



Internship Report on
General Banking Activities

Standard Bank Limited

BUS-400

Submitted to

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Subject: Internship report on General Banking Activities of Standard Bank Ltd

Honorable Sir,

I hereby present my internship report on General Banking Activities of Standard Bank Ltd, approved under your supervision, as a partial requirement for the completion of BUS 400 (internship). I have attempted my level best to put all the things which are connected with my internship report.

I have learnt a considerable measure during my internship period, which I couldn't have learnt from text book. The knowledge I have gained will surely help me build up my career.

I hope that this report has been up to your expectation. If any clarification is needed about this report it will be my pleasure to clarify it to you.

Sincerely,

Ananya Rahman

Student ID: 11204032

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Acknowledgement

At the very beginning, I like to express my deepest gratitude to Almighty Allah for giving me the strength and the composure to finish the report. You have made my life more bountiful, may your name be honored, glorified and exalted.

Words actually will never be enough to express how grateful I am, but never the less I will try my level best to express my gratefulness toward some people. On the way of completing this internship report successfully, I had some people in favor of me who helped me with their kind support and help to provide me the guideline to finish my report within the timeframe.

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I would also want to express my sincere appreciation and gratitude to all my teachers for guidance and support for the report.

Md. Maruf Hasan, senior officer of Green Road Branch, Standard Bank Ltd. Without whom it would not have been possible to complete my internship report fruitfully. His suggestion always helped me to work more thoroughly and efficiently.

I would like to thank to all my colleagues in Standard Bank Ltd. Who helped me on the way of giving me valuable comments, feedback and suggestions during data collection.

Last but not least, I would also like to thank the University authority, the member staff, faculty members, class mates for their continued help and valuable suggestions to complete this report efficiently.

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Executive Summary

This report is prepared as a course curriculum requirement of “Bachelor of Business administration (BBA) program under BRAC University this report entitled-“**General Banking Activities** “isan analyzed deliverance of three months long internship program at customer service department in the Standard bank ltd.

The primary goal of internship is to provide an on-the-job Exposure to the student and giving an opportunity to translating the theoretical concepts in practical life Situation. Students are placed in different enterprises, organizations, research institutions as well as development projects. The program covers a period of three months of on-the-work Attachment with a particular organization, chosen by the students themselves or the concerning department. As a requirement for the successful completion of the program, I needed to submit this report.

I have chosen Standard Bank ltd for gaining practical work life experience as an intern for a period or three month starting from 20February to 20 May as a part of my internship program of BBA requirement. I have shared a detailed insight about my work experience at here along with a detailed job description where I had to deal with general banking. I conducted a study on the overall activities of SBL as well as the customer satisfaction within the organization.

This report consists of information about the project I had been assigned with general banking. In addition, I have also provided an overview of the bank, and the department I have been assigned to along with an account of my experience as an intern at SBL.

The organization



Standard Bank Limited

1.1 Introduction

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 (Tanvir, 2015-09). Banking operations are becoming dynamic and challenging job to do the business in the financial market. The demand for the superior banking facilities offers one-stop integrated financial services for the customers. The ability of banks to offer clients access to several markets for different classes of financial instruments have become a valuable competitive edge. The working of the customer's mind is a mystery which is difficult to solve and understanding the nuances of what customer satisfactions a challenging task. This exercise in the context of the banking industry will give us an insight into the parameters of customer satisfaction and their measurement. This vital information will help us to build satisfaction amongst the customers and customer loyalty in the long run which is an integral part of any business.

The customer's requirements must be translated and quantified into measurable targets. This provides an easy way to monitor improvements and deciding upon the attributes that need to be concentrated on in order to improve customer satisfaction. We can recognize where we need to make changes to create improvements and determine if these changes, after implemented, have led to increased customer satisfaction. If we can't measure the level of customer satisfaction in banking sectors we can't able to improve the banking service in order to keep customer satisfy.

The reason behind choosing the topic is to know the level of customer satisfaction and performance of the Standard Bank Ltd. In this report I have tried to make differences in order to banking performances, employee performances and the level of customer satisfaction in this bank. At the same time to come across major findings and to provide some relevant recommendations in favor of the Bank.

1.2 HISTORY

Standard Bank limited is a bank which is incorporated under private sector and was turned into a public limited company on May 11, 1994 under companies act of 1994. This bank started commercial banking operations on June 03 1994 and since then it has created a positive service oriented banking sector in Bangladesh. This is because within a short period of time, it has been named as the largest private sector commercial bank with internet banking, locker system, online money transfer and cash transactions with a very short time.

The bank provides the commitment to serve the customers within a convenient time and satisfy different customer needs with different banking technologies provided by professional work force and as a result it has positioned itself as a dynamic and professional financial institution in this country. It has 102 branches across Bangladesh and a principal branch in Motijheel in Dhaka where transactions of monetary services goes to all branches and provides customer satisfaction to all regions as well.

The major objective are to provide how banking system works in account opening section, mail dispatch section, Bill and clearing payment section and cash section and remittance section through which overall activism of standard bank can be observed. The marketing aspects of standard bank are of 7 p's which are product, price, place, promotion, people, process and packaging.

This bank operates on all districts and regions of Bangladesh with 102 branches operating to serve the customers of different localities and a principal branch in Motijheel to supervise the overall operation of all branches and to provide monetary supply to all banks in order for customers requirement of money.

Its motto is to create new technologies in the field of modern banking, which is being regulated by BACH (Bangladesh Automated Clearing House) where millions of taka are transacted to Bangladesh Bank from all branches through the principal branch and also provides ATM and credit card services as well as loan schemes and opening of letter of credits for import-export of various products entering or departing to various overseas destinations through different ports. In short, this bank has created a possible technology to reach out customers throughout Bangladesh in a quick and easy manner.

