Double benefit deposit scheme.
- Family maintenance scheme.
- Monthly savings scheme.
- Quarterly benefit deposit scheme.
- 1,5 times benefit scheme.
- School banking.
- Education planning deposit scheme.
- Super benefit deposit scheme.
- Non chequeable savings bank a/c.

2.8.2. SME Banking.

2.8.3. NRB Banking.

HR Activities of Mercantile Bank Ltd

2.8.4. Loans:

- Car loans
- Cottage loans
- Home loan
- Doctors loan
- Education loan.
- Secured Overdraft.
- House Furnishing Loan.

2.8.5. Cards:

- MBL VISA Credit Card
- MBL VISA Debit Card
- MBL VISA Prepaid Card

Types of Credit Card

- Local Credit Card
- International Credit Card
- Dual Credit Card

HR Activities of Mercantile Bank Ltd

Category of Credit Card

- ▶ Platinum Card
- ▶ Gold Card
- ▶ Classic Card

MBL VISA Prepaid Cards

- ▶ MBL VISA Medical Card
- ▶ MBL VISA Student International Card
- ▶ MBL VISA Virtual Card
- ▶ MBL VISA Hajj Card

Dual Card (Two in One)

Single Card with double benefits. No hassle to carry two cards (local and international single Credit Card).

It can be used both in every pos machine atms.

Debit Card

Visa Debit Card is mainly tagged with deposit account that is automatically debited from the A/C. Debit Card may also be used for purchasing goods, services, payment of utility bills.

Pre-Paid Card

Those who have no account with MBL may avail pre-paid Card facilities. Pre-paid Card may be equally used at home and abroad. The Pre-Paid cardholders pay first and buy later.

Supplementary Card

A principal cardholder (local) may apply for more than one supplementary card where one supplementary card is free. Expenses made by supplementary card will be charged to the principal card.

HR Activities of Mercantile Bank Ltd

MBL VISA Medical Card

This is first time MBL introduce Visa Medical card for a large number of Bangladeshi nationals visit abroad every year for treatment purpose. As per Bangladesh Bank regulatory guidelines, up to US\$ 10,000 or equivalent (on health ground) may be released by the ADs without prior clearance from Bangladesh Bank.

A patient can meet up all treatment expenses through MBL Medical card instead of cash form.

This Card would be Pre-paid or Credit in nature.

2.8.6. Interest Rates

Savings Deposit Rate

Savings	4.00% (For General) (For any amount)
----------------	---

Period	For any Amount
01 Month	4.50% (For any Amount)
3 Months	6.00% (For any Amount)
6 Months	7.00% (below Taka Ten Crore)
	7.50% (Taka Ten Crore and above)
1 Year	8.00% (below Taka Five Crore)
	8.50% (Taka Five Crore & above)

HR Activities of Mercantile Bank Ltd

Special Notice Deposit (SND) Account Rates

Interest Rate of Loans & Advances:

Interest Rate of all manufacturing Corporate and SME Loans to be reduced to 9.00% p.a. with Effect from 1st July, 2018 (As per Instruction Circular no.1970/2018)

Sectors of Business	Present Interest Rate (Mid Rate)
Agricultural Loans:	
Term Loan (Both Short Term & Long Term)	As per Bangladesh Bank's directives *
Revolving Credit	As per Bangladesh Bank's directives *
Term Loan:	
Industrial / Manufacturing Project	12.00%
Other Term Loans	12.00%
Working Capital Financing:	
Industrial / Manufacturing Project	12.00%
Work Order / Supply Order	13.00%
Export Loan (PC)	7.00%****
Export Loan (ECC)	7.00%****
Trade Financing/Business Loans	12.00%
Import financing of rice, wheat, edible oil (refined and crude), pulse, peas, onion, dates and sugar	12.00%
Short Term Loan (STL)- (For maximum 06 months)	Negotiable ***

HR Activities of Mercantile Bank Ltd

Financing to Small & Medium Enterprise	
With BB refinancing	As per Bangladesh Bank's directives **
Without BB refinancing	13.00%
Loans to NBFIs	12.00%
Lease Finance/Hire Purchase	12.50%
House Building Loan (HBL)	
Residential	12.50%
Commercial	13.00%
SOD/Loans against FDR of our Bank	FDR Rate + 3.00%*
SOD/Loans against Scheme Deposits of our Bank	Scheme Deposit Rate + 4.00%*
SOD/Loans against FDR/ Scheme Deposits etc. of other Bank, ICB Unit Certificate & FC Bond	12.00%
SOD/Loans against Shares/Debenture	12.00%
Special Credit Schemes	
Loans under schemes	
Doctors' Credit Scheme	
Interest Rate	18.50%
Loan Processing Fee	1%
Personal Loan Scheme	
Interest Rate	13.50%
Loan Processing Fee	Up to 1% on loan amount Nil

HR Activities of Mercantile Bank Ltd

Car Loan Scheme	
Interest Rate	13.00%
Loan Processing Fee	Up to 1olo on loan amount
Home Loan Scheme	
Interest Rate	11.50%
Loan Processing Fee	Up to lolo on loan amount
House Furnishing Loan (Consumer Loan Scheme)	
Interest Rate	14.50%
Loan Processing Fee	Up to l%o on loan amount Nil
Cottage Loan	
Interest Rate	12.50%
Loan Processing Fee	Up to 1olo on loan amount
Education Loan	
Interest Rate During Moratorium Period	10.00%*
Interest Rate After Moratorium Period	14.50%
Overseas Employment Loan Scheme	14.00%
Rural Development Scheme	14.00%
Financing Solar Energy & Bio-Gas project under BB refinance	
Direct lending to ultimate beneficiary	As per Bangladesh Bank's directives**
Lending through NGO linkage	
Financing Effluent Treatment Plant (ETP)	
Financing to Jute Sector under Refinance Scheme of Bangladesh	

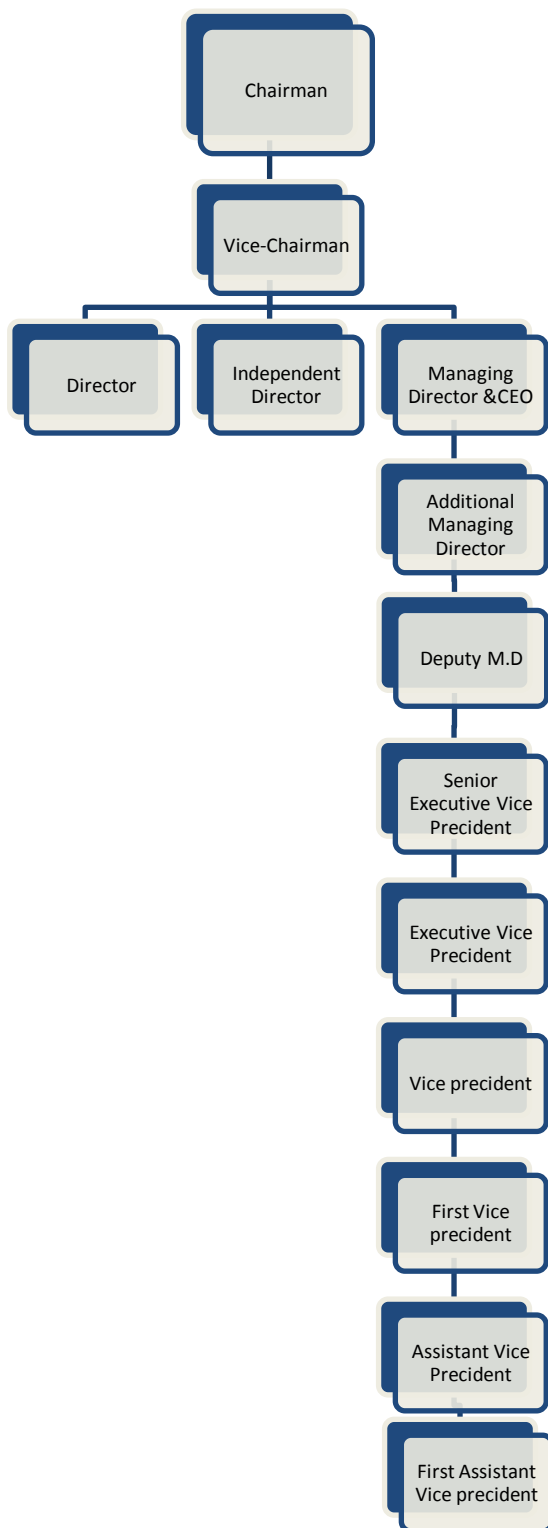
HR Activities of Mercantile Bank Ltd

Bank	
Financing to RMG Sector Safe Working Environment program of JICA assistance "FSPDSME" Project (Pre Finance)	
Financing for Renewable Energy & Environment Friendly sector under Refinance Scheme of Bangladesh Bank	
Financing against Scheme of Rfinance for setting up Agro based Product Processing Industries in Rural Areas under Refinance Scheme of Bangladesh Bank.	
Credit Card	25.00Yo*
Loan under Employees House Building Scheme	As per approval of the Board of Directors of the Bank from time to time.
Loan under Car Loan Policy for the Executives of the Bank	As per approval of the Board of Directors of the Bank from time to time.
Factoring	12.50%
SOD (EMFS) under e tendering	14.50% *
Other Loans & Advances	13.00%

