

Report On  
General Banking Activities of EXIM Bank Limited  
(Ring Road Branch)

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

BRAC Business School  
BRAC University  
January,2021

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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/We have acknowledged all main sources of help.

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

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**Mohammad Anwar Zahid**  
15104086

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

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**Ms. Fabiha Enam**  
Senior Lecturer, BRAC Business  
School BRAC University

## **Letter of Transmittal**

January 9, 2021

Fabiha Enam

Senior Lecturer,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

**Subject: Submission of Internship Report on General Banking Activities of EXIM Bank Limited**

Dear Madam,

It is a pleasure to be able to handover the report of my internship program to you “**General Banking Activities of EXIM Bank Limited.**”

The internship program has provided me the opportunity to work with the employees of **EXIM Bank Limited** which gave me valuable insights about the life in an organization. This really helped me significantly to enhance my practical knowledge.

This task has also given me the opportunity to explore the activities of Bank. The report contains general banking activities of exim bank limited. it was a great pleasure for me to have the chance to work on the Bank which remains one of the Fourth generation bank in Bangladesh.

I, therefore, convey my thanks to you for your kind cooperation, supervision and advice in conducting and preparing this report. I have completed the whole program with great passion. I appreciate you will evaluate my report considering the limitations of the study.

Sincerely yours,

.....  
**Mohammad Anwar Zahid**  
ID-15104086  
BRAC Business School  
BRAC University  
Date: January 9, 2021

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between EXIM Bank Limited(Ring Road Branch) and the undersigned student at BRAC University, Mohammad Anwar Zahid, ID: 15104086

## **Acknowledgement**

First of all, I would like to pay my gratitude to the Almighty ALLAH for helping me in preparing this internship report successfully. In the preparation and finish this internship report, I acknowledge the encouragement and assistance given by a number of people and institution. I am most grateful to the EXIM Bank management to give me the opportunity to complete my internship in their organization.

I would like to express my gratitude to my University supervisor honorable **Fabiha Enam, Senior Lecturer**, BRAC Business School, Brac University for providing me detailed feedback and advice on this report. She always gave me her suggestions in making this study as easy as possible.

My heartfelt gratitude goes to human resource division of EXIM Bank Ltd. for giving me the opportunity to do this realistic study; I also want to render my special thanks to Mr. Tahsin Iqbal Suzan, Branch/Relationship Manager Vice President of Ring Road Branch, SM Noor Nobi Second Officer (General Banking), Shayke Nobe Shohel Assistant Officer, Meganour Rahman Principal officer for providing all the support in the organization. Furthermore, I want to convey my heartiest thanks to all the officers & employees of EXIM Bank Ltd. (Ring Road Branch), without their help this report could not be fulfill. And special thanks go to the respondents, who spared their time generously, and helped me to complete my research study. Finally, I convey my heartfelt gratitude to my parents for their continuous support both financially and emotionally throughout my undergraduate program at BRAC University.

## **Certificate of Approval**

This is to certify that the internship report on “**General Banking Activities of EXIM Bank Limited**” has been prepared by Mohammad Anwar Zahid, ID No: 15104086, as a partial fulfillment of the requirement of BBA degree from BRAC Business School, BRAC University.

The report has been prepared under my guidance and observation. All the data and the findings in the report are quite authentic. Furthermore, Mohammad Anwar Zahid bears a good moral character as well as a decent personality. It has been a great pleasure working with him. I wish him a great success in future.

---

**Fabiha Enam**  
Senior Lecturer  
BRAC Business School  
BRAC University

## **Executive Summary**

Banking area is growing its hand in various occasions each day. Simultaneously the financial cycle is getting quicker, simpler, and the financial region getting more extensive. As the interest for better services increases step by step, they are coming up with diverse and creative ideas or products. To survive in the competitive areas of banking sector, Most of the banking organization are looking for better services and advantages to serve their respective customers. Therefore, it has gotten fundamental for each individual to have some thought on the bank and banking system. EXIM Bank Ltd. puts stock & believes in the vision of together, towards, tomorrow. To accomplish the desire objective the bank is showing the quality at all stages with an atmosphere of persistent improvement. Banks key plans and systems administration will reinforce its serious performance over others in this quickly changing competitive environment.

In chapter one, it's all about the introductory part. In chapter two, I have researched about historical background, company profile, mission, vision, objectives, operational areas and strategy of the research. In chapter three, its all about the general banking activities of EXIM Bank Limited and then I have showed the SWOT analysis and a new form of Internet banking which is called AISER (EXIM IBANKING). In chapter four I have discussed about my duties and responsibilities while doing internship, problems that I faced as an intern and so far my internship experience in EXIM Bank Limited. At chapter five, I represent the findings about the EXIM Bank Ltd. and lastly I have given recommendation & conclusion.