Standard Bank has a mission to become top of the EVA (Economic Value Addition) each year to come, to become top commercial bank among all other private bank and create the best financial institution in market to serve the general consumer. The overall CSR of standard bank is to provide financial service to national economic, community involved programs through donations and also through sponsorships,

Standard bank has provided a new dimension in the field of finance and commerce where monetary transaction quickly processes and returns to the government from where people collect their salaries, loans, deposits etc. It also provide another social responsibility through human resource management where many dedicated and intelligent educated manpower

are recruited and trained to become capable of fulfilling his/her duty in a particular position in the bank and serve with honesty. Therefore standard bank has not only created options for deposits scheme for many low middle high class people but also to provide a generation of efficient delivery and provide servicing.

1.3 Service/Product offerings of Standard Bank Ltd:

a) Services: Standard bank has many services for their clients. They are given bellow,

General Banking: Financial institution stands between ultimate borrowers and ultimate lenders is known as banking financial institution. Banks perform this function is two ways-taking deposit from various areas in different forms and lending that accumulated amount of money to the potential investors in other different forms.

General banking is the starting point of all the banking operating. General banking department aids in taking deposits and simultaneously provides some ancillaries services. It provides those customers who come frequently and those customers who come one time in banking for enjoying ancillary services. In some general banking activities, there is no relation between banker and customers who will take only one service from bank' on the other hand, there are some customers with who bank are doing its business frequently. It is the department, which provides day-to-day services to the customers. Every day it receives deposit from the customers and meets their demand for cash by honoring cheque. It opens new account, demit funds' issue bank drafts and pay order etc. since bank is confined to provide the service everyday general banking is also known as retail banking.

Credit Management: Banking is essentially a business dealing with money and credit. A bank invests its funds in many ways to earn income. The bulk of its income is derived from loan and advances. So this is the survival unit and unless the success of this sections the survival is a question to every bank. Credit is the earning unit of the bank .If this section is not properly working the bank become itself may be bankrupt.

Credit is a continuous process. Recovery of one credit gives rise to another credit. In this process of revolving of funds, bank earns income in the forms of interest. Nature of credit may differ in terms of security requirement, disbursement provision, terms and condition etc.' The major portion of the assets of a company other than bank/financial institutions comprises the land, building, machinery and stock in trade' But in case of a bank the above components are insignificant portion of assets. The loans are the main portion of the assets of a bank.

Cash section: Cash department is the most vital and sensitive organ of the branch as it deals with all kinds of opening cash Standard Bank are transferred to the cash officers from the cash vault. This department starts the day with cash in vault. Each day some cash that is figure of this cash receipts and payments are added to the opening cash Standard Bank. The figure is called closing Standard Bank. This closing Standard Bank is then added to the vault. And this is the final cash Standard Bank figure for the bank at the end of any particular day. Cash department in the Standard Bank, Federation Branch is authorized dealer of foreign currency, so it can deal with buying and selling of foreign currency.

Foreign exchange operation: Foreign exchange is a process which is converted one national currency into another and transferred money from one country to another country. It involved the investigation of the method by which the currency of one country is exchanged for that of another, the causes which rendered such exchange necessary the forms which exchange may take and the ratio or equivalent values at which such exchanges are affected. The bank acts as a media for the system of foreign exchange policy. For this reason, the employee who is related of the bank to foreign exchange, especially foreign business should have knowledge of these following functions, like- rate of exchange, forward and spot rate, methods of quoting exchange rate, premium and discount, convertibility, intervention money etc.

b) Products of Standard Bank Ltd:

1) Special Deposit Product Schemes of Standard Bank:

Besides Fixed Deposits, Saving Bank Deposits and Current Account Deposits, the Bank has introduced following friendly deposits schemethat Standard Bank can offer to the customers. Those are:

- a) Pension saving Scheme (PSS)
- b) Education saving Scheme (ESS)
- c)Marriage Saving Scheme (MSS)
- d)Saver Benefit Deposit Scheme (SBDS)
- e)Fixed Deposits (1, 2, 3, 6 & 12 months and 2, 3 years).

2) SBL Regular deposit Program (SRDP)

It any monthly installment remains unpaid for 5 (five) consecutive months, the account will be closed automatically and the account will be settled as detailed below:-

Relationship/ Tenure	Applied interest
Less than l(one) year	No interest
More than l year but less 3 years	Savings rate
More than 3 years but less 5 years	Matured value of 3 years and rest as per prevailing interest rate on savings rate.
More than 5 years but less 10 years	Matured value of 5 years and rest as per prevailing interest rate on savings rate.

It failure to pay monthly installment on due dates he/she will pay penalty of Tk.20 Twenty) next subsequent installment. Monthly installment, Tenure and Maturity Value will be as per following Schedule:-

3) SBL Regular Income Program (SRIP)

➤ SBL Regular income Program is an income program, which helps you to earn a monthly fixed amount on your deposits at SBL for period of 3 years.

2. Deposit of Tk. 50,000/- (Fifty Thousand) and multiples thereof but maximum limit of Tk. 25, 00,000/- (Taka Twenty Five Lac) and Tk. 50, 00,000(Taka Fifty Lac) at a time and depositor will earn 12 equal monthly profit.

Depositor can earn money due date as per following schedule:-

Deposit Amount	50,000	1,00,000	2,00,000	3,00,000	4,00,000 & above
Monthly interest Payable	400	800	1,600	2,400	3,200 & Above