BDT 1 Lac to Less than BDT 1 Cr.	BDT 1 Cr. to less than BDT 25 Cr.	BDT 25 Cr. to less than BDT 50 Cr.	BDT 50 Cr. to less than BDT 100 Cr.	BDT 100 Cr. and above
2.50%	3.00%	3.50%	5.00%	6.00%

HR Activities of Mercantile Bank Ltd

2.8.7. Organizational Hierarchy:



Chapter -3

HRM Activities of Mercantile Bank Ltd

3.1. Recruitment & selection:

3.1.1. Requisition:

Each department of mercantile bank ltd reports to HRD if there is vacancy or if they need to hire new employee. after that reporting HRD examines the need of hiring. If they can identify the needs of hiring then they go for circulation with job specification, and job description.

3.1.2. Circulation of Employment:

There are 2 sources for hiring employees-

- **Internal Source:**

First of all MBL distribute the job circulation among the employees. if they have any qualified known person who will be competent for that particular post then they can apply to the MBL for that particular post.

- **External Source:**

- **Newspaper:** MBL HRD publishes job vacancy circulation on public newspaper. They give circulation in newspaper if they hire a good number of employees.
- **Online:** In these days organization are dependent on internet and so is MBL. They post job vacancy circulation online all the time. They use different websites. Example: Bdjobs, LinkedIn E.T.C.

These two sources are the main external hiring source in MBL. Other than these two MBL sometimes goes to recruitment agencies, people can also drop their resume at the headoffice CV box.

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3.1.3. Recruiting:

After collecting all the CV'S from all sources, MBL HRD evaluate those CV's under different criteria and those are-

- Educational Qualification.
- Experience.
- Age.
- Required Skill.

- **Written Test:**

After Evaluating the CV's MBL HRD conducts written test.

- **Interview:**

After taking the written test HRD takes Interview's of those candidates who passed the written test successfully. Interview Board consist of following members-

- Branch Manager
- Depart Head.
- HRD Head.

- **Medical ,background check & appointment:**

Who has made it through all the criteria their background check gets done and a medical examination gets conducted. After all this one gets his/her appointment.

3.2. Training Programs:

Mercantile Bank ltd has its own training institute in swadesh tower Purana Paltan,Dhaka, in which they conduct training programs for all the departments all the year in different time. They also send their employees to the Bangladesh banks training program if required.

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They give initial training to their employees to their training centre. The schedule of training of MBL in the training centre is given in the attachment.

3.3. Compensation Program:

MBL has a rich compensation plan for its employees they have different compensation plan. Compensation Package are explaining below-

3.3.1. Travel Expense:

If the employees of MBL travel anywhere in the national or international boundary their expenses gets beared by the Company itself. They have different plan for different employees who bears different designation. These are given in the Circulation of Human Resource department of MBL.

Domestic Travel:

- **Junior Officers:**

They will Get 800 Tk or economy class bus ticket for travelling to divisional Headoffices. Daily allowance will be 2500tk.

- **Assistant Officer:**

They will get 600 tk or 2nd class ticket in any public transport and daily allowances will be 1500 per day.

- **Other Members/General Staff:**

Other general Staff Will Get 400 tk in any public transport and daily allowances will be 600tk.

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Foreign Travel:

- Senior Officers:**

The travel expense for senior officers are given below-

Hotel Accommodation		Daily Allowance including Food, Conveyance, etc.
Group – 1	US\$ 300.00	US\$ 100.00
Group – 2	US\$ 260.00	US\$ 90.00
Group – 3	US\$ 240.00	US\$ 70.00
Group – 4	US\$ 210.00	US\$ 60.00

Reimbursement against hotel accommodation will be made on production of Hotel bill.



- Mid-Level Officers:**

Hotel Accommodation		Daily Allowance including Food, Conveyance, etc.
Group – 1	US\$ 250.00	US\$ 80.00
Group – 2	US\$ 230.00	US\$ 75.00
Group – 3	US\$ 200.00	US\$ 60.00
Group – 4	US\$ 180.00	US\$ 50.00

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- **Junior Officers:**

Hotel Accommodation		Daily Allowance including Food, Conveyance, etc.
Group – 1	US\$ 200.00	US\$ 70.00
Group – 2	US\$ 180.00	US\$ 60.00
Group – 3	US\$ 160.00	US\$ 50.00
Group – 4	US\$ 150.00	US\$ 40.00

3.3.2. Gratuity:

MBL gives its employees gratuity on termination by employee or by employer. If a person works at least 1 year in MBL then he will become entitled to get gratuity on his termination. The gratuity will be 1 month of basic salary of that employee at for 1 year work. Gratuity will be doubled if one works 2 years MBL.

3.3.3: Increment & Promotion:

Each employee will get a increase in the salary every year. Increment rate will be a percentage of his/her basic pay.

In previous Years employee gets promoted after continuous successful completion of 3 working year in MBL . Recently MBL changed its policy regarding promotion because of competition. Now -a- days they take written exams and interviews for promoting one person after every 3 years.

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3.3.4. Retirement:

3 types of retirements are there in MBL.

- Voluntary Retirement.
- Normal Retirement.
- Forced Retirement.

Rules regarding of retirement are given in the appendix as an attachment which is Mercantile bank HRD rules circulation.

3.3.5. MBL employee welfare fund:

- **Sources of this Fund:**

The fund shall be subscribed by monthly contribution of the employees as under

1.	Additional Managing Director/Deputy Managing Director	BDT.2,000.00
2.	Executive Vice President to Senior Executive Vice President	BDT.1,000.00
3.	Assistant Vice President to Senior Vice President	BDT. 800.00
4.	Principal Officer & First Assistant Vice President	BDT. 500.00
5.	Executive Officer & Senior Executive Officer	BDT. 400.00
6.	Assistant Officer & Officer	BDT. 250.00
7.	Driver/All other employees	BDT.100.00



HR Activities of Mercantile Bank Ltd

• Benefits:

If an employee dies during active service then her lawful heir will get the benefits as under-

	Category	Amount
1.	Deputy Managing Director/Additional Managing Director/ Managing Director	BDT. 15,00,000.00
2.	Executive Vice President to Sr. Executive Vice President	BDT. 12,00,000.00
3.	Vice President to Sr. Vice President	BDT. 10,00,000.00
4.	Assistant Vice President to First Vice President	BDT. 9,00,000.00
5.	Principal Officer & First Asst. Vice President	BDT. 8,00,000.00
6.	Executive Office & Senior Executive Officer	BDT. 7,00,000.00
7.	Assistant Officer & Officer	BDT. 6,00,000.00
8.	Driver / All other Employees	BDT. 5,00,000.00



3.3.6. Bonuses:

Mercantile Bank gives different bonuses.

- **Festival Bonus:** MBL gives 2 bonuses for two Eid festivals. It also gives Bengali New Year bonus which is 2000 tk for each employee.
- **Profit Bonus:** MBL gives an amount from its yearly profit to its all employees .

3.4. Performance Appraisal:

Performance appraisal system of MBL is focused on employees and supervisors after an appraisal the main responsibility goes to one employee's supervisor. After an appraisal a supervisor judge its sub ordinates performance and then helps them to grow according to the result.

MBL performs an appraisal of its employees once in a year. It gets conducted at the end of the year.

