

An Analysis of the General Banking Activities of Dhaka Bank Limited

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This internship report is submitted to School of Businesses & Economics,
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Bachelor of Business Administration Degree requirement

An Analysis of General Banking Activities of Dhaka Bank Limited

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Letter of Transmittal

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Subject: Submission of internship report on the topic “An Analysis of the General Banking Activities of Dhaka Bank Limited”

Dear Sir,

I would like to draw your kind attention for submitting my internship report on “**An Analysis of the General Banking Activities of Dhaka Bank Limited**” that is assigned by you as a significant prerequisite of an internship program. To me this is a very big prospect of collecting detailed knowledge and knowing the issue in the right way. I considered this study fascinating, useful, informative and trying to prepare accurate and reliable report in my best interest.

I am completely honest, not only hoping that my report would help to provide a clear picture of the overall state of “**An Analysis of the General Banking Activities of Dhaka Bank Limited**” but I am also optimistic enough to assume that you will consider the importance of this study for all the workforce that I have put inside it. I appreciate all your questions and I address them with proper sincerity.

Yours sincerely,

Md. Nazibul Islam

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Acknowledgement

At the very beginning, I wanted to express to Almighty Allah my deepest gratitude for giving me strength and calmness to complete the work in the scheduled time. I took materials from different sources in writing this study which have to do with specific details about project assessment and implementation. I am expected to have a great intellectual debt to numerous authors whose ideas and contributions in this report have influenced my thought.

I would like to express my sincere gratitude to Professor, Kawsar Ahmmed, PhD, School of Business & Economics, United International University for giving me all the guidance and assistance I need. His sincere, tireless, cooperative and valuable advice and encouragement to produce unique reports helped me to resolve all the problems during my studies and to successfully complete the internship program at DBL

Practical experience in subject matter is considered to be very essential in confirming the theoretical knowledge gathered in educational institutions. I was appointed to start the internship at Dhaka Bank Limited, to complete the comparison between the two. This was like a long-beloved dream coming true.

Moreover, I am very much thankful to all the employees & stakeholders of Dhaka Bank Limited who helped me directly or indirectly in preparing such report.

Finally, I would like to express my heartfelt gratitude to my family and friends for encouraging me, sharing their thoughts and giving me moral support in preparing the report and extending their support in preparing it.

Executive Summary

A country's economic growth is very much dependent on commercial banks' activities. Flexible movement or activity of banking sector can influence to develop the sectors like farming, Industrialization & all other smooth activity of stable financial situation. So stability of this sector is very much needed for long term economic development.

Among many other commercial banks available in Bangladesh, DBL plays most successful role. The Bank's main objective is to give custom fitted arrangements which can be treated as the heart of Corporate Banking administrations. Dhaka Bank gives a scope of expert guidance. They have many departments & among many other departments General Banking can be classified as most significant department.

This study is intended to include a detailed picture of Dhaka Bank Limited 's area of "General Banking Activities." The Department of GB is treated as a immediate client service center. It can be said as the point of departure for all banking operations. It opens new accounts, disburses money, honors check, collects deposits, issues draft banks and pay order etc. General Banking is also referred to as Retail Banking. The following are the main banking: Account opening section, clearing section, Cash section, Remittance.

The Bank is managed by a community of well-organized professionals who are dedicated to the bank. Now it is heading rapidly to the automation and that will not allow any kind of discrepancies. Now the bank is actively searching and setting up international partners abroad to make the time for DBL's remit simpler and shorter. Everything of this indicates that DBL is very much successful in winning the confidence of our country's people and business entities.

Keywords: General Banking, Client Service, Retail Banking, Banking Sector, Economic Development

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Chapter-1: Introduction

This Part Covers:

All introductory elements of the report such as: motivation of the study, scope & limitation of the study and so on

Introduction

For an important part of completing my BBA degree, to exercise my academic expertise which is part of the internship program, I need to go for a practical life experience. The study is the outcome of completing my internship program which I did under the general banking department at Dhaka bank. The report is recommended by my supervisor, Kawsar Ahmmed, PhD, school of business & economics, United International University

This study will make sense of numerous studies to learn about Bangladesh's financial sector and the numerous Dhaka Bank Ltd administrations that make it the country's main money-related organization.

Motivation of the Study

- As I am doing internship at Dhaka Bank Ltd under general banking so this is the reason I feel motivated to make a report on general banking activities of Dhaka Bank Ltd.
- Banking sector is one of the prime sectors, which regulates economy of the country that's why I feel motivated to make a report on this topic.
- The proper knowledge of each & every sides of banking system can help you to understand the better policy of any banking products & services, which may help you as a customer.
- Currently banking sector is one of the largest sectors, which runs many business institutions & functions at the same time.

Therefore, those are the reasons that encourage me to do this report on general banking activities of Dhaka Bank Ltd. Besides banking sector offers a quick learning opportunity for a fresher.

Objective of the study

The board objective of the report is to complete my academic requirement of internship program and accomplish the knowledge in banking sector. There are many other objectives that are described here.

- Make myself aware of banking working environment.
- Utilizing my theoretical academic knowledge in practical life.

- Make myself familiar with working environment as service oriented banking professional.
- To know Branch level general banking activities.
- Recommending my findings for continuous development of the bank.

Scope of the Study

In my internship at Dhaka Bank, the opportunity to work was as substantial as I was appointed to work in each & every departments of the bank & I tried to follow and understand the different banking activities particularly the general banking activities and day to day activities to perform in the bank. I tried my best to perceive various things from the bank personnel.