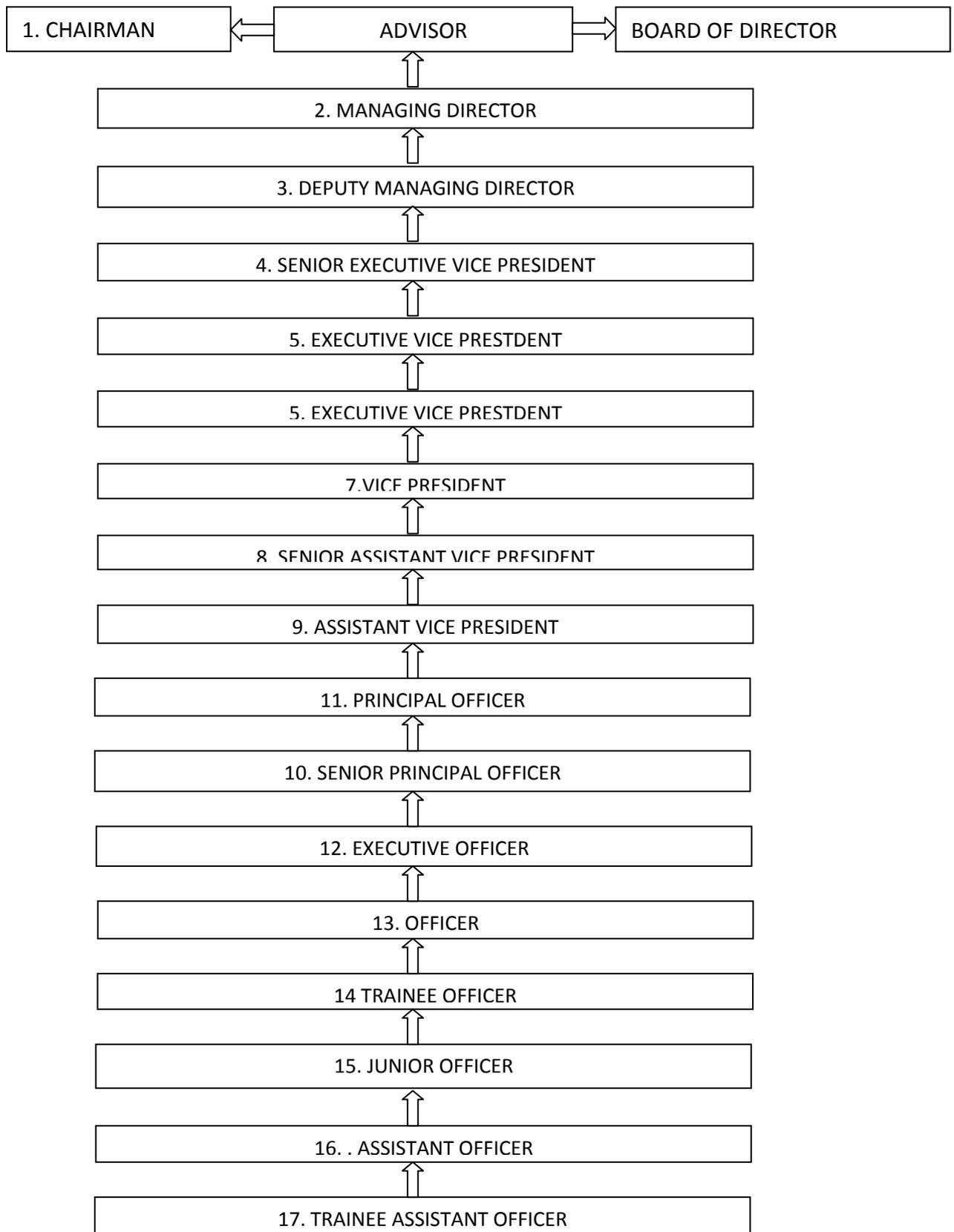
4) SBL Double income plus (D+) program:

- Deposit of Taka 10,000/- (ten thousand) and multiples thereof but maximum limit of taka 2500000 (Taka Twenty Five Lac) at a time will be acceptable under the program.
- A specially designed receipt shall be issued for the deposit under the program.
- The instrument shall be issued for 7 year.
- At maturity after 7 year the depositor will be get double plus (DI+)
- If any deposit intends to withdraw his deposit before maturity, the following rules will apply:-
 - a. No benefit including interest/ profit shall be allowed for pre-mature encashment within 1 (one).
 - b. If the accounts/deposits are closed/en-cashed after 1 (one) year of its opening
Interest shall be allowed on the deposit at prevailing FDR interest Rate.
- The instrument will be acceptable as collateral security against any investment subject to registering lien with the issuing Branch.
- In case of instrument get loss, the procedure for the issuance of a duplicate receipt will be the same as applicable in case of loss of FDR.

Depositor can earn money due date as per following schedule:-

Amount of Deposit	Maturity After 6 Years	Rate of interest
10,000	20,100	12.34%
20,000	40,200	
50000	100500	
1,00,000	2,01,000	

1.4 Organogram of the Standard Bank Ltd:



Management hierarchy of the Standard Bank Ltd:

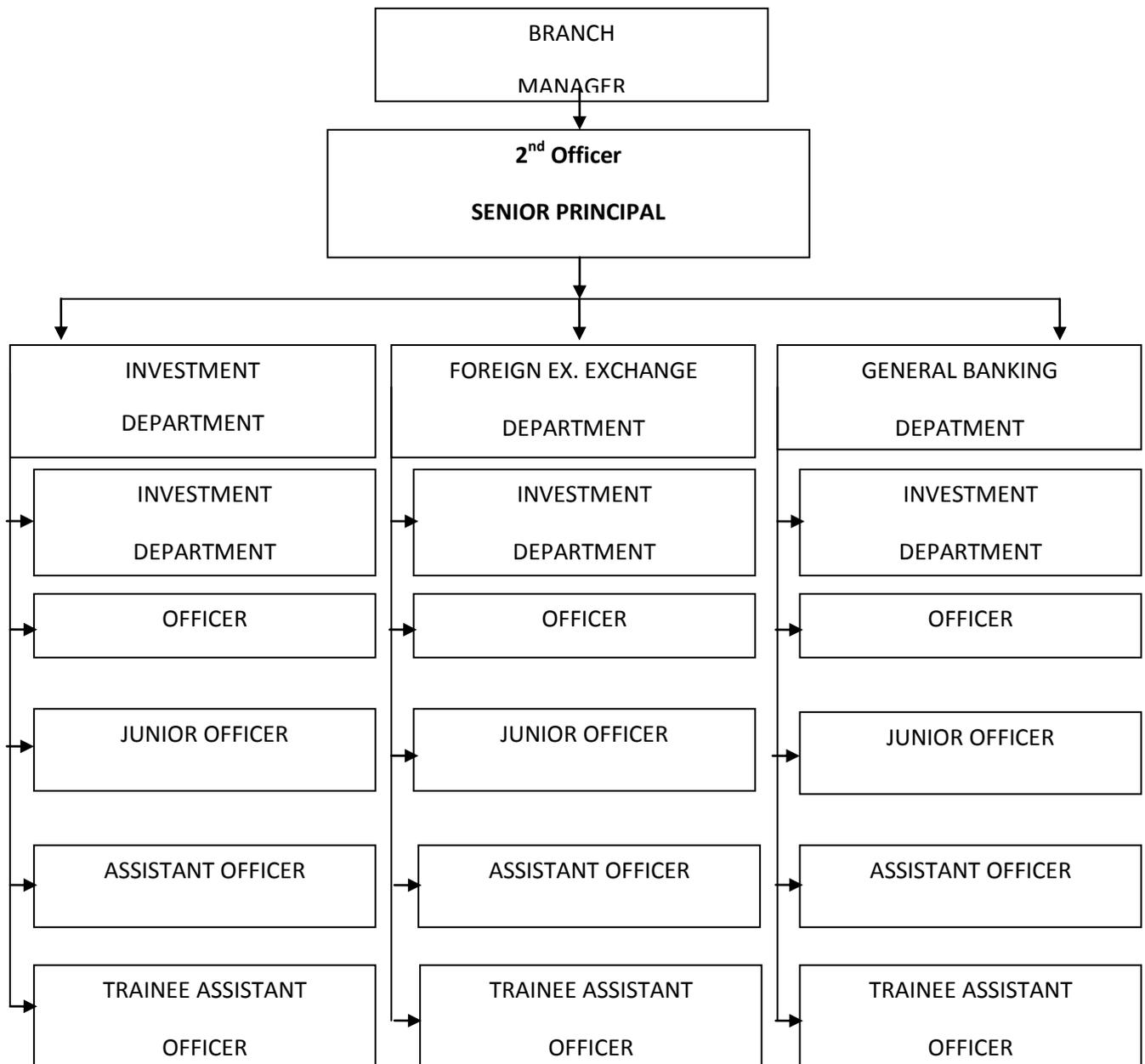


Figure 1: Organizational Configuration of ever Branch's Standard Bank Ltd

1.5 Vision of the Standard bank:

To be a modern bank having the objective of building a sound national economy and to contribute significantly to the public exchequer. To be a the best private commercial bank in Bangladesh in terms of efficiency, capital adequacy, Asset quality, sound management and profitability having strong liquidity.

Silent Features of the Bank:

- It has been performing conventional commercial banking activity.
- It is the pioneer in introducing and launching different customer friendly deposit schemes to tap the saving of the people for channel sing the same to the productive sectors of the economy.
- For uplifting the standard of living of the employee of the Bank, it has introduced consumer credit schemes by providing financial assistance in the form of loan to the employee for procuring household durables, which have had encouraging responses
- The Bank is committed to continuous research and development so as to keep pace with modern banking.
- The operations of the Bank are fully computerized so to ensure quick, prompt flawless and services to the customer.

Chapter-02

Job



Standard Bank Limited

2.1 Name and description of the job:

In a commercial bank, General Banking Section is the most important part which is done by me in this bank. This section is reception and accounts section (front desk) consists of activities of open of account, issue of cheque, payment, clearing of interbank transaction, inter branch transaction, and closing of account. Open of account is one kind of technique of collection of deposits from customers. It is the department, which provides day-to-day services to the customers. Every day it receives deposit from the customers and meets their demand for cash by honoring cheque. It opens new account, demit funds' issue bank drafts and pay order etc. since bank is confined to provide the service everyday general banking is also known as retail banking.

2.2 Specific responsibilities of the job:

This section we welcome the customers and clients with smiling face. The staff and officer of this section and do all the activities are in the bellow:

a) Fill up Account Opening form:

This section opens different types of account for their valued customers. Selection of customer is very important for the bank because bank's success and failure largely depends on their customers. If customers are bad they create fraud and forgery by their account with bank and, this destroys the good will of the banks. So, this section takes extreme caution in selecting its valued customer.

b) Entry and make outward clearing cheque:

Clearing-house is an arrangement under which member banks meet, through their representatives at an appointed time and place to deliver instruments drawn on other banks and in exchange, to receive instrument drawn on them. The net amount payable or receivable as the cash maybe is settled an account kept with the bank, which runs the clearing-house.

Cheque drawn of another branch of SBL are called Outward Clearing Cheque. These types of cheque are directly sent to the respective branch and request them to send.

Generally for clearing there is a department in every bank. In this department there are two employees. In this desk, cheques, demand drafts and pay orders of respective clients is taken. Upon the receipts of the instruments the cheque clearing section examines the following:

- ② Whether the paying bank within Dhaka city.
- ② Whether the paying bank outside Dhaka city.

Whether the paying bank of their own branch.

c) Make cheque book ready:

The customer is supplied with a pay in slip book to use for depositing or check of bill into a/c. The customer is also supplied with a checkbook for drawing money as and when the customer wishes, which normally contains 10 to 20 bank forms. If the customer does not like to have a checkbook, then he can make use of withdrawal form for withdrawing money. But there is no use of such kind of firms in this branch. In addition to the above, a customer is given a passbook, which reflects the customer a/c in the banker's ledger. It usually contains the rules and regulations of the bank and terms and conditions of deposits.

d) Sending Thanks letter:

After initial deposits the banker doesn't issue cheque at the same time. Bank sends Thanks Letter to thanking the account openers to open accounts in its branch. This letter treats customers as honorable persons as well as it creates good faith and relationship with the bank.

f) Entry the tuition fee of UAP:

In modern banking the mechanism has become complex as far as smooth transaction and safety is concerned. Students of Asia Pacific do pay their tuition fee from their counterpart as a result of transaction. Commercial bank's duty is to collect these fees on behalf of their administration.

