



Internship report on “General Banking Activities and Market Development Practices by the National Bank Limited: A hands-on practice through the Dilkhusha Branch”

Submitted to

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BBA Program

School of Business and Economics

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Internship report

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practice through the Dilkhusa Branch”**

Letter of Transmittal

July 14, 2019

Sarkar Rafij Ahmed Ratan

Assistant Professor

School of business & economics

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Sir,

I am pleased to submit the Internship Report as a partial fulfillment of BBA program. I give best effort to present this internship report on **General Banking Activities and Market Development Practices by the National Bank limited: A hands-on practice through the Dilkhusa Branch**. I attempted my best to work earnestly to cover all viewpoints in regards to the issue. Viable introduction is exceptionally fundamental for introduction with this present reality working field. I have taken in sound information and comprehend on the fundamental task of the bank. Through I confronted a few restrictions to set up the report because of lack of composed information, time confinement and little learning about keeping money segment, I have altogether delighted in setting up this temporary position report which has contributed fundamentally to my comprehension on the basics and significance down to my learning.

In any case, if any need any proposals, headings or suggestions for assist change of the report.

I will be committing to give advance clarification.

Obedient

Md. Samir Sajid

Id-111 141 437

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ACKNOWLEDGEMENT

At first I would like to express my gratefulness to the almighty Allah for being so kind to allow me to work on this project successively.

I am Md. Samir Sajid and would like to express my heartiest gratitude to those who helped me all the way through to complete my internship report on “**General Banking Activities and Market Development Practices by the National Bank limited**”.

At the very beginning, I want to thanks Almighty Allah-Tala (Alhamdulillah) for my knowledge and every sphere of life. I want to show my gratitude to my academic supervisor **Sarkar Rafij Ahmed Ratan**, Assistant Professor, School of Business & Economics, United international university, who encouraged me to make this report and also provide me all necessary helps and guidance. He was very helpful and friendly person and been always there, wherever I needed him.

I would convey my special thanks to my parents whose inspirations have enabled me to complete this report of this particular course.

I grateful to my job supervisor, **Syed Hamim Reza**, Assistant Vice President, ‘National Bank Limited’ under whose supervision I have done my internship successful. He was very generous and friendly with me. I am greatly thankful to him.

I also apologize heartily for any omitted name whose contribution was also complementary for any possible aspect.

I also would like to thank **Aminul Islam**, FEO of National Bank Limited.

Above all I want to thank the authority of National Bank Limited and School of Business & Economics, United International University for providing me such an opportunity to come closer to the real world and help me in enriching my knowledge.

EXCEUTIVE SUMMARY

In recent years banks have diversified their services by creating new subsidiaries that perform additional services or by merging with other types of financial institutions. National Bank Ltd. was established as a banking company. There are different types of activities involved in the banks. A bank collects money from the people through some special types of products and all the collected money invests in the different sectors at higher interest rates. This investment process is dealt in the loan and advance departments of National Bank Limited. As an intern in National Bank, this internship report has been prepared. This report aims toward providing an overview on the general banking system of National Bank Limited. While preparing this report it has been tried to reveal the insights of the general banking system of the bank. While discussing the different aspects of general banking activities of the bank, priority has been given to depict the real situation in National Bank Limited are concerned by employing the experience gathered during the internship program. It is focused some theoretical aspect of the general banking in this report. From the analysis of the findings during internship period a few recommendations were also prescribed in this report. Analysis on the findings is basically done to sort out the major aspects of the general banking systems and to draw some significant inferences. This report will provide the critical aspect of the general banking of the National Bank Limited.

CHAPTER:01

Introduction

1.0 Origin of report:

The origin of this report lies in the academic compulsion of doing an internship in an established organization to successfully complete the BBA degree from united international university, Dhaka Bangladesh. The primary aim of internship is to provide an on the job experience to a student and an opportunity to know how to implement theoretical concepts in real life circumstances. Students are placed in different types of institution .As a part of the internship program, **National bank limited; dilkusha branch** was preferable to me.

This report is the result of three months internship program directed in national bank limited and is prepared as a partial essential for the completion of the BBA program of united international university.as a result this report is submitted based on the “**General Banking Activities and Market Development Practices by the National Bank limited**”. This report also contain information on the products and services of national bank limited, the overview of the organization and also facilities they offer to satisfy their customers.

The internship program and the study have following purposes:

- To get and organize detail knowledge on the job duties.
- To experience the real corporate world.
- To fulfill the requirement of BBA program.

1.1 objectives of the study

The prime objective of the study is to gather practical knowledge and to link between the theoretical knowledge and the real world condition. Naturally the main objective of this report is to get practical experience and know about the total general banking operation of the national bank limited. Therefore the specific objectives of the study are as follow:

(A) Main objectives:

The main objective of the report is to assess the general banking activities “**General Banking Activities and Market Development Practices by the National Bank limited**” **Dilkusha branch**.

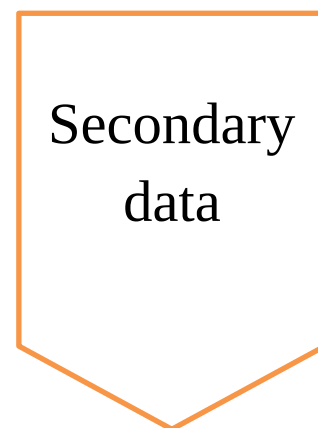
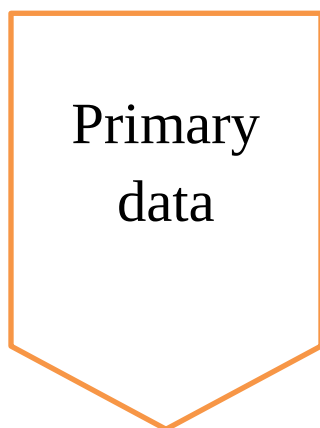
(B) Specific objective:

- To develop the theoretical knowledge by the practical orientation of work.
- To analysis the performance of commercial activities of NBL and examine the profitability and productivity of the bank.
- To get an overview of the general banking activities of NBL.
- To identify the problem of general banking sector activities of NBL.
- To learn about the general procedure of the bank .
- To evaluate the performance of general banking activities of NBL.
- To make a link between the theories and practical procedure of banking day by day operations that will be helpful for my future career.
- To witness the working environment in commercial banks and to study existing banker – customer relationship.

1.2 research methodology of the study:

The report is prepared on the basis of information collected from primary and secondary sources.

The secondary information is collected from NBL achieve, annual report, magazines and staff of the bank and primary data collected from banks official as well as customers.



Both primary and secondary data sources were used to generate the report.

Primary sources:

Primary sources are as follow:

- Face to face conversation with the particular officers and staff of the bank.
- Informal conversation with the bank officers.
- Practical work experience from the different desks.
- Study of the relevant files as instructed by the officers concerned.
- Personal notes of mine (that contains everyday work exposure in the bank while undergoing practical orientation).