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3.4.1. Functions of MBL Performance appraisal system:

- Discussion about day to day work progress.
- Discussion About career.
- Questions about the organization or work.
- Make the employee understand the performance appraisal system

3.4.2. Performance appraisal standard of MBL:

Category	Mark
Excellent	03
Good	02
Average	01
Below Average	00

3.4.3. ACR Rating:

Category	Mark	Comments
Excellent	50-60	Suprioe Action
Good	40-49	High Quality Performance
Average	30-39	Performance are matching expectation
Below Average	0-29	Performance are not matching the standard

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3.4.4 Key Performance Indicator and mark Distribution:

Sl. No.	Particulars	Marks
1	ACR	60
2	Academic Qualification	5
3	Institution of Bankers Qualification	5
4	Professional Training	5
5	Computer Training And Knowledge	5
6	Overall Performance	20
	Total	100

Chapter – 4

Data analysis/Findings

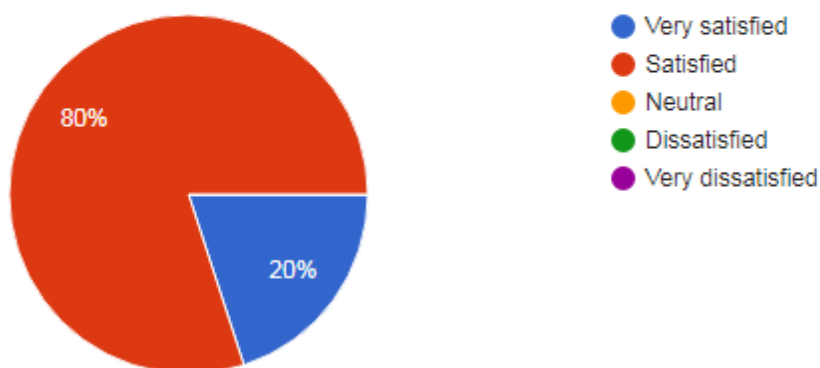
1.1.Findings and analysis:

The researcher went to the MBL and done some survey over how satisfied their employees about Mercantile Bank Ltd and its HRD. 10 People were participated in this survey. Google forms have been used to analyze the data.

Question .1

How much satisfied are you with the existing recruitment or promotion policies?

10 responses



Analysis:

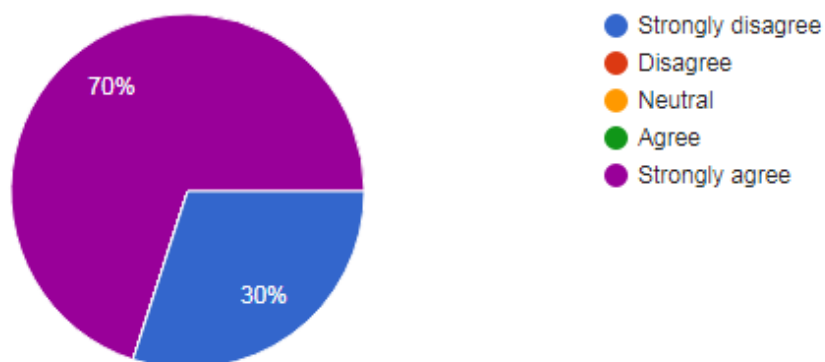
80% of the people among who were participated in this survey conveyed their opinion as satisfied. The researcher can say that there is dissatisfaction regarding promotion and recruitment. The possible reason could be MBL introduced written exam and interview system for being promoted which were not applied before in this bank.

HR Activities of Mercantile Bank Ltd

Question.2:

MBL gives its employees a clear idea about its mission and vision-

10 responses



Analysis:

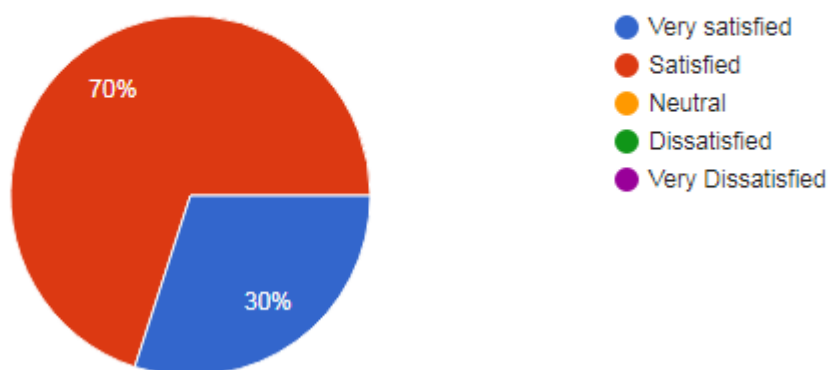
70% among the participants thinks that MBL has given the understanding of their mission and vision to the employees. 30% people disagree with the opinion.

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Question.3

Are you satisfied with the recognition of your work by MBL?

10 responses



Analysis:

70% of the participants are satisfied with the organizations job recognition and 30% of the participants are very satisfied with the job recognition.that means MBL does a very good performance appraisal and according to the appraisal result they take proper actions.

HR Activities of Mercantile Bank Ltd

Question .4

Your Job gives you the opportunity to learn fast-

10 responses

**Analysis:**

100% people among the participants think that they can learn and grow in MBL very fast. So MBL is a good bank to start a career.

Question.5

MBL gives you the proper training to do your job-

10 responses

**Analysis:**

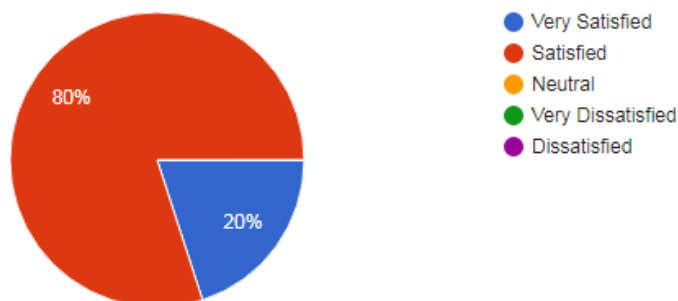
As the researcher discussed in the previous chapter that MBL has its own training centre. So we can see in this diagram that 100% people among the participants said that MBL gives proper training to do a Job.

HR Activities of Mercantile Bank Ltd

Question.6

Are You satisfied with the communication system between the Management and the employees?

10 responses



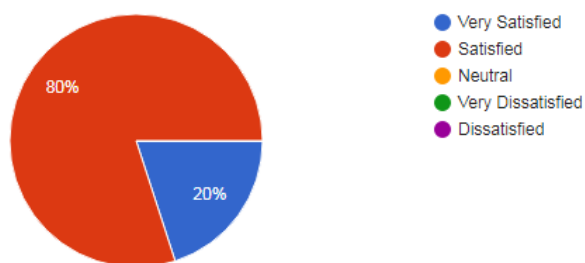
Analysis:

80% People among the participants are satisfied about communication system between management and the employees and 20% are very satisfied. So the result is in good condition.

Question.7

Are you Satisfied with the compensation system of MBL?

10 responses



Analysis:

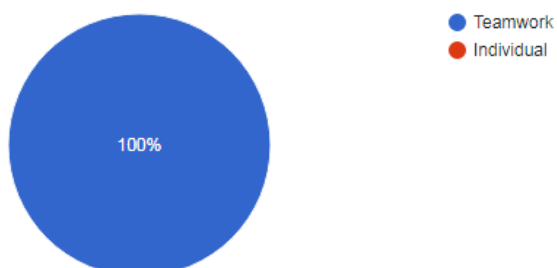
80% people among the participants are satisfied and 20% of them are very satisfied. So the researcher thinks that MBL'S compensation package is good enough.

HR Activities of Mercantile Bank Ltd

Question.8

Is MBL focused on teamwork or individualism?

10 responses

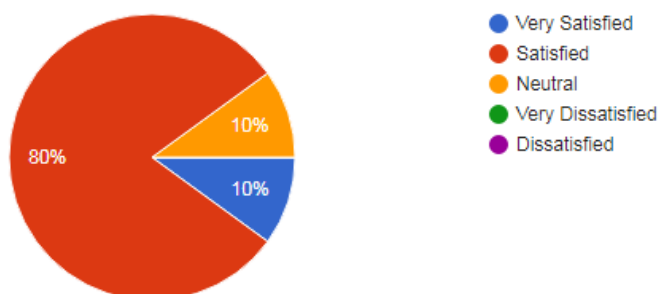
**Analysis:**

MBL is focused on team work. It means relation between employee to employee is in good condition.

Question . 9

How much satisfied are you in MBL?

10 responses

**Analysis:**

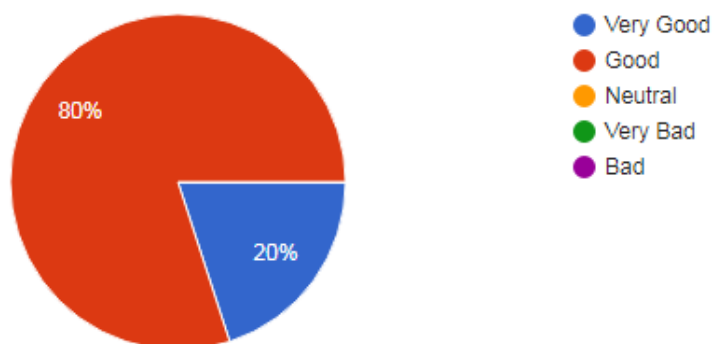
80% people among the participants are satisfied with MBL. 10% were very satisfied. 10% remained silent may be they have some objection about MBL.

