

**Report On,  
“General banking activities of Al-Arafah Islami bank Ltd”**

**By  
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ID-14304063**

**An internship report submitted to the BRAC Business School Department in  
partial fulfillment of the requirements for the degree of  
Bachelor of Business Administration**

**BRAC Business School  
BRAC University  
6<sup>th</sup> JULY 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. We have acknowledged all main sources of help.

**Student's Full Name & Signature:**

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**Md. Mahabub Alam Noor**  
**14304063**

**Supervisor Full Name & Signature:**

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**Zahid Hossain Mohammad Al-Din**  
**Senior lecturer**  
**BRAC Business School**  
**BRAC University**

[LETTER OF TRANSMITTAL:](#)

Zahid Hossain Mohammad Al-din  
Senior Lecturer of BRAC Business School  
BRAC University  
66, Mohakhali, Dhaka

Subject: Submission of internship report on ““General banking activities of Al-Arafah Islami bank Ltd”

Dear Sir,

This is my finest pride to have the possibility to post the internship file on “Major Changes That Has Been Adopted with the aid of using AL-ARAFAH ISLAMIC BANK LTD.” which changed into assigned with the aid of using you as an critical a part of the Internship program. While doing the Internship file I even have received a lot information approximately the corporation in addition to may want to relate the theories that I even have learned.

During the coaching of the file I attempted my stage pleasant to make the file greater true and creditable. In my file, I even have attempted to perceive and describe the general and essential adjustments of AL-ARAFAH ISLAMIC BANK LTD. Through my pleasant sincerity, I even have received masses of information and actual lifestyles stories approximately usual adjustments and banking operations consisting of numerous limitations. I desire and trust that, I even have organized my file with maximum applicable facts in a descriptive way and those findings could be capable of satisfy the necessities of the course.

Therefore, I would like to place this report for your kind judgment and valuable suggestions. Thank you.

Sincerely Yours,

✕  
\_\_\_\_\_

Md. Mahabub Alam Noor

ID: 14304063

BRAC Business School

BRAC University

Date: 6<sup>th</sup> JULY, 2020

**Non-Disclosure Agreement**

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between Al-Arafah Islami Bank Limited and the undersigned student at BRAC University

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## ACKNOWLEDGEMENT

At the very beginning, i'd favor to bring my honest appreciation to almighty Allah for giving me the power and ability to finish challenge inside the deliberate time.

The internship possibility that I had with United banking challenge limited turned into a fantastic possibility for getting to know and expert advancement. Accordingly, I see myself as a luckyman or woman as i was given a possibility to be a thing of it. i am additionally very glad to well known the help and guide I were given from a few very humble hearted people who have helped and supported me to perform this challenge.

I am making use of this possibility to deliver my maximum profound and unique because of the number one vice chairman of AL-ARAFAH BANK LTD., Monir Ahmed who notwithstanding being busy at the side of her responsibilities, invested large time to concentrate to, manual and preserve me at the right manner and permitting me to try to do my venture at their reputable organization.

I specific my private due to Junior Officer of AL-ARAFAH ISLAMIC BANK LTD., Anwar HossainOpu, JannatAra and NaimaMostafa, for collaborating in treasured selection and giving critical advices and direction. I choose this second to apprehend their contribution gratefully. Their cautious and valuable steering which had been extraordinarily treasured for my take a look at each theoretically and practically.

I experience proud to specific my gratitude from the middle of my coronary heart to my Internship manager Zahidhossainmohammad Al-din Senior Lecturer, BRAC grad school, BRAC University for his stimulating advice, steering, treasured tips and entire hearted cooperation.

## EXECUTIVE SUMMARY

Al-Arafah Bank Limited will be a primary era financial institution which has followed cuttingedge banking centers and labored for developing the financial

institution absolutely automated. To reap the particular part goal, AL-ARAFAH BANK LTD. Has modified and stepped forward such a variety of things. Modern enterprise performs a crucial function at some stage in a country's economic system. AL-ARAFAH BANK LTD. Has contributed in country's economic system and welfare with its functions. At some stage in this record, the general banking sports of AL-ARAFAH BANK LTD. Alongwith management, strategies, promoting policies, advertising approaches and new services and products like Islamic wallet, Agent banking, SME gives and many others are discussed of those moves of AL-ARAFAH BANK LTD. have tremendous and a success effect at the overall performance and boom of it. it is carried out a effective function and end up a strong competitor for any non-public economic organization. With professional human useful resource and strong technology, AL-ARAFAH BANK LTD. is attaining its goal.

The record become made supported each number one and secondary information. i have were given amassed number one information from my every day statement and interviewing employees and secondary information become accrued from the internet web website online and worker handbook. The record specially specializes in how modern offerings and modifications have been followed. This record additionally demonstrates my opinion on those well known banking sports of AL-ARAFAH BANK LTD. and presents a few tips which can gain the organization.

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## List of Acronyms

AIBL	Al arafah islami bank LTD.
GB	General banking activities

# CHAPTER 1.1

## 1.1 STUDENT INFORMATION:

Name: MahabubAlamNoor

ID:14304063



Program: Spring 2020

Department: BBS

Major/specialization: Marketing

## 1.2 Internship Information:

1.2.1 **Period:** I have done my internship session for 12 weeks.

**Company Name:** Al-Arafah Islami bank LTD.

**Department/Division:** I have worked in several departments except cash collection. I have worked in accounts department, foreign exchange department, Remittance and pay order issue department.

**Address:** Al-Arafah bank shyamoli branch-13/1, Ring road, shyamoli, Dhaka-1207

### 1.2.2 Internship Company Supervisor's Information:

**Name and Position:**

Sadiya Nowshin ,

Senior Executive Officer, Shyamoli Branch

### 1.2.3 Job Scope – Job Description/Duties/Responsibilities:

After becoming a member of as an intern, my manager gave me a brief description approximately their each daysports and merchandise and offerings. Then I turned into advised to peer how they furnished offerings to their clients. I additionally visited all their departments to peer their features for first few days. I used to:

- Provide statistics to clients approximately starting money owed in AL-ARAFAH BANK LTD. I went to jot down down what they had mustbring with them to open an account right here and gave them the note.

- I turned into assigned to install writing down the whole shape.

New customers accustomed offer statistics and i won't to write them in the account starting shape. Know Your Customer (KYC) element must be written carefully. I additionally won't to calculate Transaction Profile (TP) later on I had to collect all papers the ones should post with the account shape like National Identification Cards, Photos of account holder and nominee, replica of softwarepayments etc. Then the officials checked the documents and if the whole thing had been okay, signed that.

- I went to affirm clients National Identification Cards for banking purposes' had to name the customers to inform them their debit cards/ credit score cards/ cheque books were arrived and that we had been anticipated them to collect.

- I additionally won't to offer statistics to the customers approximately their financial institution statements.

Some clients accustomed be vintage or uneducated. I needed to jot down their cheques and deposit books.

- I accustomed name the ones customers who advised financial institution to inform them each time any transactions passed off of their money owed. I had to require the affirmation for the transaction from them.