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# Chapter 1

## Introduction

It is said that without theory, practice is blind and without practice theory is meaningless. An internship is designed to bridge the gap between the theoretical knowledge and real application. The prime reason of this report is to learn about General Banking Activities of Exim Bank Limited. This report has been prepared based on one selected listed Bank in Bangladesh, named Exim Bank Limited. The report has been prepared based on the information of this bank which has been gathered during the internship period. The report titled **“General Banking Activities of EXIM Bank Limited”**. No knowledge is fully complete unless it is fully supported by events on ground. Whatever may be the quality of theoretical knowledge, it is not complete without practical implication on ground. This realization is more pronounced in the study of Business Administration where experience on ground plays a dominant role. Internship program is essential for all BBA students because it helps him/her acquit with real life situation. Bank is one of the important financial institutions, so I have selected EXIM Bank Limited, which is one of the leading private banks in Bangladesh.

For this reason I have prepared my internship report on General Banking Activities of EXIM Bank Limited. Throughout the last few years Bangladesh has been experiencing a rapid and significant change in the banking sector. Not only in our country, all over the world the dimension of banking has been changing rapidly due to the technological innovation, globalization and deregulation. EXIM Bank Limited is a state owned scheduled bank in Bangladesh. It has a vital contribution towards lending and investment in economy because EXIM Bank Limited has been participating in all sectors (from industrial sector to microfinance).

EXIM Bank Limited was established in Bangladesh as a banking company under the Company Act 1913 and began its operation on 2<sup>nd</sup> June 1999. Numerically it was just another commercial bank, one of now functioning in Bangladesh but the founders were committed to making it a little bit different from other banks. EXIM Bank concerns about social

commitment and ensures cooperation among the people of all level for example- businessmen, industrialist- especially who are engaged in large-scale industry, agro-based export oriented medium and small-scale industry.

### **Rationale of the Study:**

Due to the extended contention of the extended number of business banks and the creating economy, the requests for the customers have furthermore extended than any time in recent times. Understanding the current condition, banks, especially the business banks are endeavoring and attempting their essence to draw in such countless individuals to utilize bank as their dependable saving way. So banks are coming more reachable to their customers. At present time the most veritable difficulty in the money related region or monetary region is the decline measure of loan fee and increment or high measure of expansion rate, due to political tumult and joining forces of products. So it is the risk and obligation of the top organization of the business banks to deal with the condition.

### **Objectives of the Report:**

The principle objective of the report was to give an appropriate outline of the 'General Banking Activities of EXIM Bank Limited(Ring Road Branch) with finishing the prerequisite of BBA Program. By and by the principle objective behind this exploration is a more extensive thing. The destinations of the report is given beneath:

- a) To represent an overview of EXIM Bank Limited.
- b) To know various types of general banking activities of Exim Bank Limited.
- c) To evaluate all kinds of general banking activities of EXIM Bank Limited.
- d) To identification of some difficulties of EXIM Bank Limited.
- e) To provide and suggest some recommendations for the betterment and advancement of EXIM Bank Limited.

## **Methodology of the Report:**

This report is based on primary and secondary data.

**Sources of Primary Data:** Primary data will be collected through a qualitative research method.

1. Personal interview: Face to face conversation with the honourable branch manager, bank officers and staffs.
2. Personal observation: Observing the processes adopted by each department for banking activities.
3. Conversations with the clients.
4. Practical work exposure to various branches in this industry.

## **Sources of Secondary Data:**

1. Annual report of EXIM BANK limited.
2. Newsletters and various websites are used as main sources.
3. Files and documents of the EXIM BANK Ring Road Branch.
4. Internet articles & E-books.

## **Scope of the Report:**

I will be doing the report based on this research because I am doing my internship at Exim Bank Ltd. I am working in Exim Bank Ltd Ring Road Branch. I have the advantage and scope to know about the general banking activities of exim bank limited. I will also be able to take help from the employees to gather necessary information for the report and learn more about the whole system.

## **Benefits of the Report:**

1. It will help to know the entire general banking activities of EXIM Bank Limited.
2. It will give us the sufficient amount of knowledge and information about Islamic Shariah Based Banking System
3. It offers information on goods and services for depositing.

