



সাউথইস্ট ব্যাংক লিমিটেড
Southeast Bank Limited

Southeast Bank

INTERNSHIP REPORT
ON
GENERAL BANKING ACTIVITIES OF SOUTHEAST BANK LIMITED
(A STUDY ON KOTWALI BRANCH, CHITTAGONG)

SUBMITTED TO:

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Letter of Transmittal

September 16th, 2014

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Sub: Submission of Internship Report.

Dear Madam,

It is my great pleasure to submit the Internship report entitled “General Banking activities of Southeast Bank Limited” to you. As per requirement of BBA, I have completed the Internship in Southeast Bank Limited. I have tried to exert all the knowledge that I gathered through my working with this branch of SEBL.

Working for three months (6thJune to 6th September) in the Southeast Bank Limited, KotwaliBranch Chittagong helped me to fulfill the requirements of obtaining practical learning and subsequently prepare of this report. My internship in Southeast Bank Limited was a worthwhile experience and the exposure of such an organization would be valuable for me. Before facing the real business world, I have gathered prior knowledge about the organization culture.

Thank you very much for your kind co-operation without which this Internship Report cannot be completed. I like to take every opportunity to express my gratitude of indebtedness to you.

Thank you very much for your kind co-operation.

Sincerely yours,

.....

AnikDutta

ID#10304124

Acknowledgement

At first I would like to express my gratitude to Almighty God who has given me opportunity to go through the total process of internship and to write a report in this regard.

I would like to take the opportunity to express my gratitude to my Internship Advisor, Sayla Sowat Siddiqui lecturer, Faculty of Business Administration, BRAC Business School whose direction, guidance and support helped me a lot in writing this report.

It was a great pleasure for me to work in Southeast Bank Limited (Kotwali Branch, Chittagong) as an intern. I thank all the employees for being friendly and cooperative. I was taught lots of important things through-out my internship career because of their proper attention and co-operation.

My deepest appreciation and special thanks goes to Mr. Kallol Paul the Head of Kotwali Branch, Kowshar Ahammed Chowdhury Officer & General Banking in charge of Southeast Bank Ltd Kotwali Branch, for extending his support in compiling this report.

At last I must mention the wonderful working environment and group commitment of this bank that has enabled me a lot deal to do and observe the banking activities during my internship period of three months. Finally I convey my sincere thanks to my friends who inspire in different ways to complete the report and the course as well.

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Executive Summary

In the last term of final year of Bachelor of Business Administration (BBA) course, I was sent to Southeast Bank Ltd (SEBL) to have a practical exposure on banking activities under the program “General banking Activities of Southeast Bank Ltd (A Study on Kotwali Branch)”. SEBL is a leading private commercial Bank which starts its operation on under Companies Act, 1994 on March 12, 1995. Through its countrywide 35 branch network, it is providing a comprehensive and competitive banking service to its clients. With the starting the operation of SEBL, the main branch continue its operation. Through its three core departments, namely General Banking, Advance and Foreign Exchange, it provides all kinds of banking service to its customers. Throughout my overall study I have mainly tried to critically review the General Banking Activities of southeast Bank Ltd. Kotwali Branch. General banking comprises of account opening, bills, remittance, clearing cash and computer sections. Through these sections it establishes Banker customer relationship, collects bills for customers, remit funds of customers from one place to another, honoree cheques drawn on this branch. General Banking department provides these services in a faster and better manner.

First chapter Introduction of the report focus on background of the study, origin of the study, rational, Scope, objective of the study, limitation of the study, Methodology of the study etc. Second chapter of the report focused on overview of SEBL contains history, vision, mission, objective, product and services of SEBL and so on. The third section focused the project part which called General Banking Activities of Southeast Bank Ltd. Last but not the least Section focused my 3 months internship experience which I learned from SEBL Kotwali Branch, Chittagong as well as the some sort of problem which I have found from my observation. In this part I also try to recommend some solution to solve these problem and conclusion based on my study. Through the report I mainly try to critically review the General Banking Activities Kotwali Branch, Chittagong of Southeast Bank Ltd.

Chapter-01

Introduction

Nowadays commercial banking is expanding like mushrooms and mainly private banks are contributing in it. Commercial banking is now playing a great role in economic growth of our country. Banking Industry is moving towards rapid changes due to technological innovation and diversified needs of the customers.

Southeast Bank was established by leading business personalities and eminent industrialists of the country with stakes in various segments of the national economy established the Bank with a vision to bring client and professional banking service to the people and the business community of Bangladesh to help the national economy grow. Incumbent Chairman of the Bank is Mr. Alamgir Kabir, FCA, and a professional Chartered Accountant. Bank's Managing Director is Mr. Mahbubul Alam, an eminent banker of the country with 43 years experience in both nationalized and local private sector banks to his credit. Bank's operations are built upon unequivocal emphasis on effective corporate governance. Objective is to create, promote and build long-term company value. Bank's first and the highest priority is to provide effective services and maximum satisfaction to the customers. Proper maintenance of harmony and co-operation is widely practiced in the Bank. We take pride in the fact that the public and private face of the Bank is one and identical. We believe that transparency in decision-making, monitoring mechanism and full disclosure to shareholders and regulatory authorities are essential aspects of Bank's corporate governance and that they create an intense pressure to rationalize Bank's services and search for new competitive advantages. We work ceaselessly within these parameters. A team of client professionals manages the Bank create and generate an environment of trust and discipline that encourages everybody in the Bank to work together for achieving the objectives of the Bank's culture of maintaining congenial work-environment in the Bank has further enabled the start to benchmark themselves better against management expectations. A commitment to quality and excellence in service is the hallmark of their identity. Southeast Bank has become a synonym of quality banking services and products. It has a diverse array of products and services tailored carefully to cater to the needs of all segments of customers. Our operational strategies are structured to address the special and often complex needs of the customers. In the growth graph, the Bank has generated profit of Tk.2,763.14

million after provision and income tax in the year 2010. -e curve keeps soaring upward everyday making it one of the leading and most successful banking institutions in Bangladesh with a total asset base of Tk.131,943.48 million as on December 31, 2010.

History

Southeast Bank Limited was established in 1995 and this branch has been established at 8th December, 2011 with a dream and a vision to become a pioneer banking institution of the country and contribute significantly to the growth of the national economy. The Bank was established by leading business personalities and eminent industrialists of the country with stakes in various segments of the national economy. The incumbent Chairman of the Bank is Mr. AlamgirKabir, FCA, and a professional Chartered Accountant. Mr. M. A. Kashem a member of the Board and Mr. Yussuf Abdullah Harun were past Presidents of the Federation of Bangladesh Chamber of Commerce and Industries. Southeast Bank is run by a team of efficient professionals. They create and generate an environment of trust and discipline that encourages and motivates everyone in the Bank to work together for achieving the objectives of the Bank. The culture of maintaining congenial work - environment in the Bank has further enabled the staff to benchmark themselves better against management expectations. A commitment to quality and excellence in service is the hallmark of their identity.

