



Inspiring Excellence

BUS 401, SPRING 2019

## INTERNSHIP REPORT ON RUPALI BANK LTD

---

**Submitted To:**

K.M. Nafiul Haque

Lecturer, BRAC Business School

BRAC University

**Submitted By:**

Sumaiya Sultana

ID No: 15104199

**Date of Submission: April 30, 2019**

# DEPOSIT COLLECTION PRODUCTS OF RUPALI BANK LIMITED

---

## BANGSHAL ROAD BRANCH

---



**RUPALI BANK LIMITED**

Assures Better Service

# Letter of Transmittal

30<sup>th</sup> April, 2019.

K.M. Nafiul Haque,  
Lecturer,  
BRAC Business School,  
BRAC University

## **Subject: Submission of Internship Report**

Dear Sir,

It is my great pleasure to submit the internship report entitled '**Deposit Collection Products of Rupali Bank Limited**'. I have done my Internship program in Rupali Bank Limited. I have prepared the report based on my knowledge gathered from my working experience and also did some research according to your instructions.

Three months working experience in the Rupali Bank Ltd of Bangshal branch was certainly helpful to enlighten me with the career in banking sector and it gave me some prior knowledge of business world and organization culture which will hopefully be helpful in my future career and also be enough informative to prepare this report.

I would like to thank you and express my gratitude to you for your guidance and support. It has been a wonderful experience to work on this report under your supervision. I will be pleased to answer any sort of query in case you need any assistance in interpreting my analysis.

Sincerely,

---

Sumaiya Sultana

ID No: 15104199.

# Letter of Endorsement

April 30, 2019.

This Internship report entitled ‘Deposit Collection Products of Rupali Bank Limited’ has been submitted to Mr. K.M. Nafiul Haque, Lecturer, BRAC Business School of BRAC University for fulfilling the requirements of the degree of Bachelor of Business Administration, prepared by Sumaiya Sultana, ID No: 15104199, doing major in HRM and minor in Finance. The report has been accepted and may be presented to the Internship Defense Committee for the purpose of evaluation. I acknowledge this report as a final Internship report.

Hopefully, the project and this research will be worthwhile. I wish every success and prosperity of her career and life.

---

K. M. Nafiul Haque

Lecturer,

BRAC Business School,

BRAC University.

# Acknowledgement

At first, I am very much grateful to the Almighty Allah for giving me the opportunity to go through the process of Internship and to prepare a report successfully in this regard.

Then I would like to give a special thanks to my Internship Supervisor, K.M. Nafiul Haque Sir for his valuable time, supervision, guidance, support and direction which helped me a lot in writing this report.

After that, I would like to express my gratitude to the Rupali Bank Ltd, Bangshal Branch for giving me an opportunity to do my Internship program at their branch. My endless thanks go to Md. Gulam Kibria Sir, manager of Rupali Bank, Bangshal Road who has been an amazing instructor during my Internship period. Then, I want to thank Md. Ariful Islam Sir, Senior Officer, for helping me in the workplace and providing me the necessary information regarding the topic of the report. I would also like to express my heartfelt gratitude to Mrs. Anamika Talukdar Shibani Madam, Senior Officer, for guiding me in every possible way and giving me information about the deposit collection products. Then, I want to thank Md. Abdul Gaffer Sir, Junior Officer, who has taught me the general activities of the bank. Lastly, I would like to thank all the colleagues of the bank who had been a great support during my Internship period. I would probably not be able to do this report so smoothly without all of their help.

Finally, I would like to convey my sincere thanks to BRAC University for making this Internship Program mandatory as a part of credit requirements which truly helped me to have an experience about real corporate world and organizational culture.

## Executive Summary

This report is entitled ‘Deposit Collection Products of Rupali Bank Limited’ and it mainly focuses on different types of deposit product schemes, what are the benefits customers can get from these schemes, the most popular scheme among the customers, how does those deposit collection schemes contribute to the bank’s profits and so on. This report has highlighted a clear concept about the bank’s deposit collection products along with the description of the total business of the bank. I have done a survey to get some of the information and also interviewed the manager and officers of Rupali Bank Ltd. Bangshal Branch, Dhaka. The rest of the knowledge and information reflecting in the report is from my working experience of the internship period and from the bank’s website. Rupali Bank Limited is very much conscious about offering better and improved deposit product schemes which ensures several customer benefits and lots of varieties. The report starts with the organizational view, history, core values, strategies and objectives of the bank followed by its organizational structure and the description off the total business and other general activities of the bank in the first part. After that, the project part started with the introduction of different types of deposit collection products and a brief description of those deposit product schemes. Then, the problem statement, scopes, objectives, research questions were included in the report. The literature review and the methodology were included right after that. Then, the analysis and interpretation of the data about the bank and its deposit products started. Here, I did a SWOT analysis about the strengths, weaknesses, opportunities and threats of the Rupali Bank Ltd. followed by another performance analysis on different types of deposits and the bank’s performance. I have also done an analysis on some of the important growth rates of the bank with the help of the interpretation of the data of recent few years. In the next part, the findings were discussed along with some recommendations and conclusions of the whole study. Finally, the report was ended by referencing the secondary sources from where I have gathered most of the information followed by an appendix in the supplementary part.

# Table of Content

## Organizational Part

---

### Organization Overview

History.....	01
Overview of RBL.....	01
Vision.....	02
Mission.....	02
Core Values.....	02
Strategic Objectives.....	03
Ethical Principles.....	03-04
Organizational Structure of RBL.....	05
Description of the total business of RBL.....	06-14

## Project Part

---

### Chapter-1: Introduction to the Report

1.1 Rationale of the Study.....	15
1.2 Deposit Collection Products.....	15-24
1.3 Statement of the Problems.....	24
1.4 Scope and Delimitation of the study .....	25
1.5 Objectives of the report.....	25
1.6 Research Questions.....	26
<b>Chapter-2: Review of Related Literature.....</b>	<b>27</b>

<b>Chapter-3: Methodology of the Study.....</b>	<b>28</b>
3.1 Primary Data Sources.....	28
3.2 Secondary Data Sources.....	29
<b>Chapter-4: Analysis and Interpretation of the Data</b>	
4.1 The SWOT Analysis.....	30-32
4.2 Performance Analysis of RBL.....	32-35
<b>Chapter-5: Findings of the Study.....</b>	<b>36</b>
<b>Chapter-6: Recommendations.....</b>	<b>37-39</b>
<b>Chapter-7: Conclusion.....</b>	<b>40</b>
<b>Supplementary Part</b>	
<hr/>	
<b>References.....</b>	<b>41</b>
<b>Appendix.....</b>	<b>42-44</b>



## Organization Overview

### History:

To take a look at the history of Rupali Bank Limited we get that it was constituted with the merger of 3 erstwhile commercial banks- Muslim Commercial Bank, Australasia Bank Limited and Standard Bank Limited which operated in the then East Pakistan on March 26, 1972 under the Bangladesh Bank's order 1972. Rupali Bank worked as a nationalized commercial bank till December 13, 1986. When the bank went public but the majority of the shares are still retained by the government. Rupali Bank Limited emerged as the largest Public Limited Banking Company of the country on December 14, 1986. The bank was denationalized in 1986. After that, it was reorganized as a limited company with the government of Bangladesh holding 51% of shares. After 2000, the government divested of its shares and the privatization of the bank was complete.

### Rupali Bank Limited:

Rupali Bank is a state owned commercial bank in Bangladesh. It is a public limited type of company. The bank is traded as DSE: RUPALI BANK. It falls under the banking industry and recognized as a financial service institution. Rupali Bank Limited is one of the oldest bank in Bangladesh as it was founded on 47 years ago in 1972 right after the country got its independence. The Headquarters of Rupali Bank is situated at 34, Dilkusha Commercial Area, Motijheel in Dhaka-1000. It has a total of 565 branches in the entire country both inside and outside of capital Dhaka till date. The served area of the bank is both Bangladesh and overseas. Mr. Monjur Hossain is the chairman of Rupali Bank Ltd. Mr. Aaur Rahman Prodhan is the managing director of the bank. The number of current employees of the bank is over 5150.