2.3 Different aspects of the job performance

General banking has different aspect which is affecting different matters of our daily life. Among these aspect s general banking has mainly affected the legal and social aspects. These are given bellow:

a) Financial aspect:

‘Financial services are the economic services provided by the finance industry, which encompasses a broad range of organizations that manage money, including credit unions, banks, credit card companies, insurance companies and much more.

When it comes to Banking - their primary operations include things such as:

- Keeping money safe while also allowing withdrawals when needed Issuance of cheque books so that bills can be paid and other kinds of payments can be delivered by post
- Issuance of credit cards and processing of credit card transactions and billing
- Provide personal loans, commercial loans, and mortgage.’(Labelle, 12 May,2015)

b) Legal aspect:

Mainly bank is a legal institution and mainly focus on the legal aspects.”In the field of banking and finance, we offer services in all legal aspects of lending and borrowing” (Dr. Ulrich Block). In doing so, we mostly focus on drafting and reviewing complex credit documentation. All the activities in the bank are done in highly way so that there will be no chance to be corrupted. They maintain the banking law of our country andmake up to date their own legal activities. The relationship between a bank and customers are actually an agreement which is done by law. Here the practice of law s done every day.

c) Social aspect:

Bank is a social organization. Every activities of a bank is done for the wellbeing of the society. These banks are creating a social chain with their activities. The upper class of people deposit their saving money and get an interest from it and the bank also lend to the needy people in their financial activities and take interest. The difference between this two amounts of interest is the profit of banks but they create a circle of money with their activities and help the whole society.

2.4 Critical observation and recommendation:

Standard Bank Limited is a well-established bank in Bangladesh. It is providing high quality services to the customer since 1999. But it has some limitations also. Some recommendations are made to overcome these problems which are shown below-

Increased managerial supervision is very much needed to assess whether the target no. of account is opened within specified time period.

General banking division should be divided into more sections because in General banking division there are six sections which are directly related with customer. To improve service for their clients SBL should increase number of employees in general banking division to provide better services. Bank should improve personal relationship with their client through a well-structured general banking division.

Introducer is an important factor for opening an account. Most of the new clients do not have introducer. Bank should concentrate into the problem to increase new customers. Bank should make the procedure of issuing card short and try to issue the card quickly.

They should also provide some electronics machineries there like photocopy machine, fax machine and well-functioning scanner to faster the office activities.

Complain or suggestions box for the customers should be monitored regularly to identify the dissatisfaction areas of the clients.

To increase the level of customer satisfaction bank should offer new product and provide better service depends on customer's needs. They can introduce Islamic Banking wing in Green road Branch.

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Chapter-03

General Banking



Standard Bank Limited

3.1 Introduction:

During my internship, I was placed in Green road Branch of the standard Bank Ltd. First I have Completed General Banking in this branch. General banking department is the heart of all banking activities. This is the busiest and important department of a branch' General banking of is branch consists of different sections namely.

- 1) Account opening section
- 2) Cheque Book issue
- 3) Dispatch Section
- 4) Deposit section
- 5) Cash section
- 6) Remittance section
- 7) clearing section
- 8) Accounts section

According to the law and practice, the Banker-customer relation arises only from contract between these two. And opening of account is the contract that establishes the relationship between a banker and a customer. So this section plays a very important role in attracting customer and therefore should be handled with extra care. According to the international code of conduct banks should maintain the following steps regarding their customers-

- Banks will act fairly and reasonably in all their dealings with their customers.
- Banks will help customers understand how their accounts operate and seek to give them a regarding their customers.
- Banks should maintain confidence in the security and integrity of banking and payment systems.

3.2 Account Opening Section:

Account opening is the gateway for clients to enter into business with bank. It is the foundation of banker customer relationship. This is one of the most important sections of a branch, because by opening accounts bank mobilizes funds for investment. Various rules and regulations are maintained and various documents are taken while opening an account. A customer can open different types of accounts through this department.

Such as:

- 1) Savings Account
- 2) Current Account
- 3) Short Term Deposit (STD) Account
- 4) Fixed Deposit Receipt (FDR Account
- 5) Deposit Scheme Account.

3.3 Savings Account:

This deposit is primarily for small-scale savers. There are certain limitations in Savings Account, i.e., customer can draw only three days in a week, if they want to get interest on the deposited money. If a customer draws more than twice in a week he will not receive any interest for that month. Heavy withdrawals are permitted only against prior notice. Some important Points are as follows-

- Minimum opening deposit of Tk.2000/= is required;
- For saving account interest rate is 6%,
- Minimum Tk. 1000/= balance must always maintain all the time;
- Withdrawal amount should not be more than 1/4th of the total balance at a time and limit twice in a month.

Customer Benefit:

- ❖ Cheque book facility
- ❖ Opportunity to apply for safe deposit locker
- ❖ Utility payment service
- ❖ Collect foreign remittance
- ❖ Transfer of fund from one branch to another by-

- Demand draft
 - mail transfer
 - Telegraphic transfer
- ❖ Online banking service.

3.4 Current Deposit Account:

The green road branch of Standard Bank facilitates customers with different types of current account. There are current accounts for individuals, proprietorship firms; partnership firms, Joint Stock Company, school, college, association, trust and N.G.O. Account opening form for these categories are different.

Some terms and documents may differ but the overall process of account opening is similar to that of the saving account. Here I like to state what kinds of information to be furnished in the form and which documents customer should provide.

3.5 Current Account:

Green road branch uses the forms distributed by the SBL head office for opening a current personal

Individual account. A customer should meet the following requirements to see an account has been opened in his/ her name.