Southeast Bank takes pride for bringing women into the banking profession in a significant number for gender equality. At present, 32% of SEBL's employees are women that will rise to 45% over the next five years.

Products or Services Offered by Southeast Bank

Total industry is divided into two industries one is service industry and another one is manufacturing industry. Banks falls under the service industry and they satisfied their customer through their services. It means now we will discuss about the services provided by Southeast Bank to satisfy their customers. On the following paragraphs I have briefly discussed on the services of Southeast Bank.

The service they provide to the consumers it is divided into five parts and they are;

Products	Type of Products	Product Benefits/other descriptions
Deposits	Fixed Deposits	<ul style="list-style-type: none"> • 1 Month • 2 Months • 3 Months • 6 Months • 1 year
	Saving Schemes	<ul style="list-style-type: none"> • Double Benefit Scheme • Hajj Saving Scheme • Pension Savings Scheme • Mudarabah Monthly Income Scheme
Loans	Term Loan	<ul style="list-style-type: none"> • Project Loan • House Building Loan • Small Business Loan • Consumer Financing Scheme • Lease Finance • Personal Loan
	Demand Loan	<ul style="list-style-type: none"> • Loan General • Demand Loan against Ship Breaking • Payment against Document (PAD) • Loan against Import Merchandise (LIM) • Loan against Trust Receipt (LTR) • Forced Loan • Packing Loan

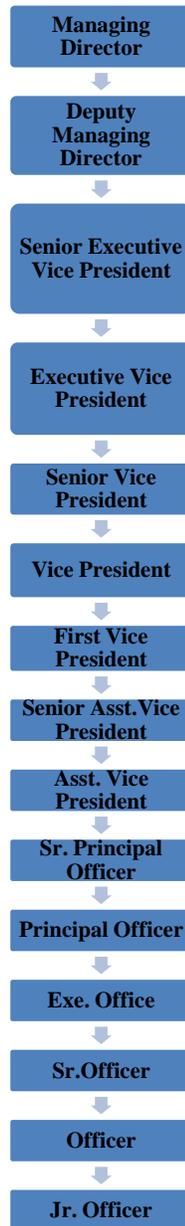
		<ul style="list-style-type: none"> • Secured Over Draft against Cash Incentive • Foreign Documentary Bills Purchased (FDBP) • Local Documentary Bills Purchased (LDBP /IDBP)
	Continuous Loan	<ul style="list-style-type: none"> • Secured Over Draft against Financial Obligation (SOD, FO) • Secured Over Draft Against Work Order / Real Estate etc. (SOD, GEN.) • Cash Credit (Hypothecation) • Cash Credit (Pledge) • Export Cash Credit (ECC)

Credit Card Service

Credit Card services have become an integral part of Business for many banks and financial institutions around the world .It have been widely accepted as the best payment tool regardless of location and time. Southeast Bank is in the card business just little over two years after obtaining principal membership from VISA International. Banks total issue stands at about 6000 at the end of the year, under review Banks classified amount is tk.6.30 million against total portfolio of tk.124.03 million which is less than 5% involving136 cardholders. Bank will continue to focus on bringing new value added services and features such as SMS services for the benefit of the customer.

Operational Network Organ gram

Operational network organ gram is provided on the following;



Vision for the Future

Southeast Bank's main vision is;

“To be a premier banking institution in Bangladesh and contribute significantly to the national Economy”

Besides its managers and executives of any organization, the main focus is to agree upon the basic vision that the firm strives to achieve in the long term. A clear vision provides the foundation for developing a comprehensive mission statement. So the vision statement should be established first and foremost. Southeast Bank has established their vision statement to achieve their long-term objectives, their vision is to stand out as a pioneer banking institution in Bangladesh and contribute significantly to the national economy.

<https://www.southeastbank.com.bd/home.php>

http://en.wikipedia.org/wiki/Southeast_Bank_Limited

Chapter-02

The Job

Nature of the Job

Internship is a kind of training where students and fresh graduates experienced the practical view of job life and what they learn all through their graduation. Internees are taught very basic things during the internship. Generally it takes place for three month. I am BRAC University student, as part of BBA student I have to complete internship. I did my three month internship program in Southeast Bank Ltd, Kotwali branch, Chittagong. During my internship program, I gained lots of experience about corporate environment.

Specific responsibilities:

The specific responsibilities during the internship are;

- Cash counting
- Manual data entry
- Remittance
- Customer service
- Locker Checking
- Cheque Clearance
- Form checking

Different Aspects of Job performance:

There are two different aspects of one is negative and the other one is positive. I have discussed both the aspects of job performance.

Positive

The positive aspects are;

- Gaining the practical knowledge
- Having a experience of corporate life
- Experience will later on help in near future in job life
- Building up a good link with the corporate people
- Understanding the difference between the practical and text based knowledge

These are some positive aspects of the job performance.

Negative Aspects:

The negative aspects of the job performance are;

- I have not been attended properly
- Some of the case I have been treated as low category employees which discourage the me to learn something
- Some of these behaviors forced me to thought that internship is just a waste of time.

Critical Observation and recommendations

Critical Observation

SEBL is one of the potential banks in the banking sector. The Kotwalibranch, Chittagong of SEBL is a small branch. It was a wonderful experience working at Southeast Bank Limited. The employees of the bank were very helpful and nice to me. In spite it was not an easy job to find so many things during the very short period of practical orientation program. Now, I would like to present my observations and give, my opinion to improve the banking service and make their customer more satisfied.

Lack of dynamic and prompt customer service:

Since a number of new banks are coming to existence with their extended customer service pattern in a completely competitive manner. Customer services must be made dynamic and prompt. Now a day, people have very little time to waste but want fastest and unique services in short time. Moreover they seek the bank which will provide more facilities and attractive offer compare to other bank. Therefore southeast bank should think sincerely about the renovation of their customer service and facilities which will be more attractive and innovative rather than traditional one.

Lack of Proper Division of Labor and man power:

There is lack of division of labor in the branch. Therefore everybody has to handle every type of banking services. Moreover if one personnel is absence in a department then extra burden will fall to another. This decreases the level of performance of the personnel, though it reduces monotonousness. But lack of division of labor hampers the discipline of working environment. So customers have to wait for some time for the desired service, which is contrary to the Premium Banking objective.