Limitation of the study

It should be mentioned that I have got full cooperation form the employees, clients and officers of Dhaka Bank. They tried their best to help me from their sides but still I have faced some difficulties, which made my conduction of the report little difficult. Some of these are mentioned below

- The biggest problem of making this report was I was not able to complete my full course of internship because of the pandemic as a result I failed to collect those information that I may collect in the normal situation.
- The people & stakeholders form whom I have collected information was quite busy. So it was a little problem to collect detail information from them.
- Because of office secrecy sometimes collecting information was tough because disclosing information was restricted.
- In case of secondary data collection there was a little information in the website, report, journal and other supporting elements so most of time I had to contact with the concerning people of bank so sometimes they felt disturb.

Significant of the study

The banking sector of Bangladesh is getting competitive day by day; new banks are opening, current banks are trying to add modern products in its product line and equip their services

more efficient, modern technologies are coming for flexible banking. Dhaka Bank Limited is one of the ideal commercial banks of Bangladesh among all other bank available in Bangladesh.

From this report, we can get information & knowledge about the products and services provided by DBL, tools use to satisfy their customers & all other things that are related with general banking of Dhaka Bank limited.

Organization of the remaining chapter

After completing the chapter 1 we have 2 more chapters remaining. So here in the chapter 2 we are going to discuss the overview of DBL, mission, vision, products & services of the organization, board of directors and corporate social responsibility performed by DBL & finally the literature review. Again the chapter 3 will cover population & sample size of the study, measurement, data collection procedure& data analysis & finally the finding of the whole research & discussion. Chapter 3 will also cover research implication, conclusion & reference.

Chapter-2: Overview of Dhaka Bank Limited

This Part Covers:

An overview of the bank that includes background of DBL, its mission, visions, departments, CSR, products & services and so on.

Background of the Bank

The economy of Bangladesh arrived quick growth after 90s Industrial revolution and horticultural turn of events, global exchange, the inundation of cash moves of traveler Bangladeshi labors, home and remote financing in erection, correspondence, power, food preparing, and administration organizations that conveyed in the period of the economy. Urbanization and upgrading lifestyles that are in accordance with monetary advancement make enthusiasm for products and banking organization to support tasks, for example, redirecting purchasers' inclinations productively. The gathering of profoundly esteemed specialists in this nation accumulated to respond to that necessity & construct Dhaka Bank Limited in 1995.

The Bank was set up as public limited company dependent on Company act, 1994. The bank started its business procedure on July 5, 1995, with Official Tk Capital. 1,000 million and Paid Capital Tk. 100 million. The present official bank capital is Tk. 10,000 million. Bank Paid Capital is built up in Tk. 8,125 million as of December 31, 2018. The Bank's absolute value (capital and stores) as of December 31, 2018, is in Tk. 15,828 million. According to December 2018, the Bank has 100 Branches including 2 Branches of Sharia Banking, 3 SME Service Centers, 56 ATMs, 20 ADMs, 2 Foreign Banking Units, 1 Kiosk and 6 Branches under Dhaka Bank Securities Limited all through the nation and a broad system of communication in the entire world. The bank has plans to establish more branches in the near future to extend their service delivery network.

With the advancement of all other financial institution in all the sector, DBL also take the oath to serve their various clients with best services in all the segment of banking system. And as per their commitment, they are trying hard to improve their existing services & add new services. As in, online banking, enhancement of Automatic Teller Machine in all over Bangladesh. In terms of providing services they are also trying to offer best services such as high yield on investment.

The Mission

To be the premier financial institution in the country providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver Excellence in Banking.

The Visions

At Dhaka Bank, we draw our inspiration from the distant stars. Our vision is to assure a standard that makes every banking transaction a pleasurable experience. Our endeavor is to offer you supreme service through accuracy, reliability, timely delivery, cutting edge technology and tailored solution for business needs, global reach in trade and commerce and high yield on your investments.

Our people, products and processes are aligned to meet the demand of our discerning customers. Our goal is to achieve a distinct foresight. Our prime objective is to deliver a quality that demonstrates a true reflection of our vision- Excellence in Banking.

The Values

- ✓ Customer focus
- ✓ Integrity
- ✓ Teamwork
- ✓ Respect
- ✓ Quality
- ✓ Responsible

Departments of DBL

To run any organization smoothly, it needs a bunch of departments & their team who will work in a cross functional way so that they can achieve the organizational goal together. So there is no difference in case of Dhaka Bank Limited. It also has many departments who are responsible to work in different areas. So I am going to focus on some of the very important departments which existence is very much necessary for daily work of banking system.

Research & Development: Research and Development Unit has grown as a key portion of the Bank as on December 28, 2011. As competitions is increasing day by day, so an

estimated analysis of market & business is very much necessary to survive in the race of banking excellence. For ensuring better products & services with better quality the department is working continuously & providing better services than before. To take their R&D mission to a new level, they want to turn R&D capital and help into a concrete benefit and, last but not least, a meaningful leadership for the Bank. They take inspiration from their silver past successes and turn their sails for a more ambitious feat of golden days ahead.

Communication & Branding: In this new era of competitions, organizations are focusing more on both retaining existing customer & grabbing new customer. So for doing it, they need to focus on the communication tools & branding. Dhaka bank communication & branding team take care of every marketing strategies & brand communication whatever it is inside or outside of the bank. From local and universal publicizing to ventures that draw in everybody to the bank to the integrated multi-channel marketing efforts that envelop digital marketing, sponsorship and event. Dhaka Bank from its origin has positioned itself as an exclusive brand in the mind of the customers. A group of people found this institution not only contributing on developing macro-economic factors but also in micro-economic elements. Having that vision at the top of the priority list, Dhaka Bank consistently conveys their brand commitment that is excellence in banking.