### **Limitations of the Report:**

This research was not out of constraints. In any case, as an internee it was an extraordinary chance for me to know the financial workings in Bangladesh particularly of Exim bank limited. Some limitations are given beneath:

- a) **Time Constraints:** Basically the thing is like it's really hard to cover the entire GB (General Banking) activities in this three months when a officer or an employee would get with one or more than one year period of probationary time to do his or her specific job.
- b) **Lack of data and information:** In depth and effective information's are not available for access. There are some information which have no access and need special consent or authorization from top positioned personnel and that is not always attainable. And some ideal data couldn't be gathered due to the secrecy of business.
- c) **Lack of experience:** Despite the fact that I have made so many reports previously however I had no experience of internship before so absence of involvement is one of the major limitation of this research.
- d) **Busy working environment:** Because of their huge work schedule, officials have often been unable to provide data properly.
- e) **Insufficient & lack of well informed personnel:** The various systems and policies of the exim bank are not well informed by many branch officials. They have known slightly however, I have experienced a lot of obstacles collecting all the information's.

## **Chapter 2**

### **Historical Background of EXIM Bank Limited:**

Export Import Bank of Bangladesh Limited was formed as a banking organisation under the Companies Act 1994 In Bangladesh on 2 June 1999. On 1 July 2004, after receiving validation from the Bangladesh bank, the bank transformed its banking activity into Islamic Shariah from a conventional banking operation.

In the year 2004, EXIM Bank went public to issue shares. While this bank began its business in 1999, its growth rate in 2004 was 40.68 percent and it grew more than 200 percent from 2004 until 2007.

At present, the bank has expanded its branches to 84 and a large number of clients are receiving services from them every day. That showed that Shariah banking had an impact on the bank's growth. The bank has reached a powerful financial and business role within an operating span of as short as six years by growing its market share relative to its contemporaries and, to some extent, to private sector banks of the 2nd and 1<sup>st</sup> generations. EXIM Bank Ltd had set up 4 foreign subsidiaries – EXIM Exchange (UK) Ltd, EXIM Exchange (Canada), EXIM (USA) Inc and EXIM Exchange (Australia) Pty. Ltd to offer different monetary types of assistance (counting improvement of offices to transmit assets to Bangladeshi living in the UK, Canada, USA and Australia individually.)

### **Company profile:**

#### **Corporate information of EXIM Bank Limited-**

- Name of the Bank: EXIM Bank
- Limited Status: Private limited company
- Date of incorporation: June 02, 1999.
- Authorized capital of EXIM Bank: Taka 20,000.00
- Paid-up capital of EXIM Bank: Taka 1412.25 million
- Total number of employees: 2956
- Total number of branches (including SME/Agriculture): 131
- No of shareholders in EXIM Bank (31-12-2017): 80673
- Chairman of EXIM Bank: Mr. Md. Nazrul Islam Mazumder Managing Director & CEO  
of EXIM Bank: Dr. Mohammad Haider Ali Miah
- Subsidiary companies of EXIM Bank:  
EXIM Exchange Company (UK) Ltd, EXIM Exchange Company (Canada) Ltd, EXIM Islami Investment Limited (EIIL), EXIM (USA) Inc, EXIM Exchange (Australia) Pty. Limited.
- Location of Head Office: “SYMPHONY” Plot no. SE(F)-9, Road No. 142, Gulshan Avenue, Dhaka-1212, Bangladesh.

## **Mission:**

### **EXIM Bank gives priority to:**

1. Produce or deliver the best quality financial services in export import trade.
2. Established technological based resourceful banking atmosphere for it's ustomer/clients.
3. Deliver best quality financial facilities and opportunities in export import trade.
4. Maintaining corporate and business ethics.
5. Retain sound capital for its clients.
6. Deliver efficient customer/client services.
7. Show team spirit and professionalism in the workplace.
8. Add a major contribution to the national economy.
9. Improvement of shareholders wealth.
10. Make the product exclusive and beneficial to its customers.
11. Execute or fulfil its social commitments.
12. Ensure sustainable development and give the honorable stakeholders full value.

## **Vision:**

The concept of Exim bank's vision is 'Together towards Tomorrow'. Exim bank limited believes the solidarity with its valued customers. Exim Bank focuses on continuous improvement at all levels to achieve these desired objectives because they agree that the line of excellence is never ending. The company depends on its strategic strategies, policies and networking system so that it can develop a competitive benefit over others. Its updated quality services would be the basis for the operational performance of customers with a pattern of constant growth.

## **Objectives of EXIM Bank Limited:**

- To provide welfare oriented banking system all over the country.
- To continue, execute and direct the matter of banking in entirety of its branches.
- To categorize customers credit and other banking requirements and observe their understanding to the representation in conference of the demand.
- To develop and train all the employees and deliver satisfactory assets so that client's needs can be accurately tended to and satisfied.