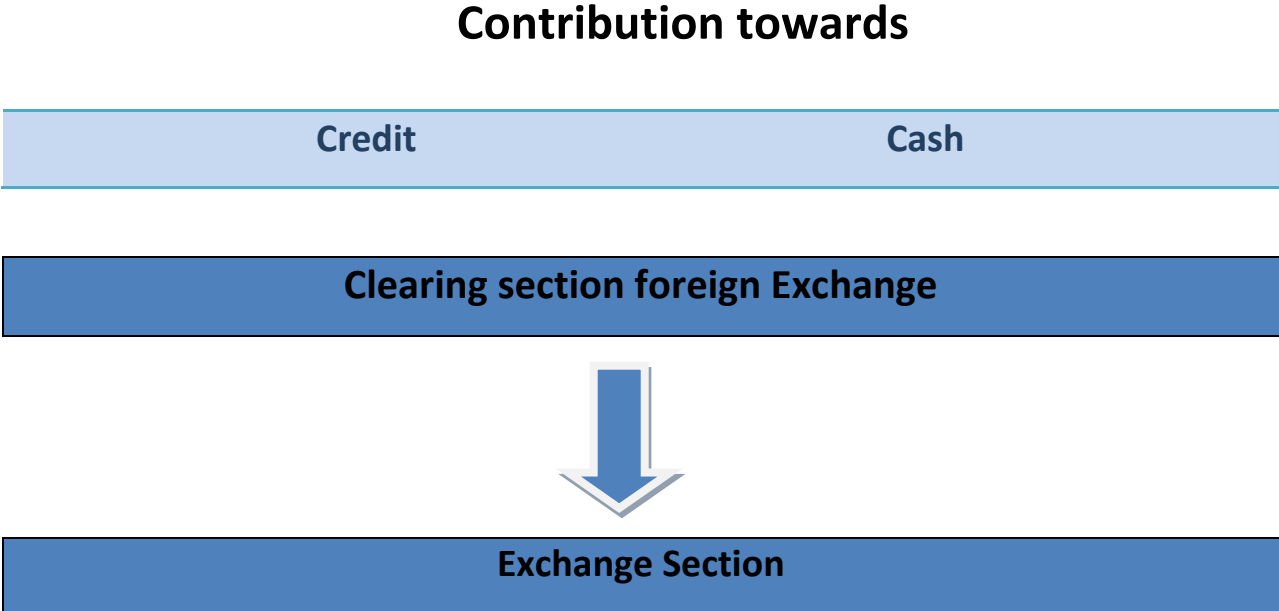
- I accustomed make ready cheques and voucher those came for clearance. I also needed to test the UV of everycheque and put seal on those.

- I observed collection of bills ( WASA, DPDC, BTCL, TITAS GAS)

# 1.3 Internship Outcomes:

## 1.3.1 Student's contribution to the company:

My contribution in my Internship place was very dedicated toward the bank and I was trying to contribute each and every department or section with my hardworking and my dedication. Here I set my contribution part three types of category which is shown by the diagram below:



## Contribution towards credit & cash Section:

There wasn't much work to try and do then just receive and supply payment to the customer where most of the time the work was done by Co-worker's. Though my help they wereready to jazz more quickly. I had to figure with my Co-workers of accounts very carefully and that we sorted the web and branch vouchers separately and lastly matched the credit vouchers with debit vouchers. Moreover, after we got any fake note my coworkers gave me that note to chop into pieces

## Contribution towards Clearing Section:

My responsibility for the clearing of the Cheque was:

- Cheque crossing.
- Proper approval and clearing seal of the Cheque.
- Separating Cheque from deposit slip.

### Contribution towards foreign exchange:

Helping co-workers to search out out discrepancy in LC documents was a tricky job and there have been 15 LC identified which had discrepancy and every discrepancy costs 50 dollars to clients. Checking these documents as an internee in effective way had helped co-workers lots. of these works were done efficiently, timely, professionally, and being a multitasked person. Doing these works in gait helped the department to process LC works quickly.

### Contribution towards accounts opening section:

I have help to open accounts to my clients and explain what documents are required to open an account, the minimum balance, the advantage of the chosen account. I also provide them forms and help them to pay their first balance to their account.

### 1.3.2 Benefits to the student:

As a part of BBA program North South University (NSU) allow student for internship. It's a big opportunity for me to know the corporate world and what really done in that world. So it's a big chance to gather knowledge through practical experience. It's a big experience to know about the banking system, it is overall activities, activities of specific departments and so on. Basically I set my learning experience into three categories. These are:

- **Learning experience**
- **Skill development**
- **Personal development**

- **Learning Experience:**

In my learning experience I gather knowledge about different type of part which is very beneficial for my future and I learned something new into my old experience where I can easily handle any kind of situation. My learning experience is given below:

- **Learning Corporate Culture**
- **Gather Knowledge**
- **Enhance the knowledge about Islamic banking System**
- **Work place management**
- **Team Work**

Now I will discuss about my learning experience briefly which is given below:

### **Learning Corporate Culture:**

Every bank has its own culture at the identical time this bank do have their culture. Before starting Internship I don't have any idea about corporate culture. Within a very few days I successfully adapted their culture. i've got acquired an out of this world upgrade in my self-assessment criterion, now i Optimized my confidence level during some way that givesme hidden backup of working in such a corporation. I also learned maintaining time , working stressed and cope up withdifferent types of people.

### **Gather Knowledge:**

t's an unlimited achievement on behalf of me to gathering knowledge through practical experience. Before Internship, knowledge is kept on only book. So this Internship opens the door to enter within the company world. Where getting the 000 life knowledge. Not only that the way of varied work done is gain from this Internship.

### **Enhance the knowledge about Islamic banking System:**

Al-ArafahIslami Bank Ltd. Is reputed organization which continues their activities by maintaining Islamic rules and other regulations .That's why I have got become aware of "Sariah" based industry that produces me experienced truthful way and ethical way of banking activity.

### Work place management:

From my internship, I have got learned to manage workplace as it's a large element for future career. During this internship program, I managed workplace as per the norms and practice of Al-Arafah Islami Bank Limited.

### Team Work:

In AIBL, there was constant pressure of consumers. It had been very difficult situation for workers to handle but they worked as a team. And if any employee were inactive, other employees used to completing the pending works. Teamwork is one in every of the foremost valuable lessons I have got learned from my internship program

### Personal Experience:

In corporate life where skill and skill is that the mandatory part, Side by side I do know that non-public experience or skill is more important for survive and knowing a corporation. So I learned something from my personal experience which is given below:

Now I will discuss about my learning experience briefly which is given below:

### Improved Time Management Skill:

One of the great things that I've got learned from the experience is time management. I badly needed to be told the time management because I had faced serious problems to manage both my work and study. As an example while working in there we had to try to work on priority basis. We had to form an inventory of labor per week advance or more on the idea of importance then mark on the calendar or create notes within the mobile phone or notepads. This provides a transparent idea of the schedule. The good thing about the method is job breaking in small parts with estimated time. This highly increases the efficiency and performance and reduces time wastage. Time management skills helped me lots to cope up with big assignments and important meetings.

### Professionalism Skill:

Working on the financial institution taught me to be an expert.

They quite emphasize on professionalism. it is also one in all of the requirements to meet requirements. They are formal and simply expert on their jobs. The professionalism will increase the performance and decreases the mistakes which make certain popular and first-class carrier as a end result most customer pleasure is received. it is all approximately being accurate, lowering errors, following requirements and performing as conditions demands.

For example: When I made errors by no means confirmed anxiety instead solved the problem commonly which didn't bog down the trustworthiness and pleasure changed into ensured.

### Good Approach:

Good approach is very important in every work place. Employees of Al-Arafah Islami Bank Limited, shyamoli Branch, all time practice good approach and their main target is their customer. During my internship in Al-Arafah Islami Bank, I have learned how to maintain good approach with customers.