Lack of Proper compilations & Maintenance of Files:

Southeast Bank Ltd, Kotwali Branch gives personalized services. All the officers have to give concentration to the customers, while doing this they cannot properly completed and maintain the customer files. In many cases, most of the files and papers are kept here and there by the officers during the busy hour.

Shortage of availability of Machineries:

Kotwali Branch is supposed to be very well equipped by advance and available machineries. But there are shortages of photocopy and printing machine therefore most of the time employees activities are hampered for maintaining serial as well as it create gathering on their short space. This loses its glamour; moreover as because of lacking of maintenance and over used when one machine of any department stops working then the load shift to another department badly.

Employee Dissatisfaction:

Because of late promotion and longer probationary period there is dissatisfaction among the employees, more over some sort of internal politics also another reason behind proper recognition and promotion of employees. In addition most of the time over duties and huge working pressure makes their life monotonous and hamper their family life.

Confusion on double standard banking:

Beside the general banking system, Islamic banking system has been introduced in Southeast Bank Limited. This sort of double standard in banking may create confusion in the mind of customers. The most important think which I have observed is that SEBL, Kotwali Branch is an Islamic Banking Branch but the branch is following corporate banking method. So I think bank

should follow the rules of Islamic Banking otherwise this kind of collapse can hamper the reputation of the bank.

Lack of effective advertising and promotion:

Advertising and promotion is one of the weak point of Southeast Bank Limited, Southeast Bank Limited does not have any effective promotional activities through advertisement, but other banks have better promotional strategy.

Lack of Computer Knowledge:

All the organizations including banks are now mostly depends on computer but employees do not have much knowledge on computer.

Absence of proper Decoration and congested office area:

Decoration of the SEBL has become old. So, young people are not attracted to this branch as well as employees are not getting the congenial environment. Customers are also facing the problem with as because of its congested office area. Most of the time at busy hour customer rarely get any seat which hamper their service as well as such gathering also hamper office environment.

Unsatisfactory software performance:

Southeast bank use ultimo software for performing their banking activities. But the software often hanged as because of slower upgrade of data by vender. Therefore it delays to performing banking activities at time.

No desk and specific task for internee:

Southeast bank doesn't arrange any desk and fixed any task for their internee. Therefore they don't get any chance to learn banking activities by doing practical task. It is not possible for any fresh graduate to learn banking activities by getting few lecture from specific personnel rather if they involve them to some specific activities it would be easy for them to learn more and fell confident to perform any activities properly. Moreover as they do not pay any allowance to internee so some time it does not motivated them to present and learn eagerly.

Chapter-03

General Banking

Summary

My main project for my internship topic is general banking of Southeast Bank. In whole report my main focus was on the general banking activities of Southeast Bank Ltd. The entire report has developed on the basis of different level of activities of general banking and different aspects of my internship also. The report mainly explains about the general banking activities, along with how it is done and how the processes are precede step by step. There are different levels of activities; some of them are Front Desk/Accounts Opening Section, Clearing Section, Accounts Section, Cash Section, etc. The entire report has been explained about these activities, such as, how to open an account, how to close an account, dishonored cheque, etc. On the basis of the explanation of the activities analysis has been done and some I have recommended my view at the end of the report. I recommended that this branch of the bank should take more care of the employees and should expand the area of the office which is urgently needed. If some of these changes are done southeast bank will be able uphold their reputation.

Description of the project

The report is prepared as a requirement of the internship of BBA program of the BRAC University. The internship program has given meenormous opportunity to minimize the gap between theoretical and practical knowledge. My practical experience through performing different activities of the bank including General Banking it enhanced my view, mission and acceptability as well as has increased my overall experience about to deal in realworld phenomenon.

As per requirement, I have chosen the topic of “A Study on General Banking Division of Southeast Bank Bangladesh Limited” with the help of my three month working experience in Dhanmondi Branch, Southeast Bank Bangladesh Limited, I have tried my best to make this report effective and realistic and my endeavor will be fruitful if anybody is benefited from this one.

Objective of the project

The primary and secondary objectives of the project are explained on the following;

Primary objective:

- The primary objective of this report is familiar with the working environment and it also fulfills the requirement of BBA theoretical knowledge gained from the coursework of the BBA program in a specific field.

Secondary Objective:

- To Understand and analyze the overall activities of Southeast Bank Limited
- To evaluate the existing activities and techniques of Southeast Bank Limited
- To study the operational efficiency of southeast Bank Limited
- To suggest the ways and means for improvement in policy and techniques
- To relate the theoretical learning with the real life situation

Methodology

Preparing the report perfectly along with genuine information, two types of sources has been used; one is primary and the other one is secondary. The sources are explained on the following:

Primary Data sources:

The primary sources are;

- Practical banking work
- Personal discussion with the officers and executives of Southeast Bank Limited
- Personal interview with the customers

Secondary Data sources:

- Daily diary (containing my activities of practical orientation in Southeast Bank Ltd),
- Various publications on banking operation,
- Website of Bangladesh Bank,
- Website of Southeast Bank Limited,
- Annual Report of the Southeast Bank Ltd,
- Personal investigation with bankers,
- Different circulars issued by Head Office and Bangladesh Bank

Limitations:

This study report is based upon primary and secondary source of information from the documents and databases of the Bank. Though I tried my level best to produce a comprehensive and well-organized report on the Bank there some limitations were required. The study that has been conducted in Southeast Bank Ltd has certainly some limitations, which are as follows-

- One of the main limitations of the report was to conduct a small scale survey on clients.
- Time period was the other limitation for collecting information, which was only three month long.
- Insufficient supply of relevant books and journals.
- The branch is too much busy branch as for this to operate the survey on the basis of questionnaire
- Deficiencies in data required for the study.
- Field practice varies with the standard practice that also created problem.
- Time provided for conducting the study is another important constraint.
- The employees in Southeast Bank Limited are so much busy in their responsible fields; they could hardly provide little time to discuss with them.

Activities of General Banking

General banking is the starting point of all the banking operations. It is the department, which provides day-to-day services to the customers. Every day it receives deposits from the customers and meets their demand for cash by honoring cheques. It opens new accounts, remit funds, issues bank drafts and pay orders etc. Since bank is confined to provide the services every day and general banking is also known as, retail banking.

Functions of this department are:

- Front Desk/AccountsOpening Section
- Clearing Section
- Accounts Section
- Cash Section

ACCOUNT OPENING SECTION:

To establish a banker and customer relationship account opening is the first step. Opening of an account binds the Banker and customer into contractual relationship. But selection of customer for opening an account is very crucial for a Bank. Indeed, fraud and forgery of all kinds start by opening account. So, the Bank takes extremely cautious measure in its selection of customers.