## Vision:

The vision of Rupali Bank Ltd. is to expand its loyal customer base by being known as the financial partner of choice that constantly exceeds customer expectations.

## Mission:

- Develop long term relationships that helps the customers achieve financial success.
- Rewarding and provide beneficial opportunities to get the commitments of the employees.
- Uphold ethical values and meet customer's need in the most appropriate way.
- To attract and retain employees with higher professional quality, maintain good technological infrastructure.

## Core Values:

The core values of Rupali Bank are very unique and those are based on the word 'SPIRIT'. Each letter from the word stands for the initial of the trait of the core values and carries equal importance.

- Social Responsibility- to care for and contribute to their communities.
- Performance- measuring and rewarding the performance and achievements.
- Integrity- upholds business ethics and trustworthiness.
- Respect- showing respects towards every individual.
- Innovation- encouraging creativity.
- Teamwork- work together to succeed.

## Strategic Objectives:

- Develop a customer oriented service culture
- Emphasis on customer care
- Increase market share with an effective growth strategy
- Cost effective operations and efficient MIS
- Develop innovative products and services
- Attract target customers and capture target market segments
- Maintain high quality assets portfolio to get higher returns and to build shareholder's value.
- Explore new avenues for growth by diversifying loan portfolio through structured finance and expansion of retail and SME financing
- Strengthen the bank's brand recognition

## Ethical Principles:

**Customer Focus:** Customers are the main driving force and priority of Rupali Bank Ltd. They believe in fair treatment to all their customers and clients without any discrimination.

**Quality:** They are strongly committed to maintain the quality. They ensure the quality of their products and services in order to retain trusted customers and partners.

**Honesty and Integrity:** They always ensure high level of fairness while dealing with their customers. They always create a respectful atmosphere for holding on an ongoing relationship of trust and confidence and reliability.

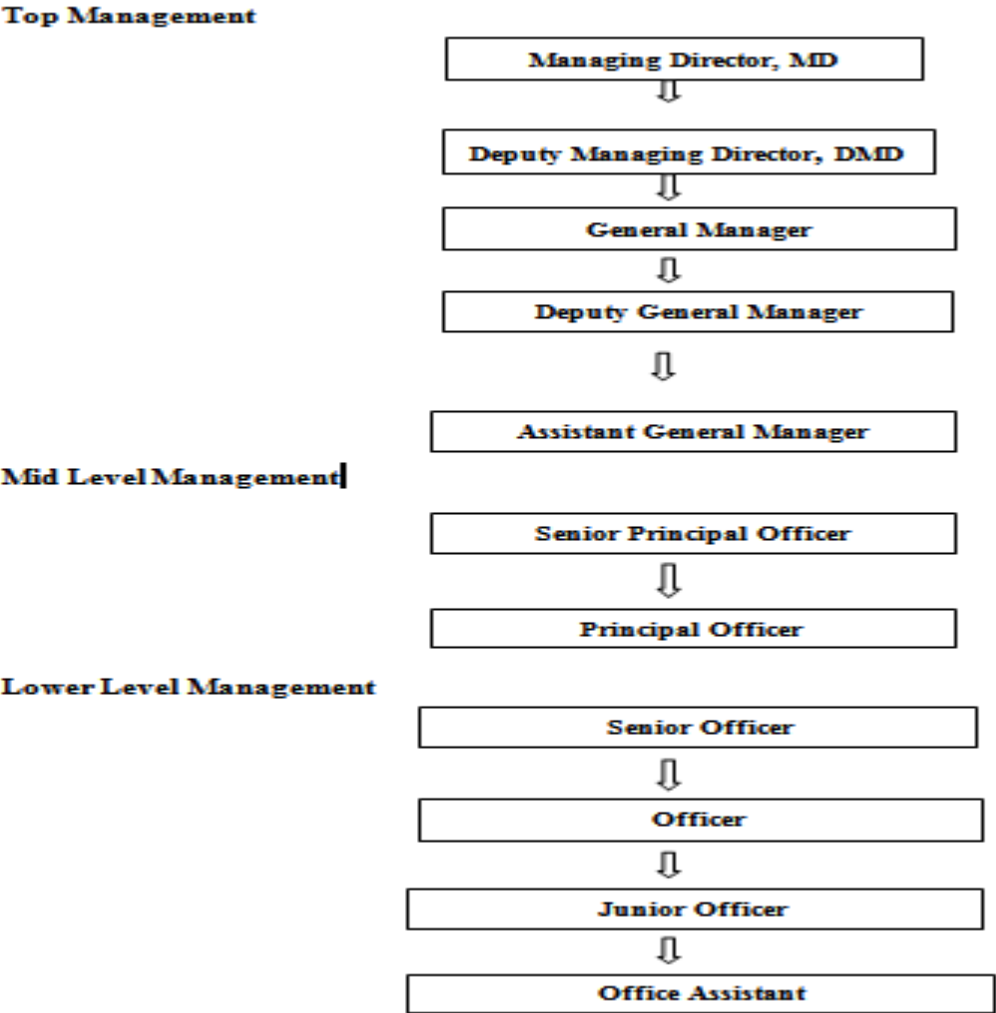
**Belief in Workforce:** They value their employees as the most important asset and strength. They value the worth of every individual employee who contributes to the progress of the organization.

**Teamwork:** They believe in teamwork and follow a culture where they are rewarded on the basis of both individual merit and team wise performance.

**Good Corporate Governance:** Corporate governance is a key tool to the effectiveness of any banking organization. They are committed to following the best practices resulting in good corporate governance.

**Corporate Social Responsibility:** they are very considerate to act in a responsible manner towards the environment and society. They always contribute towards the improvement of quality of life of the citizens and the society.

# Organizational Structure of Rupali Bank Limited:



## Description of the total business of the organization:

To give a description of the total business of Rupali Bank Limited I would be starting with the general banking activities of the bank which is the core and major part of banking sector. The general banking activities are consist of the management of deposits, bills, customer services, account opening, cash, clearing house, remittance, pay order, utility bills, loans and advances and foreign trade.

A short brief of each activities are given in the following:

**Deposits:** Rupali Bank has a very wide network of activities and services both in urban and rural areas through its 568 branches all over the country. Different types of deposits are offered by Rupali Bank Limited. These are FDR, Savings Account, short term deposits, monthly saving schemes, monthly benefit schemes, double deposit scheme. The officers do maintain all the rules and regulations and do their job of helping the customers all of these rules to deposit.

**Customer Service:** Customers are the irreplaceable part from the bank. There are loads of customers are giving visits to different branches of the bank. Each and every customer comes with a different purpose. They deal with patience in every case. Make them understood about the products, services and policies. They also answer all the queries of the customers.

There are some prompt and excellent other banking services such as issuing demand draft, pay order, telegraphic transfer, mail transfer, call deposit, transfer or fund on standing instruction, arrangement.

**Computerized Banking Services:** In order to modernize banking operation and for ensuring prompt services, all the major branches of the Rupali Bank Limited have already been computerized. Other important branches which are mostly located outside of the capital Dhaka are in the process of computerization. Soon all the branches of the bank throughout the country will follow the online banking system.

### **General Credit Line and Program:**

- ✓ The bank extends credit facility to almost every sector of the country's economic activities.
- ✓ Main focus of Rupali Bank Credit Program is on financing trade and commerce, business and industry having productive service.
- ✓ These credit facilities are also offered to the international trade and business, import and export.
- ✓ This program also covers development of rural economic activities like agriculture and livestock, dairy and poultry, fishing and hatchery etc.
- ✓ Loan is provided to thrust sectors declared by the government at concessional terms.
- ✓ Lending programs are operated as per guideline of Bangladesh Bank through an effective lending policy and procedure of the Bank.
- ✓ Lending policy of the Bank ensures quick processing, sanctioning, and disbursement of loan in all viable sectors.

