

Report On
**“Functions of General Banking Department of Southeast Bank
Ltd” (Corporate Branch)**

By
Nabila Tabasshum
16304131

An Internship Report Submitted To “BRAC Business School” In Partial
Fulfillment Of The Requirements For The Degree Of Bachelor of
Business Administration.

BRAC Business School
BRAC University
September, 2020

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Declaration

It Is Hereby Declared That

1. The Internship Report Submitted Is My/Our Own Original Work While Completing Degree At BRAC University.
2. The Report Does Not Contain Material Previously Published Or Written By A Third Party, Except Where This Is Appropriately Cited Through Full And Accurate Referencing.
3. The Report Does Not Contain Material Which Has Been Accepted, Or Submitted, For Any Other Degree or Diploma at A University Or Other Institution.
4. I Have Acknowledged All Main Sources Of Help.

Student's Full Name & Signature:

Nabila Tabasshum

16304131

Supervisor's Full Name & Signature:

Mr. Feihan Ahsan

Lecturer

BRAC Business School, BRAC University

Letter of Transmittal

27th September, 2020

Mr. Feihan Ahsan

Lecturer

BRAC Business School

BRAC University, 66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report

Dear Sir,

I am submitting this internship report titled - “Functions of General Banking Department of Southeast Bank Ltd”. As per requirement of BBA completion, I have done the Internship in Southeast Bank Limited. I have put all the knowledge that I gathered through my working with the Corporate Branch of SEBL in this inscription.

Working in Southeast Bank Limited - Corporate Branch, aided me to achieve the requirements of attaining practical knowledge and subsequently preparation of this report. My internship in Southeast Bank Limited has been a valuable experience and the vast exposure of such an organization would be valuable for me in future as well. Before fronting the real business world, the prior knowledge about banking sector culture would be beneficial for any future endeavor I may come across.

Finally, I would like to show my gratitude and appreciation towards you for your kind co-operation and guidance throughout this whole procedure without which this Internship Report could not have been completed. Hence I would like to take every opportunity to express my appreciation of indebtedness towards you.

Yours Truly,
Nabila Tabasshum
16304131

Non-Disclosure Agreement

This agreement is made and entered into by and between Southeast Bank Ltd. and the student of BRAC University named Nabila Tabasshum for the commitment of avoiding the unapproved divulgence of confidential data of the organization.

Acknowledgement

Firstly, I would like to express my gratitude to Almighty Allah who has given me chance to go through the total procedure of this internship program efficiently and to write a report in this regard.

Besides that, I would like to thank my Academic Supervisor Mr. Feihan Ahsan, Lecturer, Of BRAC Business School for the guidance and support during the Internship period. Moreover, demonstrating me with structural guideline to complete the report, he gave his valuable time in consultation hours, via Zoom Meetings and emails.

Last but not the least; I would like to take this opportunity to state that it was a great pleasure to work in Southeast Bank Limited as an intern. I acknowledge all the employees for being friendly and cooperative. I was taught lots of important things throughout my internship career because of their proper attention and co-operation. My deepest appreciation and special thanks goes to Abidur Rahman Chowdhury the Head of Corporate Branch, for extending his support in accumulating this report. I am very grateful to the entire executive team who discussed and shared various issues with me. Finally, I would like to say that I am very delighted to have the chance to do an internship with this giant corporation in Bangladesh.

Executive Summary

Southeast Bank Limited- a second generation private Bank emerged in 1995 during liberalization of global economies. In its demanding journey since, Southeast Bank has succeeded in understanding the dreams of those who established it. Today it is one of the country's leading banks in the private sector subsidizing suggestively to the national economy. The authorized capital of the Bank today is BDT 10,000 million. Its Paid-Up-Capital and Reserve reached BDT 21,807.57 million. The Bank has 2,118 staff of whom 184 are Executives, 1,520 are Officers and 414 are other officers .These are approximate current information.

I was assigned to pursue internship on “**General Banking Activities**” of Southeast Bank Ltd, Corporate Branch Dhaka. There are some differences between theories and practice. The employee who associated with general bank help me to complete the report by providing various information. From them learn much practical activity.

This report explores Southeast Bank activities as one of the leading non-government organization. This report contains information about all commercial activities that the bank deals with. I have mainly focused on General Banking system of Southeast Bank Limited in this report.

General banking operation includes all the general activities performed by the bank. I have discussed about different types of account holder and different types of account such as Saving Account, Current Account, Fixed Deposit Rate (FDR), Pension Saving Scheme (PSS) & other existing accounts with their rates and other activities of General Banking in detail.

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List of Acronyms

SEBL	Southeast Bank Limited
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Chapter-1

Introduction

1.1 Background of the Report

The technology is upgrading the world of business is also become very competitive. For any business entity it will be very hard to grow and continue if they don't understand the mechanism and of changing needs according to the consumer taste. In order to flourish a country's economic growth, business organizations play a vital role. Consequently, the presence of the bank is very crucial for the survival of business, companies and industries. The main activity of bank is to borrow money to individuals. Besides it helps people to keep their money safe by deposition and give them several schemes as option to go for. Bank also helps people by lending money in investment purpose. Moreover commercial banks make a friendly relation with customer by providing different option of account opening with an interest rate. When they lend money they also charge an interest rate which the borrower has to pay along with the main part. Hence banks make their profit.

So, as a business graduate, I decide to enroll myself in such place where I get a proper knowledge about how business world run and also get to know the actual mechanism of work. Internship is nothing but a place where we transfer our theoretical knowledge into practical world and learn the differences between these two. During my internship period I notice some gap among conceptual learning and how actual organization run out of those theoretical learning.