Secondary sources:

The secondary sources of data and information:

- Annual report of national bank LTD.
- Periodicals published by Bangladesh bank.
- Personal notes while undergoing internship
- I also collected data from NBL web site www.NBL.com.bd

1.3 Scope of the study:

The scope of the study on “**General Banking Activities and Market Development Practices by the National Bank limited**” is enjoying an eminent image is vast and it is hardly possible to become familiarized with the total operation of the bank decently within a short period of time. In this report it has been tried to focus on the **General Banking Activities and Market Development Practices**. Therefore I had limited my scope within all application of those. To make it a complete report I had to perform my tasks in a routine way. The scope of the report covers the areas covered by the organization part, evaluation part, and analysis part. Maximum attempt has been carried out to focus on the total commercial banking operation conducting the bank, which has included in the report. The organization part start with the history of national bank limited and the ultimate activities of the NBL.

1.4 Limitation of the study:

The present study was not of limitations. But as an internee it was a great opportunity for me to know the banking activities in Bangladesh especially national bank limited. Some restrictions are appended below:

- Access to data regarding different performance indicators of national bank
- The employees did not disclose much information for the sake of confidently of the organization.
- Time constraints are additional limitations of this report
- Due to some legal obligation and bank secrecy banks are reluctant to provide data. For this reason, the study limits only on the available published data and certain degree of informal interview.
- The bankers are very busy with their duties which lead a little time to consult with.
- As being an intern, it also created some problems as I was unable to acquire hands on experience in all departments, due to the bank's policy of maintaining secrecy.



National Bank Limited
A Bank for Performance with Potential

CHAPTER:02

Company Overview Of NBL

2.0 Introduction:

The commercial banking activities of NBL encompass a wide range of services including accepting deposits, making loans, discounting bills, conducting money transfer and foreign exchange transactions, and performing other related services such as safe keeping, collections issuing guarantees, acceptances and letters of credit.

2.1 History of National Bank Limited:

National Bank Limited has its prosperous past, glorious present, prospective future and under processing projects and activities. Established as the first private sector bank fully owned by Bangladeshi entrepreneurs, NBL has been flourishing as the largest private sector Bank with the passage of time after facing many stress and strain. The members of the board of directors are creative businessmen and leading industrialists of the country. To keep pace with time and in harmony with national and international economic activities and for rendering all modern services, NBL, as a financial institution, automated all its branches with computer networks in accordance with the competitive commercial demand of time. Moreover, considering its fourth-coming future, the infrastructure of the Bank has been rearranging. The expectation of all class businessmen, entrepreneurs and general public is much more to NBL. At present we have 203 branches under our branch network. In addition, our effective and diversified approach to size the market opportunities is going on as continuous process to accommodate new customers by developing and expanding rural, SME financing and offshore banking facilities.

The emergence of National Bank Limited in the private sector was an important event in the Banking arena of Bangladesh. When the nation was in the grip of severe recession, the government took the farsighted decision to allow the private sector to revive the economy of the country. Several dynamic entrepreneurs came forward for establishing a bank with a mission to revitalize the economy of the country.

National Bank Limited was born as the first hundred percent Bangladeshi owned Bank in the private sector. From the very inception, it was the firm determination of National Bank Limited to play a vital role in the national economy. We are determined to bring back the long forgotten taste of banking services and flavors. We want to serve each one promptly and with a sense of dedication and dignity.

Then the President of the People's Republic of Bangladesh Justice Ahsanuddin Chowdhury inaugurated the bank formally on March 28, 1983 but the first branch at 48, Dilkusha Commercial Area, Dhaka started commercial operation on March 23, 1983. The 2nd Branch was opened on 11th May 1983 at Khatungonj, Chittagong.

At present, NBL has been carrying on business through its 203 branches & All Branches spread all over the country. Since the very beginning, the bank has exerted much emphasis on overseas operations and handled a sizable quantum of home bound foreign remittance. It has drawing arrangements with 415 correspondents in 75 countries of the world, as well as with 37 overseas Exchange Companies located in 13 countries. NBL was the first domestic bank to establish agency arrangements with the world famous Western Union in order to facilitate quick and safe remittance of the valuable foreign exchanges earned by the expatriate Bangladeshi nationals. This has meant that the expatriates can remit their hard-earned money to the country with much ease, confidence, safety and speed.

2.2 Division of NBL Dilkush branch:

1. Audit & Inspection Division.
2. ATM Card Division
3. Board Secretariat
4. Budget & Monitoring Division.
5. Credit Division-1.
6. Credit Division.-2.
7. Credit Card Division.
8. Classified Loan Recovery Division.
9. Financial Administration Division.
10. General Banking Division
11. Human Resources Division.
12. International Division.
13. Information System & Technology Division.

- 14. Law & Recovery Division.
- 15. Marketing Division.
- 16. Merchant Banking Division.
- 17. Public Relations Division.
- 18. Protocol Division.
- 19. Reconciliation Division.
- 20. System & Operations Division.

2.3 Board of Directors of NBL:



2.4 At a glance of NBL:

Name	National Bank Limited
History	National Bank Ltd. was created and commencement of Business started on 23rd March 1983.
Year of establishment:	1983
Registered Office	18, Dilkusha Commercial Area Dhaka –1000, Bangladesh
Nature of organization:	Private Commercial Bank.
Logo	 “A Bank for Performance with Potential”
Name of the Chairman	Mr. Zainul Haque Sikder
Philosophy of the Bank	A Bank for Performance with Potential
Name of the managing Director	Mr.Choudhury Moshtaq Ahmed
Number of branches	203
Diversification of Product And Services	Corporate banking, Retail Banking
Publicly Traded Company	Shared quoted daily in DSE & CSE
Banking operation system	Both conventional and foreign exchange system

Technology used	Member of SWIFT, online banking, UNIX based computer system
Number of Employees	4266
Market value per share	9.40
E-mail	ho@nblbd.com
Website	http://www.nbl.com.bd
SWIFT	<u>NBLBDDH</u>
Number of ATMs	20
Total Assets (Million)	350692.42
Number of Subsidiaries	07

Table 1: at a glance of NBL

(Source: Annual Report of NBL, 2017)

2.5 Mission:

- + Quality financial services adopting the latest technology.
- + Fast and efficient customer service.
- + Maintaining high standard of business ethics
- + Balanced growth.
- + Steady & competitive return on shareholders' equity.
- + Innovative banking at a competitive price.
- + Attract and retain quality human resources
- + Extending competitive compensation packages to the employees.
- + Firm commitment to the growth of national economy.
- + Involving more in Micro and SME financing.

2.6 Vision

Ensuring highest standard of clientele services through best application of latest information technology, making due contribution to the national economy and establishing ourselves firmly at home and abroad as a front ranking bank of the country are our cherished vision.

2.7 Values & Commitments:

Values:

NBL values are based upon the fundamental principles that define our culture and are brought life in our attitude and behavior. It is their values that make us unique and seen from five basic principles:

Excellence: The market in which NBL operates is becoming increasingly competitive and their customers now have abundance of choice.

Integrity: NBL success depends upon trust. Their customers are society in general expect us to process and steadfastly to high moral principle and profession standard.

Customer focus: NBL need to understand fully the needs of their customers and to adapt our product and service to meet these.

Meritocracy: NBL believes in giving opportunities and advantage to its employee son the basic of their ability.

Progressiveness: NBL believes in the achievement of society through the adoption of enlightened working practice innovative new product and process sprite of enterprise.