Information Technology: The era is treated as the era of information technology. The revolution of information technology has reached every sphere of people's life along with banking. Innovation has presented better approaches for conveying banking administrations and items to the clients, for example, Automatic Teller Machine and Online Banking. Consequently, banks have ended up at the cutting edge of innovation reception for as far back as scarcely any years. These progressions and advancements in the financial business have impacts on administration quality, eventual fate of the financial exercises, and thus its persistently serious capacity in the market since obliging innovation is one of the most significant variables of monetary association's accomplishment all in all and banks specifically. It spurs banks to spend more on information technology to accomplish most extreme returns and pull in huge number of customers. Besides they have made some important changes to the IT functions recently such as: remittance disbursement, green banking activities, Real time gross settlement, online utilities bill payment (wasa, dpdc, desco and titas) and many more.

Risk Management Division: The RMD is liable for overseeing and estimating risks dependent on chance boundaries affirmed by the bank, even paying little mind to the base administrative necessities and classifications. In control for planning risk management techniques, beginning risk management rules & regulations, conveying Board and Senior Management sees on chance issues across banks, deciding Bank Appetite Risk and mentioning endorsement from the Board of Directors Risk Committee, estimating and observing dangers, distinguishing and estimating exposures banks against material misfortunes, autonomously screen limits, create and actualize misfortune avoidance/maintenance programs, secure and keep up sufficient misfortune inclusion, intermittent pressure testing, month to month chance administration paper arrangement, semi-yearly extensive hazard the executives Report and hold All Risk Committee meetings, and so forth.

International Division: International Division (ID), in the past known as Global Trade Services Division (GTS Division) is an indispensable piece of the trade business of Dhaka Bank. We have the most talented workforce and the best exchange strategies to proceed with the achievement of International Division. Our ID is basically separated into two sections — Financial Institutions or FI and Remittance Unit or RU. At present we have 19 Authorized Dealer (AD) Branches and 1 Off-shore Banking Unit in the nation to guarantee a spectacular assistance of FI. We have more than 550 Correspondents around the world who are well informed, committed and completely talented.

Then again, regarding Remittance, Dhaka Bank began its excursion in 2004 with the vision of being the quickest settlement conveyance accomplice in the nation. Dhaka Bank is glad to be related with the worldwide brands like Western Union, Ria, Xpress Money and Instant Cash Worldwide. Right now we have across the nation settlement inclusion working sufficiently. Dhaka Bank has presented Mobile based money pay (first of its sort in Bangladesh), Virtual versatile wallet based record acknowledge and incorporating for BEFTN (an interbank electronic installment system to encourage preparing of other Banks' exchanges) installment channel.

Treasury Division: At Dhaka Bank there is availability of vast variety of treasury items & the team is coordinated by a dedicated team who are responsible of giving all the solution regarding treasury issue. At Dhaka bank treasury department there are 4 individual teams who are assigned at their own area & are responsible to provide best solution along with the

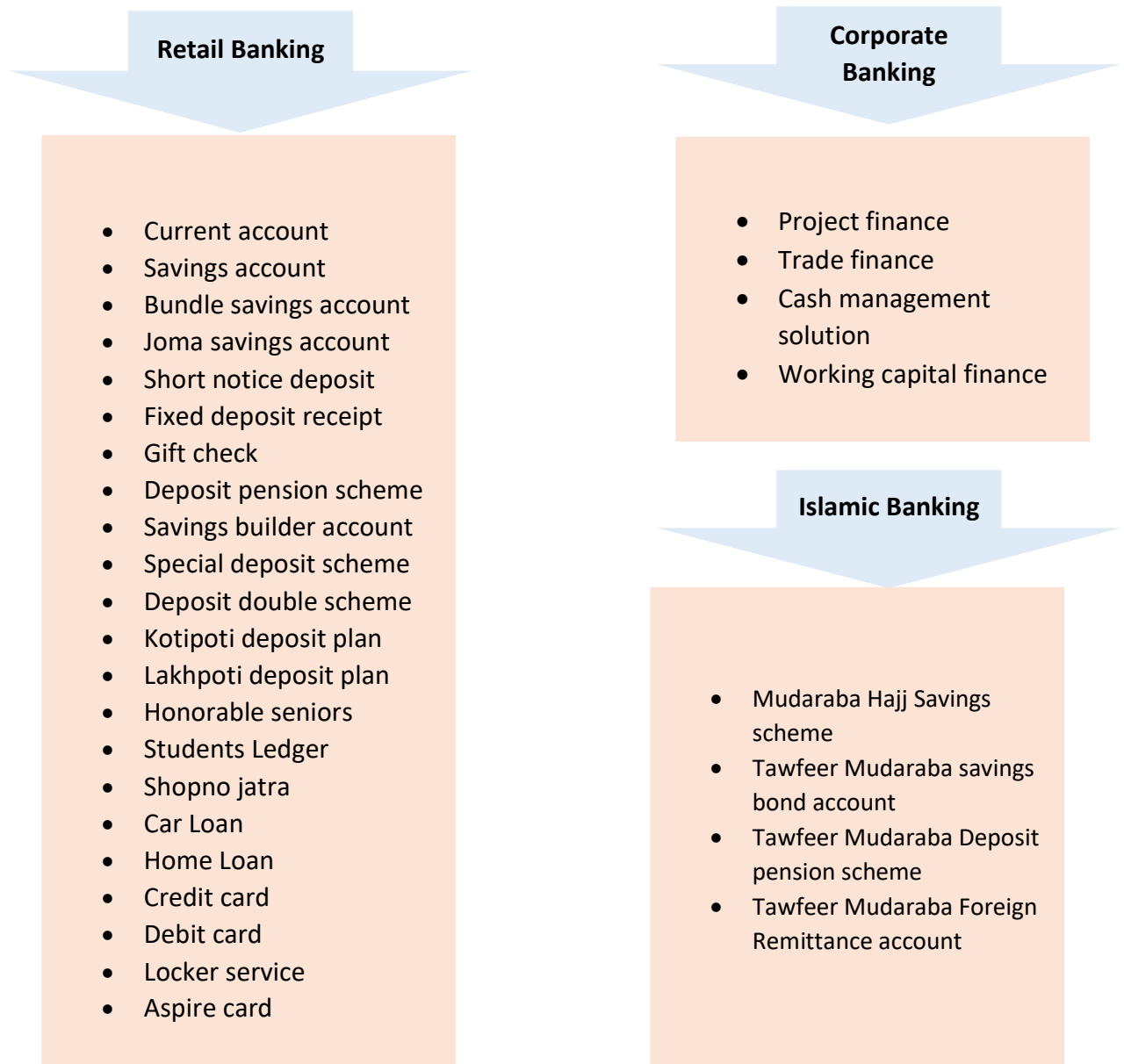
best price. So this department consist of 4 teams & those are: Asset & liability management, money market, corporate desk and foreign market.