### Grooming:

Employees in AIBL, all time maintain neat and clean formal code, they're fluent in speaking both Bengali and West Germanic, very polite with customers. They maintain good manner with each other and also with the purchasers all the time. The greetings and telephony conversation manners and the way to accommodate clients over phones were very new to me and that i have learned of these while working in Al-Arafah Islami Bank Limited, Shyamoli branch.

### Habit of excellent practices:

As i'm doing internship in AIBL, there's some compulsory rules and

regulations for his or her staff that help me to perform some good practices in my way of life. For example due to working there I've got to mention my prayer at the correct time and gradually this practice becomes good habit.

### Skill Development:

Skill development is one in every of the most and part and heart of the duty market to point out all that I've got the aptitude to prove myself and that I can do what you want from me for your company profit or brand value,. So I always attempt to develop myself by my skill and skill. In my internship I improve my skill part and basically I focused on two things which is briefly discussed below:

### Typing Skill:

When I joined as an internee in Al Arafah Islami Bank, first day they wanted to see my typing skill, after seeing my typing skill they always gave me some work by using type .I know, it seems simple but I realize that this is the best part. Because after joining my internship and doing this every day, my typing skill improved than before joining.

### Ability to figure under Pressure:

There had been instances when I needed to cope with more than one duty in a very quick length beneath extreme strain and strict deadlines. These have taught me prioritizing my paintings and workload effectively and efficiently.

### Communication Skills:

As an internee,

I have been given efficaciously confined humans from diverse backgrounds and sophistication. It is more advantageous my communicate talent to an excellent extent. I had to talk now no longer simply with the patron however additionally with my coworkers. They all have been very supportive and flexible with my work. I discovered right here masses of academic & real-existence experience.



### Interaction with supervisor & coworker:

All of my coworkers and supervisor uphold all of the corporate values. Within the very first day, I met with my supervisor and other interns. Thereon day I failed to know that the way to communicate with them, Are they friendly or not? My supervisor, MRS. SADIYA NOWSHIN was very supportive and was always able to lend a hand. i'm grateful to my supervisor because she helped and taught me plenty whenever I faced any variety of difficulties during my internship program. She also taught me many things about the banking industry in Bangladesh.

### Interaction with Co-workers:

Everyone of AIBL Shyamoli Branch became capable of assist and train me each time I wanted assist and each time I had confusion concerning any banking process. There became a co-employee of GB call MD Saleh and MST. Abeda ma'am, they aware of take small training after the banking hour wherein they accustomed to offer small lectures on numerous banking associated subjects and profession associated issues. they may be very beneficial when I confronted a few problem, except they provide the danger to at once doing my paintings nearly which became very had to hold close the banking industry, however, they handled us none however an worker however additionally preserve me beneath their commentary as like an elder brother which stimulated and inspired me to be a part of the team.

### **1.3.3 Problems/Difficulties (if any faced during the internship period)**

**Though I have not face any major problem during working time but less number of problems I am mentioning below:**

### **Files & Documents don't seem to be arranged correctly:**

There are variety of tasks that I had to perform under inter change department of AIBL. Sorting out files of a selected party was a difficult task to manage.

Documents and files of various clients weren't sequentially arranged per the date. Therefore many time is being spent in arranging and checking out thousands of files.

### **No fixed time for various parties for payments:**

Different business clients wont to come at a time to require their payments. As records of all parties were maintained in one fact, so it had been time consuming to seek out out the date of every party.

### **Writing Mistake:**

Sometimes writing mistakes happened export register, issue pay order, FDD, etc. Sometimes some mistake in amount in USD to BDT. Sometime mistake happened to at least one name to a different. So I had to try to to it again for his or her mistake and arrange it for very long time period which is disgusting to try and do the rework for his or her fault

### **No personal desk for intern students:**

Personal desk is that the most significant a part of every job holder, intern & every differing types of worker for his or her personal security & relaxed to figure. It was motivating our mind to figure. But of space problem they are doing not have personal desk for intern students.

### **No more computer related task:**

Have to do only practical task. Sometime they supply computer desk to erase some correction therein case they also provide text.

### **No remuneration:**

There don't have any remuneration facility within the organization. You're employed in a company but they can't provide any reasonable remuneration therein time you're working interest are decreases. Remuneration motivated to each quite work for an internship or employee.

### Banking system isn't modernized:

The banking industry of AIBL isn't modernized in compare to other rivals within the competitive market. The bank doesn't have enough ATM booth therefore sometimes customers face trouble after they must withdraw money. So if any clients came to me know our ATM booth place I couldn't give them proper or satisfied information where they were upset or give me some rude word which wasn't suitable and granted to me.

## 1.3.4 Recommendations (for and suggestions to the company on future internships)

### Recommendations

- The restriction of its card is outstanding however the amount of ATM sales space is not sufficient. So, AL-ARAFAH BANK LTD ought to growth the amount of ATM sales space.
- AL-ARAFAH BANK LTD. Has up to date guidelines and policies and taken many new merchandise and services. So it additionally ought to set

up greater education packages to create personnel greater informed concerning new or changed services.

- AL-ARAFAH BANK LTD. ought to offer flexibility of exertions in branches. too much centralized gadget placesburden to the department personnel. It additionally makes the banking sports slow.
- IT branch of AL-ARAFAH BANK LTD updates software program of computer systems of all branches from the pinnacle office. They have to love after remaining customer support at 4pm. Otherwise clients can also additionallyface inconvenience.
- In AL-ARAFAH BANK LTD such quite a few personnel recruited the sort of massive quantity of years in the past and maximum of them are not able to apply state-of-the-art technologies. So, control ought to categorize them and set up education packages for them.
- AL-ARAFAH BANK LTD. Has outstanding and professional manpower. It ought to growth greater facilities, bonuses, benefit pay, overall performance value determinations and so forth to live personnel satisfied.

# **Chapter 2: Organization Overview, Operations and a Strategic Audit**

**2.1 Introduction (Objective, Methodology, Scope, Limitation and Significance):**

**Objective**

General objective of the report is to focus on the major changes conducted in Al-Arafah bank limited (AIBL) in Bangladesh.

## **Methodology**

For achieving the specific objective of this study I have collected related data both from primary and secondary sources.

## **Scope**

As my theme seems to be "General financial exercises of Al-Arafah Islami bank restricted in the financial business" I have composed this report just dependent on the examination on the Al-arafah islami bank just not in general financial industry and I primarily incorporate the significant pieces of the AIBL bank activities like , Operations Management and Information System Management Practices

Marketing Practices

Financial Performance & Accounting Practices

Industry and Competitive Analysis

## **Limitations**

This file is mainly written at the concept of head to head communication with the officers and small realistic level in of mine inside the bank. Within a quick period, it is tough to choose the general commercial enterprise system of a agency and to collect the correct facts. So, no ideal look at is performed to stay the viability of the file.

All limitations are indexed below:

- Limitation of sometime became one in each of the fore maximum crucial elements that minimized the contemporary look at. I was given very little time to determine in this file.

- Confidentiality of facts became some other barrier that became confronted for the duration of the behavior of the look at. Every company has its personal secrecy that can not be posted publicly.
- As personnel stay busy doing their personal everyday duties, it is tough to collect complete facts and affirm the conceptual be counted from them.
- Lack of reveal in on my component has additionally act as constraints inside the manner of specific exploration at the subject.
- As, I had greater dependence on the primary sources, so there may be a few degree of inaccuracy and personal biasness for the duration of this file. There may be a few crucial facts that were given ignored via way of means of me unintentionally.