Commitments:

- ✚ Ours is a customer focused modern Banking making sound and steady growth in both mobilizing deposit and making quality Investment to keep our position as a leading Bank in Bangladesh.
- ✚ To deliver financial services with the touch of our heart to retail, small and medium scale enterprises, as well as corporate clients through our branches across the country.
- ✚ Our business initiatives are designed to match the changing trade & industrial needs of the clients.

2.8 Objectives of NBL:

The objectives of National Bank are mentioned below:

- ✚ Offering quick and improved clientele services through application of modern information technology.
- ✚ Playing an important role in the national progress by including improved banker customer relationship.
- ✚ To ensure highest possible dividend to the respected shareholders by making best use of their equity.
- ✚ Pushing the policy of nurturing balanced growth of the bank in all sectors.
- ✚ Consolidate our position in the competitive market by introducing innovate banking products.
- ✚ By ensuring highest professional excellence for our workforce through enhancement of their work efficiency, discipline and technological knowledge.
- ✚ Expanding the bank's area of investment by taking part in syndicated large loan financing.

- ✚ Increasing finances to small and medium enterprise sector including agriculture and agro based industries, thus making due contribution to the national economy.

2.9 Principles and values of NBL:

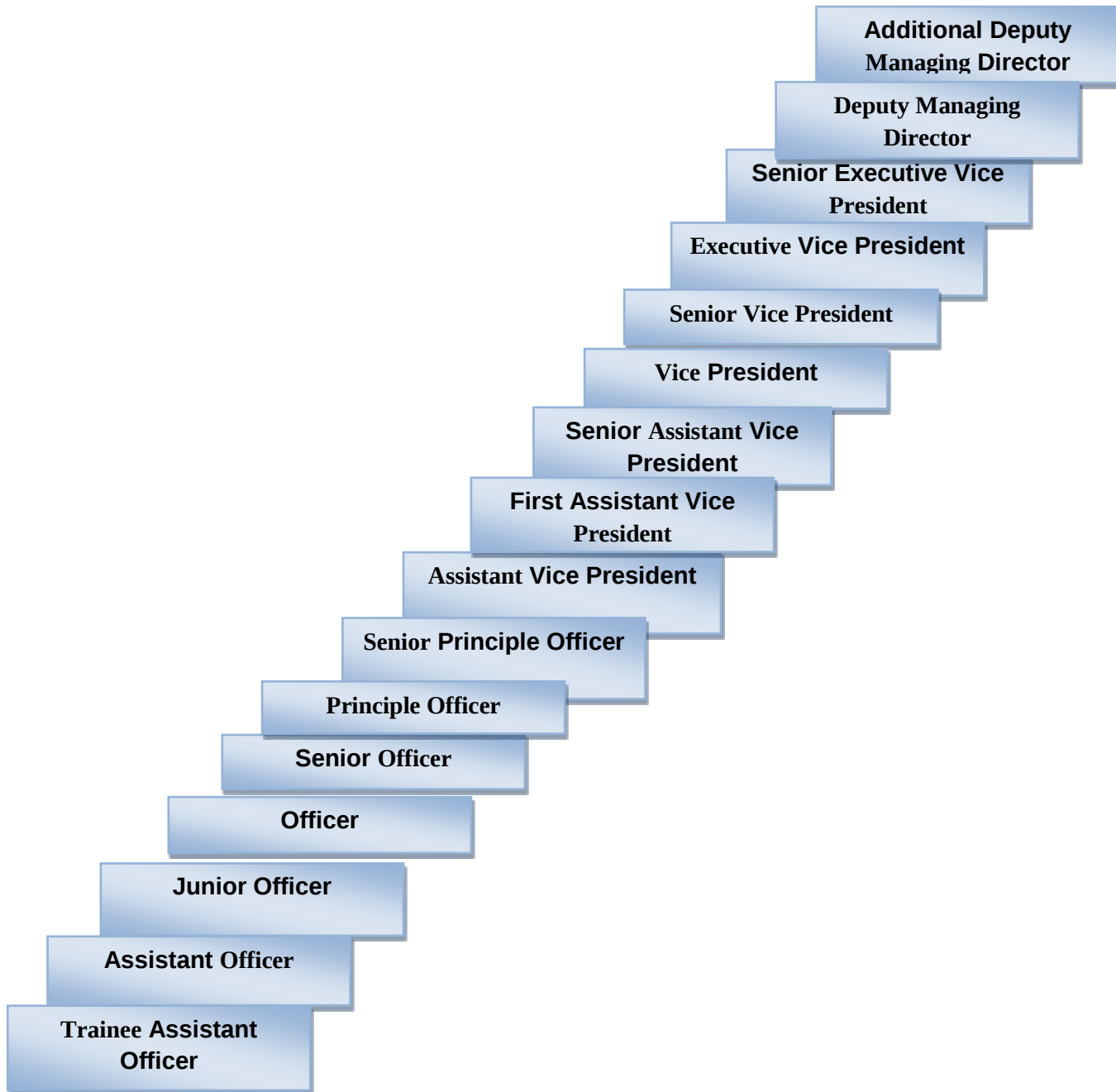
The **National Bank Limited** is committed to some core business principles:

- ✚ Outstanding customer service.
- ✚ Effective and efficient operations.
- ✚ Strong capital and liquidity.
- ✚ Prudent lending policy.
- ✚ Strict expense discipline.
- ✚ Loyal and committed employees who make lasting customer relationships and international teamwork easier to achieve support the business principles.
- ✚ National Bank Limited also operates according to certain key business values.
- ✚ The highest personal standards of integrity at all levels.
- ✚ Commitment to truth and fair dealing.

2.10 Special Characteristics:

- ✚ To introduce a welfare-oriented banking system and also to establish equity and justice in the field of all economic operations.
- ✚ The operation of the bank is computer oriented to ensure prompt and efficient services to the customer.
- ✚ The bank has introduced camera surveillance system (CCTV) to strengthen the security services inside the bank premises.
- ✚ Extend socio-economic and financial services to individuals of all economic backgrounds with strong commitment in rural uplift.
- ✚ Plays a vital role in human resources development and employment-generation particularly among the unemployed youths.
- ✚ Portfolio of investment and investment policy have been specially tailored to achieve balanced growth and equitable development through diversified investment operation particularly in the priority sectors and in the less developed areas of the national economy