**Rural credit Program:** A vast majority of people lives in the rural areas and their main source of income is agriculture and agro-business as Bangladesh is an agricultural country. Rupali Bank Ltd is disbursing agricultural loan or rural credit through its 562 branches all over the country in order to produce agricultural output, promote agri-business, facilitate agro-based services and create and sustain employment opportunities. The rural sectors where Rupali Bank extends credit are fishery, livestock, shrimp culture, poverty alleviation program, micro credit and agricultural product processing and marketing.

**Investment Banking:** The areas where Rupali bank Ltd is currently interested to invest are –

1. Bangladesh Government Securities/Bonds.
2. Treasury Bills.
3. Grameen Bank Bonds.
4. Debentures of government and semi government organizations and Public Limited Companies.
5. Shares of listed companies.

**Industrial Financing:** Rupali Bank Ltd has taken appropriate programs as per Industrial Policy of the Government to support the development of industrial sector of the country through active participation of private and direct foreign investment. This portfolio of the loan includes sizeable investment of the fund towards development of thrust industrial sectors such as jute, leather, leather goods, textile, frozen and semi cooked shrimps, footwear, Knit Garments and many other small and medium size enterprises. For setting up large scale projects the bank is participating in joint venture finance and consortium finance. The bank lays special emphasis on agro-based and IT related industries.

**Utility Services:** In addition to its usual banking operation Rupali Bank Limited offers some special services to its customers. One of those services is collection off various utility bills. The bank benefitted customers by collecting their various utility bills like electricity bill, telephone bill, Water and sewerage billet free of charges under this service.

#### Collection of Bills:

1. Telephone bill of Bangladesh Telephone and Telegraph Board (BTTB).
2. Water and Sewerage bill of Water and Sewerage Authority (WASA).
3. Electricity bill of Power and Development Board (PDB), Rural Electrification Board (REB) etc.

## **Foreign Exchange:**

Foreign exchange are the foreign currency and includes any instrument drawn, accepted, made or issued under clause 13 of article 16 of the Bangladesh bank Order 1972. This includes-

- All deposits, credits and balances payable in any foreign currency.
- Any draft, traveler cheque, letter of credit and bill exchange expressed and drawn in Bangladesh currency but payable in any foreign currency.



International trade constitutes the main stream of business activities of Rupali Bank Limited. They offer a full range of finance and services namely issue, advice and conformation of documentary credit. The bank also offer and arrange forward exchange rate, pre-shipment and post shipment finance, negotiation and purchase of export bills, discounting bill of exchange, collection off bills, inward and outward remittance and so on.

#### Types of foreign exchange:

The main tasks of foreign exchange department are-

1. Import
2. Export and
3. Foreign Remittance.

Import: Rupali Bank is playing a significant role in international trade of our country. There are two sorts of import activities in Rupali Bank Ltd. those are the commercial import and the international import. This import system of the bank needs letter of credit. The importers must register to do any sort of business with Rupali Bank Ltd. Then the importers need to open a letter of credit and the bank issue on the basis of the request of the importer to the advising bank. The advising bank advices the importer to sell and buy product from outside of the country. The letter of credit is actually a pay slip given by the bank. It is the permission of the bank to the importer to import goods from outside the country through them.

Export: Rupali Bank Limited informs the exporters for advising after receiving letter of credit. After that, the goods are prepared as per letter of credit terms and conditions. In order to check the documents exporter maintains a flowchart. Rupali Bank Ltd. grant an advance to exporter in the pre-shipment stage for the cost of goods packing to export to overseas buyer is pre-shipment finance as well as pre-shipment advance.

## Foreign Remittance:

The term foreign remittance means the money send by the workers who work in foreign countries. There are two types of foreign remittance – inward foreign remittance and outward foreign remittance. Inward foreign remittance means the money come into our country from abroad. On the other hand, outward foreign remittance means the money that goes outside the country. Basically there are four types of parties for the foreign remittance section of Rupali Bank Ltd. They are remitter, remitting bank, receiving bang and beneficiary. Remitter is the person who sends money from abroad. Reemitting bank is the foreign bank through which the foreign money is sent. Rupali Bank works as a receiving bank here as it is a local bank. Beneficiary is the person who or the bank who gets to access the money. Rupali Bank sells and buys foreign currency. It sells foreign currency in the local market. The sender branch of the bank send request to another branch to pay required money to the payee on demand. However, the paying bank must have an account for such kind of transfer to recognize the real payee. They also use telegraphic transfer. There are various modes of foreign remittance such as pay order, demand draft, mail transfer and telegraph transfer.

**Pay Order:** Pay order is used to make a remittance to the local creditor. It gives the payee the right to claim payment from the issuing bank. It can be in-cashed from issuing bank only. There is no risk of dishonoring pay order because before issuing pay order bank takes out the money of the pay order in advance. Pay order is not a negotiable instrument as it cannot be endorsed or crossed.

**Demand Draft:** Demand draft is an order of issuing bank on another branch of the same bank to pay specified amount of money to the payee on demand that is the named person or order of the demand. It is actually used when the customer wants to remit money in any place which is outside of the clearing house area of issuing branch. Payee can be the purchaser himself or another mentioned in the demand draft. It may be crossed or not as it is a negotiable instrument.

**Telegraphic Transfer:** this is the way to transfer money through telegraphic message. The sender branch will request another to pay required money to the required payee on demand. For this kind of transfer the payee must have an account with the paying bank. Otherwise the paying

bank will find difficulties to recognize the real payee. Usually Rupali Bank Limited uses telephone for remittance to send money in urgent. But it is only provided for the valuable and reliable clients and customers with long standing relationship.

**Mail Transfer:** where the remitter desires the banker to remit the funds to the payee instead of purchasing a draft himself the banker does it through a mail transfer advice. The payee should have an account with the paying office as the amount remitted in such a manner is meant for credit to the payee's account and not for cash payment. It is the least used technique for transferring money in Rupali Bank Ltd. if there is any branch where the telex machine or the telephone is not temporarily working then this method is used.

## Loans and Advance:

Rupali Bank local branch offices follow the stated procedures while sanctioning loans and advances to the clients.

- ✓ Credit advancement must focus on the advancement and development of the customer relationship.
- ✓ All credit extension have to comply with the requirements of banking company's Act, Bangladesh Bank's instructions, other rules and regulations as amended from time to time.
- ✓ Loans and advance will be financed from customer's deposits and not out of temporary funds or borrowing from other banks.
- ✓ The bank will provide suitable credit services for the markets in which the bank operate.
- ✓ It should be to those customers who can make the best use of them.
- ✓ The conduct and administration of the loan portfolio have to contribute within defined risk limitation for the achievement of portfolio growth and superior return of the bank capital.
- ✓ Interest rate off various lending categories will depend on the level of risks and types of security offered.

## **Types of Loans and Advances:**

### General Products:

- Industrial Project Loan
- Overdraft
- Student Loan
- Cash Credit (Hypothecation)
- Cash credit (Pledge)
- Bank Guarantee
- Green Project Loan
- Loan Under Equity Entrepreneurship Fund (EEF)
- Renewable Energy Project Loan

### Small and Medium Enterprise Loan (SME):

- Shohoj
- Peshajibi
- Baboshayee
- Majhari
- Cluster Financing
- Woman Entrepreneur Financing Program

Under the four SME products, loans to Solar Installation, Bio-gas and Agro based project and Trained Efficient professionals are provided as the specialized area.

Rupali Bank Limited supports its customers by providing facilities throughout the import process to ensure to ensure smooth running of their business. These facilities are-

- Letters of Credit
- Loan against Imported Merchandise (LIM)
- Loan against Trust Receipt (LTR)

The loans and advances of Rupali Bank Ltd. are mainly of two types.

1. Funded (Demand or Consumer Loan)
2. Non Funded (L/C, Bank Guarantee etc.)

There are also some other types of loans available in the branches of Rupali Bank Limited.