HR Activities of Mercantile Bank Ltd

Question. 10

How the management of MBL treat an employee?

10 responses

**Analysis:**

All the Participants think bears a positive thinking regarding the management system of MBL.

Overall Analysis:

Sample size represents the population. According to the sample size of this survey the researcher can say that MBL is a good organization and its HRD cares for its employee.

HR Activities of Mercantile Bank Ltd

1.2. S.O.W.T Analysis:

HR department is the life line of an organization. A organization with strong HRD is a strong organization. Regarding the HRD of MBL the S.O.W.T analysis is given below-

Strength:

- Strong Board of directors
- Adequate Fund.
- Competent Human Resource Department
- Positive Mindset
- Good Management.

Weakness:

- Intense Competition.
- Less Number of ATM.
- High Cost of Fund

Opportunity:

- Product Variety
- Consistent Economic Growth.
- Old Organization
- Uses of modern technologies.

Threat:

- Liquidity Crisis.
- Political Unrest.

Chapter – 5

Conclusion & Suggestions

5.1. Suggestions

- MBL should give more competitive pay to its Employee.
- MBL should extend all its possible facilities for employee.
- MBL should survey about employee satisfaction.
- MBL should check its work environment time to time.
- MBL should arrange more training outside of its own training center.
- MBL should lessen the time limit of promotion to 2 years instead of 3 continuous service years.
- MBL should arrange monthly meeting at the root level to know the work progress.

5.2. Conclusion

The aim of this project was to identify the Overall HRM activities in Mercantile Bank Ltd. The researcher identified the major HRM activities that are followed By the MBL. The researcher has conducted a survey on its employee satisfaction. Overall findings of hr activities and survey result were good. The researcher thinks that there are few places which need modification and made some suggestions according to that. MBL should lessen the promotion time limit other than overall performance and especially HR performance is good here in MBL. They are aiming to secure the 1st place in the top ten ranking of bank in Bangladesh.

HR Activities of Mercantile Bank Ltd

Appendix

References:

1. Mercantile Bank Ltd (2018). About Mercantile Bank Ltd. Retrieved From <http://www.mblbd.com/home/contact> .
2. Hossain Mohammed Akther. (October 7, 2018). Senior executive officer. Personal interview.
3. Saha, Partho. (October 7, 2018). Executive officer. Personal interview.
4. Shohag Muhammad Abdul Hamid. (October 7, 2018). Public relation officer. Personal interview.

Questionnaire



(All the information will be used only for academic purpose)

Dear Sir/Madam,

I am Mohammed Hazzaz Hossain, student of United International University Department B.B.A.

I am doing a project which is a required part of my course for completion of B.B.A degree. As the partial requirement of the project I need to conduct a survey.

I am requesting you to answer the questions given below. The given information will be handled with utmost confidentiality and will be used only for academic purpose.

Name: (Optional).

Designation: (Optional).

1. How much satisfied are you with the existing recruitment or promotion policies?

☐ Very satisfied.

☐ Satisfied.

☐ Neutral.

☐ Dissatisfied.

☐ Very dissatisfied.

HR Activities of Mercantile Bank Ltd

2. MBL gives its employees a clear idea about its mission and vision-

☐ Strongly disagree.

☐ Disagree.

☐ Neutral.

☐ Agree.

☐ Strongly agree.

3. Are you satisfied with the recognition of your work by MBL?

☐ Very satisfied .

☐ Satisfied.

☐ Neutral.

☐ Dissatisfied .

☐ Very Dissatisfied.

4. Your Job gives you the opportunity to learn fast-

☐ Yes.

☐ No.

HR Activities of Mercantile Bank Ltd

5. MBL gives you the proper training to do your job-

☐ Strongly disagree.

☐ Disagree.

☐ Neutral.

☐ Agree.

☐ Strongly agree.

6. Are you satisfied with the communication system between the Management and the employees?

☐ Very Satisfied.

☐ Satisfied.

☐ Neutral.

☐ Very Dissatisfied.

☐ Dissatisfied.

HR Activities of Mercantile Bank Ltd

7. Are you satisfied with the compensation system of MBL?

☐ Very Satisfied.

☐ Satisfied.

☐ Neutral.

☐ Very Dissatisfied.

☐ Dissatisfied.

8. Is MBL focused on teamwork or individualism?

☐ Teamwork.

☐ Individualism.

9. How much satisfied are you in MBL?

☐ Very Satisfied.

☐ Satisfied.

☐ Neutral.

☐ Very Dissatisfied.

☐ Dissatisfied.

HR Activities of Mercantile Bank Ltd

10. How the management of MBL treat an employee?

☐ Very Good.

☐ Good.

☐ Neutral.

☐ Very Bad.

☐ Bad.

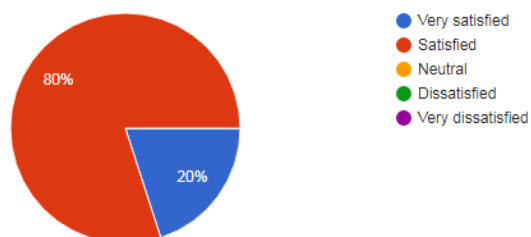
Thank You

HR Activities of Mercantile Bank Ltd

Calculation sheets

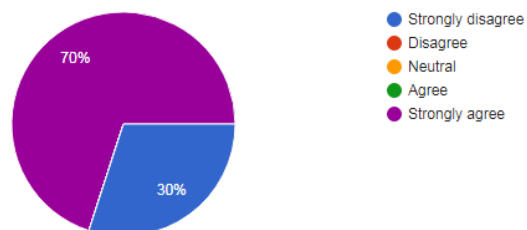
How much satisfied are you with the existing recruitment or promotion policies?

10 responses



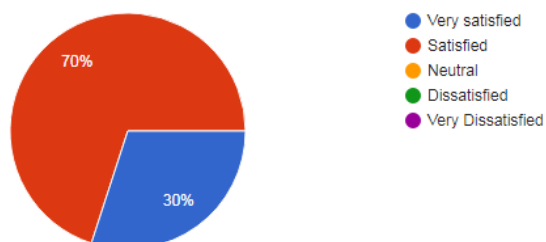
MBL gives its employees a clear idea about its mission and vision-

10 responses



Are you satisfied with the recognition of your work by MBL?

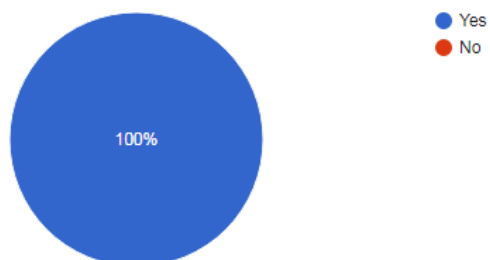
10 responses



HR Activities of Mercantile Bank Ltd

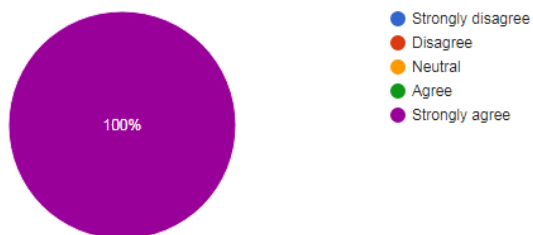
Your Job gives you the opportunity to learn fast-

10 responses



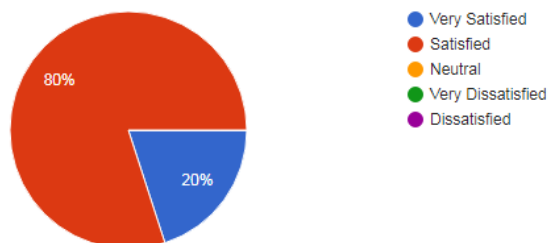
MBL gives you the proper training to do your job-

10 responses



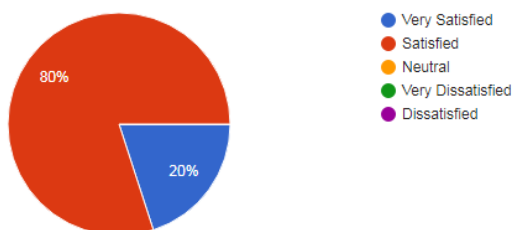
Are You satisfied with the communication system between the Management and the employees?

10 responses



Are you Satisfied with the compensation system of MBL?