The following works are done by this section-

- 1. Accepting of deposit**
- 2. Opening of account**
- 3. Check book issue**
- 4. Closing of account**

ACCEPTING OF DEPOSIT:

Accepting deposits is one of the main classic functions of banks. The relationship between a banker and his customer begins with the opening of an account by the former in the name of the latter. Initially all the accounts are opened with a deposit of money by the customer and hence these accounts are called deposits accounts. Banker solicits deposits from the members of the public belonging to different lifestyles, engaged in numerous economic activities and having different financial status. There are two officers performing various functions in this department.

The deposits those are accepted by SEBL may be classified in to:

a) Demand Deposits.

b) Time Deposits.

DEMAND DEPOSIT:

The amount in accounts are payable on demand so it is called demand deposit account. SEBL accepts demand deposits through the opening of –

- **Al-Wadiah Current account(CD)**
- **Mudaraba Savings account(SB)**

AL- WADIAH CURRENT ACCOUNT: Both individuals and business open this type of account. Frequent transactions are (deposits as well as withdrawal) allowed in this type of account. A current a/c holder can draw cheques on his account, any amount, and any numbers of times in a day as the balance in his account permits.

Criteria of current account followed by SEBL:

- Generally opened by businessmen, government and semi-government organizations; with proper introduction.
- No interest/munafah is provided for deposited amount.
- Overdraft is allowed in this account.
- Minimum opening balance is TK.2000.
- A minimum balance of Tk. 5000/- has to be maintained

MUDARABA SAVING ACCOUNT:

Individuals for savings purposes open this type of account. Current interest/munafah rate of these accounts is 06% per annum. Interest/ munafah on SB account is calculated and accrued monthly and Credited to the account half yearly. This calculation is made for each month based on the lowest balance at credit of an account in that month. A depositor can withdraw from his SB account not more than twice a week up to an amount not exceeding 25% of the balance in the account. If anyone withdraws money more than twice he/she will not get the interest for that month.

Criteria of savings account followed by SEBL:

- An appropriate introduction is required for opening the A/C;

- Frequent withdrawal is not encouraged;
- A depositor may withdraw money from his/her account twice in a week;
- Minimum amount of TK.5000 is required as initial deposit;
- Depositor may withdraw his/her deposited money up to 25% of the Balance in his/her account without notice. The bank may realize service charge in its discretion.
- Depositor will get interest/munafah on the amount deposited in his/her account.

TIME DEPOSITS:

A deposit which is payable at a fixed date or after a period of notice is a time deposit. In SEBL Motijheel Branch (Islamic Banking) accepts time deposits through Mudaraba Term Deposit Receipt (MTDR), Mudaraba Short Noticed Deposit (MSND), and Mudaraba Schemes etc. While accepting these deposits, a contract is done between the bank and the customer. When the banker opens an account in the name of a customer, there arise contracts between the two. This contract will be a valid one only when both the parties are competent to enter into contracts. SEBL accepts time deposits through the opening of –

- Mudaraba Term Deposit Receipt(MTDR)
- Mudaraba Short Notice Deposit(MSND)
- Mudaraba Monthly Saving Scheme(MMSS)

MUDARABA TERM DEPOSIT RECEIPT (MTDR)

MTDR are opened for a fixed period varying from one months to three years or above and are payable at a fixed date of maturity. In case of MTDR Account the banks do not have to maintain a cash reserve. So SEBL offers a high interest rate in MTDR accounts. It is usually paid on maturity of the fixed deposit. SEBL calculates interest at each maturity date and provision is made on that “Miscellaneous creditor expenditure payable accounts” is debited for the accrued interest.

RATE OF INTEREST/MUNAFAH, PRE-MATURE ENCASHMENT OF TERM DEPOSIT:

No.	Term Deposit	Rate of Interest/Munafah	Premature Encashment	Rate of Interest/Munafah
1	1 month	6.75%	Before 30 days	No Interest
2	2 month	7.25%	Before 2 month	No Interest
3	3 month	11.25%	Before expiry of 3 month	No Interest
4	6 month	11.50%	Before expiry of 6 month	No Interest
5	12 month	12%	Before expiry of 12 month	No Interest

From above circumstances it is clear that. If anyone runs his/her Deposit up to 11 month and withdraw his/her money in case of any kinds of emergency he/she will not get any types of interest but if the person give an application to Manager than manager can arrange interest of savings rate for that person.

Procedure of Opening MTDR Account:

Before opening a MTDR Account a customer has to fill up an application form which contains the followings:

- Amount in figures
- Beneficiary's name and address
- Period
- Rate of interest/munafah
- Date of issue
- Date of maturity
- How the account will be operated (singly or jointly)
- Signature(s)

- M.T.D.R. no.
- Special instructions (if any)

After fulfilling the above information and depositing the amount, MTDR account is opened and a MTDR receipt is issued and it is recorded in the MTDR Register which contains the following information:

- MTDR account no.
- MTDR (Fixed Deposit Receipt) no.
- Name of the MTDR holder with address
- Maturity period
- Maturity date
- Interest rate

MUDARABA SHORT NOTICE DEPOSIT (MSND)

The deposits held in these accounts shall be payable on short time for 7 days or 30 days. The deposits may be accepted for period and rate of interest/munafah is fixed by H.O. from time to time. The MSTD interest/munafah rates in SBL are 6.5%.

MUDARABA MONTHLY SAVING SCHEME (MMSS)

It is one type of savings scheme where installment payment should be deposited to the bank within first 10 days of each month. It can be opened for five, eight and ten years maturity period for Tk. 250/-, Tk. 500/-, Tk.1000/-, Tk.1500/-, Tk.2500/-, and Tk. 5000/-. Interest/munafah is paid to the customer @ 12.5% for MSS.

3.1.1.2. OPENING AN ACCOUNT:

The relationship between the Customer and Banks established through no. of bank accounts. It is a contractual relationship. However, selection of customer for opening an account is very crucial for a Bank.

There are several steps need to be followed to open an account in Southeast Bank. The steps are:

Step1: Applicant fills up the relevant application form in the prescribed manner.

Step2: He or She is required to fill up the specimen signature card.

Step3: For individual introduction is needed by an account holder.

Step4: The authorized officers analyze the introduction and examine the documents submitted.

Step5: Issuance of deposit slip and the deposit must be made in cash. No cheque or draft is acceptable to the Bank.

Step6: After depositing the cash one cheque book & pay- in-slip book is issued.

Step7: Now from as the account has been opened it need to maintained by both customer and.