- Cash Credit
- Over Draft
- Term Loan
- Loan against DPS
- Loan against other security

Demand Loan: There are also different types of demand loans. Such as –

- ✓ Floor Loan
- ✓ Export Development Fund (EDF)
- ✓ Bank Guarantee
- ✓ Packing Credit (PC)
- ✓ House Building
- ✓ Letter of Credit
- ✓ Loan against trust received (LATR)

**Loan Sanctioning Process for the Client:**

- Application by the client
- Application Receiving
- Verification
- For larger amount loan bank needs to submit CIB and proposal to Head Office and Bangladesh Bank for permission.
- Approval of loan application/ Rejection of proposal
- Collection of the security
- Providing new account and permission for withdrawing the loan money

### Basis of Loans and Advances:

1. Lien and
2. Mortgage.

**Lien:** Lien is permitted against DPS (Deposit Pension Scheme), FDR (Fixed Deposit Receipt), PSE. Lien should be higher than the value of loans. 80% of the Lien documents are permitted for the Loans and Advances. The position of the documents should be under the bank's control. The interest rate for this loan is of 14%.

Mortgage: it has to be higher than the value of loans. 50% of mortgage documents are permitted for the Loans and Advances. The position will not be under bank's control. But the legal papers will be under bank's control. The interest rate of loan is 13%.

To get Loans and Advance for individual client the important things needed are letter of authority, Letter of agreement, demand promissory note, balance confirmation slip, letter of continuity.

## Introduction to the Report:

Banks are very essential in the modern business era. The deposit collection products are one of the most important parts of a bank to run a bank. Different banks have different types of deposit collection products with lots of varieties on those products. These products attract the customers mainly based on their income, certain business and future plans. Therefore, Rupali Bank Limited has designed the deposit products schemes by thinking of their clients and customers choices and preferences.

## Rationale of the Study:

In order to complete a successful BBA program a study of a practical experience need to be added for graduation. The faculties and the authorities have always tried to nurture our knowledge with different reading materials, information and other events in order to enlighten the students regarding the real business world. Internship report is one of those process to make us know about the business and to prepare us for the competitive corporate world. Therefore, I had got the opportunity to do my internship in Rupali Bank Limited (Bangshal Branch) for three months long to gain practical experiences. I had to prepare an internship report under the supervision and direction of Mr. K. M. Nafiul Haque, Lecturer of BRAC Business School, BRAC University.

**Deposit Collection Products:** Rupali Bank Ltd is providing lots of products to its customers.

**SBA:** The name of the savings account of Rupali Bank is SBA. There is no specific duration for this scheme. The customer can just simply open and start to save deposits. The starting amount should be of at least 500 tk. The interest rate is 8%. Customers can get the best interest of 25% twice a year on Savings Account if they do not withdraw money.



**FDR:** These are the fixed deposit accounts. These can be opened for 3 months and above. However, if it is for less than 6 months then the interest rate is the lowest of only 8%. When it is of 6 months or more but less than 1 year then the interest rate is of 8.5%. If it is 1 year or above then the customers get an interest of 9% on the deposit amount of money.



**SND:** Short Notice Deposit is based on daily deposit of money in the bank. In the month of June and December it gives an interest of 5.5% which is twice in a year.



**RFDS:** It is a very unique creation of Rupali Bank Ltd. It is a new kind of product thinking about the festivals. It is a kind of savings for the festivals such as Eid, Pooja, Christ-Mas day, Pahela Baishakh, Buddha Purnima and other family programs or festive days. It offers .50% more interest rate than the savings accounts.



**RSSA:** It is a saving account for the students. As it is specially designed for the students so there is no service charge and also free student file for them. The students can open it only with TK-



100. They will also get rewards and gifts on the account opening. It gives interest 2 times in a year and the interest rate is of 8%.



**Pothoful:** It is another new and different product offered by Rupali Bank Ltd. The account opening cost is only of TK- 10. It is free of service charge. It gives 2 times interest in a year which is on the month of June and December. The interest rate is of 8%.



**ATM:** The customers can withdraw cash money for 24 hours not only from the ATM booths of Rupali Bank but also from the ATM booths of anywhere within the country.



### The Benefits of Rupali Bank ATM:

- ✓ Cash money can be withdrawn at any time either from the booths of Rupali Bank or from any other booth of other banks.
- ✓ Customers can do shopping from merchant outlets through POS.
- ✓ Customers can collect the statement of last ten transaction and inquiry about the balance from their ATM.
- ✓ Q-cash members can top up from ATM to mobile.

**Daily Transaction Limit:**

<b>Service</b>	<b>Upper Limit</b>	<b>Lowest Transaction Amount (BDT)</b>	<b>Highest Transaction Amount (BDT)</b>	<b>Total Transaction Limit (BDT)</b>
Cash Withdraw	5 times	500.00	20000.00	50000.00
POS Transaction	10 times	100.00	100000.00	100000.00
Mobile Top-up	10 times	10.00	10000.00	10000.00
Balance Inquiry	5 times	N/A	N/A	N/A
Statement	5 times	N/A	N/A	N/A
PIN Change	1time	N/A	N/A	N/A

**Fee and Charges:**

<b>Service</b>	<b>Rupali Bank ATM</b>	<b>Q-Cash Member ATM</b>	<b>NPSB Member ATM</b>
Cash Withdraw	0.00	11.50	15.00
Balance Inquiry	0.00	0.00	5.00
Statement	0.00	0.00	5.00
Mobile Top-up	0.00	0.00	N/A
POS Transaction	0.00	0.00	0.00

**RMSS:** RMSS is Rupali Monthly Saving Scheme. It is also called Rupali Monthly Deposit Scheme Shapna. The duration of this scheme is of 3, 5 and 8 years based on the latest circular of 2017. The amounts of monthly installments are BDT 500, BDT 1000, BDT 2000, BDT 2500, BDT 5000, BDT 10000, BDT 20000 and BDT 50000.

The interest rate is different for each time periods. Those are stated in a table below:

Year	Interest Rate (Yearly)
3	5.25%
5	5.50%
8	6.00%

**Amount given during the end of the duration:**

For 3 years, (5.25% yearly interest)

Installment (BDT)	Total Installment (BDT)	Interest (BDT)	Total Amount (BDT)
500.00	18000.00	1497.00	19497.00
1000.00	36000.00	2993.00	38993.00
2000.00	72000.00	5986.00	77986.00
2500.00	90000.00	7429.00	97429.00
5000.00	180000.00	14965.00	194965.00
10000.00	360000.00	29931.00	389931.00
20000.00	720000.00	59862.00	779862.00
25000.00	900000.00	74827.00	974827.00

For 5 years, (5.50% yearly interest)

<b>Installment (BDT)</b>	<b>Total Installment (BDT)</b>	<b>Interest (BDT)</b>	<b>Total Amount (BDT)</b>
500.00	30000.00	4476.00	34476.00
1000.00	60000.00	8952.00	68952.00
2000.00	120000.00	17904.00	137904.00
2500.00	150000.00	22380.00	172380.00
5000.00	300000.00	44760.00	344760.00
10000.00	600000.00	89520.00	689520.00
20000.00	1200000.00	179040.00	1379040.00
25000.00	1500000.00	223800.00	1723800.00

For 8 years, (6.00% yearly interest)

<b>Installment (BDT)</b>	<b>Total Installment (BDT)</b>	<b>Interest (BDT)</b>	<b>Total Amount (BDT)</b>
500.00	48000.00	13298.00	61298.00
1000.00	96000.00	26595.00	122595.00
2000.00	192000.00	53191.00	245191.00
2500.00	240000.00	66488.00	306488.00
5000.00	480000.00	132976.00	612976.00
10000.00	960000.00	265953.00	1225953.00
20000.00	1920000.00	531905.00	2451905.00
25000.00	2400000.00	664882.00	3064882.00

**RMDS:** RMDS stands for Rupali Millionaire Deposit Scheme. The interest rate for RMDS is 7.50%. The duration of this scheme can be for 5 years, 10 years, 15 years and 20 years.

The amount of monthly installment for RMDS on the basis of the variation of the time period, are given in a chart below:

<b>Years</b>	<b>Amount (BDT)</b>
5	14100
10	5900
15	3250
20	2000

**Special Benefits:**

1. Free issual of debit card in the settlement of savings account.
2. Free issual of cheque book for the first time in the settlement of savings account.
3. Free SMS alert service.

