



**Internship Report**  
**On**  
**Different operational area of The City Bank : The job description of different**  
**department**  
**BUS400: INTERNSHIP**

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*Submission Date : 3 September, 2018*

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**Letter of Transmittal**

**To,**  
**Mr. Zaheed Husein Mohammad Al-Din**  
**Senior Lecturer**  
**BRAC University**

Subject: Submission of Internship Report

Dear Sir,

My humble thanks to you for your kind support and co-operation that you provided in submitting my internship report to you.

With regard to the guidance you provided, I tried my best to figure out the banking mechanism and its core functional activities.

During my internship period in The City Bank LTD, I gathered a great experience since, it provided me with an access to understand professionalism in real life workplaces.

Finally, I surely enjoyed working on this report under your guidance and I hope that my work will meet the level of your expectation.

Sincerely,  
Tanzia Islam  
ID: 16304170BRAC  
BRAC Business School

## **Acknowledgement**

First of all, I am sincerely thankful to the Almighty for giving me the strength to successfully complete the internship program.

I would like to express my special gratitude to Mr. Zaheed Mohammad Al-Din, Senior Lecturer of BRAC University for his valuable advice and guidance throughout the internship program.

Then, my ardent gratitude goes to Mr. Munibur Rahman, the Branch Manager of The City Bank Mouchak Branch. Under his supervision I completed the internship.

I also acknowledge with thanks the contribution of all the City Bank employees and officers who supported me every way in the workplace and helped me prepare this report during my internship period.

Tanzia Islam.

## **Executive Summary**

This report has been done for internship program on The City Bank LTD. This study focuses on the job description of the employees of different departments of The City Bank LTD.

City bank LTD is operating its banking activities since 1983. This bank provides the customers with various modern banking facilities including, dual currency credit card, mobile-banking services and so on. The bank conducts its activities through three different departments, which are – General Banking Department, Loan and Retail Banking Department and Foreign exchange department.

To prepare this report, secondary data has been used. Basically, I, as an intern gathered all the pros and cons of the employees' job responsibilities of different departments mostly by observing their daily activities. Also, through discussion with the bank officers I could know about the bank activities. From this report it can be known that how different departments of The City Bank work simultaneously. There are also some recommendations included in this report for the improvement of the services provided by the bank.

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# Chapter 1



## 1.1 Introduction

The word "banking" can be defined in a straight, simple way. "Banking" basically refers to the business activities of accepting and securing money from different entities including individuals as well as enterprises with an aim to make profit by lending out that money.

The banking sector of Bangladesh is a great contributor to the economy of Bangladesh. The commercial sector is playing a vital role in the financial sector. The banking industry in Bangladesh began with six nationalized commercialized banks, two state-owned specialized banks and three foreign banks after the liberation period (The Banking System of Bangladesh and its Present Condition; M. Zaman; October 18, 2017). In the 1980s, the banking industry of Bangladesh achieved significant development with the establishment of private banks. Currently, there are five major categories of banking, which are - Central Bank, State-owned Commercial Banks (SCBs), Private Commercial Banks (PCBs), Foreign Commercial Banks, Specialized Development Bank (The Banking System of Bangladesh and its Present Condition; M. Zaman; October 18, 2017).

The first bank in Bangladesh was established in 1846, named as Dacca Bank. The operations of Dacca Bank were limited. It did not engage in issuing banknotes. During independence of 1971, the Bangladesh banking system consisted of two branch offices of the former State Bank of Pakistan and seventeen large commercial banks and there were fourteen smaller commercial banks. The Dhaka branch of the State Bank of Pakistan was renamed as Bangladesh Bank and it was declared as the central bank of the country by the new independent government of Bangladesh (The Banking System of Bangladesh and its Present Condition; M. Zaman; October 18, 2017).

At present, there are many private bank are operating in Bangladesh. Two main forms of banks that are operating in Bangladesh are - Schedule Banks and Non-schedule banks. Banks operating under Bank Company Act, 1991 are categorized under Schedule Banks. State- owned

commercial banks, private commercial banks, Islamic commercial banks, foreign commercial banks fall under this category. Banks established for distinct and specific objective and fall under non-schedule banks. They do not hold as much power as the schedule banks since they do not have all the functions present in schedule banks. Grameen Bank, Probashi Kallyan Bank,

Karmasangsthan Bank, Progoti Co-operative Land Development Bank Limited (Progoti Bank) and Ansar VDP Unnayan Bank fall under this category. There are some Islamic Banks in operation as well six of which operate under Private Commercial Banks and ten conventional banks partially operate in this manner.