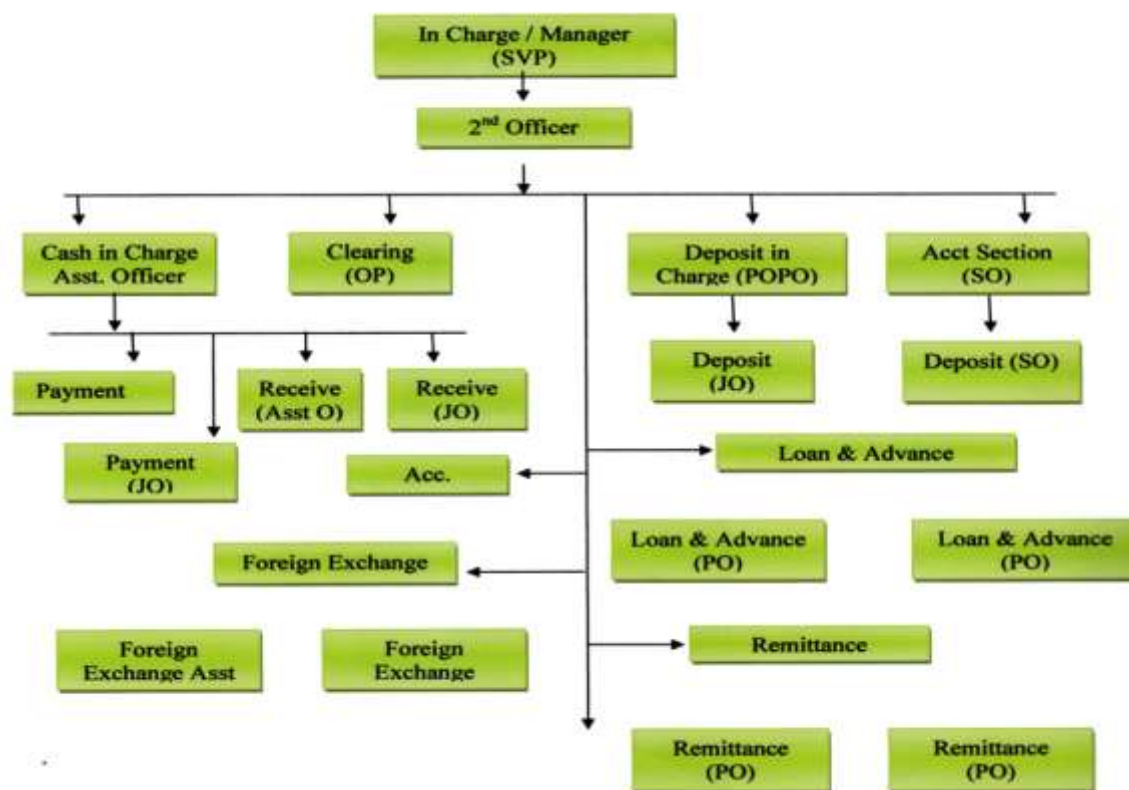
2.11 Management Hierarchy of National Bank Limited:



2.12 Dilkusha Branch of National Bank Ltd:

The 1st branch of NBL is the Dhaka this branch is situated in 48 dilkusha Motijheel, Dhaka. This branch is inaugurated at 23 march 1983; the manager of this branch is Md. Ekramul Haque. He also got the position of EVP of NBL. This branch has also got 163 efficient and responsible employees.it has created positive image not only to the NBL but also among the customer. The management of this branch always tries to provide better service to its customer and behave well with them. Basically, this branch's major portion of customers is corporate.

2.13 Organogram of Dilkusha Branch:



2.14 Strategies of National Bank Limited:

- ✚ To identify customer credit and other banking needs and monitor their perception towards our performance in meeting those and update requirement.
- ✚ To strive for customer satisfaction through quality control and delivery of timely services.
- ✚ To manage and operate the bank in the most efficient manner to enhance financial performance and to control cost of fund.
- ✚ To increase direct contact with customer in order to cultivate a closer relationship
- ✚ To train and develop all employees and provide them adequate resources so that customer need can responsibly addressed.
- ✚ To review and update policies procedures and practices to enhance the ability to extend better services to customers.

2.15 Departments of the Dilkusha Branch:

- ✚ Accounts opening department
- ✚ Cash department
- ✚ Remittance department
- ✚ Accounts department
- ✚ Investment department
- ✚ Foreign exchange department
- ✚ Loans and Advances department
- ✚ Clearing department

2.16 Functions of National Bank Limited:

Some general functions of National bank are given below:

- ✚ Maintain all types of deposit Accounts.
- ✚ Make investment in different sectors.
- ✚ Conduct of foreign exchange business.

- ✚ Perform other banking services.
- ✚ Perform social welfare activities.
- ✚ To work for continues business innovation and improvements.
- ✚ Ensure the best uses of its creativity, well disciplined, well manages and perfect growth.

2.17 SWOT Analysis:

By analyzing the performance of National Bank limited. I get the following Strengths, Weaknesses, Opportunities and Threats:

Strengths:

- ✚ NBL is the first generation private bank in Bangladesh.
- ✚ It has well reputation in the market.
- ✚ Not engaged in unfair business practice.
- ✚ Executives are highly educated and experienced.
- ✚ Bank has many attractive deposit schemes.
- ✚ Well-furnished and Air-condition facilities.
- ✚ Efficient management practice in the Bank.
- ✚ Located in important commercial area.

Weaknesses:

- ✚ Officers in the junior level are not highly qualified.
- ✚ Absence of long-term credit.
- ✚ Small market shares in banking business.
- ✚ Lack of promotional activities.

Opportunities:

- ✚ Can increase the credit scheme.
- ✚ Private Banks becomes more reliable to local public.
- ✚ Have opportunity to increase market share.
- ✚ Private Banks can contribute more in the economic development of our country.
- ✚ By doing social welfare activities it can create a good impact on public mind.

Threats:

- ✚ There are many competitors in the market.
- ✚ Govt. pressures to reduce interest rate.
- ✚ Govt. imposes tax & VAT on profit.

CHAPTER:03

General Banking Activities Of NBL

3.0 General banking:

The division of general banking plays the most significant role in all commercial banks. It is mainly a liability side. General Banking division of NBL can be functioned in the following way:

One who want to open an account, he has to fill up an account opening form. This form is a legal contract between the bank and prospective customers. The rules and regulations for opening of an account vary from customer to customer, if he wants to open different types of accounts. First of all various types of customers such as individual, joint, proprietorship, partnership, private limited company, public limited company, associations, clubs, societies, trusts etc. can open their various types of accounts as their requirements which are mentioned below:

3.1 Various Types of Deposit Account:

Saving Deposit:

National Bank Limited offers clients a hassle free and low charges investment account through the branches all over Bangladesh.

Advantages of Savings Deposit:

-  Interest rate of 4.00% on last month to month parity.
-  Least adjust amount is Tk.2000.
-  Maintenance or upkeep charge yearly Tk. 500.
-  No shrouded expenses.
-  Standing Instruction Arrangement are accessible for operating

Current Deposit Account:

National Bank Limited offers clients current deposit for regular business transaction with no confinement.

Current Deposit Account (Personnel)

-  Collect an Account opening structure from the Bank.
-  Fill every one of the prerequisites of the structure.
-  Nominee is must be indicated.

- ✚ Photograph is most imperative for any account two for holder and one for chosen one (Except institutional A/C).
- ✚ To open this account the most imperative things is a photocopy of voter ID card/legitimate international ID/Nationality Certificate issued by Neighborhood govt. must need to include with the account opening structure furthermore encase the structure 12 with the account opening structure.

Current Deposit account (sole Proprietorship):

- ✚ Signature Card.
- ✚ Photograph 3 or 4 for holder bore witness to by introducer and 2 for chosen one of signatories verified by A/C holder.
- ✚ Copy of legitimate Trade License.
- ✚ TIN Certificate.
- ✚ 18-A consent from Bangladesh Bank (for GSA & Agents just).
- ✚ Current Deposit Account (Partnership):
- ✚ Signature Card.
- ✚ Photography of signatories validated by introducer.
- ✚ Partnership Deed.
- ✚ Partners letter of power to open account and approval for operation.
- ✚ Copy of substantial Trade License.
- ✚ 18-An authorization from Bangladesh Bank (for GSA & Agents just).