**Requirement of account opening:** To activate account and enjoy the benefits of this scheme one must need the stated criteria:

1. Minimum 18 years of age.
2. Mentally stable.
3. A citizen of Bangladesh.

**Rules for RMDS Account opening:**

1. To open RMDS account one has to go through all the steps of uniform account opening form in any branch of Rupali Bank.
2. During the account opening customer must give a copy of his/her National ID card or passport no or birth certificate and also 2 copy of passport size photo.
3. For RMDS account a statement of the saving installments along with the interest will be given to the customer at the end of the year which he has to preserve till the closure of the

account. If the statement is lost by any chance, then the customer has to submit a written notice of the situation and deposit the pre determined fee to get a new statement.

4. The total amount of the account will be given at a time with interest in time of expire.
5. Having a previous settlement account is mandatory in order to open a RMDS account in the same branch. If the customer does not have one then he has to open a settlement account before opening a RMDS account.
6. One person can open several accounts in his own name or in joint name. To open the account in a minor's name the guardian has to co-ordinate the account.
7. A nominee is a must in a RMDS account. A copy of National ID card and one copy of passport size photo of the nominee have to be provided during the account opening.

**RMBSC:** RMBSC stands for Rupali Monthly Benefit for Senior Citizen. The duration for this scheme is 3-5 years. The interest is of 8%. The interest is given monthly. The total amount of the interest is BDT 666.67 in BDT 100000 per month. The least amount of the deposit is BDT 100000 and its multiples. The highest amount one can deposit is BDT 5000000. There is an age limit for opening RMBSC account. The citizens who are in the age of 60 or above 60 can open RMBSC.

#### **Special Benefits:**

1. There is no service charge for RMBSC.
2. Free SMS alert service.
3. Free issual of debit card in the settlement of savings account.
4. Free issual of cheque book for the first time in the settlement of savings account.
5. Benefit of maximum 80% of loan against the deposited amount.
6. The interest rate for the loan amount is only 2% more than the given interest rate.

**RSCSS:** RSCSS is Rupali Senior Citizen Savings Scheme. The interest rate for RSCSS is only 1% more than the Savings Account. The citizens who are in the age of 60 or above 60 can open RSCSS. There is no determination for the amount of the deposits. But a minimum of BDT 1000 need to be deposited. Then the customer can withdraw any amount at anytime and as many time as he wishes. The service charge is similar to the Savings Account.

### Special Benefits:

1. Interest is given 2 times (in the month of June and December) in a year.
2. Free issual of debit card.
3. Free cheque book given (for first time only).
4. Free SMS alert service.

**RKDS:** RKDS stands for Rupali Kotipoti Deposit Scheme. The bank thought of starting such a scheme with a belief of people dreams of being a millionaire would come true. So in order to open this scheme a proposal was made on the 1016<sup>th</sup> meeting on the 28<sup>th</sup> of December in 2016 and then it was passed by the committee. There are two types of duration for this scheme. Those are of for 7 years and 20 years. The amount for monthly installment is of BDT 25000. The annual interest rate for this scheme is 5%.

Amount given during the end of the duration:

Monthly Installment (BDT)	Duration (Years)	Total Installment (BDT)	Interest (BDT)	Total Amount (BDT)
25000	7	2100000.00	408263.00	2508263.00
25000	20	6000000.00	4186445.00	10186445.00

**RLDS:** RLDS means Rupali Lakhpoti Deposit Scheme. The account duration for this scheme is of 3 years and 5 years. The amount of monthly installment is BDT 2700 and BDT 1500. The annual interest rate for 3 years is 5% and for 5 years is 5.5%.

Total amount given during maturity:

Duration (Years)	Interest Rate	Monthly Installment (BDT)	Total Amount (BDT)
3	5%	2700.00	104907.00
5	5.5%	1500.00	103452.00

**RQPS:** The full form of RQPS is Rupali Quarterly Profit Scheme. The target customers for this scheme are the retired service holders and relatives of the immigrants. The time duration for this scheme is of 3 years. This is a simultaneous deposit scheme instead of running deposits. The amounts of simultaneous deposits are BDT 100000, BDT 200000, BDT 400000, BDT 500000 and BDT 1000000. The annual interest rate for this scheme is 5%. BDT 1250 will be given quarterly for BDT 100000 as an interest amount.

## **Statement of the Problems:**

1. Though Rupali Bank Limited has plenty of branches, it has shortage of authorized dealer.
2. The bank faces difficulties while dealing with its authorized dealers.
3. Rupali Bank Limited does have training centre for new officers but those are available only for some specific fields.
4. The bank does not have sufficient resource to move money from one place to another to expand foreign exchange.
5. Most of the records of the important documents of the bank are usually stored manually.
6. The scope for the marketing and advertising is very narrow in Rupali Bank Limited.
7. The foreign exchange documents take long time to get authorized.
8. Limitation of skilled foreign exchange officers.
9. The bank had gone through an image problem at a certain time when it was thinking of selling the shares of the bank.
10. Previously the management works were done fully manually so it was comparatively slow.
11. The internet has been recently introduced in Rupali bank Limited. So it needs more time to get used to of all the computerized processes.
12. There are so many good product schemes but the customers are not well aware of those due to lack of advertisements.



## **Scope and Delimitation of the study:**

This report covers the background, organizational overview, structural functions, banking activities and specially focused on the deposit schemes of the Rupali Bank Limited. Throughout the preparation of this entire report I had the opportunity to acquire an in-depth knowledge of the banking functions and its different types of products and services. The report is mainly based on the knowledge and experience gathered from the internship period of three months long. The information given about the functions performed by the bank in this report is from the procedures which Rupali Bank Ltd follows.

## **Objectives of the report:**

The core objective of this study is to gain practical knowledge and understanding about future work life and work environment in order to complete this research report. The broad and specific objectives of the study are given in the following:

### **Broad Objectives:**

1. To get to know the internal culture of the real working place
2. To fulfill the requirement of BBA program.
3. To prepare ourselves for the corporate world.
4. For getting an idea about and analyze the deposit collection products.

### **Specific Objectives:**

1. To learn about the deposit schemes in details.
2. To evaluate the existing products offered by Rupali Bank Ltd.
3. To relate those product schemes in banking sector.
4. For doing a research on the customers of those products.
5. To find out the limitations regarding deposit product collection.
6. To make some recommendation on the basis of the relevant findings in order to bring some changes for further improvement.

## Research Questions:

1. What is your age?
2. What is your occupation?
3. What is your approximate monthly income?
4. Why did you choose deposit product schemes of RBL?
5. Which deposit product scheme you preferred to purchase?
6. What are the benefits you are looking for from the deposit product schemes offered by RBL?
7. How does the chosen deposit product scheme beneficial to you?
8. How many deposit accounts of the schemes do you have?
9. Did you find a variety of deposit product schemes or limited?
10. How did you find the procedures for opening deposit accounts?
11. Have you got any disadvantages by purchasing the deposit product scheme of RBL?
12. Are there any changes that you would like to see in the deposit product scheme packages?

## Review of Related Literature:

- According to Julia Kagan (September 26, 2018), A bank's deposit products works as its safeguard. Different types of savings accounts, checking accounts and money market accounts are the forms of deposits. The owner of these deposit accounts has all kinds of rights to withdraw the deposited funds based on the account agreements. Therefore, the deposit is a liability to the depositor owned by the bank.
- Sherman Stresses (Key Differentiator of Green Choice Bank, Chicago) stated that, different types of deposits products and loan products are being developed with lots of variety and attractive benefits packages- such as rewarding these products with good environmental choices.
- According to an article published by the Association of Banks in Bulgaria, there are so many variation in deposit products and schemes each holding different unique features. Current deposits are flexible, term deposits secure money of the depositors for a preliminary fixed period of time, saving deposit offers the freedom of having multiple accounts at the same time.

## Methodology of the Study:

This study requires lots of information regarding banking sector and the product schemes offered by Rupali Bank Limited. To report is done by following some systematic and sequential steps. First of all, the research topic was formulated. Then, a survey was done to know more specifically about the customers and the choice of the customer in case of choosing any product scheme. A research design was pre determined. Both primary and secondary data have been used to prepare this report. Finally, the collected data were analyzed and arranged as per the report format and study demands.