I took the chance to work at Southeast Bank Corporate Branch in order to finish my report. I was lucky enough that I got an opportunity to in such place where everyone was very supportive and the in charge of general banking department helps me every way possible to understand the corporate culture as well as the general banking work.

1.2 Study Objectives

The purpose of this report refers that the learning as well as findings that I acquired during the internship period. The objectives of the report are given below:

Major objective:

Main purpose of the report is to get acquainted and have a sound knowledge of corporate culture as well as satisfy basic requirements of BBA program of my undergrad course.

Secondary Objectives:

- Recognizing functions of banking activities of Southeast bank
- Evaluating the current undertakings and techniques of Southeast Bank

- Understanding the economic strong point and flaws of the bank
- Identifying the remunerations for both bank and staffs.
- Studying about operating proficiency of Southeast bank
- Understanding the various types of account opening and schemes and corresponding benefits
- Comparing the conceptual and actual condition.

1.3 Methodology of the report:

Internship paper made from the help of both prime and secondary sources. Primary information's gathered through personnel, in this case I used physical attendance to get positive and negative both sides of the company.

Primary Data work:

The major source of primary data collection of this paper was direct discussion with experienced officer of different departments of corporate branch and their viewpoint and remark. It assists me to collect all the necessary and key information to make this internship paper. The executive and officers of corporate branch of Southeast bank and their face to face information is the primary information source of this report.

Secondary data Work:

The information in this report has also been collected from secondary source. The secondary data that I have collected are from following sources:

- Internet and websites
- Annual Reports of Southeast Bank
- Branch documents and files

1.4 Limitation of the report:

I completed my internship program in Southeast Bank Limited and worked in corporate branch only. In order to prepare the report I faced some obstacles which are-

1. Insufficient records were the major problem.
2. Because of confidentiality information's were not available. Besides shorten of time was another problem.
3. During my internship period I did not have that much time to visit each and every employee personally in order to get information as they were quite cautious about corona virus. So we maintained proper distance.

Despite of these limitations my sincere efforts have been made to fulfill the findings and objectives of this report and effective one.

Chapter: 2

Background and Overview of Southeast Bank Limited

2.1 History:

Southeast Bank Limited was established in March 12, 1995. Few days later on March 25, 1995 the bank started commercial banking activities and within a short period of time it established itself and mark a strong position in the banking industry of Bangladesh. SEBLs rapid growth acclaimed by many big and small entities and they start to invest in this bank. Many top industries are now their daily basis client and now for this they achieved a good image for their magnificent reputation. At present the bank runs 34 branches around the country.

SEBL also awarded license to run as an authorized commercial bank in the private sector in Bangladesh by the government. They follow the instruction of Bangladesh Bank.

SEBL achieved a certain position where they got the full support from their client's and customers as they gained a remarkable growth and depositors without any second thought continue their financial work with this bank because of their sincere banking activities toward their customers. In the year of 2016 the bank has a deposit of taka 38,258.00 million and a loan of around taka 32,551.00 million which shows a growth of 38% and 48% respectively. SEBL always tries to satisfy the necessity which is set by Bangladesh Bank.

As SEBL is doing great it boosts up the confidence of the depositors as well as the investors. So it helps to increase the shareholders' value because of the good reputation. SEBL is focusing on generating best human resource which is associated top notch skills and expertise on particular field so that it helps the bank to expand fast. SEBLs human resource development strategy is emphasizing in creating excellent manpower with theoretical and decision-making acquaintance, by providing several training sessions.

SEBL is very much focused on making a customer friendly marketing approach. Besides they offer some deposit schemes and accounts which is categorized according to clients' needs based. Such as they have accounts for only female where they can save money monthly based.

The bank has doing successfully in their day to operations and providing remarkable monthly turnovers. The company focused on customer centric philosophy which is finding the best solution at an efficient rate.

Registered	March 12, 1995
Certificate of Commencement of Business	March 12, 1995
Bangladesh Bank license	March 23, 1995
First Branch Opened	May 25, 1995
Authorized Capital	10,000.00
Paid-Up-Capital and Reserve reached	BDT 21,807.57 million(as on December 31, 2013)
Profit after income tax	BDT3,378.82 million (as on December 31, 2013)
Total assets	BDT 220, 930.85 million (as on December 31, 2013)
Bond	177,519.46
Stock	57,589.06
Import Business	131,644.82
Export Business	95,220.40
BDT in million	

Number of Branches till 2013	103
Number of Employees	184
Number of Share Holders	1,520
Total Number of Share Outstanding	
Dividend(CASH) in 2013	16%

2.2 Mission, vision, goal and commitment:

SLOGAN:

“A BANK WITH VISION”

Vision:

To shows up as an innovating banking organization not only in national level but also in international ground.

Mission:

- Providing best quality service.
- Customer service should fast and to the point.
- Stable growth strategy.
- Business ethics must be maintained.
- Shareholders' equity return on a steady process.
- Price and banking strategy should be competitive and innovative.
- Human resource must be retain and maintaining quality.

COMMITMENTS TO CLIENTS

SEBL always focused on being a customer centric banking organization prospering fast in both producing and capability to stand out as a prominent banking institute in Bangladesh. From small medium enterprise to retail business, corporate organizations and even individuals clients all are associated with SEBL because of their premium financial service. Banks change their plan according to the needs of the clients. Bank's commitments to the clients are the following:

- Delivering facility with maintaining efficiency by the help of latest technology.
- With mutual trust and respect building long term relationship.
- Replying customer needs with speed and accuracy.
- Values and benefits share with clients.
- Provide solutions to their customer if they face any problem.
- Adopt competitive price for their customers.
- Provide security to their consumers' assets.