## 2.2 Overview of the Company

Al-Arafah Islami Bank started out its tour on 18 June 1995 in mild of the stated and to provide a complex economic framework captivated to Al-Quran and Sunnah. The preliminary characteristic befell on 27 September 1995. A accumulating of founded, dedicated and religious characters of Bangladesh are the draftsmen and bosses of the financial institution. Among them a distinguished Islamic researcher, essayist, enterprise analyst and ex-professional of Bangladesh Government MR. A. Z. M Shamsul Alam is that the organizer and government of the financial institution. His ceaseless motivation and dynamic authority gave a boost to the financial institution in getting an a reliable stability in the cash associated marketplace of Bangladesh.

A accumulating of 20 cited and dedicated Islamic

Characteristic of Bangladesh are the man or woman from Board of Director of the financial institution. Knowledge of the chiefs, Islamic agents and for that reason of the want of Almighty Allah makes Al-Arafah Islami Bank Limited.

It's normally present day and riding financial institution in Bangladesh.

New objects are the tool of the financial institution to make progress.

The financial institution has diverse showcase of object and administrations to meet customer needs. The financial institution has executed a

ceaseless advantage and proclaimed a sincere innovation. Presently AIBL is probably a standout among different Rated banks in Bangladesh. It's in 6th state of affairs in CAMELS rating. The financial institution is resolved to make a contribution basically to the monetary system. It's made a high-quality dedication toward the economic development of the country with one hundred branches.

### **Vision Of AIBL**

There vision is to be a pioneer in Islami Banking in Bangladesh and contribute significantly to the growth of the national economy.

### **Mission Of AIBL**

- Expansion of Shariah Based Banking Practices.
- Quality economic offerings adopting the ultra-modern technology.
- Fast and green patron service.
- Maintaining excessive general of commercial enterprise ethics.
- Balanced boom.
- Steady & aggressive go back on shareholders' equity.
- Innovative banking at a aggressive price.
- Attract and maintain pleasant human resources.
- Extending aggressive repayment programs to the employees.
- Firm dedication to the boom of country wide economy.
- Involving greater in Micro and SME financing.

## **2.3 Practices**

The financial institution is dedicated to run all its sports as in step with Islamic Shariah, AIBL, its constant development and persisted fulfillment has earned many popularity that made AIBL is one altogether the main Private Banks of the country.

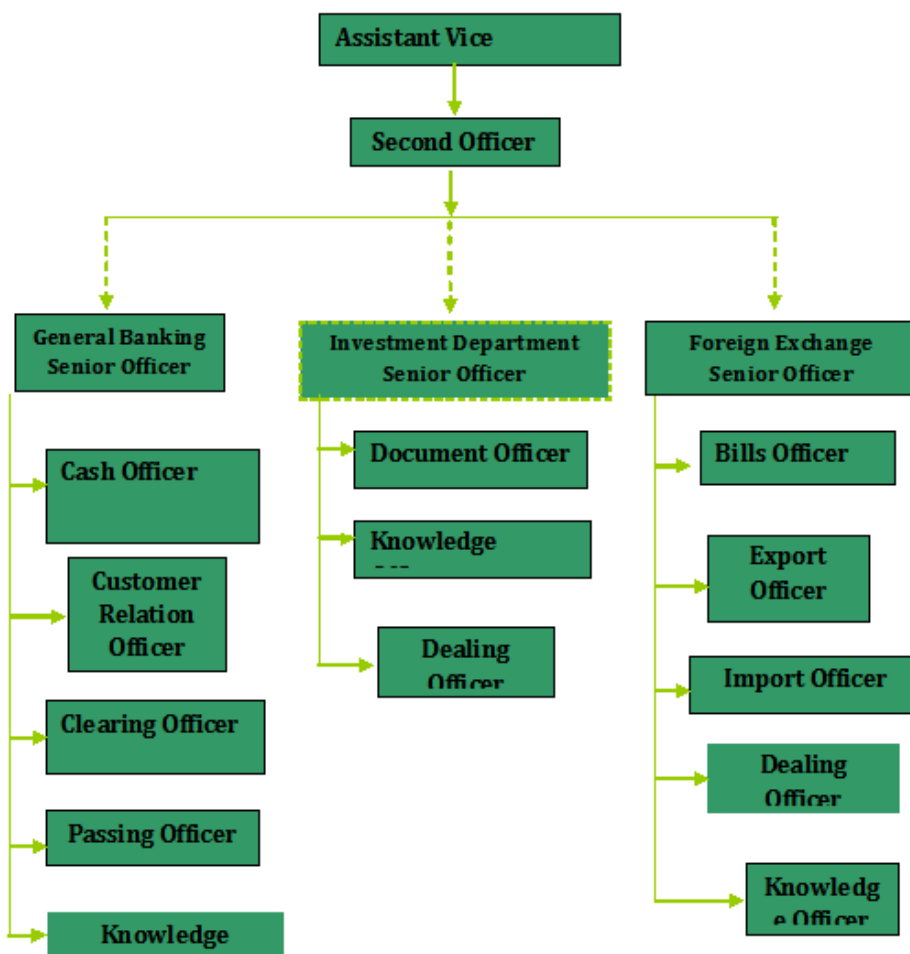
- All the sports of AIBL are performed on interest-unfastened device in step with Islamic Shariah.



- Investment is created via unique mode accredited below Islamic Shariah.
- Investment profits of financial institution is shared with the Mudaraba depositors in step with make certain a fairly truthful charge of go back on their depositors.
- The financial institution is dedicated toward setting up welfare orientated industry, monetary enlistment of the low profits people, create employment opportunities.
- The financial institution’s funding coverage observes unique modes which are accredited with the aid of using Islamic Shariah supported Quran & Sunnah.

The financial institution is contributing to Al-Arafah English Medium Madrasha and AIBL Library

## 2.4 Operations Management and Information System Management



Practices

**Fig Management Hierarchy of shyamoli Branch of Al-Arafah Islami Bank:**

## **Management System of AIBL:**

A fourteen component Board of Directors are answerable for the critical arranging and usually talking method policies of the bank. Further, there is an Executive Committee of the main frame of discard urgent strategic plans. The legitimate Committee is collected via way of means of 9 individuals. Plus, there is a tree component Audit Committee inside the board to oversee consistence of fundamental administrative and operational troubles. There is an every other 8 person from Shariah Council to quicken, screen, control, control and hold the techniques of Islamic banking industry. Key troubles are overseen via way of means of a Management Committee headed via way of means of the CEO and administrator to inspire rapid choices

### **The board's Role:**

The fatwa and Shariah Supervision Board direct the utilization of various portions of Shariah withinside the bank. It moreover guarantees that everyone the trades are in disturbing consistence with the advantage of nullify (Fatwa) any brushing off methods, in case they're found. The Board of Directors is resolved to consent to the fatwas, whether or not or now no longer a dependable or a bigger component accord settled on steady with the decision (Clause of the Bank's Memorandum and Articles of Association).