This study is an exploratory research. The two types of data sources those are used while making this report are discussed below-

### Primary Data Sources:

- ✓ By participating in the work during internship period.
- ✓ Having discussions with the colleagues and officials of Rupali Bank Limited.
- ✓ Interviewing the employees and having direct conversation regarding any kind of inquiry.
- ✓ Interviewing the clients and customers.
- ✓ Direct observation during internship period.

To collect primary data most convenient questionnaire was used. Some questions were designed on the basis of multiple choice and some were designed in the dichotomous format.

The target population of this report was the customers, the senior officers and the manager of Rupali Bank Limited, Bangshal Branch, Dhaka.

## Secondary Data Sources:

- ✓ Annual reports of Rupali Bank Limited.
- ✓ Different publications of the bank.
- ✓ Different circulars issued by the Head Office of the bank.
- ✓ Various files and documents of the bank.
- ✓ Website of the Rupali Bank Ltd.
- ✓ Relevant files of study provided by the colleagues.
- ✓ Internet
- ✓ Relevant research papers
- ✓ Personal investigation with the bankers.
- ✓ Daily notes from my learning in the bank.

# Analysis and Interpretation of the Data

## The SWOT Analysis:

The SWOT analysis is the assessment of strengths, weaknesses, opportunities and threats of an organization. During the internship period while researching on Rupali Bank Limited an analysis has been done on the basis of the bank's strengths, weaknesses, opportunities and threats. The terms of SWOT is significantly affecting Rupali Bank's activities and performances. A brief SWOT analysis of Rupali Bank Ltd. is discussed in the following:



### STRENGTHS:

- ✓ Highly skilled and qualified manpower
- ✓ A very experienced bank in banking sector
- ✓ Large loyal customer base
- ✓ Huge number of branches (568) and easily access able to the customer.

- ✓ Government supports as it is a public bank
- ✓ Good co-ordination and co-operation among the employees and their employers
- ✓ Experienced top management
- ✓ Strong regulatory performance
- ✓ Active training programs
- ✓ Introduction of the online banking

### **WEAKNESSES:**

- Less concentration on the quality of the customer service
- Less motivated employees
- Lack of technological resources
- Low salary structure of the employees
- Lack of advertising and promotional activities
- Political influences
- Less focused to the bank's mission
- Manually driven activities are lengthy

### **OPPORTUNITIES:**

- ✓ Introducing online banking has been ensuring faster services.
- ✓ Focusing on the increasing SME business holders can build strong reliable customers.
- ✓ Proposal of business solution to the corporate consumers in order to maximize those business partners.
- ✓ Expanding the product line can help it to gain global recognition.
- ✓ SMS banking and mobile banking is a great source of assuring better services.
- ✓ Expansion of new investment areas can be beneficial to the business growth of the bank.

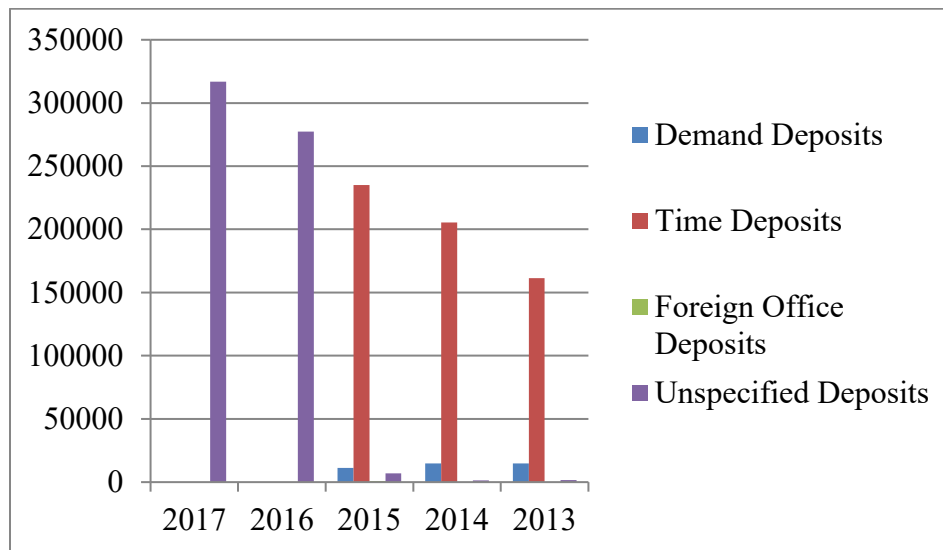
## THREATS:

- Newly developed private and foreign banks
- Lack of appeal to the affluent and potential customers
- Less flexible to any sort of sudden change
- Higher salary structure of other banks
- Improper practices off laws and policies
- Increasing technological costs to compete in the business.

## Performance Analysis of Rupali Bank Limited:

### Different Types of Deposits:

Rupali Bank Limited has several deposits such as Demand Deposits, Time Deposits, Foreign Office Deposits, Unspecified Deposits and so on. If we do analysis on these deposits with the data of the recent five years, we can notice ups and downs in different time period. Since the financial statement of the year 2018 has not been published yet, I have worked on the data available up to the year 2017.



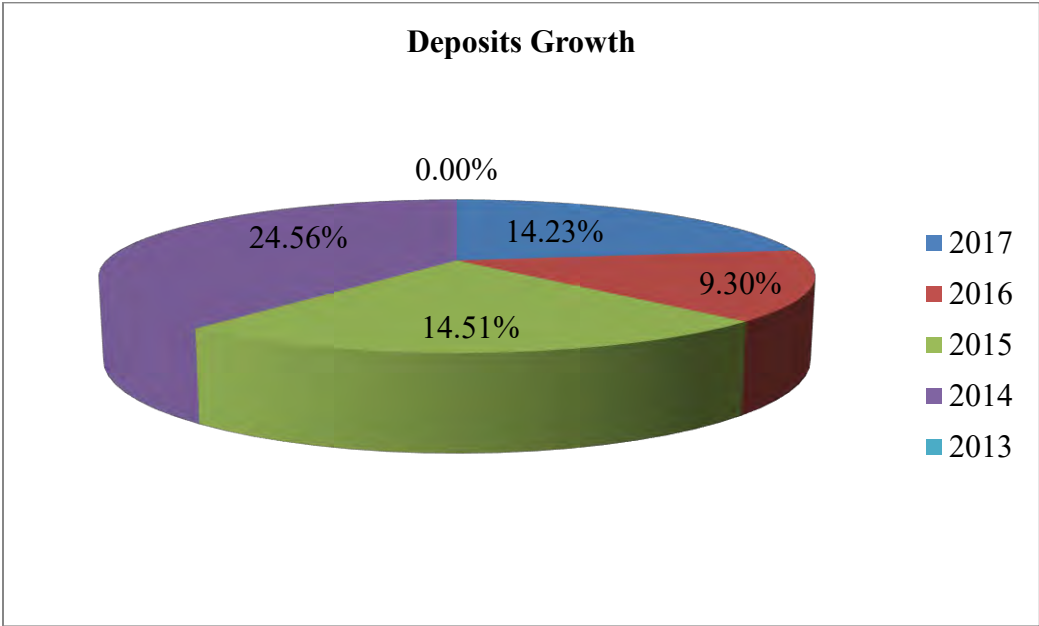
**Figure: Column Chart of Various Deposits of Recent 5 Years.**



Here, we can see that the demand deposits were quite good in the years of 2013, 2014, 2015. But later on the 2016 and 2017 it was almost closer to nil. Same goes for the time deposits. The bank got BDT 419 Millions for the foreign office deposits in the year of 2015. Unlike the other deposits, the unspecified deposits were consistent in all the five years. It grew higher on every year.