Current Deposit Account (Association/Trust/Society):

- ✚ Signature Card
- ✚ Photograph of signatories verified by introducer.
- ✚ Copy of Resolution of administering body to open the account and approval for operation.
- ✚ Copy of comfort/standing rules/rules.
- ✚ Certificate of enlistment.
- ✚ List of approved signatories and individuals from the overseeing bodies alongside

Advantages of current Deposit Account:

- ✚ Least support charge half yearly Tk.500/ - .
- ✚ Least balance required is Tk.2000.
- ✚ No concealed expenses
- ✚ Standing Instruction Arrangement are accessible for working account.
- ✚ Simple access to our different accounts

Term Deposit:

Term Deposit can be divided into two different categories and they are

- ✚ Special Notice Deposit
- ✚ Fixed Deposit

Special Notice Deposit

National Bank Limited provides decent interest rate on client's special notice deposit and offers account to withdraw cash whenever.

Advantages

- ✚ Least support charge half yearly Tk.500/ - .
- ✚ Tending Instruction Arrangement is accessible for working account.

Fixed Deposit:

National Bank Limited offers settled term funds that will scale up client's reserve funds sum with the time.

Account Opening Procedure

- ✚ Collecting a structure and top off every one of the prerequisites of A/C holder.
- ✚ Nominee must be said and related data too.
- ✚ Two duplicates international ID size photo one for holder one for chosen one.
- ✚ Needed international ID or national ID card or chief certificates

Advantages

- ✚ Any sum of money can be saved
- ✚ Untimely encashment account is accessible.
- ✚ Overdraft account accessible against term receipt

Foreign Currency Deposit:

Foreign Currency deposit is categorized in two parts and they are as followed:

- a) RFC DEPOSIT
- b) NFC DEPOSIT

Resident Foreign Currency (RFC) Deposit

National Bank Limited offers opportunity to keep up foreign currency account through its Authorized Dealer Branches. Bangladesh nationals dwelling abroad or Foreign nationals living abroad or Bangladesh and outside firms working in Bangladesh or abroad or Foreign missions and their ostracize representatives.

Advantages

- ✚ No starting deposit is obliged to open the account.
- ✚ Interest on the deposit amount will be offered 1.75% for US Dollar Account, 3.00 % for EURO Account and 3.25% for GBP Account.
- ✚ They will get interest on every day item premise on the credit offset (least adjust of US\$ 1,000/ - or GBP 500/ - at any rate for 30 days) keeping up in the account.

Non-Resident Foreign Currency (NFC) Deposit

National Bank Limited offers chance to keep up foreign currency deposit through its Authorized Dealer Branches. All non – inhabitant Bangladeshi nationals and persons of Bangladesh cause including those having double nationality and usually living abroad may keep up enthusiasm bearing NFCD Account.

Monthly Saving:

National Bank Limited offers month to month investment funds plan for its retail clients.

Advantages

- ✚ Regularly scheduled payments of deposit will be Tk.500/ - , Tk.1,000/ - , Tk.2,000/ - , Tk.3,000, Tk.4000/ - , Tk.5,000/ - and Tk.10,0000
- ✚ Accounts may be opened for any portion and term, which is not changeable.
- ✚ A man is permitted to open more than one account for distinctive portion in a branches/bank.

SL#	Monthly Installments	Amount to be paid on completion of Term		
		03 (Three) Years @ 9.00%	05 (Five) Years @ 9.25%	08 (Eight) Years @ 9.50%
01	BDT 500/-	20,627/-	37,896/-	76,849/-
02	BDT 1000/-	41,277/-	75,791/-	1,41,691/-
03	BDT 2000/-	82,510/-	1,51,583/-	2,83,394/-
04	BDT 3000/-	1,23,765/-	2,27,374/-	4,25,091/-
05	BDT 4000/-	1,65,020/-	3,03,166/-	5,66,788/-
06	BDT 5000/-	2,06,274/-	3,78,957/-	7,08,485/-
07	BDT 10000/-	4,12,549/-	7,57,914/-	14,16,970/-

Monthly Earning Scheme:

Under this plan one will deposit at least tk.1, 00,000/- for a long time and will appreciate monthly interest rate of Tk.1, 000/- for each Tk.1, 00,000/- .

Advantages

- ✚ Deposit of Tk.1, 00,000/- and its multiple upper limit of To 50, 00,000/- might be satisfactory under this plan.
- ✚ The deposit may be opened either separately or mutually.

Double Benefit Account

National Bank Limited now offers Double Benefit Account for its clients. The advantages under this plan might turn out to be double following 07 (seven) years.

Advantages

- ✚ Deposit of Tk.1, 00,000/- and others with no furthest breaking point might be worthy under this plan.
- ✚ A man is permitted to open more than one DBA Account.

- ✚ The account may be opened either independently or mutually.
- ✚ All DBA account holder should be offered with free Life Insurance Policy under this plan.

Millionaire Income Scheme:

Under this plan one will deposit an altered sum on month to month premise for 5, 7 or 10 years and on development he/she will be only a tycoon.

Advantages

- ✚ Deposit of different monthly sum for 5, 7 or 10 years. Account size will be in view of residency. Upon development the contributor will get Tk. 10,00,000/
- ✚ A man is permitted to open more than one MIS Deposit.
- ✚ The deposit may be opened either separately or together

Installment	Tenure	On Maturity
12,450/-	5	10,00,000/-
7,870/-	7	10,00,000/-
4,550/-	10	10,00,000/-

3.2 Credit Products:

Credit products are categorized in the following:

- ✚ Overdraft
- ✚ Lease finance
- ✚ Home loan
- ✚ Small medium enterprise loan
- ✚ Consumer Credit Loan
- ✚ Trade Finance

Overdraft:

NBL offers overdraft account for corporate clients for everyday business operations.

Advantages

- ✚ Low charges in overdraft account maintenance.

- ✚ Account is accessible against account receipt or home loan property
- ✚ Low intrigue rate 13-16%

Lease Finance:

National Bank Limited offers renting account for customers with simple portion account.

FINANCING AREA

- ✚ Capital machinery.
- ✚ Diverse types of gear.
- ✚ Gas, Diesel generator and Power plant.
- ✚ Therapeutic types of gear.
- ✚ Information Technology types of gear.
- ✚ Development types of gear.
- ✚ Buyer durables.

Advantages

- ✚ Focused month to month rental.
- ✚ Tax cut.
- ✚ Quick preparing.

Home Loan:

NBL offers home credit account for buying pads or development of house.

Advantages

- ✚ Financing sum broadens up to 70% or Tk. 75, 00,000 which is most elevated of aggregate construction cost.
- ✚ Duty period available up to 9 months in level buy or 12 months in construction.
- ✚ Aggressive interest rate.
- ✚ No application or handling expense.

Eligibility:

- ✚ Any Bangladeshi native or NRB, who is equipped for reimbursement can apply for this credit
- ✚ Simple handover in the wake of renting period

Small Medium Enterprise Loan:

NBL offers monetary backing to little businesspeople/endeavor with new items named "Celebration Small Business Loan" and "NBL Small Business Loan" has been presented in the Bank.