- To survey and recent strategies and techniques to improve the capacity to offer better type of assistance to their clients.
- To uphold companies usefulness by balantly expressing company plans, policies and procedures to all its employees at level

### **Corporate Culture:**

Over the past two decades corporate culture has become an integral part of the business, inevitably playing a very important role in companies, employee actions and organizational operations. It is an important factor in success or failure in industry. In addition, a positive culture maybe a significant competitive advantage. Over the organizations that a business competes with. As a renowned bank, EXIM Bank Limited believes that if workers learn about their organizational culture, the work atmosphere will become more fun and relaxed for them. It would also inevitably raise their morale and contribute to increased levels of collaboration, co-operation. knowledge sharing and openness to fresh ideas and thoughts.

## Branch Locations of EXIM Bank in Bangladesh:

EXIM Bank has 131 branches in Bangladesh including SME/Agriculture. They are mentioned below-

No	Branch	No	Branch	No	Branch	No	Branch	No	Branch
1	Motijheel Branch	25	CDA Avenue Branch	49	Beanibazar Branch	73	Magura Branch	97	Rayer Bazar Branch
2	Panthapath Branch	26	Chowmuhuni Branch	50	Nabiganj Branch	74	Hemayetpur Branch	98	Morjal Branch
3	Agrabad Branch	27	Satmasjid Road Branch	51	Panchabati Branch	75	Mouchak Branch	99	Rajapur Branch
4	Khatungonj Branch	28	Bashundhara Road Branch	52	Feni Branch	76	Chapainawabgonj	100	Netrokona Branch
5	Gazipur Chowrasta Branch	29	Fenchugonj Branch	53	Dinajpur Branch	77	Neyarhat Branch	101	Sariakandi Branch
6	Imamgonj Branch	30	Comilla Branch	54	Keranigonj SME/Agri Branch	78	Dohazari Branch	102	Madhabdi Branch
7	Gulshan Branch	31	Rangpur Branch	55	Biswanath Branch	79	Sheikh Mujib Road Branch	103	Raozan Pahartali Branch
8	Sonaimuri Branch	32	Moulvibazar Branch	56	Goalabazar Branch	80	RingRoad Branch	104	Panchlaish Branch

9	Sylhet Branch	33	Savar Baz ar Branch	57	Thakur Bazar SME/Agri Branch	81	Pabna Branch	105	Sirajganj Branch
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10	Nawabpur Branch	34	Kawran Bazar Branch	58	Sonargaon SME/Agri Branch	82	Seed Store Bazar Branch	106	Narayanpur Branch
11	Narayanganj Branch	35	Mudaffargonj Branch	59	Banani Branch	83	Kishoregonj Branch	107	Dattapara Branch
12	Shimrail Branch	36	Kushtia Branch	60	Bashurhat Branch	84	Halishahar Branch	108	Shantinagar Branch
13	Rajuk Avenue Branch	37	Rajshahi Branch	61	Dhanmondi Branch	85	Balirtek Branch	109	Kazi Nazrul Islam Avenue Branch
14	New Eskaton Branch	38	Head Office Corporate Branch	62	Dhopadighipar Branch	86	Jhalakathi Branch	110	Bhola Branch
15	Uttara Branch	39	Golapgonj Branch	63	Mymensingh Branch	87	Naogaon Branch	111	CEPZ Branch
16	Laksham Branch	40	Chhagalnaiya Branch	64	Takerhat Branch	88	Mukterpur Branch	112	Joypara Branch
17	Mirpur Branch	41	Naria Branch	65	Bahaddar Branch	89	Tangail Branch	113	Jagannathpur Branch
18	Jubilee Branch	42	Khulna Branch	66	Cox's Bazar Branch	90	Charbata Kasherhat Branch	114	Tungipara Branch
19	Elephant Road Branch	43	Pahartali Branch	67	Nazirhat Branch	91	Dollai Nowabpur Branch	115	Lalpur Branch

20	Mawa Chowrasta Branch	44	Paltan Branch	68	Dania Branch	92	Pakundia Branch	116	Mithamoin Branch
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21	Bogra Branch	45	Board Bazar Branch	69	Gouripur Branch	93	Islampur Branch	117	Bagmara Branch
22	Jessore Branch	46	Bahaddarhat Branch	70	Sandwip Branch	94	Sitakunda Branch	118	Mohila Branch, Uttara
23	Malibagh Branch	47	Faridpur Branch	71	Satarkul Branch	95	Ashulia Branch	119	Aruail Branch Brahmanbari a
24	Manikgonj Branch	48	Khulshi Branch	72	Barisal Branch	96	Ashugonj Branch	120	Dakshin Shurma Branch
121	Dhanmondi Mohila Branch	124	Dhopadighir Par Branch	127	Thakur Bazar Branch	130	Sreenagar Branch		
122	Bokshagonj Branch	125	Dollai Nawabpur Branch	128	Mongla Road Branch	131	Tungipara Branch		
123	Charbata Khasher Hat Branch	126	Garib E Newaz Branch, Uttara	129	Panchabati Branch				