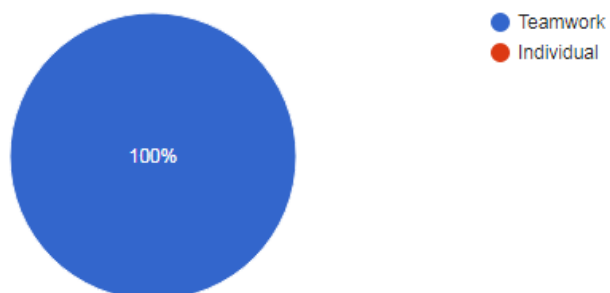
10 responses



HR Activities of Mercantile Bank Ltd

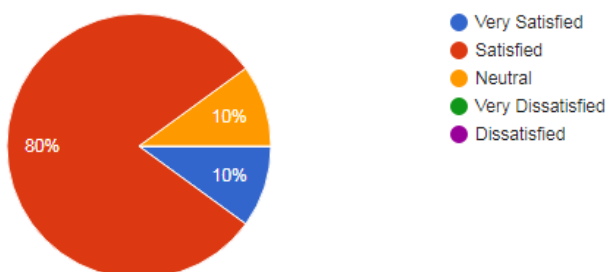
Is MBL focused on teamwork or individualism?

10 responses



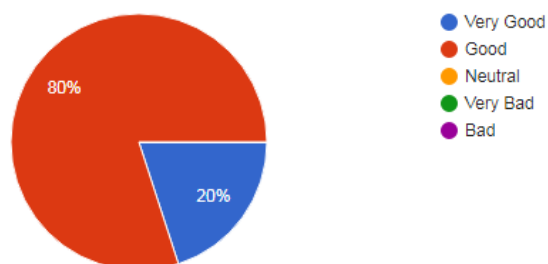
How much satisfied are you in MBL?

10 responses



How the management of MBL treat an employee?

10 responses



HR Activities of Mercantile Bank Ltd

Training Schedule of MBI

Mercantile Bank Training Institute

Swadesh Tower(41/6, Purana Paltan) Dhaka.

Month-wise In-house Training Course during 2015

Month	Course Name	Date	Days	Number of Attendees	Participants' Category
January	International Trade Payment and Finance	14 – 22	08	30	Officer – SEO
	Negotiation and Selling Skills	17	01	30	HOB
	Risk Based Audit and Common Audit Findings	22	01	30	GB/Credit/Forex. Desk Officials
	Customer Service and Complaint Management	24	01	30	MOP
February	Marketing and Financing in SME	11 – 12	02	30	SME Desk Officials
	Consumer and Retail Banking	18 – 19	02	30	Desk Officials
	Risk Based Audit and Common Audit Findings	19	01	30	GB/Credit/Forex. Desk Officials
	Major Attributes of General Banking	22 – 26	05	30	HOBs'
	KYC: A Guideline to Prevent Bank from Fraudulent Activities	28	01	30	EO – FAVP
March	Credit Appraisal and Management	11–16	05	30	Officer – PO
	Prevention of Money Laundering and Combating Terrorist Financing	21	01	30	Officers without AML Training
	Frauds, Forgeries and Operational Losses in Banks	22 – 23	02	30	SEO – FAVP
	Business English Essentials	24 – 25	02	30	EO – FAVP
	Strategies for Credit Portfolio Management	25	01	30	HOB / MOP
April	Basel-II Implementation and Introduction to Basel-III	11	01	30	Credit In-charge
	Legal Aspects & Recovery of NPL	16	01	30	SEO – FAVP
	Banking Laws and Regulations	19– 20	02	30	Officer – SEO
	Bank Branch Management	19 – 23	05	30	SEO – FAVP (Prospective HOB/MOP)
	Credit Risk Grading	22 – 23	02	30	Credit Desk Officials
	Customer Service and Complaint Management	25	01	30	MOP
May	Marketing and Financing in SME	13 – 14	02	30	SME Desk Officials
	Structured Finance & Syndication	14	01	30	HOBs' / MOPs'
	Working Capital Financing; Case Based Analysis	20 – 21	01	30	Desk Officials
	Time & Stress Management	21	01	30	HOBs' / MOPs'
	Risk Management in Banks	23 –24	02	30	EO – FAVP
	Credit Proposal and Documentation	27 – 28	02	30	Credit Desk Officials
June	Negotiation and Selling Skills	13	01	30	HOBs'
	Customer Service and Complaint Management	20	01	30	MOPs'
	Foundation Training for TAOs'	21 – 29	08	50	TAOs' recruited in 2014
	Business English Essentials	24 – 25	02	30	EO – FAVP
	UCP – 600 and Related ICC Guidelines	25	01	30	Desk Officials
	Temonus – 24; A System in MBL	27	01	30	Desk Officials

HR Activities of Mercantile Bank Ltd

Mercantile Bank Training InstituteSwadesh Tower(41/6, Purana Paltan) Dhaka.**Month-wise In-house Training Course during 2015**

Month	Course Name	Date	Days	Number of Attendees	Participants' Category
July	Prevention of Money Laundering and Combating Terrorist Financing	11	01	30	Officers without AML Training
	Consumer and Retail Banking	12 – 13	02	30	Desk Officials
	Major Attributes of General Banking	18 – 23	05	30	HOBs'
	Customer Service and Complaint Management	25	01	30	MOP
	Financing Agriculture & Rural Sectors	26 – 27	02	30	Desk Officials
	Stress Management and Counseling	08	01	30	MOP / HOB
August	Frauds, Forgeries and Operational Losses in Banks	12 – 13	02	30	SEO – FAVP
	Legal Aspects & Recovery of NPL	13	01	30	EO – FAVP
	Credit Appraisal and Management	16– 20	05	30	Officer – PO
	Basel-II Implementation and Introduction to Basel-III	22	01	30	Credit In-charge
	Negotiation and Selling Skills in Banks	22	01	30	HOBs'
	Foundation Training for TAOs'	23 – 31	08	50	TAOs' recruited in 2014
September	Prevention of Money Laundering and Combating Terrorist Financing	12	01	30	Officers without AML Training
	Bank Branch Management	13 – 17	05	30	SEO – FAVP (Prospective HOB/MOP)
	Banking Laws and Regulations	16– 17	02	30	Officer – SEO
	Temonus – 24; A System in MBL	19	01	30	Desk Officials
	Credit Proposal and Documentation	20 – 21	02	30	Credit Desk Officials
October	Foundation Training for MTOs'	04 – 27	30	33	MTOs' recruited in 2014
	Credit Risk Grading	21 – 22	02	30	Credit Desk Officials
	Basel-II Implementation and Introduction to Basel-III	17	01	30	Credit In-charge
	CIB Online Reporting	18	01	50	Desk Officials
November	Foundation Training for MTOs'	01 – 23	30	33	MTOs' recruited in 2014
	Working Capital Financing; Case Based Analysis	11 – 12	02	30	Desk Officials
	Legal Aspects & Recovery of NPL	19	01	30	SEO – FAVP
	KYC; A Guideline to Prevent Bank from Fraudulent Activities	21	02	30	EO – FAVP
December	Foundation Training for MTOs'	Nov. 29 – Dec. 22	30	33	MTOs' to be recruited in 2014
	Internal Control Mechanism and Bank Supervision	09 – 10	02	20	ICCD Officials

HR Activities of Mercantile Bank Ltd

HRD Circulation of Mercantile Bank Ltd**TA/DA RULES****1. TRAVELLING AND DAILY ALLOWANCES - LOCAL (SEVP AND BELOW):**

The TA & DA shall be payable for journey undertaken for the purpose of the Bank duly authorized by the competent authority for its actual duration. The DA & TA Rules for Executives and officials shall be as follows:

A. SENIOR MANAGEMENT (SEVP/EVP/SVP):

- I. Economy class by Air and top available class in Train, Steamer, A/C Coach and public transport. In case of Train, Steamer, A/C Coach or public Transport pocket expenses of BDT.1000.00 per journey in addition to the cost of the ticket.
- II. Actual rent for a room in a moderate hotel. Reimbursement of expenses will include hotel rent, telephone expenses (local) and Food & Soft drinks charges and incidental expenses of BDT.1000.00 per day.
- III. In case of own arrangement in all Divisional Headquarters: BDT.3,000.00 and other places BDT. 2,500.00 per day.
- IV. If traveled by Road:
 - a. By own car BDT. 20.00 per k.m.
 - B. By Bank's car BDT. 6.00 per k.m.