**Deposits Growth:**

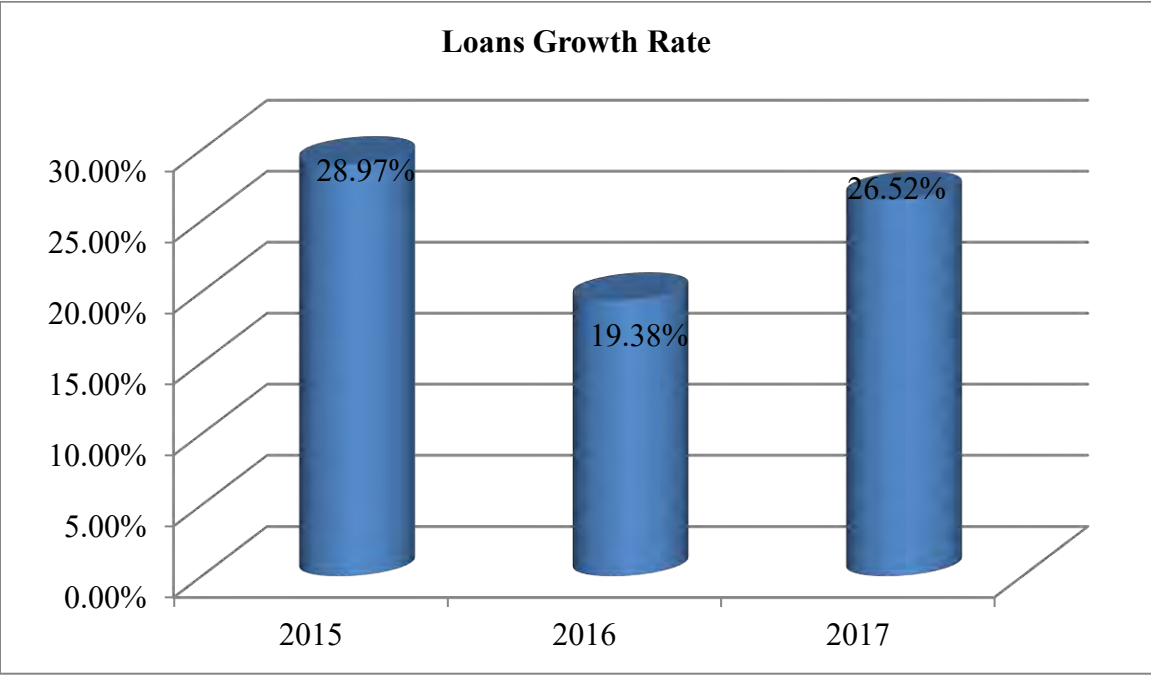
The total amount of the deposits was BDT 177956 Millions, BDT 221657 Millions, BDT 253830 Millions, BDT 277424 Millions and BDT 316900 Millions in the year of 2013, 2014, 2015, 2016 and 2017 respectively. The Deposits Growth Rate is 24.56%, 14.51%, 9.30% and 14.23% in the year of 2014, 2015, 2016 and 2017 respectively. Though it was unexpected, but there were no deposits growth rate given on the annual report of 2013.



**Figure: Pie Chart of Deposits Growth Rate of Recent 5 Years.**

**Loans Growth Rate:**

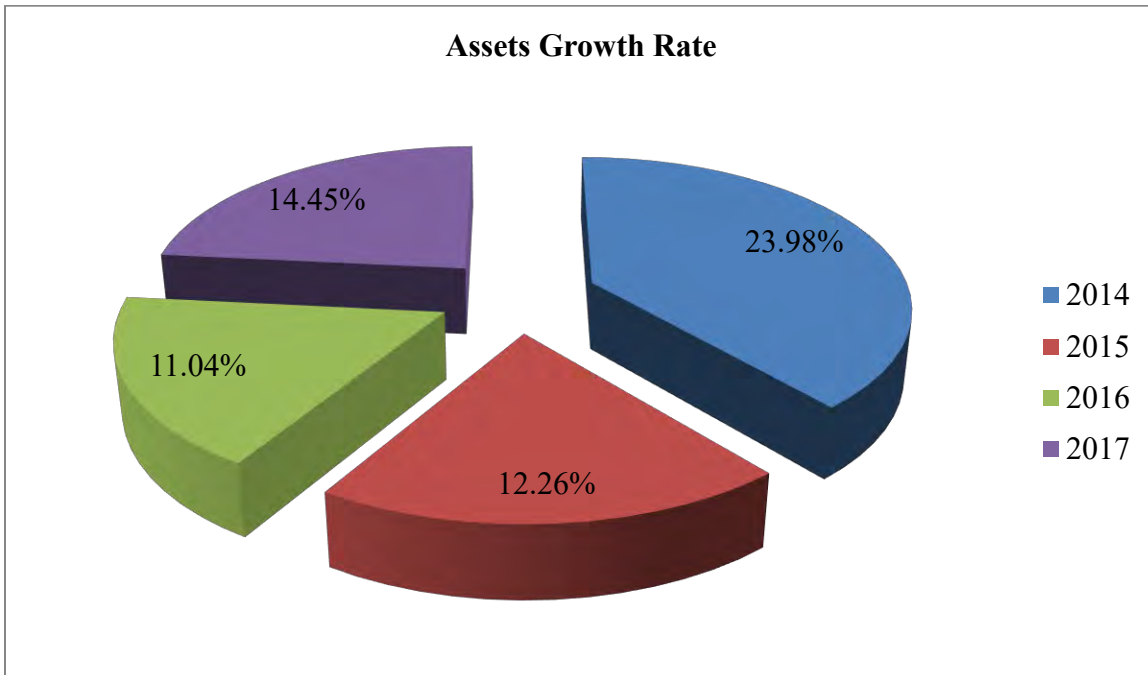
Loans are the investments of a bank. Rupali Bank Limited considers loans and advances as a great part of their investment. If we have a look over the recent years of the bank’s loans growth we can find that there is not much differences between the loans growth rate of the recent years. The loans growth rate was 28.97% in 2015, 19.38% in 2016 and 26.52% in 2017. So it has been always growing with a positive rate. Therefore, the bank has a good secure investment side.



**Figure: Column Chart of Loans Growth Rate of Recent Years.**

### Assets Growth Rate:

As shown with the help of a pie chart the assets growth rates are comparatively less impressive in the most recent years than the previous few years. While analyzing the assets growth rate we found that the asset growth rate was 23.98% in 2014, 12.26% in 2015, 11.04% in 2016 and 14.45% in 2017. The assets growth rate is decreasing in the most recent years. However, somehow it has managed to grow its assets again in 2017.



**Figure: Pie Chart of Assets Growth Rate of Recent Years.**

## Findings of the Study:

While preparing the entire report I came across some important findings mostly related to the Bangshal Branch. These are mostly based on the deposits products collection.

- ✓ RMSS is one of the most popular schemes in Rupali Bank Bangshal Branch. Almost 40% of the customers prefer the RMSS scheme. The main reason behind this may be a huge portion of the customers belong to the middle class. So from their incomes of every month they choose this scheme to save on a regular basis.
- ✓ There are some least active product schemes such as RSSA and Pothoful. The main reason behind it could be the lacking of advertising. Therefore, the target customers do not even get to know about these schemes.
- ✓ There is always a circular of an updated version of the interest rates of each scheme is published on the websites after a certain period of time and the employees make it printed for the customers so that they can always keep themselves up to date with the latest interest rates an time period.
- ✓ I have noticed a common issue with a lot of customers that they do not get the SMS alert of their account balance although the SMS alert service is on. From the general perspective it seems like there must be a technical problem probably with the software as they do not get the SMS.
- ✓ ATM is one of the service offered by Rupali Bank Ltd. however, there is not enough ATM booth in every branch of the bank. In fact, the customers can use other bank's ATM. But there should be ATM booths in more branches of Rupali Bank Ltd.
- ✓ Having a previous settlement account is mandatory to open most of the product scheme account. Therefore, if any person who is interested to purchase these product schemes will be unable to do it.

## RECOMMENDATIONS:

After analyzing the data and observing the functions of the bank there are some recommendation given in order to improve the function and for keep assuring better services. These recommendations are also based on the findings so that the top management can ensure to get the competitive advantages and modify the services.