Figure: Branch's of Exim Bank Limited

## Organizational Hierarchy of EXIM Bank Limited:



Figure: Organogram of Exim Bank Limited

## Organizational Structure of EXIM Bank, Ring Road Branch:

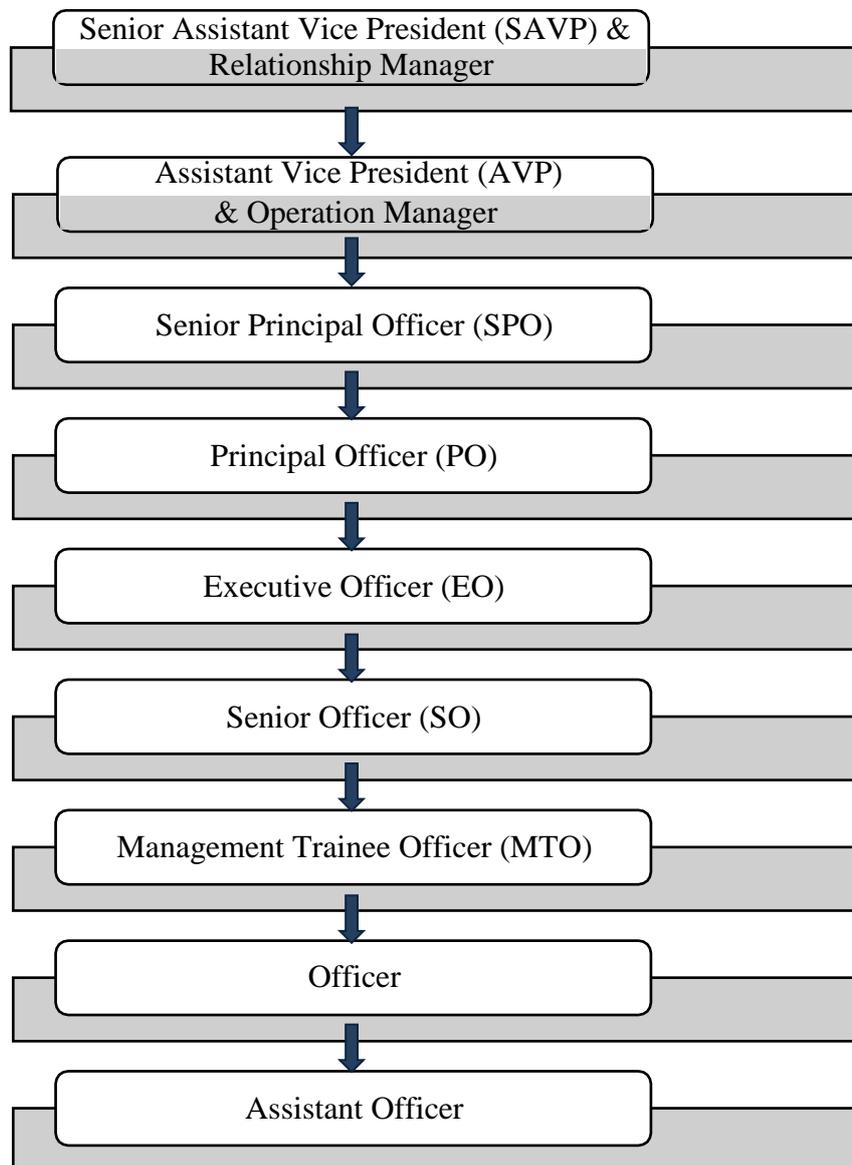


Figure: Organizational Structure of Exim Bank, Ring Road, Branch.

### Main Operational Areas:

As a commercial bank, EXIM Bank offers new technology and competent management with support for all conventional banking facilities, along with a wide scope of reserve funds and venture designed items, overseas trade and subordinate assistances. EXIM Bank emphasizes utmost significance to send out import exchange taking care of and the growth of business and private areas. Also, the bank has become the pioneer in supporting readymade piece of

clothing products. It furnishes the sector with monetary help including potential market data and advices. So it is one of the leading investors in this sector. It furnishes this area with monetary help including market data and counsel and today the article of clothing area establish the most noteworthy part of the all out fare of the organization.

## **Chapter 3**

### **General Banking:**

All Some regular kinds of work ought to be finished by each bank to run the financial organization. In spite of the fact that the method of playing out these undertakings shifts from bank to bank, the errand should be performed by all banks. Such types of work are known as broad banking from the financial perspective. The core of banking is general banking. The cash assortment activity happens here. Different offices are offered here, for example, seraph encashment, account move, account shutting. bills and settlement. So the existence blood of the financial help is the overall financial area. The activities are brought out through specific techniques, for example, Dispatch(Inward-Outward),deposit opening and shutting of A/C, Switch issue of check books, neighborhood remittance(payment request. DD,TT) assortments move conveyance, IBC, OBC, Cash, Vault, pressing and taking care of and evening banking.