Advantages

- ✚ Most extreme Tk.3.00 lac (Festival Scheme) and Maximum Tk.5.00 lac (Small Business Scheme).
- ✚ 3 Months (Festival Scheme) and 5 years (counting 1 month beauty period (Small Business Scheme)).
- ✚ Insurance Free Advance.

Consumer Credit Loan:

NBL offers shopper credit account for retail clients.

FINANCING ITEMS

- ✚ Electronics shopper items.
- ✚ PC or Computer accessories.

Advantages

- ✚ Quick preparing.
- ✚ Focused interest rate.
- ✚ No application or preparing charge.
- ✚ Simple regularly scheduled payment.

Trade Finance:

NBL gives complete saving money administrations to all. sorts of business concerns, for example, in the mechanical division for fare import reason as meeting expectations capital, pressing credit, exchange finance, Issuance of Import L/Cs, Advising and affirming Export L/Cs.

- Bonds and Guarantees.

Advantages

- ✚ Low intrigue rate 13.00%-14.50%.
- ✚ Least handling time.
- ✚ Low administration charges.

3.3 Cards:

There are different kinds of cards in NBL:

-  Gold International
-  Silver International
-  Gold Local
-  Silver Local
-  Power Cards

Two key cards are as followed:

Credit Card:

NBL Credit Card is acknowledged in numerous vendor outlet around the globe. An extensive variety of traders incorporate lodgings, eateries, carriers, & travel operators, shopping centers and departmental stores, doctor's facilities & demonstrative focuses, gem specialists, gadgets & PC shops and some more.

Advantages

-  Dual Currency Card Facility.
-  Most reduced Rate of Interest.
-  Most reduced Card Fees. Extraordinary Discount of Card Fee condition pertinent.
-  Consumers can exchange 80% measure of your Local Card Limit to any NBL A/c or have Pay Order Facility.
-  No Excess Limit Charge.

Credit Card Fees:

	Card Fees			
Types of Card	Gold		Silver	
	Old	New	Old	New
International	\$ 50.00	\$ 35.00	\$ 25.00	\$ 20.00

Local	Tk. 2000/-	Tk. 1500/-	Tk. 1200/-	Tk. 700/-
Dual	-	\$ 35.00	-	\$ 20.00

Late Payment Fees:

	Late Payment Fees			
Types of Card	Gold		Silver	
	Old	New	Old	New
International	\$ 15.00	\$ 10.00	\$ 15.00	\$ 10.00
Local	Tk. 500/-	Tk. 300/-	Tk. 350/-	Tk. 200/-
Dual	-	\$ 10.00	-	\$ 10.00

Card Replacement Fees:

	Late Payment Fees			
Types of Card	Gold		Silver	
	Old	New	Old	New
International	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00
Local	Tk. 500/-	Tk. 500/-	Tk. 500/-	Tk. 500/-
Dual	-	\$ 15.00	-	\$ 15.00

Power Card:

NBL Power Card is the first plastic for which consumers don't need to keep up any account with our any branch.

Advantages

- ✚ It is a Pre-paid Card
- ✚ Yearly/Renewal Fee Tk. 200/- just
- ✚ May be issued and refilled from RFCD/FC Account
- ✚ Acknowledged at all VISA POS shippers
- ✚ Money withdrawal at all ATM stalls bearing VISA and Q-trade logo(Except HSBC in for cold hard currency Bangladesh)

Drawing of Cash:

- ✚ from NBL ATMs - Free of charges
- ✚ From ATMs under Q-money system Tk.10.00 per exchange
- ✚ From other ATM - Tk. 100.00 for each exchange.
- ✚ Money Withdrawal Fee (aboard)- 2.00% on the money drawn sum or US\$2.00, whichever is higher.
- ✚ Just 1% stacking charge against both International and Local Power Card at the season of Refilling.
- ✚ Yearly Tk.100 for enlistment of SMS administration.
- ✚ No Hidden Charges.

3.4 Cash Section:

The most vital and important section of the branch is Cash Department. It deals with all kinds of cash transactions. This department starts the day with cash in vault. Each day some cash that is opening cash balance are transferred to the cash officers from the cash vault. Opening cash balance is adjusted by cash receipts and payments. This figure is called closing balance. This balance is then added to the vault. This is the final cash balance figure for the bank at the end of any particular day. There is an important clause and duty practiced by the branch is to refund the principal amount that exceeds more than Tk. 1 crore at the principle branch of the bank.

3.5 Functions of Cash Payment:

Cash Payment:

- ✚ Cash Payment is made only against check.
- ✚ This is the unique function of the banking system which is known as “payment on demand”.
- ✚ It makes payment only against its printed valid Check.

Cash Receipt:

- ✚ It receives deposits from the depositors in form of cash.
- ✚ So it is the mobilization unit of the banking system.
- ✚ It collects money only its receipts forms.

3.6 Cash Payment or Cheque cancellation process:

Step1. Receiving Cheque by the employee in the cash counter

Step2.

- ✚ Verification of the followings by the cash officer in the computer section
- ✚ Date of the cheque it is presented within 6 month from issue date
- ✚ Issued from this branch
- ✚ Amounts in figure and sentence written does not differ
- ✚ Signature of the drawer does not differ
- ✚ Check is not torn or mutilated

Step 3: Gives pay cash seal and sends to the payment counter

Step 4: Payment officer makes payment.

3.7 Books maintained by Cash section:

Vault Register: It keeps account of cash National Bank Limited in vault in the bank.

Cash Receipt Register: Cash receipt in whole of the day is recorded here.

Cash payment Register: Cash payments are made in as day is entered here.

Rough Vault – Register: Cash calculation for final entry in vault register is done here as any error and correction here is not acceptable.

Cash National Bank Limited book: National Bank Limited here is compared with vault register. If no difference is found, indicates no error.

3.8 General Procedure of Account Opening:

Account opening section is an important factor for banks because customer is the main source of bank. Selection of customer is another important factor. Bank's success and failure largely depends on their customers. If customer is not good then

May create fraud and other problems by their account with bank and thus destroy goodwill of banks. Therefore, bank must be conscious in selecting its customer. For this reason National Bank Ltd. keep key information system.

Accounts Opening Process:

Recently, Bangladesh Bank has been declared, designed and enforced a unique format of form for every banks. This format should hold the important document in a same manner and process respectively for different kind of accounts. National Bank Ltd. is not different from this practice.

Accounts opening process can be as follows:

Step 1

- ✚ Receiving filled up application in bank's prescribed form mentioning what type of account is desired to be opened.
- ✚ The form is filled up by the applicant himself/ herself
- ✚ Two copies of passport size photographs from individual are taken and in case of firms photographs of all partners are taken
- ✚ Officer are taken information from customer by key information system

Step 2

- ✚ Applications must submit required documents
- ✚ Applications must sign specimen signature sheet and give mandate
- ✚ Introducer's signature and accounts number-verified by legal officer

Step 3

- ✚ Filling & signing up KYC or Know Your Customer Form
- ✚ Filling TP or Transaction Profile.
- ✚ Filling & signing up Owner Information Form

Step 4

- ✚ Authorized Officer accepts the application

Step 5

- ✚ Minimum balance is deposited-only cash is accepted

Step 6

- ✚ Account is opened and a cherub book and pay-in-slip book is given

Information Collected to Open Account:

Accounts opening information that is collected by the National Bank Ltd. varies for each type of account.