The steps are briefly discussed on the following paragraphs;

Step1- Filling the Form

At first the prospective account holder will apply for opening an account by filling up account opening form. Account opening form consists of the name of the branch, type of account, name of the applicant(s), present address, permanent address, passport number (if any), date of birth, nationality, occupation, nominee(s), special instruction (if any), initial deposit, specimen signature(s) of the applicant(s), introducer's information etc. Moreover have to fill up of Know your Customer form; this form has been introduced by the Bangladesh Bank to prevent money laundering. "Know Your Customer" form helps to assess the customer. Clear instructions with regard to operations are found in "Know Your Customer". If the transaction of a customer is suspicious or not matched with the "Know Your Customer" than Bank branch should report it to Bangladesh Bank.

Step2- Filling up the specimen signature card:

The signature of the prospective account holder in the account opening form and on the specimen signature card duly attested by the introducer, not only that but also the signatures should be same in both form. Moreover two copies of passport size photograph duly attested by the introducer.

Step3- Introduction of the Customer:

The account holder should be properly introduced by the followings:

- i. An existing customer of the bank.
- ii. Officials of the bank not below the rank of Assistant Officer.
- iii. A respectable person of the locality who is well known to the Manager or authorized officer.

Step4- Analyzing the Introduction:

In this step the authorized officers analyze the introduction and examine the documents have submitted. Then the concerned authority will allocate a number for the new account.

Step5- Deposit Money:

After Examination of the documents the customer then deposit the “initial deposit” by filling up a deposit slips. Initial deposit to open a current account in SBL is Tk. 1000.00 and saving account is Tk. 500.00.

Step6- Issuing Cheque Book:

After depositing the cash one cheque book & pay- in-slip book is issued

Step7- Acceptance of Account:

After all the procedures are done at the end the account is considered as opened.

Southeast Bank Ltd, Kotuali Branch, Chittagong maintains all of its accounts in computer. After depositing the initial deposit, Branch records it in the computer by giving new account number. Then it issues cheque book requisition slip by the customer. Then it distributes all relevant papers to respective department.

ACTIVITIES & PAPERS NECESSARY FOR OPENING AN ACCOUNT**(A) Joint Account:**

If the account is a joint account, then the joint account holder should submit a declaration and operational instructions of the account along with their signature.

(B) Partnership firm:

The following documents have to be submitted for preparing an account of a partnership firm:

i) Partnership deed.

ii) There two type documents for partnership varies on the basis of registration:

(a) If the partnership firm is a registered one, then one copy of registration forms.

(b) If not, then a copy of certificate from the notary public.

(C) Limited Company:

Opening of an account of a limited company, following documents have to be submitted:

i) A copy of resolution of the company that the company decided to open an account in the Southeast Bank.

ii) Certified true copy of the Memorandum & Articles of Association of the Company.

iii) Certificate of Incorporation of the company for inspection and return along with a duly certified Photocopy for Bank's records.

iv) Certificate from the Registrar of Joint Stock Companies that the company is entitled to commence business (in case of Public Ltd. Company for inspection and return) along with a duly certified Photocopy for Bank's records.

v) Latest copy of balance sheet.

vi) Extract of Resolution of the Board/General Meeting of the company for opening the account and authorization for its operation duly certified by the Chairman/Managing Director of the company list of Directors with address (a latest certified copy of Form-XII).

(C) Society:

The documents have to be obtained in case of the account of the society:

- i) Up-to-date list of office bearers.
- ii) Certified copy of Resolution for opening and operation of account.
- iii) Certified copy of Bye-Law and Regulations/Constitution.
- iv) Copy of Government Approval (if registered).

(D) Co-operative Society:

The documents have to be obtained in case of the account of Co-operative Society are:

- i) Copy of Bye-Law duly certified by the Co-operative Officer.
- ii) Up-to-date list of office bearers.
- iii) Resolution of the Executive Committee as regard of the account.
- iv) Certified copy of Certificate of Registration issued by the registrar, Co-operative societies.

(F) Trustee Board:

The documents have to be obtained in case of the account of trustee board:

- i) Prior approval of the Head Office of SBL.
- ii) Certified copy of Deed of Trust, up to date list of members of the Trustee Board and certified copy of the Resolution of Trustee Board to open and operate the account.

(G) Minor's Account:

The documents have to be obtained in case of the account of minor:

- i) Putting the word "MINOR" after the title of the account.
- ii) Recording of the special instruction of operation of the account.

The AOF is to be filled in and signed by either the parents or the legal guardian appointed by the court of law and not by the minor.

Issue of Duplicate cheques book:

Duplicate chequesbook instead of lost one should be issued only when an A/C holder personally approaches the Bank with an application Letter of Indemnity in the prescribed Performa agreeing to indemnify the Bank for the lost checkbook. Fresh check Book in lieu of lost one should be issued after verification of the signature of the Account holder from the Specimen signature card and on realization of required Excise duty only with prior approval of manager of the branch. Cheques series number of the new cheques book should be recorded in ledger card and signature card as usual. Series number of lost cheques book should be recorded in the stop payment register and caution should be exercised to guard against fraudulent payment.

Issue of New cheques book (for old account)

All the procedure for issuing a new cheques book for old account is same as the procedure of new account. Only difference is that customer have to submit the requisition slip of the old cheques book with date, signature and his/her address. Computer posting is then given to the requisition slip to know the position of account and to know how many leaf/leaves still not used. The number of new cheques book is entered on the back of the old requisition slip and is signed by the officer.

IssuingCheque Bookto the Customers:

Fresh cheque book is issued to the account holder only against requisition on the prescribed requisition slip attached with the cheque book issued earlier, after proper verification of the signature of the account holder personally or to his duly authorized representative against proper acknowledgment.

Procedure of issuance of a cheque book:

When the cheque is handed over to any other person then the account holder the bank addressing the account holder with details of the cheques book issues an acknowledgement slip. This acknowledgement slip must be signed by the account holder and returned to the bank. Otherwise the bank will dishonor any cheques from this cheques book. At the end of the day all the requisition slips and applicationforms are sent to the computer section to give entry to these new cheques.

- A customer who opened a new account initially deposits minimum required money in the account.

- The account opening form is sent for issuance of a cheque book
- Respected Officer first draws a cheque book
- Officer then sealed it with branch name.
- In-charge officer enters the number of the cheque Book in Cheque Issue Register.
- Officer also entry the customer's name and the account number in the same Register.
- Account number is then writing down on the face of the Cheque Book and on every leaf of the Cheque book including Requisition Slip.
- The name of the customer is also written down on the face of the Cheque book and on the Requisition slip.
- The word "Issued on" along with the date of issuance is written down on the requisition slip.
- Number of Cheque book and date of issuance is also written on the application form.
- Next, the customer is asked to sign in the Cheque book issue register.
- Then the respected Officer signs on the face of the requisition slip put his initial in the register and hand over the cheque book to the customer.