Accounts & Finance: It is considered as the core among all other department among DBL. Because it's working with tracking every exchange that occur at Dhaka Bank all over the country. And it is guided by very valuable person that is FCD chief who actually ensure that every exchange will be completed according to the principal & rules of Dhaka Bank.

Human Resource Management: HR department of Dhaka Bank prepare their workforce for providing best customer services for their clients using training & development. It is the process where they are able to enhance the performance level of their employees. And HR department is primarily responsible for conducting all of these things. Besides based on level of hierarchy they have different training programs that means form junior to top seniors they have training programs such as orientation program, Foundation training program, Job specific training program, Need based local or foreign training, peer or supervisors coaching etc. HR team of DBL has set their goals to prepare most productive, energetic and well equipped manpower among all other national & multinational banks in Bangladesh.

Products & Services of Dhaka Bank Limited

Products & services of Dhaka Bank limited can be classified in 3 different segment and those are **Retail Banking, Corporate Banking & Islamic Banking**. These are the primary products & services. But there are also some secondary products & services such as off shore banking, Deposit & Loan products and some nonfinancial services. And the primary products are discussed in tabular form.



Corporate Social Responsibility

In the period of **Societal Marketing Concept**, every association needs to focus on clients and society. Since clients are very notable about substitute and they do want to construct connection with such association which truly ponders CSR.

Dhaka Bank is focused on their corporate obligation toward the community. They assign 2% of their tax benefit for CSR rehearses every year. They have additionally taken various activities towards social government assistance and network improvement. They also gave

- Bangladesh Institute of Research and Rehabilitation in Diabetes, Endocrine & Metabolic Disorders (BIRDEM).
- Center for Women and Child Health (CWCH)
- Bangladesh Eye Foundation
- SEID Trust
- Motijheel Boys High School
- Ideal School and College
- BADC High School
- Bangladesh under-19 Cricket team
- 20th Bangladesh International Junior Tennis
- Dhaka Bank Independence Day Inter Club Tennis and Squash Tournament 2006
- Pacific Hospital Limited for treatment of poor patients
- Chhayanaut
- Anti-Drug Campaign in Chittagong
- Shahid Ziaur Rahman Shishu Hospital
- Individual assistance for treatment.

Board of Directors

Reshadur Rahman	Abdullah Al Ahsan	Manoara Khandaker
Abdul Hai Sarker	Khondoker Monir Uddin	M. A. Yussouf Khan (Independent Director)
Tahidul Hossain Chowdhury	Jashim Uddin	Md. Muzibur Rahman (Independent Director)
Rokshana Zaman	Khondoker Jamil Uddin	A. S. Salahuddin Ahmed (Independent Director)
Altaf Hossain Sarker	Mirza Yasser Abbas	Emranul Huq (Managing Director)
Mohammed Hanif	Amanullah Sarker	

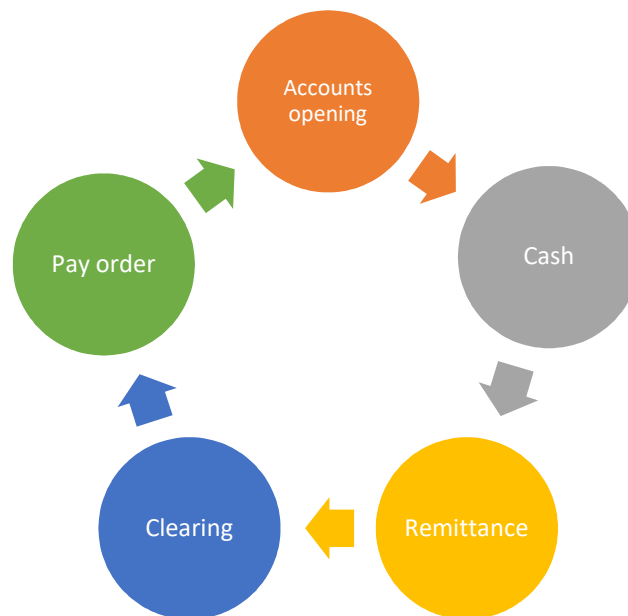
Chapter-3: General Banking

This Part Covers:

*All General Banking Activities
of Dhaka Bank Limited*

General Banking

When it comes about banking, the first thing that comes into talking is general banking. Basically general banking consist of some activities of banking that make general banking activities all together. Mainly this division is the core of all banking activities. In other word general banking is also treated as Retail Banking. So the activities that consist of general banking activities are given below:



Accounts Opening

By opening account in the bank, it creates a relationship between customer & bank that helps to conduct business. It is the beginning of all banking activities between Banker & clients. Besides the type of account varies based on different banks. In terms of DBL, the accounts that they maintain for their customers are given here:

- Current account
- Savings account
- Bundle savings account
- Joma savings account
- Short notice deposit
- Fixed deposit receipt

Before going to the descriptive discussion of primary accounts maintained by DBL, we should know what general documents or statement should be needed for opening an account. So those are given here as tabular formation. Then we will go through the description of all accounts.