B. MID-LEVEL MANAGEMENT (VP/FVP/AVP):

- I. They will avail journey by Air in Economy Class. Top Class by Steamer, Launch, Train, A/C Coach and Public Transport and pocket expenses of BDT.1,000.00 per journey in addition to the cost of ticket. They will get the cost of ticket only if they traveled by Train, Steamer or any other public transport.
- II. Rent for a moderate hotel cost not exceeding BDT.3,500.00 per day including food expenses. Incidental expenses of BDT.700.00 per day in addition to hotel cost.
- III. In case of own arrangement in Divisional Headquarters BDT. 2000.00 per day and other places BDT. 1,500.00 per day.
- IV. If traveled by Road:
 - a) By own car BDT 18.00 per k.m.
 - b) By Bank's car BDT 4.00 per k.m.



HR Activities of Mercantile Bank Ltd

C. **JUNIOR MANAGEMENT (FAVP/PRINCLPAL OFFICER):**

- i. They will avail journey by Air in Economy Class. 1st class accommodation in Train, Steamer, A/C Coach and Public Transport of BDT.800.00 as pocket expenses per journey in addition to the cost of ticket. They will get the cost of ticket only if they traveled by Train, Steamer or any other public transport.
- ii. They will be allowed a daily allowance of BDT.2,500.00 per day for all Divisional Headquarters and for other places BDT.1,600.00.

D. **(SEO/EO):**

- I. They will travel by 1st Class in Steamer, Train and Public transport and get BDT. 700.00 as pocket expenses per journey in addition to the cost of ticket. They will get the cost of ticket only if they traveled by Train, Steamer or any other public transport.
- II. They will be allowed a daily allowance of BDT. 2,000.00 per day for all Divisional Headquarters and for other places BDT. 1,200.00.

E. **(OFFICER/ASSISTANT OFFICER):**

- I. They will travel by 2nd Class in Steamer, Train and Public transport and will get BDT 600.00 as pocket expenses per journey in addition to the cost of ticket. They will get the cost of ticket only if they traveled by Train, Steamer or any other public transport.
- II. They will be allowed a daily allowance of BDT.1,500.00 per day for all Divisional Headquarters and for other places BDT.1,000.00.

F. **OTHER MEMBERS OF GENERAL STAFF (INCLUDING DRIVER. ETC.):**

- I. They will travel in Train and Steamer in Economy Class and by Public transport and will be entitled to BDT 400.00 as pocket expenses per journey in addition to the cost of ticket. The Driver of the Car and the General Staff traveling in that car or accompanying the Bank's Official in his/her Car will not be entitled the cost of ticket of any transport for that travel.
- II. They will be allowed a daily allowance of BDT 600.00 per day for all Divisional Headquarters and for other places BDT 500.00.



HR Activities of Mercantile Bank Ltd

2. **TRAVELLING & DAILY ALLOWANCES (FOREIGN):**

The following rules shall be followed in case of authorized foreign tours undertaken for the purpose of the Bank by Executives and officials as detailed below:

- I) The Hotel accommodation and living expenses may differ from one country to another in the world depending upon the economic condition. Hence based upon the living standard of countries around the globe are divided into the following four groups for the Daily Allowances:

Group-1 : North America, Europe, Australia, New Zealand & Japan.

Group-2 : South America, Middle East, Africa & Turkey.

Group-3 : Asian Countries (other than SAARC Countries, Afghanistan, Myanmar and Japan.)

Group-4 : SAARC Countries, Afghanistan and Myanmar

II) **Mode & Class Travel:**

By Air: Economy class fare plus Travel Tax, Embarkation fees and taxi fare to and from place of accommodation/Airport/Hotel at actual, if Bank's transport is not provided.

III) **Accommodation, Food and other Expenses:**

These will be paid as per the following rates:

a. **For Senior Management (SEVP/EVP/SVP):**

Hotel Accommodation		Daily Allowance including Food, Conveyance, etc.
Group – 1	US\$ 300.00	US\$ 100.00
Group – 2	US\$ 260.00	US\$ 90.00
Group – 3	US\$ 240.00	US\$ 70.00
Group – 4	US\$ 210.00	US\$ 60.00

Reimbursement against hotel accommodation will be made on production of Hotel bill.



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HR Activities of Mercantile Bank Ltd

ELIGIBILITY CRITERIA FOR PROMOTION

Subject to availability of vacancy in the relevant Grade of the Organogram approved by the Board of Directors, the Eligibility Criteria for Promotion will be as under:

Senior Executive Vice President	:	At least 3 (three) years' satisfactory and continuous services as Executive Vice President in the Bank and minimum 4 years of working experience outside Dhaka & Chittagong.
Executive Vice President	:	At least 3 (three) years' satisfactory and continuous services as Senior Vice President in the Bank and minimum 4 years of working experience outside Dhaka & Chittagong.
Senior Vice President	:	At least 3 (three) years' satisfactory and continuous services as Vice President in the Bank and minimum 4 years of working experience outside Dhaka & Chittagong.
Vice President	:	At least 3 (three) years' satisfactory and continuous services as First Vice President in the Bank. Preference will be given to those with minimum 3 years of working experience outside Dhaka & Chittagong.
First Vice President	:	At least 3 (three) years' satisfactory and continuous services as Assistant Vice President in the Bank. Preference will be given to those with minimum 3 years of working experience outside Dhaka & Chittagong.
Assistant Vice President	:	At least 3 (three) years' satisfactory and continuous services as First Assistant Vice President in the Bank. Preference will be given to those with minimum 3 years of working experience outside Dhaka & Chittagong.
First Assistant Vice President	:	At least 3 (three) years' satisfactory and continuous services as Principal Officer in the Bank. Preference will be given to those with minimum 3 years of working experience outside Dhaka & Chittagong.
Principal Officer	:	At least 3 (three) years' satisfactory and continuous services as Senior Executive Officer in the Bank.
Senior Executive Officer	:	At least 3 (three) years' satisfactory and continuous services as Executive Officer in the Bank.
Executive Officer	:	At least 3 (three) years' satisfactory and continuous services as Officer in the Bank.
Officer	:	At least 3 (three) years' satisfactory and continuous services as Assistant Officer in the Bank.
Assistant Officer (Operations/Cash)	:	These are the entry levels and they will be promoted as per Service Rule of the Bank.

- Continuous service in a grade- 3 years includes other bank's in same grade.
- For promotion to Officer rank from Assistant Officer – 3 years includes 01 year as TAO



HR Activities of Mercantile Bank Ltd

MERCANTILE BANK LIMITED

Human Resources Division

Head Office, Dhaka.**Name of Branch/Division.....****PERFORMANCE APPRAISAL FOR THE EXECUTIVES AND OFFICERS
FOR THE YEAR ENDING 31. 12****(PART "A" TO BE FILLED IN BY THE EMPLOYEE)**

01. Name (In Block Letter) :
 02. Designation :
 03. Date of Birth :
 04. Academic Qualification :
 05. Professional Qualification :
 06. Date of joining in MBL & Designation :
 07. Experience in other Bank (s) :
 08. Present place of posting :
 09. Date of joining in the Present place of posting :
 10. Previous Posting in MBL : Place of Posting Posting held

i)

ii)

11. Working Experience outside Dhaka & Chittagong ; if any

- | | <u>Place</u> | <u>Period</u> | <u>Position Held</u> |
|------|--------------|---------------|----------------------|
| i) | | | |
| ii) | | | |
| iii) | | | |

Total Period : _____

12. Promotion received in Mercantile Bank Ltd.: Grade/Rank Date of
Promotion

i)

ii)



HR Activities of Mercantile Bank Ltd

13. Present Basic Salary : Basic BDT Total Salary BDT

14. Business Performance

(a) Applicable for Branch-In-Charge:

BDT '000'

	<u>Area</u>	<u>Targets</u>	<u>Achievement upto 31.12.....</u>
i)	Deposit :		
ii)	Advances :		
iii)	Profit :		
iv)	Exports :		
v)	Imports :		
vi)	Remittance :		
vii)	Cost of Deposit :		
viii)	Yield on advance:		
viii)	Recovery of NPL, if any		

(b) Other than Branch-In-Charge:

- (i) Deposit
 - (a) No Cost
 - (b) Low Cost
 - (c) High Cost
- (ii) No. of Accounts
 - (a) Current Deposit
 - (b) Savings Bank
 - (c) SND
 - (d) Others

Special Performance During the Year

- In case of other employees authentication by the Branch In-charge :

Signature



[Handwritten signature]

HR Activities of Mercantile Bank Ltd

PART "B" TO BE FILLED IN BY THE REPORTING OFFICER**PART - B****15. Measurable Performance Rating:**