4.1.4 TRANSFER OF AN ACCOUNT

- The customer submits an application mentioning the name of the branch to which he wants the account to be transferred.
- His signature cards, advice of new account and all relevant documents are sent to that branch through registered post.
- The balance standing at credit in customer's account is sent to the other branch through Inter Branch Credit Advice (IBCA).
- No exchange should be charged on such transfer.
- Attention is also given in this connection.

CLOSING THE ACCOUNT

Upon the request of a customer, an account can be closed. After receiving an application from the customer to close an Account, the following procedure is followed by a banker. The customer should be asked to draw the final cheque for the amount standing to the credit of his a/c less the amount of closing and other incidental charges and surrender the unused cheque leaves. The account should be debited for the account closing charges etc. and an authorized officer of the Bank should destroy unused cheque leaves.

In case of joint account, the application for closing the account should be signed by all the joint holders.

A banker can also close the account of his customer or stop the operation of the account under following considerable circumstances:

- Death of the customer
- Customer's insanity and insolvency
- Order of the court (Garnishee order)
- Specific charge for fraud forgery
- Stop payment of cheque
- A banker can stop payment of cheque of his customer under following considerable circumstances
- Firstly the account holder will apply to stop the payment of his cheque

Dishonor of Cheque:

If the cheque is dishonored, SEBL sends a memorandum (cheque return memo) to the customer stating the reason in the following way:

- Refer to drawer
- Not arranged for
- Effects not cleared May be present again
- Exceeds arrangements
- Full cover not received
- Payment stopped by drawer
- Drawer's signature differs/ required
- Alterations in date/figures/words require drawer's full signature
- Cheque is posts dated/out of date/mutilated
- Amount in words and figures differs
- Crossed cheque must be present through a bank.
- Clearing stamps required/requires cancellation.
- Addition to the discharge of Bank should be authenticating.
- Cheque crossed "Account Payee Only"
- Collecting Bank's discharge irregular/required.
- If the cheque is dishonored due to insufficiency of funds SEBL inform the account holder immediately.

Clearing Section:

This section of the bank receives all kinds of cheques in favor of the client for clearing as the part of their banking service. After receiving the Cheque it is necessary to endorse it and cross it specially. Basically the cheques for clearing are of following types:

Inward Clearing Cheque

Cheques received from the Clearing House, of SEBL. The Journal entry for it is;

Party's A/C -----Dr.

SEBL General Account -----Cr.

OBC (Outward Bills for Collection)

Cheques of other branch of SEBL, Agrabad within our clearing house area. These cheques are directly sent to the respective branch and request them to send IBCA. When IBCA comes, then customer's accounts are credited for the amount of the cheque.

Clearing Cheque

Cheques of another bank within our clearing house area. These cheques are sent to clearing house via the Principal Branch. When drawee bank honor the cheques, then the account of Cheque depositors are credited.

Outward clearing cheque

Cheques of another bank which are situated outside the clearing area those cheques are called outward clearing cheque These Cheques are cleared in two ways: Firstly, if any branch of our bank exists within the clearing house area of drawee bank, then we send the cheque to that branch of our bank and that branch collects the proceeds through clearing house formalities and sends an IBCA to us. In second way, if there is no branch of our bank, then we directly send the cheque to the drawee bank and request them to send the proceeds by PO or DD or by in any other means.

Inward Bills for Collection (IBC)

These are from other branch of Southeast Bank Ltd. These Cheques are settled by sending IBCA, debiting depositor's account and crediting sender's branch account. These are can be from the another bank outside the clearing house. These Cheques are settled debiting depositor's account and sending DD or PO in favor of sender's bank.

Possibility of dishonor

Unlike Cheque, there is no possibility of dishonoring of PO / DD / TT because before issuing, issuing bank takes out the amount of the instrument in advance from the customer – common for all instruments

Received for Collection: It will be given at the deposit slip

Received too late for Collection: In case an Instrument if it is present for clearance after the Banking hour, then this seal is given at the deposit slip

Branch Crossing: Authorized officer put branch crossing at the face of instrument for clearance.

Payee A/C credited: When an instrument is received by the clearance section then this seal is put at the backside of the instrument.

Date: Date will place at the face of the instrument along with collection seal.

TEST ARRANGEMENT:

For all these techniques of remittance except telephone transfers, Test is deployed. Test is security number by decoding which the paying bank can be sure that the DD/TT/MT is not forged one. Only authorized officers know the test number. Bank maintains secret code for each of its officers, date, week, year, and amount to be transferred.

MONEY TRANSACTION:

Sending/Transfer money from one place to another place for the customer is another important service of banks. And this service is an important part of country's payment system. For this service, people, especially businessmen can transfer funds from one place to another place very quickly.

- Demand Draft
- Pay Order
- Online Transaction

The bank followed modern online transaction (payment & withdrawal of fund) through high-speed WAN service. It is remarkable that customers are often taking advantage of the online transaction. The charges of online transaction are tabled below. It should be mentioned that, there is no commission and fee charged in online transaction inside the clearinghouse. In case of outside the clearinghouse, commission is tk.0.10 and 15% VAT on the commission. The minimum charge is tk.0.10 commission and VAT on it.

Pay Order

Pay Order gives the payee the right to claim payment from the issuing bank. Payments are done through issuing branch only. It is generally used to remit fund, which is done within the clearinghouse area of issuing branch. Payment Process of the paying bank is made through clearing. Bank takes commission and vat for it.

Demand Draft

Demand Draft is an order of issuing bank on another branch of the same bank to pay specified sum of money to payee on demand. Payments done Payment from ordered branch. It is used to remit outside the clearing house area of issuing branch. Payee can also be the purchaser. The payment process is:

1. Confirm that the DD is not forged one.
2. Confirm with sent advice
3. Check the “Test Code”
4. Make payment

Bank charged commission and telex charge.

Online Transaction

Issuing branch requests another branch to pay specified money to the specific payee on demand by Online. It is used to remit fund, anywhere in the country. The payment process is:

1. Confirm issuing branch
2. Confirm Payee A/C
3. Confirm amount
4. Make payment
5. Receive advice

Bank does not charge any tax or commission.