**Doing Promotional Activities:** Rupali Bank Limited does not pay attention to advertising and promotional activities. Therefore, it lacks in promoting the deposits collection products and other services. So the people remain unaware about these schemes. The bank should ensure to make promotional activities regarding their products and services and focus on their marketing and advertising department.

**Doing Proper Research:** Rupali Bank Limited should do more research on the current market situation and other banks products so that they keep themselves up to date in the business. Also they should do regular research by doing survey among the customers regarding what kinds of deposits products and facilities they are looking for, so that they can hold on to the maximum customers.

**ATM Booths:** ATM is one of the important product and service offered by Rupali Bank Ltd. But as there is not ATM booths in all the branches the customer sometimes needed to go to the other bank's ATM. So Rupali Bank Limited should have more satisfying number of ATM booths for the customer welfare.

**Simplify Account Forms:** The account opening form for any kind of deposits scheme is very informative and it takes a long time to fill it up. The form should be more simplified and precise in order to shorten the time.

**Continuous Monitoring:** Rupali Bank Limited should continuously monitor the deposits collection products scheme and the procedures related to it, for further improvement of these products.

**Networking:** Rupali Bank Limited already has a good and expanded networking system all over the country. It has 565 branches. Therefore, the bank should take the opportunity and utilize the networking to establish the image as one of the most reliable banks in the country.

**Transparency:** The bank needs to ensure the transparency for its deposits products scheme circulars and also make the rules transparent to the customers.

**Branch location:** The branch location is an important thing of consideration as the pursuer of the deposit products are the target of the bank to hold more transactions. The preference of the deposit products scheme varies from one place to other place. So based on that the bank must be prepared.

**Office space and stuffs:** The top management should pay more attention to the inside office space. Some of the branches should have more space and also should be re-decorated. Limited seats for the customers should increase. The inside environment must maintain a proper temperature that should not be warm.

**Official Instruments:** All the branches must have good number of printers, photocopy machines, desktops so that the employees do not run out of time. It will also shorten the cost of the customer's time.

**Improvement of Online Banking:** Rupali Bank Limited should improve the online banking transactions and other electronic banking processes. The IT department should improve the software so that it can function more effectively.

**Training:** The new employees should be sent to the training programs more often so that they can achieve maximum knowledge and skills to give their best performance in the bank. The senior employees should also receive proper training regarding the online banking as it has been recently introduced in Rupali Bank Limited.

**Recruitment of more Skilled Employees:** Along with the progress of the bank it needs more skilled human resources to run all the activities properly. So, Rupali Bank Limited requires more skilled employees to deal with the daily activities as it has to maintain a huge customer load.

**Improve Customer Services:** Rupali Bank Ltd. should give more attention to its clients and customers. They must come up with great solution to any complaints of their clients and customers and handle it with great care.

## CONCLUSION:

The banks and other financial institutions have become exceedingly crucial as the country's economic development progress. Rupali Bank Ltd. is one of the most potential banks in our country. The bank has an expanded portfolio along with its huge assets to face any uncertainty. RBL is able to quickly adapt with the sudden change of the environment. For instance, recently, RBL has adapted the online banking and computerized system within a very short period of time.

Moving on to the project topic, the deposits product schemes have a major influence on Rupali Bank Ltd. Therefore, RBL should give more effort to improve its deposits product schemes. RBL has no marketing or promotion policies. It is really causing lacking to this section. The bank must step forward to create a strong image by promoting their offered deposits product schemes. They should upgrade their policies and facilities related to deposits collection products. In addition to that they can hire some experts who can advise about the products to achieve the target. An effective team should be formed with a perfect combination of skilled and experienced employees to do research over the deposit collection products and monitor the performance and the contribution of these deposits product schemes in the overall business.

Rupali Bank Ltd. is strongly positioned in the banking sector of Bangladesh. The employees of Rupali Bank Limited have been working tremendously for achieving its goals and vision. The core values of the bank can make it to stand on the expectations along with raising the assets more in future through ethical banking and its implementing.



## REFERENCES

1. Rupali Bank Website. Retrieved from  
<https://www.rupalibank.org/>
2. The Wall Street Journal. (2019) Rupali Bank Annual Balance Sheet. Retrieved from  
<https://quotes.wsj.com/BD/XDHA/RUPALIBANK/financials/annual/balance-sheet>
3. Kagan, J. (2018). Bank Deposits. Retrieved from  
<https://www.investopedia.com/terms/b/bank-deposits.asp>
4. Deposit Products. (n.d.). Retrieved from  
<https://abanksb.bg/en/about-the-main-bank-products/deposit-products/>
5. RBL-Internal Circular Details. (2017). Retrieved from  
[https://www.rupalibank.org/news\\_details.php?type=Internal%20Circular&news\\_id=2408](https://www.rupalibank.org/news_details.php?type=Internal%20Circular&news_id=2408)
6. SWOT Analysis for a Bank. (n.d.). Retrieved from  
<https://www.sapling.com/6680601/swot-analysis-bank>

### Others:

- Different publications of the Rupali Bank Limited.
- Unpublished data received from the Rupali Bank Limited, Bangshal Branch.
- Outlets of deposit products schemes of Rupali Bank Limited.
- Md. Gulam Kibria, (SPO), Manager of the Rupali Bank Limited, Bangshal Branch.

# APPENDIX

## RBL at a glance:

### Present Capital Structure:

Authorized Capital : BDT 7000 million (US\$ 88.66 million)

Paid up Capital : BDT 2760.39 million (US\$ 35.39 million)

### Break up of paid up Capital:

Government Shareholding : 90.19%

Private Shareholding : 09.81%

### Present Share Structure:

Total Number of Shares (Each BDT 10) : 276038812

Share Demated by Shareholders : 275452502 (as on 25.07.2016)

### Number of Branches:

Rupali Bank Ltd. operates through 568 branches. It is linked to its foreign correspondents all over the world.

### Number of Employees:

The total number of employees is 5490.

### Chief Executive:

The Bank is headed by the Managing Director & CEO who is a reputed professional Banker.

## Corporate Profile of RBL:

Name of the Company	: Rupali Bank Limited
Chairman	: Mr. Monzur Hossain
Managing Director	: Mr. Md. Aatur Rahman Prodhan
Company Secretary	: Zakia Sultana
Legal Status	: Public Limited Company
Date of Incorporation	: 14 December 1986
Registered Office	: 34, Dilkusha Commercial Area, Dhaka-1000, Bangladesh
Authorized Capital	: BDT 7000 million (US\$ 88.66 million)
Paid-up Capital	: BDT 3765.16 million (US\$ 44.64 million) [Till September 30, 2018]
Reserves & Retained Earnings	: BDT 292,119,134 [Till September 30, 2018]
Credit Rating by CRAB (2009)	: Long Term- A3 Short Term- ST3 National Support- AAA
Number of Subsidiary Companies	: 02 (Rupali Investment Ltd. and Rupali Bank Securities Ltd.)
SWIFT BIC	: RUPBDDH
Website	: <a href="http://www.rupalibank.org">www.rupalibank.org</a>
E-mail	: <a href="mailto:info@rupalibank.org">info@rupalibank.org</a> , <a href="mailto:it@rupalibank.org">it@rupalibank.org</a>

## ACRONYMS:

RBL- Rupali Bank Limited

DD- Demand Draft

L/C- Letter of Credit

PO- Pay Order

SME- Small Medium Enterprise

TT- Telegraphic Transfer

MT- Mail Transfer

EEF- Equity Entrepreneurship Fund

EDF- Export Development Fund

PC- Packing Credit

SND- Short Notice Deposit

RFDS- Rupali Festival Deposit Scheme

RSSA- Rupali Students Savings Account

RMSS- Rupali Monthly Saving Scheme

RMDS- Rupali Millionaire Deposit Scheme

RMBSC- Rupali Monthly Benefit for Senior Citizen

RSCSS- Rupali Senior Citizen Savings Scheme

RKDS- Rupali Kotipoti deposit Scheme

RLDS- Rupali Lakhpoti Deposit Scheme

RQPS- Rupali Quarterly Profit Scheme