Sl. No.	Item Rated	Excellent 03	Good 02	Average 01	Below Average 00
1.	Attendance, Time Consciousness & Punctuality				
2.	Honesty & Integrity				
3.	Interpersonal Behaviour, Team Spirit & Cooperation				
4.	Discipline & Compliance of Employees Code of Conduct including Dress Code				
5.	Mental Alertness & Promptness to Carryout Superior's Instructions				
6.	Learning Ability & Potential for Growth				
7.	Quality & Quantity of Work				
8.	Initiative, Drive & Enthusiasm				
9.	Reliability, Commitment & Sense of Belongingness				
10.	Marketing Ability				
11.	Skill & Knowledge of Banking				
12.	Power of Judgment & Decision Making				
13.	Willingness & Ability to Train-up Sub-ordinates				
14.	Ability to Plan & Execute				
15.	Creativity & Innovative Ideas				
16.	Managing Capabilities Including Crisis Management				
17.	Personality & Power of Analytical Thinking				
18.	Leadership : Ability to Get Things Done				
19.	Communication Ability : Verbal				
20.	Communication Ability : Written				



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HR Activities of Mercantile Bank Ltd

16. ACR Rating (Tick the appropriate Box):

Excellent (50-60)	☐	Superior actions and results that consistently deliver very high quality performance, exceeding expectation.
Good (40-49)	☐	High quality performance where actions & results always meet expectation.
Average (30-39)	☐	Satisfactory performance that just meets expectation.
Below Average (0-29)	☐	Actions and results that fall short of expectation and do not meet requirement of the job.

(SIGNATURE OF THE REPORTING OFFICER)

Note: The reporting officer must inform the employee about his/her below average rating. Any disagreement should be reported to the supervisor of the reporting officer.

(PART "C" TO BE FILLED IN BY THE REPORTING OFFICER)**Part-C****Comments of the Reporting Officer**

(Please insert your initial in the appropriate Box)

- ☐ Recommended for Promotion to
- ☐ Not yet ready for promotion, needs further development in present position.
- ☐ Appears to have reached his/her limit.
- ☐ Recommended for Annual Grade Increment.
- ☐ Recommended for Special Increment (s)
- ☐ Please mention the No. of Increment (s).....
- ☐ Should be considered for another job such as
- Assessment of future potential

(SIGNATURE OF THE REPORTING OFFICER)



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[Handwritten initials]

HR Activities of Mercantile Bank Ltd

(COMMENTS OF SUPERVISOR OF THE REPORTING OFFICER)

(Please insert your initial in the appropriate Box)

I agree about the assessment : I do not agree about the assessment : **Points of Dissent:**

1.

2.

3.

I agree about the recommendation : I do not agree about the recommendation :

(In case of dissent, please give your reason)

(SEAL AND SIGNATURE OF THE SUPERVISOR)

TOTAL MARKS SECURED

Sl. No.	Particulars	Total Marks	Marks Secured
1.	ACR	60	
2.	Academic Qualification *	5	
3.	Institute of Bankers Examination Part-I=2 marks & Part-II=3 marks	5	
4.	Professional Training (for each training 1 mark	5	
5.	Computer training / knowledge	5	
6.	Interview performance/overall assessment	20	
Total =		100	

* (Masters = 5, Graduate (Hons.) = 4, Graduate = 3)

1. ACR : 60
 2. Professional Training & Academic Records : 20 (2,3,4,&5)

 80

In case of special Increment & Promotion, Head Office may arrange an Interview for the following marks:

3. Interview performance / overall assessment : 20

 100



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HR Activities of Mercantile Bank Ltd

Necessary Instructions for the Reporting Officers:

01. Please write ACR of those employee who have served under you for a minimum period of 06 (six) months.
02. While writing ACRs of your sub-ordinates, please consider the following:
 - (a) Be practical as far as possible.
 - (b) Be reasonably prudent in the judgment.
 - (c) Be sincere, impartial and unbiased in making comments.
 - (d) Avoid over-statement & under-statement.
 - (e) Compare the employee concerned with his/her colleagues of the same rank. Do not allow your own liking & disliking to influence the ratings.
 - (f) Keep in mind that your impartial ratings will reward the right person and facilitate Management to take measures for improvement of the skill of the deficient employees.
03. Write about the reaction of the employee concerned about his/her weakness which were brought to his/her notice by you.
04. For recommendation of special increment or cash award, the employee concerned shall have to perform at least one-year service in the grade.

INSTRUCTION FOR THE COUNTERSIGNING OFFICER:

01. Use your own judgment on the basis of knowledge about the employee concerned while making comments over the ratings done by the Reporting Officer.
02. Put forward your own remarks if not agreed with that of the Reporting Officer.
03. Make sure that adverse remarks made by the Reporting Officer against the Officer concerned have been communicated, if not, inform him/her of the same.
04. Mention the over-statement or under-statement, if any, done by the Reporting Officer.



HR Activities of Mercantile Bank Ltd

MERCANTILE BANK LIMITED Human Resources Division Head Office, Dhaka.

RETIREMENT POLICY OF MERCANTILE BANK LIMITED

RULES & REGULATIONS OF THE RETIREMENT

1. The rules may be called the "Mercantile Bank Limited" (Employees) Retirement and Retirement Benefit Rules, 1999.
2. It shall come into force at once and shall be deemed to have taken effect from the date of inception of the Bank.
3. Interpretations: Unless there is anything repugnant in the subject or context.
 - 3.1 "The Bank" means Mercantile Bank Limited.
 - 3.2 "Rules" means Mercantile Bank Limited (Employees) Retirement and Retirement benefit Rules.
 - 3.3 "Board of Directors" means the Board of Directors of Mercantile Bank Limited.
 - 3.4 "Employees" means and include every confirmed and permanent employees of the Bank in any grade appointed directly by the Bank and exclude a probationer, casual worker and persons on contractual service.
 - 3.5 "Management" means the management of the Mercantile Bank Limited.
 - 3.6 "Benefit" means the financial benefits payable to an employee and other privilege such as house accommodation, transport facility, leave preparatory to retirement etc.
 - 3.7 "Gratuity Rules" means Employees Gratuity Rules of Mercantile Bank Limited.
 - 3.8 "Provident Fund" means Mercantile Bank Limited Employees Provident fund.
 - 3.9 "Pay" means the amount drawn monthly by an employee as the pay which has been sanctioned for the post held by him/her substantively or in an officiating capacity and includes personal payment and any other remuneration classed as pay with the approval of the Board of Directors.
 - 3.10 "Service" means and includes the period during which an employee is on duty, on sanctioned leave and on deputation elsewhere with the expressed approval of the Bank.
 - 3.11 "Family" means and includes wife or husband, children wholly dependent upon the employee.
 - 3.12 "Re-employment" means employment on contract basis after normal retirement.



HR Activities of Mercantile Bank Ltd

4. **KINDS OF RETIREMENT:**

4.1 The Retirement may be categorized in the following ways:

- (a) Voluntary Retirement;
- (b) Normal Retirement;
- (c) Forced Retirement;

5. **AGE FOR RETIREMENT:**

5.1 **VOLUNTARY RETIREMENT:**

Any employee of the bank may opt to retire from the service of the Bank at any time after he/she has completed minimum 25 (twenty five) years of banking service giving notice in writing to the Managing Director at least 60 (sixty) days prior to the date of his/her intended retirement.

Provided that the Management/the Board of Directors shall have the discretion to accept or reject prayer for such optional retirement. In case of its rejection, the concerned employee shall be informed of the rejection before expiry of the Notice for Voluntary Retirement.

5.2 **NORMAL RETIREMENT:**

All regular employees of the Bank shall retire on attainment of the age of 62 (sixty two) years.

5.3 **FORCED RETIREMENT:**

Forced retirement will not depend on age of the employee. An employee may be dismissed from the service of the Bank after conforming to rules and procedures provided in law for his/her committing any misconduct, but as a measure of punishment in that case, the Management may for reasons to be recorded in writing, put such an employee to Forced Retirement.

6. No employee who has retired from service shall be re-employed in the regular service of the Bank in any capacity.

7. **RETIREMENT BENEFITS:**

7.1 An employee whose voluntary retirement has been accepted by the Bank shall be entitled to the following retirement benefits: -

- (a) Pay for the period of the accumulated Privileged Leave available in his/her Leave account and Special leave account subject to maximum 06 (six) months to be calculated on the basic pay drawn by him/her for the immediate last month before his/her voluntary retirement.
- (b) Gratuity as per Gratuity Rules.
- (c) He/She shall be entitled to payments admissible to him/her as per Provident Fund Rules of the Bank.