### **Products and Services of EXIM Bank Limited:**

EXIM Bank Limited, Ring Road Branch delivers its clients with different types of general banking elements. These are important strategies for attracting new customers and maintaining existing ones for the bank. In addition, Exim Bank limited offers creative financial products foreign exchange services and investment options to assist its clients. These categorizations are based on the demand and specifications of customers. EXIM Bank deals mainly with five product and service forms. These include retail banking,SME banking, corporate banking, agri banking and remittance services.

## Elements of General Banking:

General banking activities consist of the following departments. These are as follows-

- Opening of A/C section
- Account deposits or Deposit section
- Closing of A/C section
- Remittance section
- Cash section
- Account section
- Clearing section

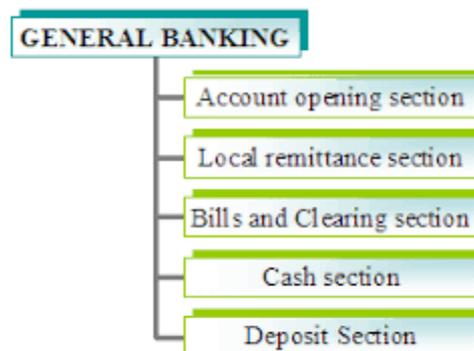


Figure: Components of General Banking

## Opening of Account Section:

Opening of account is main doorstep for bank client's to come into business. This is the main base of consumer relationships with bankers. This is one of the most significant part of a branch, since the bank mobilizes investment funds through opening account. Different standards and guidelines are kept up and different reports are received at the time of account opening. A client can open various sorts of account by this sector. For example,

1. Savings Account
2. Current Account
3. FDR(Fixed Deposit Receipt) Account
4. STD (Special Term Deposit) Account

5. Super saving scheme
6. MSS(Monthly Saving Scheme) and so on.

Some detailed account opening process and procedures are as follows:

**a) Savings Account: MSD(Mudaraba Saving Deposit)**

Mudaraba savings account (MSD) is open under the mudaraba guideline of Islamic Shariah. Mudaraba saving accounts are specifically designed for non trading clients, whom with a limited number of transactions taking place, have some possible savings. A mudaraba savings account can be opened and operated by more than one person. A mudaraba savings account can be opened by a guardian on behalf of a minor. The account gives anticipated half yearly temporary profit.

**Main Characteristics:**

- 1) Lowest initial deposit is Tk. 1000.
- 2) Attractive temporary rate of profit.
- 3) A half yearly account statement
- 4) Facility of debit card with limitation of withdrawal
- 5) SMS Banking
- 6) Cheque book facility
- 7) No charge for ATM Cash withdrawal from entire ATM booth of Exim Bank Limited.
- 8) FT(Fund Transfer) Facility
- 9) Salary crediting Facility

**Necessary Documents:**

- 1) Photo of NID Card/Passport/Chairman certificates
- 2) Signature of the Introducer
- 3) Completed form of opening account which is properly signed by the holder of the account.
- 4) Two copies of passport size photo of each operator which is approved by the introducer.
- 5) Nominee's signature and passport size photo.

**Terms & Conditions:**

- 1) The weightage of Mudaraba Saving Deposit(MSD) would be 0.75.
- 2) The account will be worked according to mudaraba principals.
- 3) As per the weighting allocated for each account atleast 65% of the investment earning will be delivered among the Mudaraba depositors.

**b) Current Account: AWCD (AL Wadiah Current Deposit)**

Al Wadiah Current Deposit or al wadia current account mainly follows the islami shariah theory where the bank is treated as an Al-Amana keeper and trustee of funds. According to the shariah concept, this deposit that works by taking authorization from depositors will be taken to use their fund and depositors would not receive any kind of benefit. As such the bank is obligated to refund all the money on request by the clients.

**Main Characteristics:**

- 1) Limitless deposit and withdrawal
- 2) Facilities of cheque book
- 3) There will be no Profit
- 4) ATM Cards
- 5) Interest free transaction
- 6) SMS banking services
- 7) Online transaction for free

**Necessary Documents:**

- 1) Two copies of each operators passport size photo which is approved by the introducer.
- 2) Opening account is fully done and signed up by holder of the account.
- 3) Photo of NID Card/Passport and chairman certificates
- 4) Signature of the introducer

### Terms & Conditions:

1. Clients can withdraw all the fund without prior notice to the bank.
2. Bank may utilize the fund at its own consideration with earlier consent of the account holder and with no risk to the account holder.
3. There are some other deposit schemes of EXIM Bank limited. For example, Mudaraba super saving scheme(MSS),Mudaraba monthly savings deposit scheme(MMSS), Mudaraba millionaire deposit scheme(MDS),Mudaraba monthly income deposit scheme(MMIDS),Mudaraba Exim student saver scheme e.t.c.