### **Management Structure:**

A fourteen element Board of Directors are on top of things of the important thing arranging and usually association regulations of the bank. Further, there is an Executive Committee of the main frame of discard earnest strategic plans. The reputable Committee is collected with the aid of using 9 people. Plus, there are Board of Directors. There are 14 people for the bank's Board of Directors. Among them eleven speaks to due to the fact the shoppers and typical population, 1 senior reputable as Company Secretary and every other due to the fact the Shareholder Director. Overseeing Director is that the ex-reputable Director of the Board.

### **Information System Management Practices:**

MIS Means Management records framework, Use and oversees records frameworks to resume commercial enterprise process, enhance commercial enterprise dynamic with records advancements, growth whip hand available.

Al-arafahislami financial institution likewise has created records the board association in their own. They are utilizing IT because beginning in their commercial enterprise in Bangladesh. IT makes a development in wholeinternational in every commercial enterprise as a result in banking framework. Presently in Al-arafahislami financial institution ltd. With the assist of MIS the each day exchanges are recorded in department PCs and those departmentPCs are then associated with the basic headquarters serverso alongside those traces they preserve their every daytechnique replace on normal schedule. As Time is cash, and way to IS trendy sanctioned financial institution make a big wide variety of exchanges daily.

Truth be told, IS makes whole technique extensively extra snappy, truthful and dependable. Thanks to IS representatives can without tons of a stretch interface with different

### **Payroll TPS**

Al-arafahislami financial organization ltd fund TPS is envisage to inducing records and documents of the use and a brief time later to paintings his/her once a year securing. It get records around the agent from the specialist's specialized subject material and from fashionable document and ship it to fund TPS from within which it interfaces that records with the on the far side document and primarily based a file which is distributed to the officers. The officers can pay regard the "Ababil" document of the delegate's practicality to see and will broadcast outstanding prize or completely different inspiration. These reviews are checked and insisted via method of means of the department boss then check is given to the jack. Likewise, whereas that check is changed, the

document is rested within the popular document additionally thanks to the actual fact the skilled fund (HUB).

### **Employees Record:**

All delegates in Al-arafahislami financial institution ltd. have to login once they input the financial institution and logout on leaving, through following their thumb affects on biometric contraption. This tool is associated with the HUB which reliably makes report in their hours spent withinside the financial institution. Likewise, the financial institution has their very own recreation plan named "Ababil" which makes facts of the full-size wide variety of trades made through a laborer. This urges the board to display the running viability of an agent.

### **ATM Card**

Purpose: Easy with draw of cash.

Input: Give bio data, income summary, company name.

NIC.Process: NIC no. and bio data send to "Ababil" which directly linked to the main branch computer sever.. If information is correct then it is forward to customer service center.

## **2.5 Marketing Practices**

The job of marketing section can be divided into two broad categories:

### **TheMarketing to existing clients:**

Month to month update is kept on the introduction of the niceexisting customer. On the off chance that the presentation gets low for a major customer, at that time visits are made by the bank officials to form request on their necessity for fund. Likewise, persistent exertion is formed to expand presentation on any customer who has great possibility due to a BMRE oranother explanation.

### **Marketing to non-existing clients:**

From the marketplace facts non-current opportunities are likewise outstanding and probe for after. Visits are made to satisfy the CEO or whoever is that the worried person as regards to financing topics and additionally the advantages of taking fund from AIBL is featured. AIBL likewise suitable paintings location schedule, telephone, smartphones record, and slip cushion to deliberate customers. Notices are given in numerous diaries of professional bodies. Every morning the senior officers and additionally the administrator (department officeholder) are seat collectively in an extremely accumulating to study approximately their marketing and marketing plan for the afternoon. Their intention customers, in mild of market place facts. On this accumulating it moreover noticed if all of us have any affiliation inside the targeted on organizations. Explicit directors are relegated with specific goal organizations. Sources of selling are particularly Tv, invoice board, posters, pen, diary etc.

## 2.6 Financial Performance & Accounting Practices

AIBL is one the various new entrants of the third technology banks having best 50 branches currently. Within quick essential quantity, AIBL has been to shape a photograph as a revolutionary and dynamic economic employer for itself and has earned vast popularity inside the country's banking sector. Despite of stiff opposition in banking sector, AIBL witness a extensive development in its usual enterprise overall performance in the course of 31 December, 2019 which contributed to consolidate the placement of the financial institution. At the top of modern 12 months, the quantity of depositors stood at 243273 and additionally the quantity deposit has amassed to Tk.16775.33 million. The complete numbers traders are 13213 and overall funding prolonged to them changed into a sum of taka 17423.19 million. The financial institution has earned Tk.2172.forty eight million and incurred an price of Tk.1202.seventy one million inside the modern 12 months. At the pinnacle of the 12

months the income earlier than tax has stood Tk.855.forty seven million, that's 78.97% over Tk.478.00 million.

### **Performance of Total Deposit:**

The marketplace statistics noncurrent opportunities are moreover outstanding and hunted for after. Visits are made to meet the CEO or whoever is that the worried character with reference to financing topics and consequently the upsides of taking cash from AIBL is featured. AIBL likewise flow into paintings region schedule, telecell, smartphone file, and slip cushion to approaching customers. Notices are given in severe diaries of professional bodies. Every morning the senior officers and consequently the chief (department officeholder) are seat collectively in atotally accumulating to examine approximately their selling plan for the afternoon. They purposecustomers, in mild of marketplace statistics. There ingathering it likewise noticed if all and sundry has any affiliationin the centered on organizations. Explicit officers are allotted with specific goal organizations

### **Accounting practices of AIBL:**

Accounting of AIBL can be broadly classified in the following two groups:

**General Accounting:** General Accounting includes accounting for-latest and administrative expense, funding operation and glued assets. Activities of accounting subsection encompass Registration of voucher.

- Posting of voucher within the ledger.
- Preparation of unadjusted balance Preparation of adjustments (accrual of fees and income)
- Preparation of adjusted balance
- Maintenance of money owed with Bangladesh bank & special bank

### **Investment Accounting:**

The organization maintains its books of account based totally absolutely on the running approach of accounting in line with usually Accepted Accounting Standards in conformity with one the provision of relevant hints of Bangladesh Bank.

- Collection of receipts i.E. Rental, profit
- Manage of collection i.E. hold cheque register.
- Reporting of information regarding library i.E. Cash collection declaration.
- Acknowledgement to the Account holder i.E.
- Declaration of accounts
- Preparation of past due declaration i.E.

## 2.7 Industry and Competitive Analysis:



Not surprisingly, within sidethe aggressive area of advertising generation SWOT evaluation is a need to primarily based on totally on Product, Price, Place and Promotion of a economic institute like non-public bank. From the SWOT evaluation we are able

to determine out ongoing state of affairs of the bank. In SWOT evaluation, predominantelements are act as movers.



- Internal factors which are prevailing inside **the priority** which include strengths and weakness
- On **the opposite** hand another factor is external factors which act as opportunity and Threat.

## 1Internal Analysis

### STRENGTHS

- Wide Image.
- Enthusiastic employee.
- High deposit.
- Higher income price to customer.
- Excellent Management.
- High dedication of customer.
- AIBL banks has robust non-hobby incomes base.
- Wide Branch community a few of the 3 r era banks.
- Qualified & skilled human resource.
- Satisfactory Environment.
- Wide line of merchandise.
- Low contamination in mortgage exposure

### WEAKNESS

- It has excessive value fund.
- it is fairly uncovered to risky garment commercial enterprise.