The commercial banks play a pivotal role in shaping Bangladesh's economy through its contributions. However, we can say, new opportunities from the banking sector can arise.

## 1.2 Organization Overview

The City Bank LTD started its journey in March, 1983. From the website of The City Bank, we can know about the history of establishing this huge commercial organization, where it says, around 13 local businessmen commenced the journey with a capital worth of only 3.4 crore, which is now taka 2311.78 crore as capital and reserve. Currently, the bank has 120 branches across the country. The city bank is serving the banking service to the customers over the past decades and has launched various facilities. The City Bank is very concern to provide the best quality banking services to the customers. It focuses to ensure the satisfaction of the customers through the employees' behavior, attitude and level of accuracy.

The bank has one full fledged Islamic banking branch, one SME service centre and 311 ATMs. It has ATM sharing arrangement with partner banks that has more 1150 ATMs in different places of the country. The City Bank also has 24 hour call center operation, SMS banking and internet banking for the convenience of the customers.

The offerings or facilities provided by The City Bank include - different type of Transactional Account to maintain financial transaction and saving, different type of Deposit Account with interest at different level, NRB facility, NFB and different type of Cards for different type of use.

We can see the following chart to have an entire idea about the facilities and services at a glance:

<b>Transactional Account</b>	<b>Deposit Account</b>	<b>Loan</b>	<b>NRB</b>	<b>NFB</b>	<b>Cards</b>
→Current account	→General DPS account	→Auto loan	→NRB	→Student file	→The Citymax card (debit card)
→General savings account	→Insurance	→Personal loan		→Medical file	
	→Fixed Deposit	→Secured loan		→Locker service	→American Express Card (Credit card)
		→Home loan			
→High Value savings account	→Monthly interest paying savings account				
→New born's savings account					
→Seniors' saving account					
→Students' savings account					
→RMG workers' savings account					

The City Bank is the first bank which introduced dual currency credit card. Another popular product of The City bank is the Visa debit card which brought the customers to an ease of not standing in the queue for hours to do the transactions. The most attractive products of The City Bank are the American Express credit card and the American express Gold credit card which were introduced in November, 2009 for the first time. Both the cards are international and are accepted by the merchants operating on the American Express global merchant network in over 200 countries including Bangladesh. The City Bank also has exclusive privilege and offers for the card holders. The American Express card holders can enjoy fantastic saving on retails and can also have attractive offers at some of the finest dining in Bangladesh. It provides incredible privilege with 13000 offers in 75 countries. The bank is also active in foreign remittance business. And the growth of the bank is heavily encouraged by the retail and SME banking.

The City Bank Limited became one of the twelve Banks of Bangladesh among the 500 Banks in Asia for its asset, deposit & profit as evaluated by “ASIAWEEK”. In the Year 2000, The City Bank LTD also received the “Top Ten Company” award from the Prime Minister. These awards and achievements add huge value to The City Bank’s profile.



## 1.3 Vision

The financial supermarket with a winning culture, offering enjoyable experiences.

## 1.4 Mission

- Offer wide array of products and services that differentiate and excite all customer segments
- Be the Employer of choice by offering an environment where people excel and leaders are created
- Continuously challenge processes and platforms to enhance effectiveness and efficiency
- Promote innovation and automation with a view to guaranteeing and enhancing excellence in service
- Ensure respect for community, good governance and compliance in everything we do.