❖ **Individual**

- ✚ Name of account holder
- ✚ Present and Permanent Address of A/C holder
- ✚ Sign of account holder
- ✚ Date of birth and age
- ✚ Nationality
- ✚ Taxpayer Identification Number (TIN- if available)
- ✚ Passport or certificate provided by the employer
- ✚ Introducer
- ✚ Photograph of the account holder duly attested by the introducer.
- ✚ One photograph of the nominee duly attested by the account holder.
- ✚ Nominee declaration form
- ✚ Nominee Sign
- ✚ Money laundering leaflet

❖ **Partnership Firm**

- ✚ All the required information mentioned for Individual Accounts; along with,
- ✚ Copy of Partnership Deed
- ✚ Mandate from the partners is essential – indicating who will operate the account.

❖ **Limited Company**

- ✚ All the required information mentioned for Individual Accounts; along with,
- ✚ Certificate of Incorporation
- ✚ Copy of Memorandum and Article of Association
- ✚ Certificate of Commencement
- ✚ Copy of Resolution of the Board of Director.

Public Company:

- ✚ Certificate of incorporation
- ✚ Copy of memorandum and Articles of Association
- ✚ Certificate of Commencement
- ✚ Copy of Resolution of the board of directors.

Dormant Account:

If any account is inoperative for more than one year is called dormant account. To operate these accounts manager permission is necessary.

Unclaimed Account:

If any account is operative for 10 years is called unclaimed account. Unclaimed account balance given to Bangladesh Bank.

Transfer of Account:

An account can be transferred from branch to branch and only from the same bank. Following steps are considered for this purpose:

- ✚ Application in written to the Manager of the account maintaining branch.
- ✚ Manager sends a request to the manager of the desired branch of depositors
- ✚ Sends original Account opening application and specimen signature sheet with the balance remained in the account at he sent Manager's request.
- ✚ New account is opened at desired branch.

3.9 General Procedure of Account Closing:

Account closing is also done by account opening section. The customer may close his/her/their account(s) at any time giving notice to the bank. Similarly, the bank on genuine ground may close customer(s) account giving reasonable notice for the action or without any notice if the conduct of the account is not satisfactory to the bank or any reason(s) whatsoever. In either case, bank will realize a closing charge from the customer's account. The usual closing charge is Tk.300 + 15% VAT. But, the closing charge of account within three months of opening is Tk.500 + 15% VAT.

To close an account:

- ✚ Account holder requires applying in a specific form with full signature.
- ✚ He/she/they must surrender the unused leaves/cheque book provided by the bank.

- ✚ Verification of signature and approval by operation head.
- ✚ Close the account

On closure of the account, the bank will pay the credit balance (if any) of the account and any profit due to the customer(s). The customer(s) shall surrender the unused cheque books/leaves along with the requisition slip and other materials (if any) supplied by the bank for operation of the account.

3.10 Cheque Clearing Section:

The main function of clearing section is to operate with safety and security of financial transaction of financial instrument like DD, PO, check etc. on behalf of the customers through Bangladesh Bank Clearing House, Outside Bank Clearing (OBC), Inter Branch Clearing (IBC).

This section examines in the following way:

- ✚ The paying bank within the Dhaka city.
- ✚ Whether the paying bank outside the Dhaka city. Then these checks can be Whether cleared by OBC, OBC stands for Outward bill for collection
- ✚ Whether the paying is their own branch. These check scan be cleared by IBC, IBC stands for Inter Branch Bill for Collection.

Inward Clearing:

When the checks of its customer are received for collection from other banks, the following should be checked very carefully;

- ✚ The check must be crossed.
- ✚ The check should not carry a date older then the receiving date for more than 6 months.
- ✚ The collecting bank must check whether endorsement is done properly or not.
- ✚ The amount both in words and figures in deposit slip should be same and also it should be in conformity with the amount mentioned in words and figures in the checks.

Essential elements for Clearing

There are three essential elements are required for clearing the Instruments:

- ✚ Clearing Seal,
- ✚ Crossing Seal.
- ✚ Endorsement Seal.

3.11 Banker's Cheque (BC):

BC is used only to make the payment of different kinds of bills like utilities bill of the bank.

Some special features of BC are as follows:

- ✚ It should be Crossed Cheque and Account Payee Only.
- ✚ There is no commission for issuing a pay slip.
- ✚ Bank is the maker of the pay slip.
- ✚ A revenue stamp is required in case of payment.
- ✚ It has two parts; one part belongs to account payee and the other to the bank.

3.12 Online Banking Service:

Presently all branches of NBL are joined by ABBS network. Therefore client of one branch can store or withdrawal his/her cash through some other branches of NBL at least expensive cost or administration charges. Here it is specified that online offices are accessible for Current Deposit A/Cs, Savings Deposit A/Cs & Special Notice A/Cs just.

3.13 A- Inter Branch Credit Advice (IBCA):

It is an advice written by originating branch to the responding branch to credit the general account of responding branch for the transaction mentioned on it. IBCA is issued to responding branch to pay. The responding branch makes payment.

3.14 B- Inter Branch Debit Advice (IBDA):

It is an advice written by origination branch to the responding branch to debit the general account of responding branch for the transaction mentioned on it. IBDA issued to collect money from other branch. The originating branch collects money.

3.15 Remittance section:

Sending money from one place to another through some charges is called remittance. To pay or receive money of customers in the form of remittance from one place to another, from one person to another inside and outside the national boundary is an earning source of every bank.

Dilkusha Branch National Bank Ltd. operates both the foreign and local remittance to serve its customers. In addition, this service is an important part of country's payment system. Through this service, people can transfer their funds from one place to another place very quickly.

Foreign Remittance:

Foreign remittance is to send money of customers from one place to another, from one person to another outside the national boundary. Though Dilkusha Branch, National Bank Ltd. it can able to serve the customers by receiving and paying their incoming foreign remittance in the form of local currency. Foreign remittance is received by the bank via some internationally authorized agents. There are two medium of agent for foreign remittance at Dilkusha Branch, National Bank Ltd.; they are:

Money Gram:

Money Gram is a money transfer medium/agent serves both domestic & international services. Its identification number consists of 12 digits.

Local Remittance:

Sending money of customers in the form of remittance from one place to another, from one person to another inside and outside the national boundary is another earning source of every bank. As being a branch Dilkusha Branch of National Bank Ltd. Only operates the local remittance to serve the customers. In addition, this service is an important part of country's payment system. Through this service, people can transfer their funds from one place to another place very quickly. There are several techniques for collecting local remittance. These are:

- Payment Order
- Demand Draft

3.16 Payment Order:

Pay order gives the payee the right to claim payment from the issuing bank. It is payment from issuing branch only within the clearing house area of issuing branch. Payment is made through clearing.

- Examine gentility of the pay order.
- Enter into Pay Order register and give contra entry
- Debit, if the fund is sufficient then it is OK for payment.

Charges of pay order are shown in bellow by a chart:

Amount of P.O.	Commission	VAT	Total
1-100000	20	3	23
100001-500000	30	4	34
500001-1000000	50	8	58
1000001-Above	100	15	115

3.17 Demand Draft (D.D.):

DD is a one kind of bill of exchange. DD is the most frequently used mode of inland remittance. DD is an unconditional order of the bank from one branch to another branch to pay certain amount of money to a certain person on demand. It is applicable outside the Dhaka City. The DD generally issued for party's safety. If there is a huge amount to bear one place to another, then customer can do the DD and bear it to his destination instead of cash.