2.3 CORE STRENGTH OF SEBL:

For any financial institute like bank the most important part is their man power in other word human resource. In the business world, human resource is measured as the most valuable assets in order to grow and sustain and deliver goods according to the organizations favor. Like other successful organizations SEBL also try to maintain a human resource strategy which help them to recruit such employees who have all the skill knowledge and other attributes that helps the bank produce favorable growth and sustain in the long run. They also look for experienced employees who input more diversification and out knowledge in the organization.

Strengths:

- Well-organized foreign exchange management.
- Prominent retail loan providers
- Friendly employee relation.
- Superior position of the office or branch.
- Enhanced monetary standing.
- Lucrative consumer schemes.
- Fast delivery of overseas exchange.
- Online service
- ATM service
- At the same time doing Islamic Banking

2.4 Strategies of SEBL:

Management Strategies: There are mainly three types of deposit schemes at SEBL and these are current, savings and fixed deposits. SEBL also introduced so many smart savings packages like pension savings scheme, education scheme and savers benefit deposit scheme. SEBL has a comprehensive range of affordable packages that includes commercial lending, working capital, house building loan, small medium and large scale industry loan, loan against export and other consumer loans. In promoting diversifies banking service SEBL has always plays an important role. Through the innovation of unique product SEBL is serving a timely and sincere service over many years. SEBL covered some major areas throughout these years and these are corporate banking, house building loan, micro credit financing and several other loans. SEBL has

introduced SWIFT in order to facilitate quick money transferring. They also give the opportunity to their customer to enjoy 24 hours ATM booth service.

Lending money to small and medium enterprise as well as large and medium industries is their main business strategy. Maintain their loan quality is also noticeable.

Marketing Strategies: SEBL is doing great in the sector of commercial banking. They already have a tremendous experience in loan and club financing but the management team of SEBL wants to attract more commercial clients in order to expand own growth. SEBL has a plan to introduce new scheme so that it could attract more consumers and they could avail a opportunity which is cost efficient. They also have plans for SME's as well. Besides their export and import department is also doing pretty well as they provide the most of the revenues. More over Southeast Bank also devoted themselves in socio economic development programs. In compare to other banks SEBL is doing well but still it has to go a long way because time and technology is changing and they need to adapt with this challenging situation.

2.5 Banking Objectives

Possessors, consumers and administration's viewpoint:

Owner's view point:

- **Profit earnings:** It is main objective. Through transaction.
- **Good will:** By spreading banking business.
- **Raising efficiency:** Efficient banking system is necessary for maximizing profit.
- **Rendering services:** It gives various services to public and government.
- **Investment of capital:** proper investment of owner's shareholder's capital is also a major objective of a bank.

Client's point of view:

- **Bonds:** To accept its client's depositions is one of the bank's main objectives.
- **Safety:** Clients expect safety of their deposits from the bank. Banks another essential objective is to providing security to their customer's valuable assets.
- **Advice and consultation:** Banks also give some advisory services to their clients.
- **Representative and trustee:** Banks also work as a Representative or as a trustee for their clients.
- **Improve standard of living:** banks helps their client rise their standard of living by providing attractive interest against their deposits. Developing living status of people then consumption can be increase. In this reason industry and business can be developing.
- **Economic development:** It is an important objective of bank that can help economic development of any country.

Government's point of view:

- **Issuing notes and currencies:** Bank plays the role of issuing notes, currency circulation and preservation as a medium of transaction.
- **Capital formation:** Banks encourage mass people to save. Small savings turns into capital. This capital is used in building industries and many development works.
- **Money market control:** Banks try to control money and credit market in order to bring stability in commodity price.
- **Occupation:** They expect to provide employment as part of their primary macroeconomic objectives. Usually banking business requires many professionals. In this way it can reduce unemployment problem.
- **Advice in financial matters:** Another objective of a bank is to provide necessary data of the country and proper advice to the government.

2.6 Organizational Structure of SEBL:

The organizational structure of SEBL is specified as following:

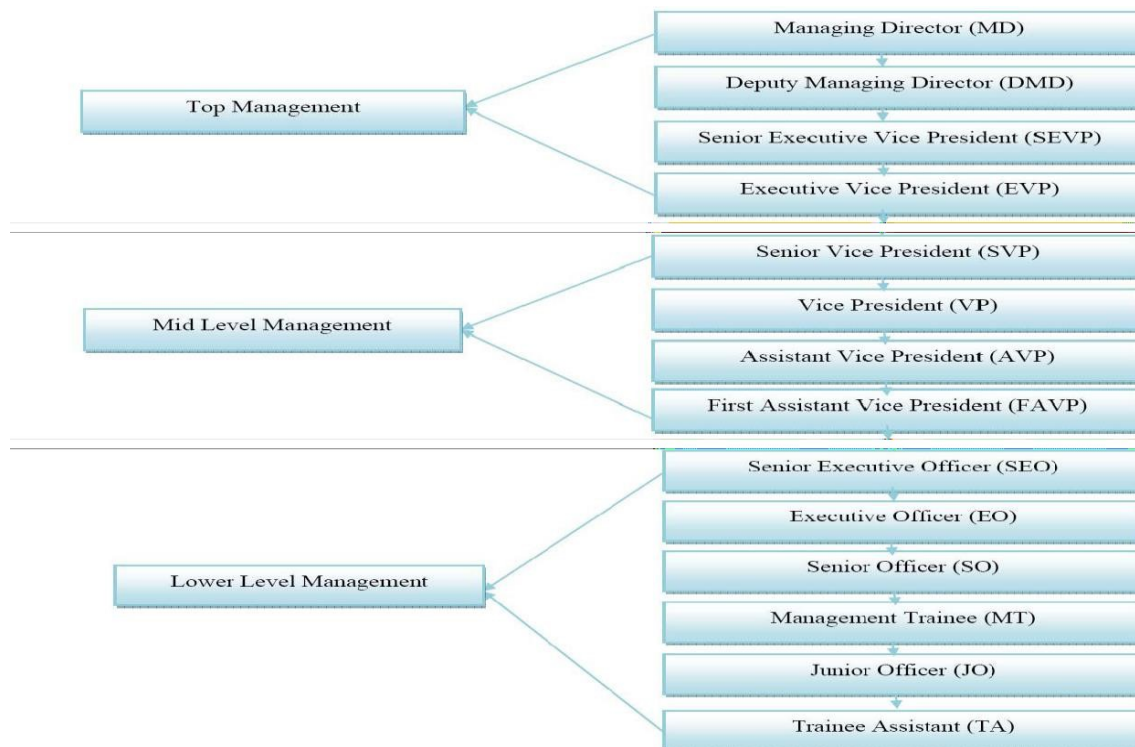


Figure 1: Organization structure of SEBL

SL. No.	Designation
1.	Managing Director
2.	Deputy managing Director-1
3.	Deputy managing Director-11
4.	Senior Executive Vice President
5.	Executive Vice President
6.	Senior Vice President
7.	Vice President
8.	First Vice President
9.	Senior Assistant Vice President
10.	Assistant Vice President
11.	Senior Principal Officer
12.	Principal Officer
13.	Executive Officer
14.	Management Trainee

15.	Senior Officer
16.	Provisional Officer
17.	Officer
18.	Trainee Officer
19.	Junior Officer
20.	Trainee Junior Officer

Figure 2: Hierarchy of Southeast Bank Limited

Mr. Mahbubul Alam
Managing Director
Mr. Syed Imtiaz Hasib
Deputy Managing Director
Mr. Serajul Islam
Executive Director
Mr. Faruq Ahmed Siddiqui
Chief of capital Market Division
Mr. Muhammad Shahjahan
Senior Executive Vice President & Company Secretary.
Mr. Mohammad Gofran
Senior Executive Vice President

Mr. S.M.Mainuddin Chowdhury
Senior Executive Vice President
Mr. Shahid Hossain
Senior Executive Vice President

Figure 3: Designation

In the organizational structure of Corporate Branch, SEBL I also noticed that everyone has to report only to their in charge then the department in charge will talk with the manager operation. In SEBL corporate branch senior executive vice president is the head of the division then following him there is manger operation, general banking in charge and department wise in charge.

Chapter 3

PROJECT PART

FUNTIONS OF GENERAL BANKING ACTIVITIES

Of all the banking activities general banking is the beginning point. In segment, deals with everyday supervisions of customers. On a daily basis it acknowledges issues that comes from the consumers and satisfies their necessity. General banking deals with, transmit reserves, handle clients and so forth.. To generate revenue in any business, one must need to sell goods or service. Bank does not yield any physical product to sell but it does offer multiple monetary facilities to consumers. All financial service related works being served in general banking section.

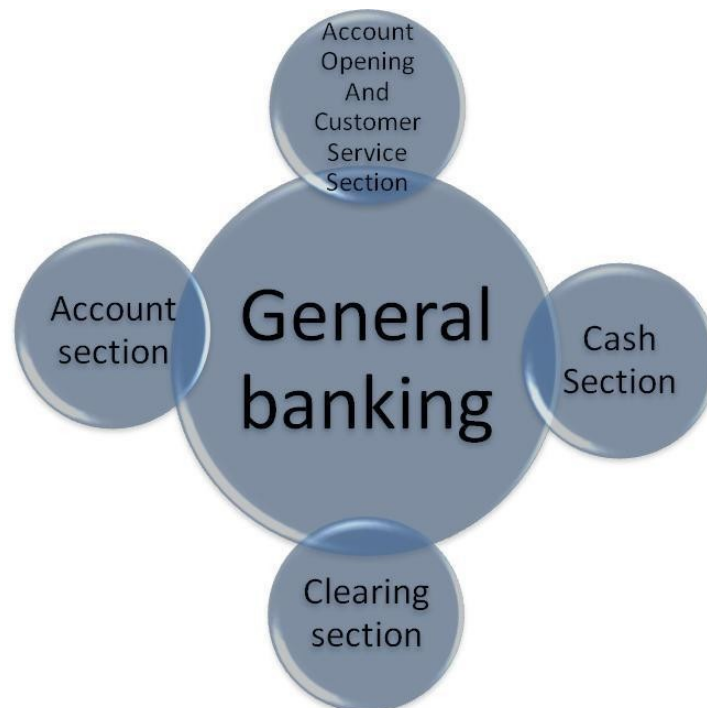


Figure 4: General Banking Activities, SEBL

Function of the general banking department:

For any commercial bank general banking is the most important section. The department is planned to help the consumers opening account, hassle free transactions for people and providing proper safety of the valuable asset of consumers. The functions of general banking categorized as follows:

- Account Opening.
- Receipt and Payment of Cash.
- Remittance
- Bills and Clearing.
- Deposits and Saving Certificates.