## 1.5 Values

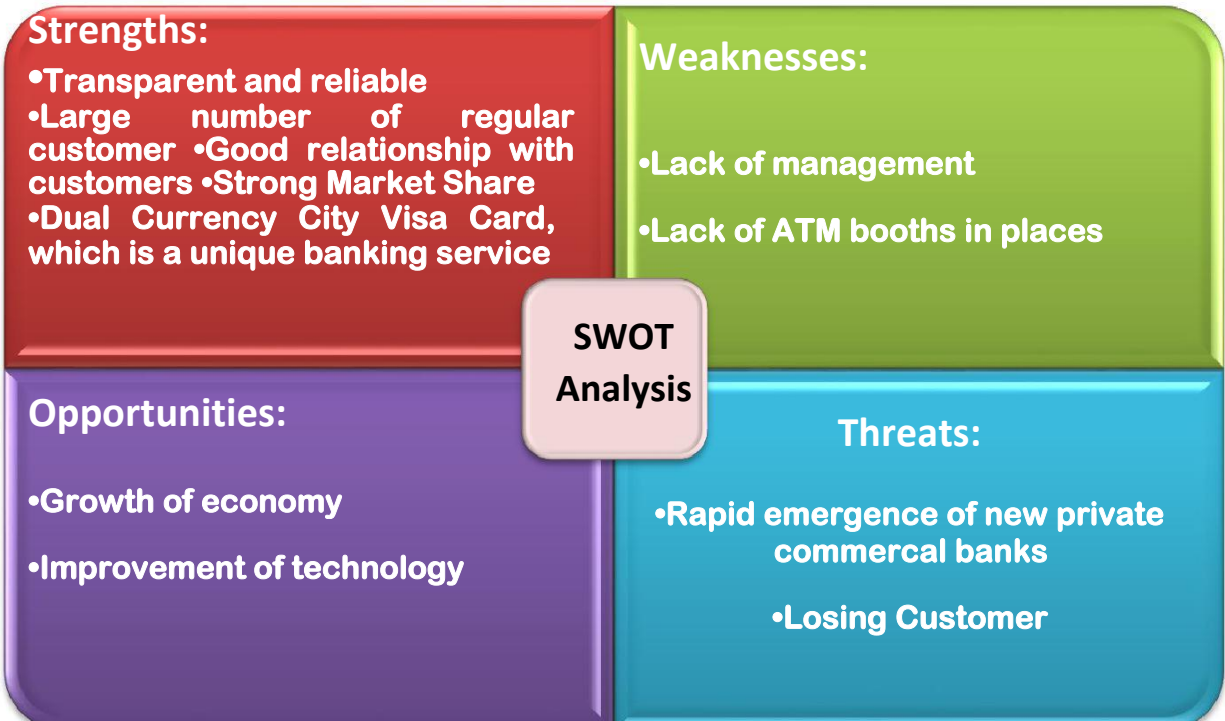
- Result driven
- Accountable & Transparent
- Courageous & Respectful
- Engaged & Inspired
- Focused on Customer Delight

## 1.6 Board of Directors

The Key Executives for The City Bank LTD are as follows –



## 1.7 SWOT Analysis



# Chapter 2

## **2.1 Rationale of the Study**

The rationale of the study is to find out on the job descriptions of the employees of The City Bank, in their daily work life. What responsibilities and duties are to commit by the bankers and how different sections provide the banking services, this paper will give a complete, clear idea on that.

## **2.2 Scope and Delimitation of the Study**

Since, I worked as an intern, my scope was very limited to experience the actual duties and responsibilities. This report encompasses how the different departments of The City Bank works and what are the duties and responsibilities of the employees in different sections. I worked on this report based on my observation and study during the internship period at The City Bank LTD. I could know about the job responsibilities from the officers by observing their activities and by having discussion with them.

The main limitation in gathering information from the officers was time constraint, as they hardly could give time in the busy office hours.

## **2.3 Objective of the Study**

- **Major Objective:**

The broad objective of the study is to prepare report on “Different operational area of The City Bank : The job description of different section.”



▪ **Specific Objective:**

- To apply theoretical knowledge in practical field
- To have idea about the functions of general banking
- To know the banking operations
- To know in details about the job descriptions
- To analyze the service procedure
- To recommend suggestion about improving the services

## 2.4 Methodology of the Study

For the completion of the study, I gathered information from two sources:

1. **Primary sources**

- Direct observation of practical desk work
- Face to face conversation with the officer

2. **Secondary sources**

- Website
- Files and folders

# Chapter 3

### 3.1 Job Description of Intern

I worked in the general banking section in The City bank LTD. I mostly worked with the customer service officers. The customer service area includes, the cheque issuing and cheque delivery division, card generator division, loan, remittance, pay order etc. my job responsibility was to work in all the general banking divisions, where I was assigned to fill up various account opening forms, to file up the documents, to input the inward and outward information in the register books, to take care of the customers by providing them various application forms and also, to help them to fill up those forms, managing the cheque books and the cards.