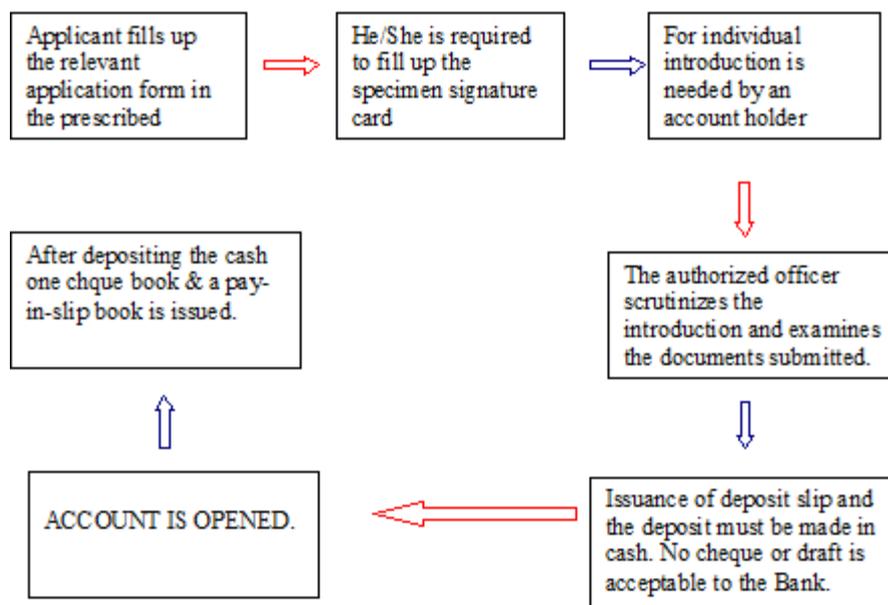


Figure: A/C Opening Procedure

## **Accounts Department:**

The accounts section is considered as the main heart center of the bank. Transactions are happening and completely done each day in the banking industry and these transactions must be registered in a proper way as the bank works with cash from depositors. Inappropriate or unacceptable transactions will lead to contradiction on credit and debit flank. The bank provides a separate section to avoid the difficulties. Its function is about checking for errors in the passing of vouchers or incorrect entries or fraudulence. This part is known as accounts section or accounts department. If any inconsistency exists to any transactions then this section will report to other concerned section. Apart from that, this branch needs to set up some inner representations and statutory representations which are to be delivered to the head office and central bank. All these declarations are prepared through this department.

### **Activities and functions of this department:**

1. Payment making of all the costs of branch.
2. Recording the exchanges in the cashbook.
3. Making the monthly statement of all the employee's salary
4. Prepare the branch's weekly role to sustain the cash reserve requirement which is submitted to the head office.
5. Preparation of the monthly role for the branch to sustain the statutory liquidity requirement which will be sent to the head office.
6. Make charges for various forms of duties.
7. Transaction list checking.
8. Vouchers recording in the register of the voucher.
9. Prepare branch budget by setting the benefit and deposit target to take requisite measures to attract and mobilize deposits.
10. Packaging the proper voucher on the basis of debit and credit voucher.
11. Making the branch's regular location, consisting cash and deposit.
12. Recording of subsidiary ledger transaction
13. Recording of general ledger transaction.

## **Deposit Section:**

Deposit section or deposit account could be a savings account, current account or some other form of banking account, that allows the account holder to deposit and withdraw money. All these completion of work transaction are noted on the accounts book of the bank and the resulting balance is recorded as the banks accountability and reflects the amount owed to the clients by the bank. A few banks preferred a free services for offering this types of assistance while others may pay the clients premium or benefit from deposited funds. Basically Exim Bank Limited pays their client benefit on the kept asset. There are many types of deposits. which is given below-

1. CD(Current Deposits)
2. Term Deposits
3. MSD( Mudaraba Saving Deposit)
4. Deposit Schemes

## **The categories of Deposit Account:**

There are 4 categories of deposit account the specifications and clarifications are given below-

- 1) Savings Account: Mudaraba Saving Deposit(MSD)
- 2) Current Deposits: Al Wadiah Current Deposit(AWCD)
- 3) Term Deposits: Mudaraba Term Deposit (MTD),Mudaraba Education Deposit
- 4) Deposit Schemes: Mudaraba Monthly Savings Scheme(MMSS), Mudaraba Multiplus Saving Scheme, Mudaraba Millionaire Deposit Scheme(MDS),Mudaraba Super Savings Scheme,Mudaraba Kotipoti Saving Scheme,Mudaraba Su-Grihini Monthly Savings Scheme,Mudaraba Femina Monthly Savings Scheme, Exim Monthly Hajj Deposit Scheme(MDH),Pension Deposit Scheme(PDS),Mudaraba Senior Monthly Savings Scheme.