ACCOUNTS DEPARTMENT

Accounts Department is called as the nerve Centre of the bank. In banking business, transactions are done every day and these transactions are to be recorded properly and systematically as the banks deal with the depositors’ money. Any deviation in proper recording may hamper public confidence and the bank has to suffer a lot otherwise. Improper recording of transactions will lead to the mismatch in the debit side and in the credit side. To avoid these mishaps, the bank provides a separate department; whose function is to check the mistakes in passing vouchers or wrong entries or fraud or forgery. This department is called as Accounts Department. Besides the above, the bank has to prepare some internal statements as well as some statutory statements which to be submitted to the central bank. Accounts Department prepares these statements also. The department has to submit some statements to the Head office, which is also consolidated by the Head Office later on. The tasks of the department may be seen in two different angles:

DAILY TASK:

The routine daily tasks of the Accounts Department are as follows, -

- Recording the transactions in the cashbook
- Recording the transactions in general and subsidiary ledger
- Preparing the daily position of the branch comprising of deposit and cash
- Preparing the daily Statement of Affairs showing all the assets and liability of the branch as per General Ledger and Subsidiary Ledger separately
- Making payment of all the expenses of the branch
- Recording inter branch fund transfer and providing accounting treatment in this regard
- Checking whether all the vouchers are correctly passed to ensure the conformity with the “Activity Report”; if otherwise making it correct by calling the respective official to rectify the voucher
- Recording of the vouchers in the Voucher Register
- Packing of the correct vouchers according to the debit voucher and the credit voucher.

3.1.32 PERIODIC TASK:

- Preparing the monthly salary statements for the employees.
- Publishing the basic data of the branch.
- Preparing the weekly position for the branch which is sent to the Head Office to maintain Cash Reserve Requirement (C.R.R)
- Preparing the monthly position for the branch which is sent to the Head Office to maintain Statutory Liquidity Requirement (S.L.R)
- Preparing the weekly position for the branch comprising of the breakup of sector wise deposit, credit etc.
- Preparing the weekly position for the branch comprising of denomination wise statement of cash in tills.
- Preparing the budget for the branch by fixing the target regarding profit and deposit so as to take necessary steps to generate and mobilize deposit.

Preparing an “Extract” which is a summary of all the transactions of the Head Office account with the branch to reconcile all the transactions held among the accounts of all the branches

In my 3 months internship experience at Southeast Bank Kotuali branch I mainly got the chance to work with the front desk, accounts and clearing section of general banking rather than cash section

CASH SECTION

Cash section is an important section where cash transactions are made. Cash sections demonstrate liquidity strength of a bank. It is also sensitive as it deals with liquid money. Maximum concentration is given while working on this section. Tense situation prevails if there is any imbalance in the cash account. There are various systems maintain by cash officer that is under:

- Vault
- Cash Payment
- Cash Receive
- Evening banking.

Vault

The cash department is the most important and risky department of the bank. This is the section where tight security is required to avoid any accident. There is a limit to be amount of cash that each counter can carry: carrying of excess cash is avoided for safety reasons. If there is any surplus in the cash then the excess amount should sent to the Bangladesh Bank or if there is any shortage in the cash then the shortage amount should be borrowed by the bank from Bangladesh Bank or from the Head Office or Other Banks

Cash Receipt

When clients deposit cash in the bank, the bank officer should follow the following common precaution:

- Check and count the received cash.
- Make sure that the amount in word and numbers in the deposit slip are same. • Check the account title and the number.
- Both the deposit slip is in order.
- Depositor's signature is in the slip.
- Receive seal in the slip is a must.

- Write the denomination of the currency at the back of the pay in slip or the credit voucher and affix stamp in the slip/voucher,
- Enter particulars of in slip/credit voucher in the receiving cash officer book.
- At least, send the pay in slip/voucher to the deposit department or to the respective department.
- Deposit slip must be signed by the respective officer.
- Carbon copy of the deposit slip must be handover to the client with proper seal and signature.

Cash Payment

Cheques, demand drafts, pay orders, pay slips and debit cash vouchers etc. are received from various departments for payment of cash to customers/payees. Prior payment of, cash it is the officer's duty to make sure that the cheque/or the instrument has been genuinely passed. The following common precaution is thoroughly practiced before honoring a cheque: • The branch name in the cheque.

- The date in the cheque is very crucial. Cheques are normally valid for six months and pre-dated cheques are asked to present after the date given.
- The amount of tk in words and figure of the cheque is same.
- Balance in the account is available.
- The specimen card signature and signature in the cheque should match.
- Signature of recipient is obtained on the reverse of cheque.
- In case, where a prior arrangement has been made with the bank, a client may overdraw against a cheque.

Books maintained by cash department

Vault Register: This is the book where amount of cash available in the branch is maintained. That is, the amount in the vault register book.

Cash Receive Register: This register keeps record of all incoming cash.

Cash Payment Register: Similar to the cash register book, these books keep tracks of all outgoing cash that is all payments.

Cash Position Register:

This is the book where cash balance is recorded by counting the notes and coins that are physically available. The balance in this book is compare with the vault register, which should be

the same. In case there is an error, then the figures would not match but if no discrepancy is found then anything is to be worried about.

Other Registers:

- Money Remittance Register
- Prize Bond Register
- Stamp in hand Register

Cash Section has two Automatic

Money Counting Machine: With the help of this machine officer can easily count the money. It save time and also provide accuracy.

- Money Detector Machine: This machine helps officer to find out the fake money.

IT Section:

1. Initialize the Transaction: a. Client Transaction b. General Ledger
2. Time deposit: FDR Maturity process run if any FDR mature then IT officer cut the excise duty and 10% Tax is automatically cut by the Software of net profit
3. Transfer profit amount to link (Savings/Current/std) account as per client information.
4. IT officer submit the maturity list of MTDR to account opening desk for entry in the Register.
5. Scheme maturity run of fixed amount
6. Client has to fill up money to their scheme under the 10th of the month. So, if the client gives any application or instruction to fill their money .Then automatically IT officer credited money from clients saving account and debited their scheme account under 10th of the month by the software.
7. ATM Card: Start Debit card process of ATM Card
8. All the cheques come to IT and checked by the IT officer than is client A/C has enough money or not.
9. Day end process: After all the Transaction of the day if debit and Credit is equal then the software will show that it is successful and for that day software processing is closed.

Credit Service

Credit service is also a part of general banking activities and it is one of most important activity for any bank. There are different types of loans; some of them are explained on the following.

The loans are;

- Working Capital
- Overdraft
- Project Finance
- Syndicated Loan
- Loan Against Export Bill
- Loan Against Trust Receipt

Basically these types of loans are provided to the customer by Southeast Bank Ltd. I will now explain the about the loans on the following paragraphs.

Working Capital Finance

This is a loan facility designed to meet day to day operation of business concerns and manufacturing companies.

◇ **Features and Benefits**

- ◇ Easy Documentation.
- ◇ Fast Processing.
- ◇ Any branch banking facilities.
- ◇ Individual & Global limit facility for the customer.

◇ **Eligibility**

- ◇ A viable business case for financing.
- ◇ Feasibility report
- ◇ Loan Application
- ◇ Sets of documents based on financing requirements.