Also, I had to survey on the customers to know the level of customer satisfaction, based on which I had to suggest some recommendation by which customer satisfaction can be achieved at a greater extent.

The two main requirements other than the academic qualifications for an intern at The City Bank are-

- Ability to work under pressure
- Time management capability

The City bank LTD provides the customers with a wide range of banking facilities. For serving the customers, The City Bank has three major departments or sections, which work simultaneously to serve the customers the best quality service.

The three major departments of all the banking activities are –



**1)General Banking Section**

**2)Loan & Retail Banking  
Section**

**3)Foreign Exchange Section**

## 3.2 General Banking Section

General Banking department is the core department of the bank. The key activities are done in this department. The activities of general banking department are done by the officers of the following sections –

- Account opening Section
- Local Remittance Section
- Cash Section

### 3.2.1 Account Opening Section

The main and foremost condition of maintaining all kind of transaction, a customer must have his or her account in the bank. Customer can open different type of deposit account as per their choice and convenience.

Types of account includes –

- 1) Savings account (personal account)
- 2) Current account (company account)
- 3) Fixed Deposit account

## **Job description:**

Specific jobs, that an officer has to complete for this purpose can be described in some step by step procedures. The officer who generates deposit accounts, have to go through the following procedures –

- i) For opening any kind of account, the common requirements are – photo ID card of the customer (National ID card / passport / Birth certificate), photo ID

card of the nominee, two passport size photo for the account holder and one passport size photo of the nominee. Other than the ID cards and photos, it needs more important documents, which are – income approval and office ID card for the service holders, student ID card for the students, trade license for the business owners, resident approval (copy of utility bill).

The officer must receive all the copy of the required documents with his or her signature, which is a mandatory.

- ii)** After receiving the documents the officer have to verify them. Also the customers sign into a number of places in the account opening form and on other required papers. The officer also has to admit and verify all the signs of the customer.
- iii)** The officer must ensure that the documents are valid and also have to ensure the sources of income of the customers.
- iv)** After completing the form with the basic information of the customer, the officer has to prepare a transaction profile for the customer based on their monthly income, which includes the probable transaction amount and rate of per month.
- v)** Finally, after completing the above tasks, the officer must input all the information of the customer in the software system and have to assign the customer with an account number. And then the completion of an account generation comes to an end.
- vi)** The officers also issue check book and debit card for the clients while opening an account.
- vii)** For the FDR account, no introducer or photograph is required. The officer issues the FDR to the client acknowledging the sum of money mentioned

therein. Officers also mention the amount of interest in the form and also the date when the FDR will mature.

### **3.2.2 Local Remittance Section**

#### **Job Description**

- **Issuing Pay Order**

In general banking department, officers also issues pay orders. To issue a pay order officers are to give a pay order form to the clients. The clients mention to whom the pay order would be issued and what the amount of the pay order would be. Officers verify that form and only after verification, they issue the pay order to the clients. For issuing pay order, the bank charges commission.

- **Issuing Payment of Pay Order**

The pay order is presented to the bank either through clearance or for credit to the client's account. While payment, relative entry is given in the pay order register with the date of payment.

### **3.2.3 Cash Section**

Cash department is the most sensitive sector as it deals directly with currencies. Cashiers are supposed to commit the following activities –



## Job Description

### 1. Receipt and Payment of cash:

Cash is deposited either by deposit slip or by pay order or other application form. The cash receiving officer checks the title, account number and amount of money written on the slip, voucher or application form.

The officer then counts the money by the cash counting machine. The cash receiver has to sign on the deposit slip and also has to mark that with seal and signs. Then the officer inputs the posting of deposit to the account, in the software system. And then he returns the duplicate slip or voucher to the depositor or to the client.

The officer then has to keep the vouchers in the receiving register and has to sign on them. Officer also rights the amount of money on each of the vouchers. And then the officer has to send the register along with the slips and voucher to the in-charge of the department for authentication.