- Name of the applicant
- Profession or business of applicant
- Address of the applicant
- Photographs of the applicant
- Introduced by an account holder of the branch
- Signature on the application form
- Signature on the specimen signature card
- Verification of details and signatures by authorized officer.

3.6 Current Account for proprietorship:

To open a proprietorship current account photocopy of trade license, attached by the concerned officer, is required along with the procedure mentioned for individual current account.

3.7 Current Account for Partnership

Opening procedure of a partnership current account is almost same as the opening of individual current but some additional documents are required which are follows:

- Partnership deed
- Letter of partnership
- Trade license

All the formalities of individual current account opening should be met for the opening of joint Stock company, additionally following also should be submitted to the bank. These documents are.

- Registration certificate from Register of joint stock companies
- Certificate incorporation
- Memorandum of association
- Annual audit report
- Copy of board Resolution containing
- Name of the person authorized to operate the account on behalf of the Company.
- Name of the person authorized to deal documents with the bank

3.8 Short Term Deposit (STD)

Short Term Deposit or STD account opening procedure is similar to that saving account. The difference is the interest rate

Bank Deposit:

Amount	Interest Rate
Below 5 Crore	4%
5-10 Crore	5.5%
Over 10 Crore	6.5%

3.9 Fixed Deposit Receipt

Fixed Deposit is the amount deposited by the customer for a fixed period of time. It offers comparatively higher rate of interest .For 1 month interest rate is 9%, for 3 month interest rate is 11%, for 6 months interest rate is 11.5%and for 1 year interest rate is 12%

Procedure of FDR Account:

- Bank provides the interested customer a Fixed Deposit form.
- Customers fill the form, which contains name of the customer' amount of money, duration, rate of interest etc.
- After filling the form customer pay the money by cash or cheque.
- After receiving the form from the customer the respected officer look for the cash seal or transfer seal. If any of these are present and the form is properly signed the officer provides a specimen signature card to the customer.
- Customer signs thrice on the specimen signature card along with his or her full name.
- At the same time respected officer issue a fixed deposit receipt on the specific FDR block.

- This block includes:
 - Name of the customer
 - Amount of money deposited
 - Date on which the is deposited
 - Due date- on which the FDR will be matured.
 - Duration for which FDR has been made.
 - Rate of interest to be paid.

An FDR is renewed automatically if the customer does not come to cash it after the maturity period. It can also be renewed upon the direction of the customer.

Features:

Interest is compounded once a quarter

- Loan may be allowed up to 80% of the deposited amount under lien.
- Excise duty and source tax etc. are deductible from the depositor profit.

Deposit Section:

Deposit is the lifeblood of a bank. From the history and origin of the banking system we know that deposit collection is the main function of a bank.

Accepting deposits:

The deposits that are accepted by Standard Bank like other banks may be classified in to,-

a) Demand Deposits

b) Time Deposits

a) Demand deposits:

These deposits are withdrawn able without notice, e.g. current deposits. Standard Bank accepts demand deposits through the opening of:

i) Current account

ii) Savings account

iii) Call deposits from the fellow bankers.

b) Time deposits:

A deposit which is payable at a fixed date or after a period of notice is a time deposit. Standard Bank accepts time deposits through Fixed Deposit Receipt (FDR), Short Term Deposit (STD) and Bearer certificate Deposit (BCD) 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 arises a contract between the two. This contract will be valid one only when both the parties are competent to enter into contracts. As account opening initiates the fundamental relationship & since the banker has to deal with different kinds of persons with fundamental relationship & since the banker has to deal with different kinds of persons with customers.

3.10 Cash Section:

Banks, as a financial institution, accept surplus money from the people as deposit and give them opportunity to withdraw the same by cheque etc. But among the banking activities, cash department play an important role. It does the main function of a commercial bank i.e. receiving the deposit and paying the cash on demand. As this department deals directly with the customers the reputation of the bank depends much on it. The functions of a cash department are described below:

3.11 Clearing Section:

Cheques, Pay Order (P.O), Demand Draft (D.D.) Collection of amount of other banks on behalf of its customer are a basic function of a clearing department.

Clearing:

Clearing is a system by which a bank can collect customers fund from one bank to another through clearing house.

Clearing House:

Clearing House is a place where the representatives of different banks get together to receive and deliver cheque with another banks.

Normally, Bangladesh Bank performs the clearing House in Dhaka, chittagong, Rajshahi, and Khulna & Bogura. Where there is no branch of Bangladesh Bank, Sonali bank arranges this function.

- **Member Of Clearing House:**

Standard Bank LTD. is a scheduled Bank. According to the Article 37(2) of Bangladesh Bank order, 1972, He banks, which are the member of the clearinghouse, are called as scheduled, 1972, He banks, which are the member of the clearinghouse, are called as scheduled Banks. The scheduled banks clear the cheque drawn upon one another through the clearing house.

- **Types of Clearing:**

1) Outward Clearing:

When the Branches of a Bank receive cheque from its customers drawn on the other Banks within the local clearing zone for collection through Clearing House, it is outward clearing.

2) Inward Clearing:

When the Banks receive cheque drawn on them from other Banks in the Clearing House, it is inward clearing.

3.12 Responsibility of the concerned officer for the Clearing Cheque:

1. Crossing of the cheque.
2. Computer posting of the cheque.
3. Clearing seal & proper endorsement of the cheque.
4. Separation of cheque from deposit slip.
5. Sorting of cheque 1st bank wise and then on branch wise'
6. Computer print 1't branch wise & then bank wise.
7. Preparation of 1st Clearing House computer validation sheet.
8. Examine computer validation sheet with the deposit slip to justify the computer posting
9. Copy of computer posting in the floppy disk.

Bills Collection:

In modern banking the mechanism has become complex as far as smooth transaction and safety is concerned. Customer does pay and receive bill from their counterpart as a result of transaction. Commercial bank's duty is to collect bills and behalf of their customer.

Types of Bills for Collection

- i. Outward Bills for Collection (OBC).
- ii. Inward Bills for Collection (IBC).