- it is fairly uncovered dependency on time period of deposit.
- Inadequate IT infrastructure.
- Inadequate delegation of power.
- The financial institution has confined ATM service
- Officers have confined level in and now no longer sufficient trained.
- Marketing coverage is not properly setup

#### External Analysis OPPORTUNITIES

- Increasing call for of customer finance.
- Investment capacity of Bangladesh
- Good prospect of extra export import commercial enterprise at Uttara turning to industrial area.
- Relationship management.
- Complacency amongst rival firms.
- it is grasp card commercial enterprise.
- it is scope of penetration via assorted merchandise and extensive banking community.
- it is regulatory surroundings favoring non-public region development.
- Develop family members and correspondence with overseas banks.
- More focused Banking supported Islamic Banking.

#### THREATS

- Lacking of clients consciousness concerning Islamic banking
- Another financial institution additionally follows the Islamic banking coverage.
- Similar varieties of retail banking merchandise.
- Certain Bangladesh Bank's guidelines and regulations.
- It has elevated opposition for the market for public deposit.
- Market proportion for reducing price.
- Deteriorated export, import and assure commercial enterprise due to indecent opposition but as monetary slump.
- Bangladesh Bank has no properly-hooked up Islami Banking guidelines
- Entrance of recent non-public industrial banks.
- Young, energetic, dynamic, expertise and clever team of workers of competitors.
- Govt. Imposes excessive price of taxes and vat.

## 2.8 Summary and Conclusion:

Al-arafahIslami financial institution Ltd is currently truth in Bangladesh. It is operating productively, without problems and sufficiently regardless of confronting one of a kind inward and outdoor dangers. The economicsubjects of the kingdom will be geared up toward Islamic Principles and Teachings so on apprehend the maximumpotential of Islamic Banks over the lengthy run. In any case, in the quick run, Islamic banks can discover the bestmanner to inspire the Islamic Banking in Bangladesh. This file offers an unmistakable idea concerning the sporting activities, paintings and operational strategies of Al-ArafahIslami financial institution Limited. AIBL commenced their tour in 1995 with the stated requirements of psyche and to give a complex economic body paintings captivated withAl-Quran and Sunnah. During those two decades of its activity, the financial institution has been normally acclaimed with the aid of using the commercial enterprise community from unbiased mission human beings to mixtures for ahead searching perspective and imaginative cash associated arrangements. The Shyamoli Branch of Al-ArafahIslami financial institution conducts trendy economic sporting activities. As play out the loaded with the far flungexchange sporting activities with the aid of using it own. The store of financial institution firmly is based upon shopsand it is a substantial effect thru the quantity and additionally the degree of store. The financial institution need tosupply remarkable unique is in higher consumer care and fulfillment.

## 2.9 Recommendations

It is without a doubt difficult to draw recommendation based totally mostly on three months' artwork revel in and it is probably audacious of me to offer pointers to the humans who have better information and facts than me. However, there are few areas in which I think the corporation can improve:

- In order to bring about competitive benefit and to deliver high-quality service, top manipulate have to attempt to modify the service.
- According to open a alternative account AIBL want to require extra and valuable documents from new customers. It might be very useful every Bank and therefore the customers.
- They have to moreover aim the marketing and marketing additives to permit customers fathom their products and servicesand extra vending have to be to draw in new customer.
- Bank have to offer extra facilities to the customer's like credit score rating visa card, ATM device etc.
- AIBL want to growth virtual organization to moderate the service.
- Technology benefit of a economic group ensuring its competitive come to be had withinside the market place can exceptional be accomplished through manner of manner of inexperienced manpower. it's far market percent to scale back its charge variety devices and to present you new revenue. Electronic organization moreover lets in multiplied access to the financial tool through manner of manner of its customers.
- Nowadays worldwide goes in no time. Now most of the banks open on line customer service tool. So in case you need to compete in the worldwide market they want to adopt on line organization.
- They have to provide extra education facilities, extra automated tool and powerful network connection.

At the get admission to ardor the economic group have to join up extra facts humans to enhance high-quality service. At the access ardor the financial institution must sign up greater information human beings to decorate exceptional service

## Chapter-3

“General banking  
activities of AI-

# ArafahIslami bank Ltd”

## 3.1INTRODUCTION

### Background

Bank and economic group play an crucial position in economic inter mediation and thereby make contributions to the general increase withinside the economy. At gift the economic device in Bangladesh includes the important financial institution, nationalized business/specialized banks, personal banks, overseas banks and different non-financial institution economic group. This record is primarily based totally on the overall sports of 1 business Bank this is the Al-ArafahIslami Bank Ltd.

### Objective of Study

- To make all and sundry understand, what the general Banking is and its activities.
- How GB product can assist us.
- Make suggestions to beautify a few provider regions wherein the company is missing on purchaser belief and to satisfy purchaser satisfaction.

### Significance of the study

- To achieve practical knowledge of general banking side of AIBL
- to realize practical knowledge about over all banking industry & especially general banking activities sector.

- Why general banking may be a tough a part of bank than other sectors.
- How it affects the opposite sectors of the bank

## 3.2 Methodology

### Primary Data

Primary records turned into accumulated shape the business enterprise Deal Analyzer .Product Managers and respective unit heads mainly have been interviewed in addition. Formal questionnaire have been hired on the way to accumulate records from the Managers. Interviews have been carried out at the managers of the financial institution for insights and clarification. Information turned into additionally accumulated via casual discussions with companion director, managers & manager of respective Unit of AIBL.

### Secondary Data

For accumulating secondary records I used business enterprise diverse journals and diverse guides of Al ArafahIslami Bank Limited. I've were given additionally accumulated records from the AIBL- employees, internet site, annual reports- 2019, their banking advent booklet, Internet and among the posted article through the Bangladesh Bank. For the enterprise component records has been accumulated via annual report, web sites of Al-ArafahIslami Bank Ltd.

## 3.3 Findings and Analysis

### Divisions of General Banking

General banking branch is that the coronary heart of all banking sports. that is frequently the busiest and crucial branch of a branch, due to the fact finances are mobilized, coins transactions are made; clearing, remittance and accounting sports are finished here. Since financial institution is restrained to deliver the offerings every day, widespread banking is moreover stated as 'Retail banking'. In AIBL Principal Branch, the following departments are below widespread banking section:

- Account Opening Section
- Deposit Section
- Cash Section

- Remittance Section
- Clearing Section
- Accounts Section

### **Account Opening Section**

Account starting is that the gateway for customers to go into into enterprise with financial institution. it is the foundation of banker client dating that is regularly one a few of the predominant crucial sections of a branch, due to the fact with the aid of using starting debts financial institution mobilizes budget for investment. Various policies and rules are maintained and diverse files are taken at the same time as starting an account

**A client can open extraordinary sorts of debts via this department. Such as:**

#### **1. Al-Wadeeah Current Deposit**

#### **2. Mudaraba Savings Account**

#### **3. Short Term Deposit**

##### **1. Al-Wadeeah Current Deposit**

- Current account is only a demand time deposit account. there is no limit on chickening out cash from the account. it is essentially justified whilst budget are to be gathered and cash is to be paid at common interval. Some information are as follows-

- Minimum starting deposit of TK. 2000/- is required
- There isn't any withdrawal limit.
- No hobby is given upon the deposited cash;
- Minimum Tk.. 2000 balances need to continually preserve all of the time.