### 2. Payment of cash:

Cash payment of cheque is done in few steps –

After receiving the cheque from the client the officer first have to check whether there is two signatures at the back of the cheque. The cash in charge then verifies the signature with the signature card and debits the customer's account with posting. And the drawer gives the payment to the customer.

### **3. Balancing, Checking and Safe Custody of Cash:**

After the transaction hour, the cash officers have to balance the cash receiving and payment registers, which is one of the core activities done by the cash department. The cash balance book is written and agreed and signed by the officers, with cash in hand. Then the cash position memo is written including all the details and the cash officer has to sign it. In presence of a checking manager, the cash box and bundles are kept. Finally the cash position memo is sent to accounts.

## **3.3 Loan and Retail Department**

Loans and advances are the most important and the most valuable source of earning for The City bank LTD. On the contrary, this is most risky aspect for the bank as well. Therefore, the retail officers have to be very careful handling this section of business. An officer must balance the risk and the return on the appropriately.

### **Types of Loan**

1. Demand Loan
2. Term Loan

#### **1. Demand loan:**

- LIM (Loan against imported merchandise)
- EDF (Export Development Fund)
- ECC (Export Cash Credit)

## **2. Term Loan:**

- Short term industrial loan
- Mid term industrial loan
- Long term industrial loan
- Transport loan
- House Building Loan (Commercial)
- Loan against fixed deposit receipt or eligible financial instrument

## **Job Responsibilities of Retail Officer**

The activities and the job responsibilities done by the loan and Retail officers are as follows-

### **Selection of right borrowers:**

For Selecting the right borrowers the officers has to study the borrower based on 3Cs, which refers to –

- a. Character
- b. Capacity
- c. Capital

Based on these three criteria a retail manager has to take decision on granting loans to the clients. If appropriate borrower is not selected, then it can lead to a great risk.

Next step of selecting a good borrower is to know about his credit worthiness through loan application. Loan application is a questionnaire through which the officer gets a clear idea about

the borrower. After filling the loan application, the officer has to verify the received information from the borrower. For the verification, the officer has to query about the following things:

- Business experience
- Bank account
- Income tax statement
- Asset liability statement
- CIB (Credit Information Bureau)
- Banker's opinion

Officers also have to commit the following tasks to justify the credit worthiness of the client-

- Visit to Business Office of the borrower
- Visit to Site of Land
- Verify Telephone Bill
- Verify Contract Point

## **Activities for processing the Credit Proposal**

The officers have more responsibilities to be accomplished to issue loan or credit to the client.

The officers have to-

- Receive the required documents with the loan application
- Check the loan application, whether the client filled up all the required information correctly or not
- Check whether the client signed in the required places of the papers

- Interview the client to know details about the business and to find out any inconsistency with the paper

The retail officer has to go through all these processes and after all these verifications and queries a client will be considered as a credit worthy one.

## **Loan Principles of CBL**

But, this is not the end of the duties. The officer must keep in mind the principles of issuing loan. And the officer must issue loan to any client as per the following loan principles of City Bank:

### **Principle # 1**

Credit is not to be made available nor services provided to a customer where we lack an understanding of the customer or the customer's business.

### **Principle # 2**

Insider loans and self-dealing loans are prohibited.

### **Principle # 3**

Name lending is to be avoided in respect of all customers/counter parties.

### **Principle # 4**

All companies in a group shall be assessed individually and collectively.

### **Principle # 5**

Lending to the holding companies is prohibited.

**Principle # 6**

Lending to the Government or sector corporations should not always be considered as low risk.

**Principle # 7**

Companies or individuals who are seeking to develop their property should have a proven title or legitimate construction authority on it.

**Principle # 8**

No lending or deal is to be made with a bank or financial institution unless its credit worthiness is established through due diligence and counter party limit is approved by the appropriate authority.

**Principle # 9**

While dealing with the groups their tendency of drawing accommodation bills and originating in-house transactions should be clearly identified and avoided.

**Principle # 10**

Per party credit exposure to be clearly worked out and determined.

**Principle #11**

Only the products that are covered by approved Product Program Guidelines (PPGs) or departmental Operating Instructions (DOI) may be provided to CBL customers.