3.1 Account Opening Section:

The first step of a relationship between bank and customer is opening an account. These made them come into a contractual bond. But before that bank needs to assess the customer whether he or she is eligible or not in order to keep themselves free from forgery and fraud. So, the Bank takes some careful step and evaluates the customer. The below works are done by this section-

1. Deposit acceptance
2. Account opening
3. Issuing of Cheque book
4. Account Closing

3.1.1 ACCEPTING DEPOSIT:

The banker will demand a deposition from the customer if he wants to open an account. This is the first contract between the bank and the customer. In the beginning all customer open an account by a deposition of money. After that this accounts are known as deposit account. Two types of deposit account SEBL accepts and these are demand deposition and time deposition.

3.1.2 DEMAND DEPOSITS:

Demand deposition refers that the cash in account are payable on demand. SEBL also accept this kind of demand by opening the given accounts:

- a) Current Account and
- b) Savings Account

A) Current Account:

- Individuals as well as business organization can open current account.
- Current Account opened at a least balance of Tk.5, 000.00.
- With an initial deposition current account open.
- Tk. 5000 is the minimum balance
- The depositor can transact money frequently
- Cheque book are issued to the account holder having a minimum balance of Tk.5000/- in the account.

- Current account holder has the right to draw money more than twice in a day.
- No interest is allowed on Current Accounts.
- A Current Account can be overdrawn subject to arrangement.
- The Bank at its discretion shall realize charges for dishonored/bounced cheque drawn on Bank but returned for insufficient balance as per the rate approved by Head Office from time to time.
- Without assigning any reason the bank has the right close any account.
- Account holder needs to mention to the bank if any changes occur.
- “Notice” stopping payment of any cheque shall be made by account holder in writing.
- The Bank accepts “Standing Instructions” from the account holder(s) to make periodical payment to Insurance Companies, Clubs, Societies, Landowners, Bills Payment to Shopkeepers/Firms etc. against payment of prescribed service charge.

B) SAVINGS ACCOUNT:

- Savings bank account can open any grown-up individual or mutually in the names of two or more person’s payable either or both.
- Savings account can be opened in the names of clubs, associations and similar Institutions.
- With an initial cash deposit a saving accounts open.
- A person cannot open more than one account. But this is not applicable in case of any parent opening more than one account in his/her name in respect of each minor child.
- Present and permanent address of the person in detail is obtained.
- Cheque book are issued to the account holder having a minimum balance of Tk.5000/- in the account.
- Account holders can deposits money as many times as he wishes.
- 5000/- taka is the minimum balance that is required to maintain.
- A depositor can withdraw twice in a week from his account
- At the prescribed rate interest is applied half yearly basis.
- Rates of interest are altered from time to time and the customer from the concerned Branch should ascertain this. Any alteration in rate shall be displayed at the Branch premises.
- If the account bearer has minimum 5000 taka in account then he or she will get interest on it monthly
- Only the account holder can check his or her bank statement
- If any changes occur then it’s the duty of the client to address about it to bank.
- Without assigning any reason bank has the right to close any account.
- The Bank has the right to discontinue issuance of new cheque book to any customer.
- Saving Bank Account are allowed to be conducted as Current Account.
- If the requirements of these rules are broken repeatedly the bank has all the right to put a service charge.

- At any time bank can change or announce new rule.
- A saving account is not allowed to be overdrawn.
- “Notice” stopping payment of any cheque are made by account holder in writing, which shall be recorded.
- The Bank accepts “Standing Instructions” from the account holder(s) to make periodical payment to Insurance Companies, Clubs, Societies, Land owner Bills Payment to Shopkeepers/Firms etc. against payment of prescribed service charge.

3.1.3. TIME DEPOSITS:

Time deposition can be made on a fixed date or after a period of notice. A deal is done among the bank and the consumer while accepting these depositions. At the time of opening an account on customer’s name, contract is made between the two parties. It is only valid if the two parties are competent enough to enter into a contract. There is a way of system to enter into this contract and it is given underneath:

3.1.4 Account Opening

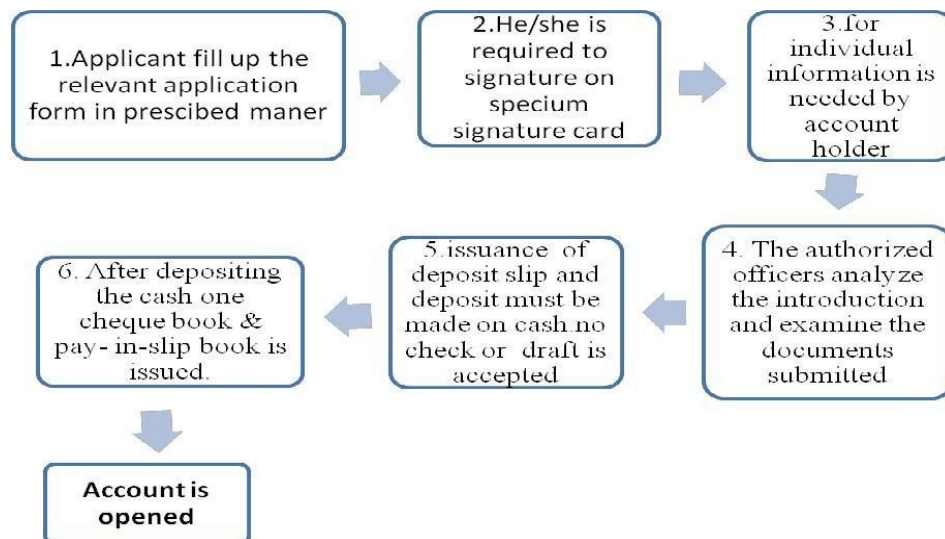


Figure 5: Flow chart of Opening an Account

ACCOUNT OPENING CHECKLISTS

- Verification of A/C opening form with required documents by legal status and kinds are done/ obtained.
- KYC form properly filled in.
- Transaction Profile form duly filled in