3.13 Accounts Section:

Accounts Department is called as the nerve center 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. 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. If any discrepancy arises regarding any transaction this department reports to the concerned department.

Function of this department:

- Recording the transactions in the cash book.
- 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.

- Preparing the monthly salary statements for the employees.
- 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)
- Make charges for different types of duties.
- 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.
- Recording of the vouchers in the Voucher Register.
- Packing of the correct vouchers according to the debit voucher and the credit voucher.

Loan Schemes:

The loan portfolio of the Bank is well diversified and covers funding to a wide spectrum of Business and industries including readymade garments, textile, edible oil, ship scrapping, steel & engineering, chemical, pharmaceuticals, cement, construction, health-care, reinstatement and loans under consumer's credit schemes allowed to the middle-class people of the country for acquiring various household items.

3.14 Loan and Advances:

This is the survival unit of the bank because until and unless the success of this department is attained, the survival is a question to every bank. If this section does not properly work the bank itself may become bankrupt. This is important because this is the earning unit of the bank. Banks are accepting deposits from the depositors in condition of providing profit to them as well as safe keeping their profit. Now the question may gradually arise how the bank will provide profit to the clients and the simple answer is – Investments & Advance.

Reason:

- To earn profit from the borrowers and give the depositors profit.
- To accelerate economic development by providing different industrial as well as agricultural investment.
- To create employment by providing industrial investments.
- To pay the employees as well as meeting the profit groups.

Credit is continuous process. Recovery of one credit gives rise to another credit. In this process of revolving of funds, bank earns income in the form of profit. A bank can invest its fund in many ways. Bank makes investment to traders, businessmen, and industrialists. Moreover nature of investment may differ in terms of security requirement, disbursement provision, terms and conditions etc.

3.115 Lending Principles:

The Principle of lending is a collection of certain accepted time tested Standards, which ensure the proper use of investment fund in a profitable way and its timely recovery. Different authors describe different principles for sound lending.

- Safety
- Security
- Liquidity

Safety:

Safety should get the prior importance in the time of sanctioning the investment. At the time of maturity the borrower may not will or May unable to pay the investment amount. Therefore, in the time of sanctioning the investment adequate securities should be taken

from the borrowers to recover the investment. Banker should not sacrifice safety for profitability. Standard BankLtd. exercises the lending function only when it is mitigated and covered.

Liquidity:

Banker should consider the liquidity of the investment in time of sanctioning it. Liquidity is necessary to meet the consumer need.

Security:

Banker should be careful in the selection of security to maintain the safety of the investment. Banks are obliged by law to take measures against conduct or events that form a threat to the integrity of the Banking system and to have procedures in place that make this possible(vermeerstraat, 2009).Banker should properly evaluate the proper value of the security. If the estimated values is less than or equal to investment amount, the investment should be given against such securities. The more the cash near item the good the security. Banker should be more conservative.

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3.17 Findings:

Mainly the executive level employees are recruited from internal source and employees and technical level employees are recruited from external sources. It makes sure that its hiring process is legal. Among the external sources, -advertisement is extensively used. Standard bank strongly advocates the use of open advertisement. It feels that this type of advertisement is most

Helpful in building company's reputation. Eventually, this causes a large pool of canciici.ai.es, which makes the sifting time consuming and the entire process a difficult one.

Managing director is the sole authority to approve manpower for any business or function. To recruit new employees the concerned department head fills up the staff engagement proposal forms and forward the same to the human resource department. The human resource department evaluates the proposal and forwards it to the managing director with comments if any. After receiving the approval from the managing director the human resource department starts recruitment as per the preferred method.

On the job training is given to the employees and technicians. Sometimes managerial people are given scope to participate in training program organized by different professional institutions.

The content of the training program designed on the basis of nature ei business, needs of the employees and the organization. Training is given frequently in the organization by the immediate superior executive.

The company follows market based wage and salary system for their different incentives, benefits like bonuses, festival bonuses, performance bonus, profit sharing, commission, provident fund, gratuity, medical insurance, group insurance, accidental insurance are prevailed in the organization.

The company maintains compliance in operating its business. The provisions of Labor act 2006 are followed in the company. The labor-management relation in the company is acceptable. The company always tries to maintain good working environment.

Standard bank recruits fresh graduates for entry level. For mid-level and higher level they prefer internal recruitment. In case the competent candidate is not available then it recruits experience people from the same industry. For the training purpose they use needs analysis, Organizational analysis, Task analysis and Person analysis are used widely.

Chapter-04
SWOT Analysis of
Standard Bank Ltd



Standard Bank Limited

4.1 SWOT Analysis:

Every organization is composed of some internal strengths and weaknesses and also has some external opportunities and threats in its whole life cycle. The following will briefly introduce the Standard Bank Ltd internal strengths and weaknesses, and external opportunities and threats.

Strengths:

- Superior Quality: Standard Bank Ltd, Green Branch provides its customers excellent and consistent quality in every service. It is of priority that customers are totally satisfied.
- Dynamism: Standard Bank Ltd draws its strength from the adaptability and dynamism it possesses. It has quickly adapted to world class standard in terms of banking services. It has also adapted to the art technology to connect with the world for better communication to integrate facilities.
- Efficient Management: All the levels of the management of Standard Bank Ltd are solely directed to maintain a culture for the betterment of the quality of the service and development of a corporate brand image in the market through organization wide team approach and open communication system.
- Experts: The key contributing factor behind the success of Standard Bank Ltd is its employees, who are highly trained and most competent in their own field. Standard Bank Ltd provides their employees training both in-house and outside job.

Weaknesses:

- Limited Workforce: Standard Bank Ltd. Green Branch has limited human resources compared to its financial activities. As a result many of the employees are burned with extra workloads and work late hours without any overtime facilities. This might cause high employee turnover that will prove to be too costly to avoid.
- Poor technology Infrastructure: As previously mentioned, the world is advancing e-technology very rapidly. Though Standard Bank Ltd has taken effort to join the stream of information technology, it is not possible to complete the mission due to the poor technological infrastructure of the country.