##### **2. Mudaraba Savings Account**

This deposit is by and large for small-scale savers. Hence, there is a limit on withdrawals in a completely month. Heavy withdrawals are approved handiest in opposition to previous notice; Some important points are as follows-

- Minimum starting deposit of Tk.500 is required;
- Minimum Tk. 500 stability need to continually preserve all of the time
- If withdrawal quantity exceed 1/4th of the total stability at a time no hobby is given upon the deposited cash for that month

##### **3. Short Term Deposit**

Normally diverse massive companies, organizations, Government Departments maintain cash in STD-account. Frequent withdrawal is discouraged. The deposit need to be stored for at the least seven days to get hobby. The hobby supplied for STD is much less than that of financial savings deposit Interest is calculated primarily based totally on every day minimal product and paid instances in a year.

**Account Opening Procedure:**

Step 1	An existing Current holder of the bank.. Officials of the bank not below the rank of an Assistant officer .A respectable person of the locality well known to the Manager/Sub- Manager of the Branch concerned
Step 2	Receiving filled up application in bank's prescribed form mentioning what kind of account is desired to be opened
Step 3	<ul style="list-style-type: none"> <li>• The form is filled up by the applicant himself/ herself.</li> <li>• Two copies of passport size and one copy stamp size photographs from individual are taken and one copy photographs of nominee is taken; <b>just in case</b> of firms photographs of all partners are taken.</li> <li>• Application must submit required documents.</li> </ul>
Step 4	Authorized officer accepts the application.
Step 5	Minimum balance is deposited - only cash is accepted.
Step 6	Account is opened and a cheque book and pay —in- slip book is given.



## Documents Required for Opening Account Individual/ Joint Account

- Introduction of the account.
- Two images of the signatories duly attested thru the introducer.
- Identity (replica of passport).
- Joint Declaration Form (For joint a/c only)
- Employee's history

## Proprietorship Account

- Introduction of the account.
- Two images of the signatories duly attested thru the introducer.
- Valid replica of Trade License.
- Rubber stamp.
- TIN variety certificate.
- Identity (Copy of passport).
- Permission letter from DC/ Magistrate (in case of newspaper)
- Club/ Societies Account
- Introduction of the account.
- Two images of the Signatories duly attested thru the introducer
- Board Resolution for Opening A/C duly certified thru President/ Secretary.  
List of Existing Managing Committee.
- Registration (if any  
Rubber Stamp.
- Permission letter from Bureau of N.G.O. (In case of N.G.O. A/C)

Closing of an Account The final of an account may moreover happen If the customer is eager to close the account, if the Al- Arafah Islami Bank reveals that the account is inoperative for an extended duration. If the court docket of Arafah Islami Bank issues garnishee order.

A patron may moreover close to his/her report each time thru offering an application to the branch. The patron should be approached to draw the ultimate check for the sum very last to the credit score rating of his/her report an awful lot much less the diploma of shutting each different accidental fee and offers up the unused check leaves. The report should be charged for the report shutting fee so on and moreover the authorized true of the monetary organization should obliterate unused check. Within the event of shared issuer the using for shutting the report should be marked thru the shared issuer holder. The fee for shutting of a report is Tk.100.

The reserve fee variety sum is to be saved inside the tenth of consistently. If there should upward push up an event of sports the shop sum is to be made on the subsequent day. The stores may moreover likewise be made previous time. The investor should have a completely specific report in the monetary organization from which a standing guidance is given to transport the month to month store in the plan's report. Within the event that Monthly installment deposit the depositor fails to form the monthly installment in time, then 5% late installment amount are traveling be charged. The fee are traveling be brought with the subsequent months installment and moreover rock backside fee are traveling be Tk. 10 deposit the depositor fails to make the monthly installment in time, then 5% late installment amount are traveling be charged. The costs are traveling be brought with the following month(s) installment and moreover rock backside fee are traveling be Tk. 10.

### **Withdrawal**

Generally, withdrawal isn't counseled earlier than a five yr time period, however if it's withdrawn earlier than the above time period, then hobby are paid at financial savings price. However, no hobby goes to be paid if the deposit is withdrawn inside 1 yr of establishing the account. simply in case the depositor desires to withdraw among the five, 8, 10 or 12 yr duration then complete Interest are were given a

finished time period and financial savings price will be relevant for the fractional duration.

### **Lone advantage**

- After 3 years of financial savings throughout this scheme the depositor (if an adult) is eligible for a mortgage as much as 80% of his deposited amount. Throughout this case, hobby prices at the mortgage are revisiting be relevant as in step with winning price at that time. Reasons for disqualification from this scheme
- If the depositor fails to pay three installments throughout a row, then he is disqualified from this scheme and hobby are relevant as stated in withdrawal clause.
- If a depositor fails to pay five installments throughout a row after the entirety of five yr time period, then the Bank reserves the assets close the account and hobby are travelling be paid as, stated in withdrawal clause.
- Just simply in case of loss of life of the depositor the scheme will give up to function. The quantity are travelling be surpassed over to the nominee of the deceased depositor

### **Mudaraba saving deposit**

Saving Accounts are designed in particular for the institution who have tendency to keep away from wasting. They want been paid a hard and fast hobby on their financial savings. There are styles of financial institution account throughout this financial institution. The depositor is obligated to hold up a stability of at the least Tk. 2,000 for the sake of incomes hobby. One hindrance thinking about the financial savings time deposit account is depositors can draw most effective two times in step with week in the event that they want to induce hobby at the deposited money. If a depositor attracts pretty two times each week s/he won't acquire any hobby for that month. The price of hobby for this account is five %.

### **Fixed deposit**

Fixed deposit is that the quantity deposited through the consumer for a hard and fast duration of time; the restrict is given in constant deposit receipt. Depositors ought to

withdraw the earnings after due date, if the depositors shall withdraw the earnings incomes earlier than expiration of the day of the month the financial institution isn't assured to pay the earnings.

### Cash Department

All sorts of transaction thinking about coins are taken in to fear inside the coins branch. Cash is deposited inside the call of problem inside the Bank and allotted to the purchaser through the branch. The capabilities of a coins branch are defined below:

CashPayment	<ol style="list-style-type: none"> <li>1. Cash payment is made only against cheque.</li> <li>2. This is the unique function of the banking system which is known as “payment on demand”</li> <li>3. It makes payment only against its printed valid cheque</li> </ol>
Cash Receipt	<ol style="list-style-type: none"> <li>1. It receives deposits from the depositors in form of cash.</li> <li>2. So it is the “Mobilization Unit” of the banking system.</li> </ol>

### Local Remittance

Local Remittance is some other large a part of the overall Banking. The financial institution gets and transfers numerous kinds of payments via the remittance withinside the country. The financial institution prices fee on the premise of invoice quantity.

#### Types of remittance

- Between banks and non-banks customer
- Between banks withinside the identical country
- Between banks withinside the distinct centers.

- Between banks and primary financial institution within the identical country
- Between primary financial institution of various customers.