**Principle# 12**

Facilities should be priced on risk adjustment basis. Nature of product or facilities, customer credit grades, security, risk transfer factor (Counter guarantee from another bank/insurance cover) should be considered.

**Principle # 13**

Products that are appropriate for the nature of business and amounts of loan that is appropriate for the scale of operation of the customer should be provided.

**Principle # 14**

Tenor and terms of financing should be structured in relation to customer's own business cycle.

**Principle # 15**

Specialized areas for bank financing should be defined, measured and clearly understood. Only those areas where CBL has competence and capacity may be taken up for financing.

**Principle # 16**

Facilities will be provided only after a full analysis of the risks associated with the customer as well as facilities proposed and a review of the risk adjusted return has been completed and documented.

**Principle #17**

All Corporate clients should be allocated a credit grade using appropriate grading methods as adopted from the best practices and in compliance with central bank's prudential guidelines.

**Principle #18**

All loan application should be obtained in bank's standard format and signed by the authorized.

**Principle # 19**

Loan origination and disbursement authority must generate from two different Persons and/or departments/divisions.

**Principle # 20**

Credit Limits may be approved only within formally delegated or assigned authority.

**Principle #21**

Facilities may be drawn only after authorization from Credit Administration & Monitoring department, which must be organizationally independent of the credit marketing and credit approval process.

**Principle # 22**

All loans and advances originated and disbursed should be collected or realized from the borrower at maturity.

**Principle # 23**

All decision makers should be aware of the risk concentration at portfolio level. They must proactively manage, define and diversify the risk concentration.



## 3.4 Foreign Exchange Department

A commercial bank must be authorized by the central bank to deal with foreign trade and foreign currency. A bank needs the “Authorization dealer license” to deal with the foreign exchange related activities. The banks which have this license or approval from the central bank is called the “authorized dealer.”

### Job Description of Foreign Exchange Officer

- Exchange of Foreign Currencies
- To make arrangement with Foreign Correspondent.
- Buying & Selling Foreign currencies
- Handling of Inward & Outward Remittance
  
- Opening of L/C & Settlement of Payment
- Investment in foreign Trade.
- Opening & Maintenance of Accounts with foreign Banks under intimation to Bangladesh Bank.

# Chapter 4

## 4.1 Recommendation

The City Bank LTD is a well established bank. It is difficult for me to recommend the organization which has so many achievements. After all, from witnessing the functional activities and observing the internal environment I would like to recommend the following things-



### **To ensure enough man power:**

Serving quality service requires serve the customers within the required time. And for that, enough number of employees needs to be assigned. Otherwise, the customers have to wait for long to get their cherished services.



### **To have a faster software system**

Sometimes, the software system buffers and it takes long to give posting and to serve the customers. Therefore, the database of CBL needs to have some improvement.



### **To ensure enough equipment**

Not to mention that, having enough number of equipment like - printer, scanner, MICR machine is a foremost condition of a good financial service providing organization. Otherwise, it creates difficulties for the officers to work and also takes time to complete a task. And also, lack of equipment hampers to provide quality service.



### **To literate the customers more about the facilities**

Most of the time it is seen that, the customers do not know, how to get the help line service. Sometimes they appear to the bank with a problem which they could solve from home by calling to the help line of CBL. Moreover, most of the customers do not know how to do the online transactions and mobile app facilities. Therefore, CBL should literate their clients more about their provided facilities for the improvement of their own company image.



### **To have more promotional activities**

Finally, I would like to recommend CBL that they should work on more promotional activities. Otherwise, in this era of competition, it will be difficult to survive in the long run.

## **4.2 Conclusion**

The City Bank LTD is the pioneer in the private banking sector in Bangladesh. The City Bank LTD holds a good percentage of market-share from the very first of their establishment. Also, The City bank has a good recognition at the international level. The bank has huge potential. And under the current leadership The City Bank is expected to be the leading Bank in the country. The City Bank provides the customers with specific services as per their needs to the area of – trade, commerce and industry. The City Bank has emerged with the online services at the real time of digital booming in the country. The City Bank has successfully accomplished its missions and vision.

## References

([www.citybank.com](http://www.citybank.com))

(Zaman, 2017)

## Other documents

Brochures

Files and bank documents