Opportunities:

- Government Support: Government of Bangladesh has rendered its full support to the banking sector for a sound financial status of the country, as it has become one of the vital sources of employment in the country now. Such government concern will facilities and support the long- term vision of Standard Bank Ltd. green Branch, Dhaka.
- Evolution of E- Banking: Emergence of e- banking will open more scope for the bank ofreach the client not only in Bangladesh but also in the global banking arena. Althoughthe bank has already entered the world of e-banking but yet to provide full electronicbanking facilities to its customer.
- Information Technology: Banking and information technology might give the bankleverage to its competitors. Nevertheless there are ample opportunities for StandardBank Ltd to go for product innovation in line with the modern day need.

Threats:

- Mergers and Acquisition: The worldwide trend to merging and acquisition in financial institutions is causing concentration. The industry and competitors are increasing inpower in their respective areas.
- Frequent Currency Devaluation: Frequent devaluation of taka and exchange ratefluctuations and particularly South-East Asian currency crisis adversely affects thebusiness globally.

Chapter-05
Recommendation
And Conclusion



Standard Bank Limited

Recommendations

Standard Bank Limited is a well-established bank in Bangladesh. It is providing high quality services to the customer since 1999. But it has some limitations that are mentioned above. Some recommendations are made to overcome these problems which are shown below-

Increased managerial supervision is very much needed to assess whether the target no. of account is opened within specified time period.

General banking division should be divided into more sections because in General banking division there are six sections which are directly related with customer. To improve service for their clients SBL should increase number of employees in general banking division to provide better services. Bank should improve personal relationship with their client through a well-structured general banking division.

Bank should provide emphasis on IT infrastructure to deliver superior service to the customers, they should introduce new software to handle huge number of clients.

SBL should introduce prime rate for the best customers which will attract the good customers. It is observed that sometimes irregular clients got facilities instead a regular customer who does not get necessary facility.

To motivate the employees of SBL the bank should restructure the remuneration structure of the employees by setting individual target for each employee for a specified period. The manager should review each employee's performance in case of achieving their target.

Introducer is an important factor for opening an account. Most of the new clients do not have introducer. Bank should concentrate into the problem to increase new customers.

Bank should make the procedure of issuing card short and try to issue the card quickly.

Complain or suggestions box for the customers should be monitored regularly to identify the dissatisfaction areas of the clients. As a loyal customer adds more to both the top line and the bottom line of any business, and banks are no exception (Joshi, september21,2015)

To increase the level of customer satisfaction bank should offer new product and provide better service depends on customers' needs. They can introduce Islamic Banking wing in GREEN ROAD Branch.

Monthly providing of account statements may increase customer's loyalty to the bank. Also the statement charge should be reduced as it is frequently needed today by their clients.

Bank should introduce '**Night banking**' like BRAC bank if possible. Then customer will be benefited and satisfaction level will automatically increase.

To The Bank

In order to improve the image of SBL, green Road Branch and to create enough public awareness about the service offering, bank should establish separate marketing department and R&D department. Plan should be developed to employ professionally qualified people and induction should be confirmed after proper training. Green Road Branch should be equipped with enough modern facilities. New strategies should be developed to divert a qualify banking rather than quantity. The SBL should establish a small library at green Road Branch so that employees can get knowledge whenever necessary.

To The Employees

Qualified and skilled should be promoted based on their performance level. The bank should give proper attentive on staff training and provide facilities to encourage their participation. Employees should be given due importance by giving special prizes and incentives in order to increase motivation. The manager should build up value of jobs that staffs do, praise good work for successes and foster a teamwork approach.

5.2 Conclusion

As an internee in student Standard Bank limited at green Road Branch. I have truly enjoyed my internship from learning and experiencing the present working environment .I am confident that three month internship program at this bank will definitely help me to realize my career in present job market. During the course of my practical orientation I have tried to learn the practical banking to realize my theoretical knowledge, what I have gathered and going to acquire from various courses.

Lots of new commercial bank has been established in last few years and these banks have made this banking sector very competitive. So, now banks have to organize their operation and do their operations according to the need of the market. Banking sectors no more depend on a traditional method of banking. In this competitive world this sector has trenched its wings wide enough to cover any kind of financial services anywhere in this world. The major task for banks, to survive in this competitive environment is by managing its assets and liabilities in an efficient way.

As an internee student in STANDARD Bank Bangladesh Limited at GREEN ROAD, Branch, Dhaka I have truly enjoyed my internship from the learning and experience viewpoint I am confident that three month internship program at STANDARD Bank Bangladesh Limited will definitely help me to realize career in the job market. It's a new branch with one and half year operation only but I think it would be able to increase the wealth because of the location.

During the course of my practical orientation I have tried to learn the practical banking to realize my theoretical knowledge, what I have gathered and going to acquire from various courses. It is great pleasure for me to have practical exposure of STANDARD Bank Limited, because without practical exposure it couldn't be possible for me to compare the theory with practice.

So in conclusion it can be said that every organization has its positive as well as negatives and in case of STANDARD Bank Bangladesh Limited existence of the later one is less than the earlier one and as the management is determined to reach the pick of success it seems that in near future the negatives will be eliminated. Eleven years is a very short span of time and the organization, which can establish itself as one of the most reputed private commercial Bank in the country within this short period deserves special credit and with their able leaders STANDARD Bank will reach the highest level of success very shortly. I wish the bank all success prosperity in their field.

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Abbreviations

SBAL	Standard Bank Ltd
GB	General Banking
STD	Short Term Deposit
CDTF	Current Deposit Twenty Five
CDF	Current Deposit Fifty
IBC	Inward Bills Collection
OBC	Outward Bill Collection
PO	Payment Order
NCB	Nationalized Commercial Banks
PCB	Private Commercial Banks
FCB	Foreign Commercial Banks
DD	Demand Draft