- Two (2) Passport size copies of Photographs attested by the introducer.
- Proper introduction obtained and Introducers signature verified
- In case of joint A/C / Proprietorship A/C Mandate obtained (where applicable)
- Duly attested Passport size photograph of nominee(s) and Details of nominee (s) obtained.
- HOB's approval in AOF is obtained.
- Number on Account Opening Form (AOF) and register maintained.
- Minimum balance obtained and particulars of AOF/transaction posted in the system
- Signature on the AOF is matched with Specimen Signature Card
- Scanning of SS card shall be done by authorized system personnel.
- Specimen Signature card is preserved in the Signature Card Box
- File of AOF is kept lock & key under GB/Deposit In-charge
- Cheque book issued observing all formalities.
- Specific mention of signatory (whether jointly or singly).

3.1.5Other Form of Accounts

MONTHLY INCOME SCHEME (MIS)

- The Bank introduced "Monthly Income Scheme (MIS)" which generates a regular fixed monthly income to meet individuals' various needs.
- Account Duration is 3 (three) Years & 5 (five) Years.
- Deposited Amount is 100, 000/- or its multiple
- On maturity the original amount returned.
- Amount of fixed monthly income to be paid as per HO circular issued from time to time.
- The rules/ instructions/operational procedures as outlined under MSS above from serial No. 4 to 14 shall be followed for MIS also.
- By giving a reasonable notice the account holder can close the account any time with an application.
- If the account is no functioned for 6 months the person will not get any interest or benefits.
- The client will get the principal amount even if the account is closed for 1 year.
- If the amount of monthly interest already paid to the account holder exceeds the amount payable under above-mentioned circumstances, the difference shall be realized from the principal deposit amount.
- All rules/instructions/operational procedures to be followed according to the head office.

DOUBLE BENEFIT SCHEME (DBS)

- Attractive savings plan under 'Double Benefit Scheme' shall make doubling of individual's money within a period decided by Head Office.
- The Scheme is covered by Insurance and the Insurance Premium shall be borne by the respective branches.
- Amount have to Placed Tk. 10,000/- or it's multiple.
- A person of 18 years and below 60 years at the time of application can open the account.
- More than one dbs. Account a person can open in any branch but in this can he have to fill different form.

Fixed Deposit Receipt (FDR):

A person have the opportunity of deposit a fixed amount at a fixed period of time and a fixed interest rate in Fixed deposit Receipt. In this manner the client get the opportunity to invest the funds both the main amount and interest amount on maturity or being paid it to their saving or credit account. With a flexible tenure and lucrative interest rate money will grow. At the time of maturity it provides automatic renewal. As security the customer can go for loan against FDR.it also provide premature closure facility at savings rate. Both individual and corporate body can open FDR account. Personal FDR account can avail only Bangladeshi nationality. A matured person can be open FDR account. Under the supervision of his/her guardian a minor can open a FDR account.

3.1.6 NECESSARY STEPS FOR OPENING AN ACCOUNT

Sole Proprietorship

- Valid/updated business certificate
- Attested passport size photograph
- Declaration of single business ownership
- photocopy of n-id card and tin certificate

Partnership

- Registered copy partnership deed of the firm
- Organizations authorized certificate
- Address and the partners name
- Valid business certificate
- Attested photo

- TIN certificate
- N-ID card.

Private Limited Company

- Valid authorized certificate
- Attested copy of the Memorandum Association.
- Certificate of Commencement of Business
- Photograph(s) of guarantors.
- Directors name with addresses
- Valid business certificate
- TIN Number.
- Transaction Profile

3.1.7 Issuing Cheque Book

Process of issuance of a Cheque book:

- First of all the client need to deposit least cash.
- Specific officer first appeals a cheque.
- Then the officer badged the branch name.
- After that the officer put a serial number in the register book where all the cheque issued.
- Name and account number should be in the same register.
- Account number is written on each page of the cheque book. ■
- On the face of the cheque book and slip, name of the customer name written down.
- The word “Issued on” beside the date of issuance is written down on the requisition slip.
- the application form number of cheque book and date of issuance is written down.
- In the cheque book register client needs to sign.

- At last the officer signed on the upper side of the slip then delivers it to the client.

3.1.8DORMANT/INOPERATIVE A/C

An account in which no operation either deposit or withdrawal takes place for a certain period will be treated Dormant/Inoperative A/c status fulfilling criteria mentioned below:

- Current Account
 - No Transaction for last 2 Years.
 - Savings Account
 - No Transaction for last 2 Years
-
- Such accounts shall be transferred to a system under “DORMANT ACCOUNT CATEGORY”, as a measure of precautions against any fraud.
 - Noting for Dormant will be made on the A/c opening form (AOF) under authorized signature.
 - If such accounts become dormant every effort will be made to get them revived.
 - The accounts of Joint Stock Companies, Local Authorities, Semi Government and Government Institutions will not be marked as Dormant.
 - The specimen signature cards of all the dormant accounts should also be removed from the box of the Active Account and kept in a separate signature card box. Dormant "stamp to be affixed on Specimen Signature Cards.
 - All operations in Dormant Accounts, whether debit or credit irrespective of amounts will be supervised jointly by two Authorized officers of the Branch.
 - Listing of Dormant A/Cs to be made twice in a year, in the month of June and December in every year.
 - While making the Dormant List make sure that those accounts are not linked/ related with FDR or any other accounts. In that case these accounts are not to be considered as Dormant A/C.
 - The first withdrawal from such accounts should be allowed with prior permission from the Head of Branch/Manager Operations only when the account holder makes a personal approach.
 - After being properly satisfied about the identity of the account holder the account to be transferred back to Regular Client's A/C category to make it operative with the prior permission of HoB/MO.