The predominant gadgets utilized by AIBL of remittance are:

1. PO (pay Order)
2. DD (Demand Draft)

### P.O(payOrder)

Pay orders are the steadiest approach of making installments, as they're drawn at the financial institution giving them. So there's no volume of imitation. A repayment request is given uniquely within the Members of the Bangladesh financial institution economic organization (Dhaka Metro). It k can also take delivery of for a patron conserving a document, with the aid of using charging his document and crediting prices payable responsibility A/C. The document payees gift the repayment request of their specific banks. The banks at that point ship the repayment request to the economic organization in which those are gotten with the aid of using the concerning giving banks. The giving banks take a look at the repayment request, that are then remand to the concerning banks and installment made with the aid of using charging the payable document

AIBL prices distinct quantity of fee on the premise of Payment Order

amounts .Bank charges for pay order are given in the following chart:

Total amount of PO	Commission	Vat
UptoTk. 10,000.00	Tk. 15.00	Tk3.00
Tk. 1 0,001. 00-Tk. 1,00,000.00	Tk.25.00	Tk. 4.00
Tk. 1,00,001. 00-Tk. 5,00,000.00	Tk. 50.00	Tk. 8.00
Tk. 5, 00, 001 . 00 and Above	Tk. 100.00	Tk. 15.00

### DD Demand Draft

A Demand Draft (DD) is an tool containing an order through the issuing department upon any other department known as drawee department, to pay a selected sum of coins to the payee. Commission for Demand Draft (DD) is 0.1% of the most important quantity and Vat .15% of the Commission quantity and telex fee is Tk. 50.00.

### **Clearing Department**

The quantity of Cheques, Pay Order (P O), and Demand Draft (DD) Collection from different banks on behalf of its consumer might be a fundamental feature of a Clearing Department. Clearing can be a gadget through which a financial institution can accumulate clients fund from one financial institution to a distinct thru economic agency.

### **Clearing House**

Clearing House might be an area in which the representatives of diverse banks get collectively to get hold of and supply Cheques with any other banks. Normally, Bangladesh Bank plays the economic agency in Dhaka, Chittagong, Rajshahi, Khulna&Bogra. Where there's no department of Bangladesh Bank, Sonali financial institution arranges this feature.

### **Types of Clearing**

Outward Clearing: When the branches of a financial institution get hold of cheques from its clients drawn on the other banks withinside the neighborhood clearing area for series thru economic agency, it's Outward Clearing.

Inward Clearing: When the banks get hold of cheque drawn on them from different banks withinside the clearing house, it's far Inward Clearing. Types of clearing house: There are forms of clearing houses. Those are:

1. Normal Clearing House

2. Same Day Clearing House.

1. Normal Clearing House: Normal method the cheque cost is much less than 5lac. In case of inward the time is 10 am to three.30 pm and for outward the time is 10 am to 12.30 pm.

2. Same Day Clearing House: Same day clearing is for the excessive cost cheques which quantity is 5lac and greater. The time of equal day clearing for inward is 10 am to at least one pm and for outward the time is 10 am to 11.30 am.

- Who will deposit cheque for Clearing: Only the normal clients. who've Savings, Current, STD & Loan Account withinside the financial institution can deposit cheque for series of fund thru economic organization
- Precaution al the time of cheque receiving for Clearing, Collection of LBC, OBC & Transfer.
- Name of the account holder equal withinside the cheque& deposit slip.
- Amount withinside the cheque should be equal in words & in determine
- Date of the cheque is likewise on or earlier than (however much less than six months back) economic corporation date.
- Bank & Branch call of the cheque, quantity & date at the slip.
- Cheque should be signed

Signature for affirmation of date, quantity in words / in determine Cutting

- Multilinatilation of cheque.
- Cheque ought to be crossed (now no longer for bearer cheque).
- Account quantity is withinside the deposit sleep should be clear.
- Depositor's signature withinside the deposit sleep.

Return residence: Return House method 2d residence wherein the representatives of the Bank meet after three p.m. To get hold of and supply dishonored residence which positioned withinside the Clearing House.

Online Transaction

Clients of any department of AIBL can draw cash from any department of AIBL. This is mostly a advanced carrier for the customers of AIBL than others. The net fee is Tk.50 from Tk.50001 to 200,000 and less than that's free. Customers want to pay VAT @15% on on line commission/fee. From 200,000 to above the rate is 100. simply in case of deposit, however Tk. 100,000 is free. Above Tk.100, 001 fee applicable.

Followed Marketing Strategies via way of means of AIBL

- The predominant method of the financial institution is the use of Islami banking enterprise to attract in its market.
- Providing green client carrier.
- Maintaining company and commercial enterprise ethics
- Being depended on repository of consumers and their economic advices. making its merchandise advanced and profitable to the purchasers.
- Display shared targets and professionalism.
- Sound capital base.
- Enhancement of shareholders wealth.
- Fulfilling its social commitments via way of means of increasing its charitable and humanitarian sports.
- Providing excessive high-satisfactory economic offerings in export and import trade.
- Building tight private relationships with clients and customers.
- Taking much less promotional sports and emphasizing on dating marketing.

### 3.4 Summary and conclusion

Al-Arafah Islami Bank Ltd. can be a singular aggregate of shariah and Islamic banking. Among non authorities commercial enterprise banks, Al-Arafah Islami Bank Ltd. Is a fulfillment for economic flip of events It has been assuming a



massive task to break the joblessness trouble in Bangladesh. Over 800 employees and 5500 traders are becoming gain from this association. In any case, the overpowering majority of the people in our country have faulty judgment approximately Islamic banking uncommonly Al-ArafahIslami Bank Ltd. and different Islamic banks. They can't find out any difference in its pastime among conventional commercial enterprise Banks and Islamic Banks on the grounds that they want no affordable idea concerning the workout seven as hypothesis device of Islamic banks. The Bank is resolved to run its physical games in keeping with Islamic Shariah and so it's one of a kind investment (credit) modes, various repayment plans, one of a kind charge method, various boom framework and moreover has an changecredit(Investment) method. Mark up 'indicates along with a few more incentive withinside the wake of looking for the goods but earlier than to deliver the paying homage to every other individual. This framework is recounted in Islamic Shariah for the reason that right here coins is changed over to merchandise.' Money conceives coins 'is limited in Islamic Shariah. Individuals are becoming greater income via way of means of the dealings of Islamic banking in mild of the very truth that right here quarterly top rate isn't charged and there's no hazard essential to be modified over into head. It can't check the reserve of financial institution unequivocally is based upon shops and it's miles has a primary effect thru the quantity and degree of shop. Syamoli Branch, Al-ArafahIslami Bank Ltd. Has a advanced hazard to have amazing shop data to construct it guide from the savers unit Mugdapara, Maniknagar, Basabo and Khilgaon. Visa and ATM playing cards can anticipate a extensive task in catching the unutilized coins. The financial institution wishes to present enormous fixation on higher patron care and fulfillment

## **1.5 Recommendation**

- Management need to pay little interest to fashionable verbal exchange machine similarly as protection machine, due to the fact now a day's verbal exchange and protection is large situation.
- Frequent counseling applications need to be had for workers, IFC additionally introduce a few counseling software for City Bank employees. I.E. Building Sales Confidence, World Class Customer Service Training.
- Need greater education centers specifically for the decrease and mid-stage officer and offers greater interest to the prevailing guards, messenger that can be enhance their motivation that is especially important.
- Immediately Fire and Safety machine need to be update. All papers need to be saved in experiment replica for hearthplace protection; IT department need to greater cooperative with Admin, due to the fact fundamental protection situation for Admin is IT.
- Audit document mustn't be negotiable and there need to no impact from any director.
- Need longer to place all Clearing BACH cheque to meet patron emergency. Also Bangladesh Bank needs to amplify time for region all Clearing BACH cheque to meet all scheduled financial institution patron.
- Loan guarantor and consequently the belongings that's given in opposition to the implemented mortgage as assure need to be validated greater cautiously and thoroughly.
- No excessive authority lobbying need to be familiar simply in case of passing loans.

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