Over Draft

This is a demand credit facility to meet day to day operational requirements.

❖ **Features and Benefits**

- ❖ OD against hypothecation of stock of goods in trade / raw materials
- ❖ OD limit against assignment of bills receivables / work orders
- ❖ OD against cash collateral
- ❖ OD under earnest money scheme
- ❖ Tenure of OD is one year
- ❖ Easy Documentation.
- ❖ Lower Cost & Fast Processing
- ❖ Easy to use and easy to pay facility
- ❖ Freedom to use limit through Cheque Book, ATM, Online Transfer etc.
- ❖ Any branch banking facilities.
- ❖ Global limit exposure for the client
- ❖ Interest payable on the account utilized.

❖ **Requirements**

- ❖ A viable business case for OD facility
- ❖ Collateral securities

❖ **Fees & Charges**

- ❖ 13% p.a. at monthly / quarterly rests subject to change(s) that may be made by the Bank from time to time.
- ❖ Standard processing fee.

Loan against Export Bill:

This is a demand loan facility for the exporters in the form of negotiation or acceptance of export bills by the Bank.

❖ **Features and Benefits**

- ❖ Easy Documentation.

- ◆ Fast Processing.
- ◆ Local or Foreign Bill negotiation or acceptance.
- ◆ Increase the present cash flow of the exporter to improve the financial condition and strengthen the financial ability.
- ◆ Simplify the financial procedure.
- ◆ Global loan limit exposure for the client.
- ◆ Any branch banking facilities for repayment.

◇ **Requirements**

- ◆ Export LC / Contract submission by the Exporter at the time of negotiation / collection of documents.
- ◆ Photograph of signatory to be attested by Chairman of the company.
- ◆ Copy of valid trade license.
- ◆ Official seal with designation.
- ◆ Tax Certificate.
- ◆ KYC Form.
- ◆ Transaction Profile.

◇ **Fees and charges**

- ◆ Application Form for request for loan facility – Taka 250/-.
- ◆ 2% on approved loan amount.
- ◆ 7% or 13% p.a. at quarterly rest or as fixed by Head Office from time to time.
- ◆ Document negotiation charge @ minimum TK. 1000 per documents.
- ◆ Postage charges at actual.

Loan against Trust Receipt:

We provide post shipment finance i.e. LTR to manage immediate liquidity of importers.

◇ **Features and Benefits**

- ◆ Easy Documentation.
- ◆ Fast Processing.
- ◆ Allow an importer to take possession of the goods for resale.
- ◆ Increase the present cash flow of the importer to improve the financial condition and strengthen the financial ability.

- ◆ Global loan limit exposure for the client.
- ◆ Online banking facilities for repayment.

◇ **Requirements**

- ◆ Application received from the customer for LTR facility.
- ◆ Photograph of signatory to be attested by Chairman of the company.
- ◆ Copy of valid trade license
- ◆ Official seal with designation
- ◆ Tax Certificate
- ◆ KYC Form
- ◆ Transaction Profile

◇ **Fees and charges**

- ◆ Application Form for request for loan facility – Taka 250/-.

Analysis:

SWOT analysis is analyzing the strength, weakness, Opportunity and Threats. I have done SWOT analysis of Southeast Bank Ltd. and it is discussed on the following;

Strength:

- Providing local customers with low rate loan
- Easy for managing

Weakness

- Small space for an office
- Having no big corporate clients

Opportunity:

- Capturing the local customers
- Expand the business through it

Threat:

- On the ground floor of the building there is AB Bank who can become a huge threat in near future.

Results and discussion:

This branch should focus on their weakness and threats which will help them to expand their business easily. They should maintain their services properly. If they fail to do they will be fail to stand against AB Bank.

Recommendations

Renovation of customer service:

Southeast bank should make its service prompt so that people need not give more time in the banking activities and feel easy to perform all respective activities. Moreover they have to come up with new facilities and offer which will attract more client and help to ensure their premium as well as loyal customer forever. Therefore they have to ensure-

- The working process more faster with better computers and operating systems
- Trained, experienced, smart, knowledgeable as well as intellectual personnel to provide fastest and the best services.
- Individual attention can be given to customers in order to better understand the customer's needs and better satisfy them.

Ensure Proper Division of Labor and man power:

The human resource departments of southeast bank have to ensure proper division of labor in desk for handling the rash of customer in an efficient way. Therefore based on importance and work load they have to ensure proper division of labor. Moreover by increasing the numbers of personnel try to maintain the premium banking objective. Mainly the number of human resources is needed in Front Desk and in clearing section which really insufficient for giving services to huge number of customers.

Ensure Proper compilations & Maintenance of Files:

Ensuring proper customer service is a continuous process in banking business. Which is vital for its success. The service starts from the first day of customer interaction with banker. To know customer, maintain interaction, conducting banking activities and for the security purposes the file maintenance of individual client is most important. If one single paper is missing then it can create a big problem as well as hazard to both banker and their customer. Therefore both branch management and all personnel should more conscious about the proper compilations as well as decoration for keeping important files.

Ensure availability of Machineries:

Every department should ensure the availability and proper maintenance of necessary machines like photocopy and printing machines.

Ensure proper promotional activities: They must prepare an organized set of plan regarding the advertising and promotional activities which should include billboards, internet advertising and sponsorship. The sales team and officers should provide periodic training on interacting and dealing with different classes of potential and existing customers.

Ensure effective computer literacy:

As the bank is now mostly depends on computer therefore to increase the computer skills of employees, the bank should provide training. Though they have knowledge about computer but it is not enough. So bank should provide training to their employees to make them efficient in computer.

Ensure of proper Decoration and expanded office area: Kotwalibranch authorization should have to be more conscious and innovative in their interior decoration to attract client from all ages. As Kotwali area is not the business area so the local client is the common scenario of this branch so the space should be extended for conducting and performing sound banking activities, service as well.

Should use fastest software:

SEBL,MB should uses more first and modernizes software for internal transaction or entry the information to compete with foreign bank. So I think the new software can help to perform internal work more easily and swiftly.

Ensure internship desk and specific task:

This branch is renowned for the internship. So bank should provide the internship desk and some specific task for gathering some real life experience which they can utilize in their future job. Moreover small amount of remuneration should provide to internee for realize their importance as well as motivate to perform the task properly.

Conclusion

Comparing practical knowledge with theoretical involves identification of weakness in the branch activities and making recommendations for solving the weakness identified. Through all departments and sections are tried to cover in which I got the chance to gather practical experience for the internship program; it is not possible to go to the depth of each activities of branch because of time limitation. However, highest effort has been given to achieve the objectives the internship program.

Reference

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