3.1.9Cheque Dishonor Reasons:

Southeast Bank send a message to their client in order to disclosing the if any cheque got dishonor -

- Mention to client.
- A Crossed-cheque must be present to the bank.

- If the signature is not matched.

- Alteration in date, amount, and words required clients sign.

- If the amount is not matched.

- Cross cheque fault occure

- Irregular Signature .

- Insufficient Balance.

3.2 Cash Section

A Cash Officer is the most important representative of the bank as his job is the most challenging one. A cash officers most of the work day spent in receiving deposits and payment of cheques, pay orders etc. presented over the counter. The maximum of our consumers come in contact only with the Cash Officers and this gives him the break to form a good customer relations and rapport with the bank. Following characteristic an officer should have in the cash section:

- i. Every Cash Officer shall be friendly and reply each customer pleasantly. He has to carry a friendly approach during the transactions and settle with a smile and a “Thank you”.
- ii. Each Cash Officer shall be well-mannered and serve each customer punctually as far as possible. He has to refrain himself to engage with other officer while a customer is waiting. If the

customer wants to know the balance statement, then only the person or any authorized candidate is allowed to receive it .

iii. Every single officer of cash shall be cooperative with clients.

There are different types activities are done cash officer in Southeast Bank, Corporate Branch and these are:

- Cash Payment
- Vault
- Cash Receive.

3.2.1 Cash Payment

- On the reserve of the instrument the values are note down of counted cash.
- On the reserve of the instrument the signature of the client is attained.
- The cash is paid to the client.
- Paying officer signed on the instrument where a stamp is affixed.
- Paying officer retained the paid instrument.
- The amount entered in the cash book should be matched.
- End of the day debir and credit should be same.
- Both in words and in number the total is inputted.
- The officer-in-charge also checks and signs the book.
- To the bearer of the instrument it shall be returned.

3.2.2 Vault

Each Cash Officer shall record the movement of cash to and from the vault in an appropriate vault register/vault control sheet and the Register/ Control Sheet should be checked and initialed by authorized officials. At the close of business each day the Head Cash Officer/ Department In-charge shall inspect Cash Officers area before closing the vault. Reserve cash register should be prepared each day by the Head Cash Officer, duly signed by him and countersigned by the Joint Custodian.

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3.2.3 Cash Receipt

The Cash Officer should cautiously examine the Deposit Slips to see that-

- Accurately filled up or not.
- Clients sign should be matched with existing one.
- Account number and branch name must be matched.
- The amount in word and figure should be matched.

3.3 Clearing Section

The clearing process begins with the deposit of a cheque in a bank. The cheque along with other cheques is delivered to the bank or branch where it is drawn. The cheque is passed for payment if the funds are available and the banker is satisfied about the genuineness of the instrument.

There are different types of cheque for clearing and these are describing below:

3.3.1 Inward clearing cheque:

In outward Clearing cheques belong to other bank, but the customer belongs to our banks. The client of SEBL brings others banks cheque in order to deposit.

3.3.2 Outward Clearing Cheque (OCC):

In outward clearing cheques these are the cheques which we bring from clearing house. All these cheques belong to SEBL.

3.4 Account Department

Account division known as operational hub of organization. To manage an account corporate, exchanges are prepared each day and these interactions noted efficiently as the banks manages investor's cash. If any kind of miss matches occur due to the miss interpretation by account officer then organization might faces damage. In order to prevent these incidents, the bank gives a private space whose capacity is to check the mix-ups in vouchers, wrong tracks, distortion, falsification etc.

3.4.1 Daily Tasks of Accounts Division

The normal day by day undertakings of the accounts division is given below:

- Maintaining operations in the cashbook.
- Noting exchanges by large and backup record
- Formulating everyday situation of the branch containing store and money.
- Making everyday statement of affairs demonstrating every one of the advantages and obligation of the bank.
- Preparing portion of impressive number of expenditures of branch.
- Maintaining inter branch finance exchange
- Sorting voucher according to month and date
- Divide the credit and debit voucher.
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3.4.2 Periodic Tasks

- Making the month to month pay expenditures for workers.
- Distributing only essential information to the branch
- Week by week expenditures are made and then it is send to head office to keep up cash reserve requirement.

3.5 REMITTANCE

A remittance is known as the money which is sent or transferred to another party for any type of payment such as invoices or other obligation remittance can be used. Vastly it is used in the manner of sending money back to native place.

Thus, the following are the essential features of a Demand Draft issued by the Bank.

- i) It is drawn by one Branch of the Bank upon some other Branch of the Bank.
- ii) It is to be paid on demand.
- iii) It is only payable to the person whose name is mentioned therein.

The person who is intending to send back the money through a demand draft shall deposit the money to be remitted together with the Bank's charges for its services. The three parties to the whole process and these are (i) Drawer Branch (ii) Drawer Branch and (iii) Payee.