HR Activities of Mercantile Bank Ltd

- (d) If the concerned employee was availing car loan facilities from the Bank at the time of his/her voluntary retirement, he/she shall be allowed to repay the entire outstanding amount of the car loan and in that case it may be transferred in his/her name.

In case, he/she was simply availing a transport from Bank's account, he/she will surrender the transport immediately.

- 7.2 An employee who has retired at the age of 62 (Sixty two) years in usual course shall be entitled to the following retirement benefits:

Leave preparatory to retirement of 03 (three) months with pay, allowances and other facilities in full which he/she was availing from the Bank before proceeding to such leave.

- 7.3 The leave preparatory to retirement shall not be debited from his/her leave account.

- 7.4 Pay for the period of the accumulated Privileged Leave available in his/her Leave Account and Special Leave Account subject to maximum 9 (nine) months to be calculated on the basic pay drawn by him/her for the immediate last month before his/her retirement.

- 7.5 An employee, who has been put to forced retirement as a measure of punishment for committing any misconduct shall be entitled to the following benefits:-

- (a) His /her own contribution to the Provident fund.
- (c) Gratuity benefit if admissible as per existing Employees' Gratuity Rules of the Bank.

If an employee die while in service/or permanently/partially disabled while in service and removed from service on that ground, his/her family or dependent shall be entitled to the benefits specified in Rules 7.2, 7.4 where applicable. Such benefits shall be in excess of other death benefits, if any, admissible to the family of the deceased.



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MERCANTILE BANK LIMITED
Human Resources Division
Head Office, Dhaka.

RULES FOR EMPLOYEES WELFARE FUND

1. These Rules may be called the Mercantile Bank Limited Employees' Welfare Fund Rules.
2. In these Rules unless there is anything repugnant in the subject or context:
 - i. "Bank" means the Mercantile Bank Limited
 - ii. "Fund" means Mercantile Bank Limited Employees Welfare Fund.
 - iii. "Board of Trustees" means the body by which the fund shall be governed and administered.
 - iv. "Board" means the Board of Trustees.
 - v. "Chairman" means the Chairman of the Board of Trustees.
 - vi. "Employee" means the employee of the Bank; whether temporary or permanent or on contract basis.
 - vii. "Pay" includes substantive pay.
 - viii. "Service" includes the period during which an employee is on active duty or on authorized leave, but does not include any period during which an employee is absent from duty without authority or he/she overstays his/her leave unless such period of absence or overstay is regularized.
 - ix. "Contributor" means a subscriber to Mercantile Bank Limited Employees Welfare Fund.

3. SOURCE OF THE FUND:

- i. The Fund shall be subscribed by monthly contribution of the employees as under:

1.	Additional Managing Director/Deputy Managing Director	BDT.2,000.00
2.	Executive Vice President to Senior Executive Vice President	BDT.1,000.00
3.	Assistant Vice President to Senior Vice President	BDT. 800.00
4.	Principal Officer & First Assistant Vice President	BDT. 500.00
5.	Executive Officer & Senior Executive Officer	BDT. 400.00
6.	Assistant Officer & Officer	BDT. 250.00
7.	Driver/All other employees	BDT.100.00



HR Activities of Mercantile Bank Ltd

- ii) Bank will contribute to the fund from time to time. Since the scheme has been formulated to substitute group insurance coverage of the employees, which is usually being done by other Banks, Bank would contribute an amount not less than the amount required for group insurance of the employees.
- iii) Sale proceeds of the waste paper of the Bank.
- iv) Sale proceeds of old newspapers or BDT 10.00 per newspaper per month to be realized from the employees enjoying the facility.

4. **Entitlement:**

- i) All permanent employees will be entitled to the benefit of the scheme provided they are members of the fund by contributing monthly subscription. Other than the permanent employees may get the benefit of the scheme as decided by the Board
- ii) The scheme will be applicable to Bank's employees only and not to other members of family.

5. **Membership and Nomination Form:**

- i) A prescribed form duly signed by the employee be obtained expressing their willingness to become a member of the fund.
- ii) The employee concerned shall also mention the name of the nominee/nominees to receive benefit in case of his/her death.

6. **Benefit:**

a) **Death:**

In case of death of an employee while in active service/financial benefit to the bereaved family of the deceased will of the bank be paid to the nominee/nominees. In absence of such nomination, benefit will be paid to the legal heirs subject to production of succession certificate from the competent court of law in the following manner:

Category		Amount
1.	Deputy Managing Director/Additional Managing Director/ Managing Director	BDT. 15,00,000.00
2.	Executive Vice President to Sr. Executive Vice President	BDT. 12,00,000.00
3.	Vice President to Sr. Vice President	BDT. 10,00,000.00
4.	Assistant Vice President to First Vice President	BDT. 9,00,000.00
5.	Principal Officer & First Asst. Vice President	BDT. 8,00,000.00
6.	Executive Office & Senior Executive Officer	BDT. 7,00,000.00
7.	Assistant Officer & Officer	BDT. 6,00,000.00
8.	Driver / All other Employees	BDT. 5,00,000.00



HR Activities of Mercantile Bank Ltd

(b) Disability:

- (i) Financial benefit to the employees in case of their physical disability during service because of any accident or otherwise making them incapable of continuing service will be as under:

Designation	Tk. In lac
MD, AMD, MD	15.00
SEVP - EVP	12.00
SVP - VP	10.00
FVP - AVP	9.00
FAVP - PO	8.00
SEO - EO	7.00
Officer - AO	6.00
Driver - Electrician	5.00

- (ii) In case of partial disability caused by accident or amputation of any limb by surgical operation due to any cause acceptable to the Board of Trustees may be taken into consideration for payment of such benefit which shall not exceed 50% of the amount as mentioned at 6 (b) (i).

(c) Retirement:

- (i) The employees who will retire after completion of normal service period with a **minimum 10 (Ten) years continuous service in Mercantile Bank Limited** will be entitled to retirement benefit from "Employees Welfare Fund" as under:

Designation	Tk. In lac
AMD - DMD	15.00
SEVP - EVP	12.00
SVP - VP	10.00
FVP - AVP	9.00
FAVP - PO	8.00
SEO - EO	7.00
Officer - AO	6.00
Driver - Electrician	5.00

- (ii) The employees on lateral entry shall also be entitled to the benefits of Welfare Fund under these rules in the event of normal retirement/ relinquishment of service provided he has completed 10 (ten) years of total Banking service including minimum 5 (five) years in Mercantile Bank Limited.
- (iii) The employees who will retire voluntarily after (i) 10 years but less than 15 years service in the Bank will get 50% (ii) 15 years and above service in the Bank will get 100% from this fund provided the Board of Trustees is satisfied that the employees seeking such benefit have rendered their best and meritorious services to the Bank.

In case of golden handshake is imposed by the Board, entitlement of retirement benefit from this fund shall be decided by the Board.



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(d) **Medical:**

- (i) In case of serious illness where hospitalization is advised by the Doctors, charges may be paid as under:

Category	Rate per day	Maximum Limit	Maximum in service period	At a time not exceeding
MD - EVP	5,000.00	1,00,000.00	60 days	20 days
SVP - AVP	3,000.00	75,000.00	- Do -	- Do -
FAVP - PO	2,500.00	60,000.00	- Do -	- Do -
SEO - EO	2,000.00	40,000.00	- Do -	- Do -
Officer - AO	1,500.00	30,000.00	- Do -	- Do -
Driver - Electrician	1,000.00	20,000.00	- Do -	- Do -

- (ii) For major surgical operation charges may be paid as under :

Category	Maximum Limit	Remarks
MD - EVP	70,000.00	During entire service period with the Bank
SVP - AVP	60,000.00	- do -
FAVP - PO	50,000.00	- do -
SEO - EO	40,000.00	- do -
Officer - AO	30,000.00	- do -
Driver - Electrician	20,000.00	- do -

- (iii) Reimbursement of maternity expenses on production of Hospital/Clinic bill may be made from this fund as under:

Category	Maximum Limit per delivery	Remarks
All female employees	BDT.30,000.00	Restriction up to 2 children only

- (iv) An employee of the Bank, if gets admitted in the hospital as per advice of Physician, he/she may be paid to the actual bill of all pathological tests and medicine purchased during the period of hospitalization.

(e) **Stipend:**

Children of employees of MBL will be eligible for applying for "ABDUL JALIL EDUCATION SCHOLARSHIP" irrespective of income of employees of MBL.



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Glossary

- **Title fly-** A page only displaying the title.
- **Title page-** A page displaying the title, identification of writer and recipient.
- **Authorization Message-** Included only when a message authorized the report.
- **Transmittal Message-** A message transmitting the report.
- **Table of Content-** A listing of the report parts.
- **Executive Summary-** The report in miniature.

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