Characteristics of demand draft (D.D.):

- It is drawn on one branch upon another branch of the same bank
- Its payment cans only that whose name is mentioned in the pay orders.

Commission:-

Up to 25000 taka commission 25 taka

Above 25000 taka every one thousand carry 1 taka

VAT: - VAT is 15% of commission.

3.18 Telegraphic Transfer (T.T.):

Telegraphic Transfer is the most rapid and convenient but expensive method. There are different modes of telegraphic transfer such as Fax, Mobile, Telephone Telex, and Telegram. If an applicant wants to transfer money quickly to the pay in another city or district he /she may request the banker to send it by TT.

Procedure for sending TT:

When client want to transfer money from NBL, corporate branch to NBL, Dilkusha branch then following:

At first collect TT from remittance division

Deposit money in cash department which he mentions in TT form.

Client should have account in NBL at corporate branch and sending place. Client should paid commission, VAT and telex charge

Then client collect cost memo form remittance division, this cost memo work as an evidence in favor of client.

The authorized officer put test code and registers it in the TT payment register book then authorized officer send message to the Dilkusha branch by telephone or telex. This message contains client account number, test number, amount

Commission of TT:

Up to 25000 commissions charge is 25 taka

Above 25000 for every one thousand pay one taka as commission.

VAT: - 15% of commissions

Telex Charge: - it is always 40 Taka.

CHAPTER :04

Work Performed and initiative for Market Development

4.0 Actual Task Part:

In the period of my three months internship program, I got a position and some duties in National Bank Limited, Dilkusha Branch. My observation and responsibilities were in General Banking Department like opening & different types of DPS or FDR opening (Deposit Schemes). From 24 February 2019 to 23 May 2019, I worked with Shamim Ara Haque SPO of National Bank Limited, Dilkusha Branch. On that time I mainly worked in Customer Service Department & observed the rules and regulations of Deposit Schemes and the procedure which they followed in the Deposit Section.

4.1 Job responsibilities:

There were several responsibilities carried out by me in general banking division of National Bank Limited (Dilkusha branch). Every day I used to start my job at 10:00am and it ended at 04:00pm. Within this time different types of job were done by me and those are given below.



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. Before opening of any account it is very important to know the target customers of the bank. The targeted customers may be individual, partner, joint stock companies, trustee/clubs/associates and different types of institutions. It is also important to know why the customer wants to open account at this branch. To reveal customer's purpose of opening account is pretty tricky. If account opening officer is experienced and intelligent s/he can easily expose the purpose for opening account from customer himself.

National Bank Limited offers different types of account for their target groups. These are as follows:

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

Term deposits

Opening an account is the first step to be a customer of National Bank Limited and enjoying different services of it. For depositing and withdrawing money from The National Bank and having other services, an account is mandatory for every individual and institutional customer. So my responsibility was to give premium quality services and attempt to sustain our customer for a long time with Standard.

Closing Accounts:

Customer accounts are closed for many reasons. So I closed accounts with maximum attention to the customer so that next time when they will think about opening a bank account, National Bank Limited will come to their mind as a preferred choice.

Receive Cheque Requisition:

A cheque requisition is received from the customer for giving a new cheque book containing a specific number of pages mentioned by customer. I received the cheque requisitions throughout the day and sent the list to the head office at the end of the day.

Pay Order Issue:

Pay order has been issued to serve the customer who wants send money not in cash rather in cheque. It reduces the cash carrying risk. I filled up the pay order slip to help out the customers.

Bach/Bills Remittance Department:

It is most and interesting department. This section deals with the transfer of money from one branch to another branch. Nearly six drafts issued daily from this department. Here I know the amount transferred and what is the procedure. This department also deals with T.T. transfer of money.

Cash collection:

In cash counter I used to collect cash from customers that they used to deposits in monthly saving accounts.

Checking Papers Submitted by short term Loans:

I used to check papers submitted by customer like Trade license, Receipt book, and mortgage paper of land.

Assisting customers to open bank Account:

I used to help customers to fill up the account opening form. Also provided information regarding the types of papers they need to open a particular account.

4.2 Market Development Practices by the National Bank limited:

In every Sunday NBL Dilkusha branch manager arrange a meeting to provide their product facility to the customers. Manager gives a speech for employees and makes a group.

Each group contains 4 people. Then they go to the different side of the city and describe their product features to the customers. From this point of view we can say that it is linked with personal selling. They also sponsored Bongobondhu gold cup (Football) . They do not do that much marketing for their bank .

CHAPTER: 05

Findings, Recommendations & Conclusion

5.0 Findings:

- ✚ Online Banking is not that much good
- ✚ Has lacking in ATM and credit card sectors
- ✚ Salary is less than other banks
- ✚ Poor marketing strategy
- ✚ Less branches in rural areas
- ✚ Interest rate of FDR is less than other banks

5.1 Recommendations:

- ✚ interest rate should be reduced for CC account (Cash Credit)
- ✚ Should open more branches in rural areas
- ✚ Should focus more on credit cards and ATM booths
- ✚ Should use the term “Islamic Banking”
- ✚ Should pay more to the employees
- ✚ National Bank limited should increase all deposit interest rate and decrease all loan interest rate.
- ✚ Manager must ensure that customer complaints are addressed with top most priority
- ✚ Manager must ensure efficiency in their operations so that customers do not have to suffers or wait for long time for their intended work.

5.2 Conclusion:

Finally, it can be concluded that, internship program has been arranged for gaining practical knowledge with theoretical knowledge. Highest effort has been given to provide the actual scenario of the general banking system of the National Bank limited. During the internship, it is found that The Dilkusha branch of National Bank Limited provides all the conventional banking services as well as some specialized financing activities. The Branch also provides loans in different categories.

National bank Limited is one of the largest and oldest banks in the private banking sector. It has a large portfolio with huge assets to meet up its liabilities and the management of this bank is equipped with the expert bankers and managers in all level of management. A banker cannot sleep well with bad debts in his portfolio. The failure of commercial banks occurs mainly due to bad loans, which occurs due to inefficient management of the loans and advances. Beside this, a good customer service and general banking activities attract the customers. So, National Bank is focusing more on ensuring a good quality banking service to attract more and more customers.



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Acronyms

NBL	National Bank Ltd.
SB	Saving Account
FED	Foreign Exchange Department
AD	Authorized Dealer
CCI	Chief Controller of Import
CCE	Chief Controller of Export
IMP	Import Policy
EXP	Export Policy
MT	Mail Transfer
FC	Foreign Currency
L/C	Letter of Credit
PAD	Payment against Documents
LIM	Loan against Imported Merchandising
TC	Export Registration Certificate
VAT	Value Added Tax
CA	Current Account
STD	Short term Deposit
FDR	Fixed Deposit Receipt
MSS	Monthly Saving Scheme
DD	Demand Draft
TT	Telegraphic/Telephonic Transfer
PO	Pay Order
CM	Credit Memorandum
DBDS	Double Benefit Deposit Scheme