Process for opening an account

Number 1	Any one of the following will introduce the account properly: • Current Bank account holder who has account in the bank • Bank officials not below the Assistant Officers level. • A responsible local authority official well connected to the relevant Branch Manager / Sub-Manager
Number 2	Receiving a completed application in the prescribed form of the bank specifying the type of account to be opened
Number 3	• The applicant filled out the form himself or herself • Two copies of individual passport size photographs are taken, for the sake of companies photographs of all partners. • Applicants have to submit necessary documents. • Application have to sign the sample signature sheet and send the mandate Signature and account number of the introduce rent – checked by the legal officer
Number 4	Relevant Officer approves the application
Number 5	Need to deposit a certain amount of cash based on requirement of the account.
Number 6	After completing all the formalities account will open & applicant will get necessary things such as check book & other materials.

Current account:

It is a kind of account where any individual or organization can withdraw their money without any notice. Typically there is no obligation on withdrawing back the money that is deposited on the account. This account at DBL offers minimum deposit, lower annual service

charge & charge free ATM cards. The account is appropriate for sole ownership, Partnership, public & private limited company.

The key features of this account are:

- Minimum deposited amount is 10000 tk.
- Maintenance of account charge is 500+Vat that is charged half yearly.
- Highest amount of withdrawal will depend on customer transaction profile.
- Customer will get debit card facility.
- Customer will also get the facility of internet banking, SMS banking & online transaction.

Saving Account:

Saving account is a kind of account where customers are able to make limited number of withdrawal from their deposited account. The target customers for this account are the people who like to keep or save small amount at their account. But after crossing the withdrawal limit of the account if the holder want to withdraw more money they need to give prior notification to the bank.

Some key feature of this account at DBL:

- Minimum deposited amount should be 5000 tk.
- Customer will receive interest rate up to 3.5%

Other features are same as other general accounts of Dhaka Bank Limited.

Bundle saving accounts:

This account is first explored by DBL where they claim that customer money will breed and it also offers the free loan & credit facility. Mainly this account is appropriate for the professionals & salaried people. Under this account they have 3 different categories which are **Dhaka Bank Silver, Dhaka Bank Gold & Dhaka Bank platinum** account. And each of these 3 has different requirements & offerings.

Joma saving account:

The account is targeted & designed for the RMG workers to help them and maintain a relationship with them. RMG sector of Bangladesh is playing a significant role in the economy of Bangladesh. It has achieved 2nd position at RMC in the world market passing many giant economical country. RMG is one of the primary sector by which we can reach middle income country within 2021. Most of the workers in this RMG sector are women. So directly or indirectly it is helping to empower women in our country. So Dhaka Bank initiated to create a account that facilitate workers income & deposit. Considering their matter, the account that they open is called joma saving account. Bangladeshi RMG worker age more than 18 can open this type of account. The most key advantage is that concerning people can open it with minimum 100 taka.

Short notice deposit:

Short notice deposit is a kind of interest carrying account where depositor need to give prior notice before withdrawing the money. Customer can earn a fixed rate of interest through this scheme that includes high interest & high degree of safety which is based on credit quality.

Some important feature of this account at DBL are:

- Depositors need to put minimum 50000 taka as deposit amount.
- Annual service charge will be 10000 taka + vat.
- Interest rate varies from 3% to 5%

Fixed deposit receipt (FDR):

It is a kind of financial instrument where investor receive interest on a regular interval basis till the maturity of the receipt. At Dhaka Bank, FDR provides lucrative rates of interest, flexible loan facility & provision for auto renewal.

Some important features that is required to know before opening FDR at DBL

- Minimum 50000 taka amount of deposit is needed.
- Tenure time will be minimum 1 month & maximum 2 years.
- Interest rate will be maximum 6%.

Apart of these primary accounts, there are many other accounts available by which consumer can get services those are **Deposit Pension Scheme, Special Deposit Scheme, Double the Deposit Scheme, Savings Bundle Account** and many more. Besides different types of documents are required based on different accounts & different type of organizations.

Cash Section

All types of activity related to cash or liquidity takes place in this section. When customer need to deposit their cash again when they need withdraw their cash all types of activity related to cash occur in this section. The cash department roles are listed below in a table:

CASH PAYMENT	1. Cash payment is only made against the check. 2. It is the special feature of the "Payment On Request" banking system. 3. Payment will be made only against its current printed check.
CASH RECEIPT	1. Collecting deposit in the form of cash is their first function. 2. Then it is called "Mobilization Unit of the Banking System" 3. It only gathers money from its receipts forms.

Remittance Section

Remittance is most essential part of general banking. It is a kind of service which enables one customer to transfer their money to the receivers' bank account. Generally it takes 1-2 working days to receive the money though sometimes it depends on the provider & form where you are sending the money. Remittance can be done through telegraph transfer, mail transfer, traveler's check, and drafts and check. There are 2 remittance step.

- ✓ Domestic Remittance
- ✓ International Remittance

Domestic Remittance:

When the money is transferred within the country using medium like travelers check, mail transfer, draft or check then it is called domestic remittance.

International Remittance:

When money is transferred to the another country or outside of the country using same mediums like travelers check , mail transfer, draft or check then it is called international remittance.