3.5.1 ISSUANCE OF DEMAND DRAFT AGAINST CASH

- a) The client has to fill up a form that is treated as a voucher and also an application. The form must cover the following points:
 - i. The place of payment shall be such where we have a branch of our Bank.
 - ii. Full name of the payee is mentioned
 - iii. The payee does not appear to be fictitious.
 - iv. The amount in words and figures is the same.
 - v. The application is signed by the purchaser.
 - vi. If the purchaser is not an account holder he gives his address on the application form.
- b) Commission charges shall be calculated as per the prevailing rates.
- c) The following entry shall be passed when DD is issued against Cash:

Debit	: Cash Account
Credit	: HO General Account (Concerned paying branch).
Credit	: Income Account Commission (others)

- d) With the help of cashier the customer needs to deposit the cash through voucher
- e) When the cashier receives the cash he delivers it to the remittance department
- f) Draft shall be ready and move into DD Issue Register.
- g) Branch wise serial number shall be given on the draft besides the printed number putting an oblique (/) in between. The amount of the draft shall be protect graphed.
- h) The draft number is written on the voucher.

- i) Draft Block and the voucher with the register shall be sent to officer in charge for checking and signature. He shall signs the draft and voucher and initials the counterfoil of the draft and register.
- j) The Draft and the voucher shall then be sent to another Authorized Officer for the second signature.
- k) The Draft shall be crossed if the customer so desires and it shall be delivered to him against his acknowledgement on the voucher.
- l) An IBCA to be issued covering the Draft amount by the issuing branch on drawee branch for intimation and settlement.

Chapter 4

My Internship Experience

In order to complete my undergrad I did my internship program in Southeast Bank Ltd, Corporate Branch. During my internship program, I picked up tons of understanding about professional workplace. My temporary job encounter are given underneath-

I acquired a vast knowledge regarding corporate culture at SEB. I was apportioned in the General Banking Division under which it has different Departments. I primarily worked with offices specifically front desk section. Predominantly I have done several incomplete works of the record opening area as well as accounts department due to corona virus so many works was left unfinished. After that my the officer of the front desk helps me to understand different types account and there necessary documents. From there I also get know about different types of accounts and scheme such as saving account, current account, short notice account, joint account, partnership account and so on. SEBL use different types of card for each account. In remittance section I have learnt how to issue pay order and the process of encashment.

Besides I also worked in the account division for days. It's the busiest department and sensitive too. Because of Corona virus tons of work was pending and voucher sorting was one of the significant one. In accounts department all the others departments voucher are maintained and also their task are counted. Besides all kinds of daily expenses were recorded here and after any transaction they need to submit the bill to this department.

Chapter 5

Observations & Findings

While I was working at Southeast Bank. Corporate Branch, I have got some significant experience and based on those experience and observation I point out the following findings:

- From my point of view, SEBL needs to more innovative in terms of dealing customers. So that they could satisfy their customer more efficiently and adapt the current situation by upgrading their online service.
- As we already know that Southeast Bank Ltd has a good image in the banking industry of our country. Annual and monthly profit of the bank is quite remarkable.
- SEBL successfully stepped in to the twenty five year of its journey by providing premium service to their customer and maintaining an efficient team that helps to flourish the bank to achieve its goal.
- To provide better service the bank follows online customer service, but not all the branches are adopt this format.
- The monthly turnover of corporate branch is near 100 core.
- The above mentioned performance helps the bank to attract more depositors as well as shareholders. Its boost up their confidence to invest in this particular bank.
- The bank emphasizes on creating top notch human resource and also focused on their research and development strategies so that they could provide high quality service to sustain in this competitive sector.
- SEBL's human resources development strategy is building quality staffs with both abstract and decision-making skills by creating several training session both in and out house. During this pandemic time they adapt online training program.
- From my point of view the bank follows customer friendly marketing approach but they still need to do more work in this digital marketing sector.
- The company beliefs that to be a business friendly bank one must work out on best solution for customer and clients.
- The corporate principle of the bank is very friendly and the work atmosphere is very motivated as there are no such obligations to initiate a conversation with their subordinate or superiors.

Chapter 6

Recommendations

In the banking industry Southeast Bank is quite well known as one of the best commercial bank with a significant growth. This report shows their product and service as well as some other sides where they need to improve in order to provide better service. There is no doubt that southeast bank is doing great in their manner of doing work but the following recommendations might help them more if they adapt:

Faster Software: SEBL should use faster and up to date software for in-house operation and information entry to strive with foreign bank. So I believe upgraded software can help to execute in-house work more effortlessly and promptly.

Upgrade Employees Computer Literacy: for most of the work the bank is dependent on computer, the bank should provide compulsory computer training to all their staffs. Though they have knowledge about computer, it is not adequate enough. Hence providing computer training to their employees will make them competent in using different software.

Placing relevant promotional and marketing events: SEBL should arrange a set of advertising plan that include all their products and benefits and they should go for online advertising, bill board promotion and sponsorship.

Development of online banking: SEBL should focus on improving their online service so that customer can deal with their issues at home without coming bank in this situation.

Training programs on different banking areas: In order to increase the efficiency of employee's, bank can arrange different types of training session that will help then to know the rules and regulations which is set by Bangladesh Bank.

CONCLUSION

As a developing economy Bangladesh has exhilarated to develop its banking industry to endorse economic growth. Over the past three decades the country witnessed outstanding growth of the banking sector. Banking industry in Bangladesh has even gone a step further by stimulating financial enclosure of the very poor in rural areas of which microfinance and microcredit are the policy mechanisms to achieve that objective. This has helped to develop the monetization of the rural economy, and as a result it has become more market-oriented.

Southeast Bank is growing day by day significantly by keeping their vision in mind. There are so many commercial banks outside and the market is very competitive. Despite in this competitive market Southeast Bank is successfully keeping their promises to their respective clients. In order to sustain in this rapidly growth market the bank must ready to change strategy according to the situation and they have to minimize their internal cost wisely so that they could use human resource efficiently rather than to go for lay off.

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