TYPES OF REMITTANCE

- Clients between the banks and non-banks
- Inside the same country between banks
- In the different countries, between banks
- The same country, between banks and central banks

Clearing Section

In banking clearing means clearing of bank check. In easy word, it is a method of transferring the cash from the place of bank where check is drawn to the place of bank where it is deposited. According to the rules of the Bangladesh Bank, Banks those are part of the clearing house has achieved the position of scheduled bank. Banks those are expecting to clear the cash clear each other's check drawn via clearinghouse. It is a central bank system where the member banks representative gamers to clear the check every day. Banks accept check and other similar instruments for crediting the proceeds to the customer's account. The bank receives multiple such instruments from account holders throughout the day. Some instruments are utilized as another bank payable. Except of these introduction to the bank of drawer as reason of receiving the proceeds, several messengers would have to be employed to that end. Similarly, the messengers or other banks will present a lot of check draft on this and after that to the counterpart. The whole procedure will require substantial time, uncertainty, expense and expenditure. It is clearinghouse where banks need to pay their arrearage. And it sits twice to work in one day.

Causes of dishonoring check:

The causes because of which check is dishonored according to the rules of clearing procedure:

- ✓ If the drawer is not referred.
- ✓ If the account doesn't carry sufficient cash.
- ✓ If the agreement is over.
- ✓ Payment stopped through drawer.
- ✓ Irregular / unreadable / required endorsement by the payee
- ✓ Irregular endorsement by the payee, includes confirmation from banks.
- ✓ Signature of the drawer varies / needed.
- ✓ Changes in the word date / figures include a complete signature of the drawer.
- ✓ The check is mutilated post dated / out date.
- ✓ Words and figures vary in number.
- ✓ Crossed check shall be issued by bank.
- ✓ Proper stamp clearance / requires cancelation.
- ✓ Additional discharge from bank should be authenticated.
- ✓ "Account payee only" check crossed (18) Collecting irregular / required discharge

Different variation of clearing:

- ✓ **Inward Clearing:** In short, if we say inward clearing of check refers to receive of check by the bank from another banks.
- ✓ **Outward Clearing:** Outward clearing of check refers to the check that is sent for the purpose of collection.

Different classification of clearing house:

- ✓ **Normal clearing house:** It consists of 2 type of clearing house that is first clearing house and second clearing house. In case of first clearing house the time it stands is from 10-11 am and for second house it is after 3 pm.

- ✓ **Same day clearing house:** It also consists of both first & second clearing house. But in that case first house stands from 11 am-12pm and for second house it is after 2pm.

Clients who have certain accounts and deal with regular basis will be able to deposit check for fund collection through clearing.

Precaution while obtaining check for clearing, LBC set, OBC & Transfer:

- Account holder name same in the check & deposit slip.
- Check and deposit slip must be the same in words and in figure
- Clearing house date can be on or prior to (but not more than six months back).
- Bank & Branch name of the check, its number & date in the Deposit slip.
- Check must be signed.
- Signature to confirm the date, quantity in words / figure
- Check (not for bearer check) should be checked.
- Account number must be transparent in the deposit slip.
- Signature of the Depositor in the Slip Deposit.

Return House:

The meaning of return house is second home, where the Bank's members meet after 3 p.m. receiving and distributing dishonored house located in the 1st Clearing House.

Pay order

Basically pay order is a medium of payment which is needed to be freed by certain branch of the bank which issued this. In a broader scene, it is a request that orders the bank to pay a certain amount to a third party on behalf of the client, and such orders are generally accepted by the bank that ensures that the payment is made.

Methods of issuing pay order:

There are a number of process that must be followed to issue the pay order & those are given below:

- First of all the applicants need to fill up the concerning application for applying and then need to submit it to the officer of remittance division.
- After that the relevant officer will fill up the commission and vat portion intended to use by the bank then instruct the candidate to deposit money either by cash or check on the department of cash.
- Then the division of cash finish their all necessary steps and send it to the remittance division.
- The remittance division will make the pay order based on the form with details along with properly crossed number in 3 portion and A/C payee will be in the main portion and will enter into the register.

Process of payment:

Since A / C Payee crosses the pay order, the similar will be sent to the issuing branch either for payment by clearing and crediting the customer's account. In the remittance department payment orders are handled upon presentation for payment. The relative entry in the pay order register when making the payment is indicated by entering properly authenticated payment information in the pay order register. Instruments are considered as debit instrument when it is paid.

Reasons of refunding pay order:

The process of pay order refunding through termination are followed:

- The buyer will request a written application to cancel the pay order adding the initial pay order.
- The purchaser's signature as verified on record from the original application form
- Direct approval of the second manager shall be sought before the cancelation balance is refunded.
- The applicant shall recover the prescribed cancelation fee and only the amount of the draft less the cancelation fee shall be reimbursed for Commission postage etc.

Chapter-4: Job Experience

This Part Covers:

*My job experience at Dhaka
Bank Limited*

Internship at DBL

I worked at Dhaka Bank Limited from 20th February to 25th March 2020. Because of COVID-19 pandemic, I was not able to end the whole period of my internship. My relationship with Dhaka bank is being a part of the general banking division. In this time, I attempted my level best to get familiar with a great deal about General Banking (GB) in this short span of time. The type of work was very fundamental as an intern; but the thing is that I was able to work & see the practical life.

The responsibility that I have done are account opening, Check requisition, Check delivery, Check issue, Customer account statement, Debit card and SMS banking service, Customer data entry or edit and Contacting with customers.

Description of my job at DBL

Accounts Opening:

Account opening is the most important issue in general banking. It is the first phase of customers who are going to get services from the bank. Dhaka Bank Limited offers different types of account for different customers. These are as follows:

Account opening is the most significant part of general banking. It is the first stage of clients who will get services from the bank. Dhaka Bank Limited offers various sorts of account for various clients. These are as per the following:

- ✓ Current Account
- ✓ Savings Account
- ✓ Fixed Term Deposit account (FDR)
- ✓ Short Term Deposit (STD/DPS)

Opening the account is the initial stage to be a client of Dhaka Bank Limited and getting various services of it. For the purpose of depositing and withdrawing back cash from the Dhaka Bank and having different services, an account is obligatory for each person and institutional client. So my duty was to provide premium quality services and try to continue our client for quite a long time with Dhaka Bank.

Closing Accounts:

Client accounts are shut for many reasons. So I shut accounts with most extreme regard for the client so that next time when they will consider opening a bank account, Dhaka Bank Limited will come to their list as a favored one.

Receiving Check Requisition:

A check requisition is gotten from the client for providing new check book carrying a particular number of pages referenced by client. I got the check requisition for the duration of the day and sent the list to the administrative center by the day's end.

Debit Card Issue:

VISA and Master Card and debit card issue is a procedure for the client who needs to have a new debit card or who lost their card and need to have another. I gave check card for various clients.

Pay Order Issue:

Pay order has been given to serve the client who needs send cash not in real money rather under tight restraints. It decreases the money conveying hazard. I dispatched up the compensation request slip to assist the clients.

Check Delivery:

In the wake of giving check requisition clients are required to wait for their check book. After check requisition generally it takes some working days to conveyance check book to particular clients. After that clients need to gather their check book from our branch.

Check Issue:

At the point when clients go to our bank for collecting their check book, they have to sign it in a register book. After that I gave their check book and offer it to them. In the wake of

giving check book they can utilize their check book whenever when they wish. Be that as it may, it must be in between transaction hour that is 10am to 4pm.

Clint Account Statement:

Many clients request to get their bank account statement. As per request I provide bank account statement to our clients.

Clint Data Entry of Edit:

In the form of account opening clients write their details as indicated by what is requesting. Subsequent to filling the form I have to check it. After that I have to input those information in PC through banking software. In the software there are least two pages that we have to round out. In that software I can likewise edit the information whenever required.

Contacting with Clients:

I mostly assigned with communicating with the customers over phone to advise them on the off chance that they should talk with the bank authority with any necessary documents according to the guidance of the DBL authority.

Chapter-5: General Banking on online platform

This Part Covers:

The general banking using online platform. It's improvement area, weakness & strategies to overcome that weakness.

General Banking using online platform

Adding online platform in banking is the revolutionary step that help common people to complete their banking transaction easily sitting at their home or office. Most of the bank in Bangladesh has already started providing these service to their clients. Dhaka Bank is also able to make a remarking place in this race. It has almost all the services in online medium such fund transfer, over draft, bill pay, service request, phone banking, branch banking, mobile banking, retail banking, corporate banking, E- Ticketing etc. Because of having these online services, Clients don't need to go bank to complete their work. It reduces customer's busy time and labor & enhance their flexibility to work form anywhere form the country.

Improvement areas of online General Banking

After having so much positive things in online services it also has some weakness or challenges that they need to overcome for getting customer satisfaction. Those weakness are given below:

- ✓ Sometimes because of technical issue their server remain down. As a result customer can't access at that time.
- ✓ For an account holder who wants to avail online services in some of the specific areas such as branch banking & corporate banking need to complete paper work that takes 2-3 working days which may be a huge problem for a professional or organization.
- ✓ Dhaka Bank has a mobile banking app that is called Dhaka Bank Go. But unfortunately it is not user friendly as a result not everyone can able to access it.
- ✓ Using the app of Dhaka Bank Go if customer want to withdraw cash or cash out they need to go the ATM booth.
- ✓ Most common & serious problem of online platform is hacking. Though it is not anyone's fault but everyone needs to be conscious to this weakness.

Suggestions to improve the weakness

- ✓ Server down of any bank is a big issue because each moment there is a huge financial loss, customers are not able to make transaction at that time, as a result it creates customer dissatisfaction. And there is a chance of customer loss. In that case they need to ensure optimize structural design of the server so that this will not happen in future.

- ✓ Getting online service after 2-3 days after applying for it can be a serious reason of getting dissatisfied for a customer. So Dhaka Bank should focus on this department to make the process early. Solving this problem can be the reason of customer loyalty because most of the organization or professional need early access in online platform.
- ✓ As their mobile app Dhaka Bank Go is not user-friendly, so not everyone can access it because not all the people of Bangladesh is highly educated or tech oriented. So they need to ensure its proper design so that everyone can access it because it's a great platform of earning profit that is making by Bkash and Rocket.
- ✓ The most annoying problem of Dhaka Bank is not having available ATM booth in Dhaka city. As a result when customer want to cash out using their app they have to face problem because of not getting ATM booth. They should ensure the availability of the booth also they can make it available in small & big grocery shop that is made by both Bkash and Rocket as a result they are enjoying the most of the market share of mobile banking.
- ✓ Hacking is a serious problem for any online platform not only for banking sector. It can be reduced by proper sincerity of both the customer & bank. Besides sometimes because of software bug & technical issue hacker can get easy access of the site. So bank needs to ensure their security by solving this problem.

Chapter-6: Study Methods, Findings and Recommendations

This Part Covers:

The all others ending elements of the report such as methodology of the study, findings, conclusion & references

Methodology of the study

This study is done on the basis of evidence from different sources. But apart of this I tried to make it with the combination of different source & my practical experience that I earn by doing internship at Dhaka Bank limited.

This study needs various knowledge about the general banking activities because this report reflects the whole general banking activities of DBL. When preparing this report I used both the primary and secondary data.

Primary Sources of Data:

- ✓ Practical work in banking.
- ✓ Personal contact with DBL officers and administrators.
- ✓ Personal customer interview.

Secondary Sources of Data:

- ✓ Yearly report of Dhaka Bank Ltd.
- ✓ Official files & other documents.
- ✓ Using of google search & official website of DBL
- ✓ Financial Statement & audit report

Findings

After completing my internship at DBL, I explored some finding based on my observation & experience. Those findings are discussing below:

- ✓ Most department staffs are dissatisfied with the DBL management about the amount of work assign to them. In addition, sometimes they have to face problem when they are applying for yearly leave package even after if they request for it timely.
- ✓ As general banking is the mother of all banking activities, but unfortunately there is a shortage of manpower in this division compared to other department. As a result sometimes in a work pressure there were extensive work load in this department.

- ✓ Dhaka Bank Limited continues to pursue Bank of Bangladesh's instructions. But sometimes because of the huge stress of the customer on the employees, they sometimes become unable to follow the rules of Bangladesh Bank in providing service to their customer that is not ethical at all.
- ✓ Staffs of Dhaka Bank are not pleased with the act that management took for them.
- ✓ Dhaka Bank Limited gives its employees with extensive training facilities to develop their skills and knowledge regarding the entire banking system. Nevertheless sometimes employees are sent to training without any replacement because of scarcity of available workforce. It raises the burden on other workers to work and creates customer dissatisfaction due to late work.

Recommendation

It is not easy to recommend a bank like DBL, but according to my analysis & findings I want to suggest some recommendation that will help boost the organization's standard. I would like to list the following recommendations:

- ✓ DBL should maintain strong customer relationships.
- ✓ They need to focus more on customer care.
- ✓ Their goods and services have to be more customer-focused in viable financial markets so they should be more aware of Dhaka Bank services.
- ✓ It is necessary to disseminate their marketing strategy to all employees.
- ✓ It is seen that DBL media reporting isn't very strong. So to draw new buyers, they should go for publicity in the mass media.
- ✓ Corporate Social Responsibility is one of the most powerful factors to retain a moderate sustainability advantage in the customer's mind. So DBL should be more concern about it.
- ✓ People on the global critical edge have a significant amount of information about their needs and demands. They repeatedly want to get more facilities than the other end. DBL should launch healthier financial services as a service-based company.
- ✓ Throughout the country DBL has almost 100 branches, so providing services with this limited number of branches are not possible in whole Bangladesh at all. So they need to focus on network extension.

- ✓ Though DBL operates online business quite effectively but they should open more ATM outlet all over the country to meet the challenging demands of the customers.

Strategies to solve recommended problem

- ✓ Nowadays every company is more focused on providing best customer service to their clients. Dhaka bank also need to consider it and add more convenient customer service where it needs to be added. As in- Allowing 24/7 telephone banking customer care services.
- ✓ For providing more customer oriented products & services they should add more services so that customer become more attracted to their services. For an example Dutch Bangla Bank Utshaho loan that provide start up women entrepreneur for financing of their business.
- ✓ Proper communication among top management & each cross functional team is very necessary for any organization to achieve their goal. So they need to ensure proper communication among them and it will enable them to disseminate marketing strategy properly. They may arrange training session to let them understand it.
- ✓ Media communication has become a very effective to communicate with customer especially digital media. So they should more concern about advertisement especially digital marketing. For an example- search engine marketing, content marketing etc.
- ✓ CSR is a medium by which you can gain customer sympathy, as a result it will increase your customer base. Though they have taken some initiative for CSR but in this era of societal marketing it is not enough. So they should take more initiative to arrange CSR.
- ✓ Covering the whole country with 100 branches is not possible where as competitors banks like Dutch Bangla Bank, City Bank have more than 150 branches in whole Bangladesh. As a result they were able to get more customer base. So it is very much obvious that for getting more customers DBL needs to enhance more branches all over the country.
- ✓ As per my opinion not having available ATM booth is the main reason of not getting more customer. If we look at Dutch Bangla Bank they have the most customer base because of available ATM booth and they are enjoying the first mover advantage for the same reason. ATM system makes customer life easy, it allows customer getting

money without going to the bank. So according to me first and foremost suggestion is to enhance ATM booth of DBL.

Conclusion

Any banking or financial institutions performs an important role in the cycle of economic growth in a country. Banks and financial institutions will impact the development process and the betterment of the wider population prospectively.

The banking business is very competitive in developing countries, like Bangladesh. Currently there are many banks that are operating their business and fighting for gaining the maximum portion of the market. Banks are economic agency and their one of the main activities is to collection of capital from the general population who are unemployed. The banking industry plays a crucial role in civilized world and compared to the conventional banking system, private banks are made more competitive, diverse and dynamic. New players in this sector appear every day with better new concepts, products and services. Dhaka Bank Limited is a symbol of reliability in the banking sector.

During my internship at DBL, the branch seems to consist of different favorable and adverse perspectives in the banking arena including management patterns, operations, and performance of the banking. The report arrives at several conclusions and recommendations after collecting and analyzing the required data information, which are completely personal thoughts when carrying out this study.

Banking activities, online facilities, and consumer transactions with Dhaka banks is very successful until now. They have many popular customers. The interest rates on their loans and transactions with customers are truly competitive and pleasant that they receive from their quality service. So, he has a bright future. Eventually, I am looking forward to this bank's continued progress and the branch's healthy business portfolio and I am also looking forward to Dhaka Bank Limited's overall successful performance too.

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