<b>Savings Account</b>	<b>Current Deposits</b>	<b>Term Deposits</b>	<b>Deposit Schemes</b>
Mudaraba Saving Deposit(MSD)	Al-Wadia Current Deposit (AWCD)	Mudaraba Term Deposits(MTD)  Mudaraba Education Deposit	Mudaraba Monthly Savings Mudaraba Super Savings Mudaraba Multiplus Savings
			Mudaraba Millionaire Deposit Scheme (MDS)  Mudaraba Kotipoti Saving Scheme
			Mudaraba Su- Grehini Monthly Savings Scheme
			Mudaraba Femina Monthly Savings Scheme
			Pension Deposit Scheme (PDS)
			EXIM Monthly Hajj Deposit (MDH)  Mudaraba Senior Monthly Savings Scheme

Figure: Categories of Deposit Account

Previously i have discussed about Mudaraba Savings Deposit(MSD) & Al Wadiah Current Deposit(AWCD), now I will discuss about the rest of the categories of deposit section.

## Term Deposits:

**Mudaraba Term Deposit Receipt (MTDR):** Basically MTDR account is opened by islami shariah which is under the mudaraba(sharing profit) principal. The clients known as Shaheb Al Mal supply 100% of the capital under the above principal and the bank known as Mudarib is the one giving its expert information to contribute the capital and deal with the venture project. This MTDR is a particular deposit scheme period that is not payable until the maturity date. High range of profit on deposits are delivered by Exim Bank Limited. Generally this account can be opened by clients or general people or company for a certain period of time and the range of benefit depends on the terms of the deposit. On the other hand the head branch of exim bank decides and circulates the lowest deposit volume of MTDR, renewal process, rate and premature encashment rules continuously. Weightages of MTDR account are given below:

<u>PERIOD</u>	<u>Weightage</u>
01 Month-----	0.83
02 Months-----	0.83
03 Months-----	0.88
06 Months-----	0.92
12 Months-----	0.96
24 Months-----	0.96
36 Months-----	0.96

Figure: Weightage of MTDR Account

### **Main Characteristics:**

- 1) Any mature person or any companies/organization.institution can open MTDR Account with any branches Of EXIM Bank.
- 2) The lowest or minimum deposit rate is ten thousand(10,000) taka and above but multiple of taka one hundred(100) only.
- 3) The profit shall be measured or counted on regular basis on a provisional profit rate and shall also be applied on the due time of the maturity.
- 4) Clients can open one or multiple accounts with the same or different branches of the bank with same name of him/her.

**Mudaraba Education Deposit:** Mudaraba education deposit scheme is specially designed deposit scheme for the parents of students.& it is also designed for mudaraba student savings deposit account as well.Any parent or legal guardian will manage the accounts(to be stated in due field) until the account holder becomes adult(to be reported to the bank by the operator or the account holder himself).

### **Main Characteristics:**

- 1) Noticeable and extra ordinary provisional rate of profit.
- 2) No service charge & no account maintenance fee
- 3) Initial minimum deposit is 100 taka
- 4) Minimum balance for account maintenance is 500 taka
- 5) Half annual statement of the account
- 6) Facility for payment through the A/C of tuition fees.
- 7) Free ATM withdrawal of cash from all EXIM Bank ATM's.
- 8) Debit card restricted withdrawal facility
- 9) Free SMS Banking for checking balance or statement

**Deposit Schemes:**

**Mudaraba Monthly Savings Scheme(MMSS):** Basically it is a month to month saving plan that protects the future of the clients easily. Today's little investment funds or savings will bring so much happiness for tomorrow. The reserve funds period 3,5,8,10 or 12 years and the installment is tk 500/-,1000/-,2000/-, or 5000/-. Furthermore the bank has the authority to adjust the deposit weight and correct percentage of the distribution of earning investment.

**Mudaraba Super Saving Scheme:** Savings always help to build up wealth and key source of business investment in country's capital. That is why savings are considered the utmost foundation of growth. Exim Bank provides mudaraba super saving scheme to their clients to generate more awareness and inspire people to save money. Any individual can open more than one account in any branch in his/her names or in joint names. A receipt of deposit will be delivered at the time of the account opening. The deposit money can be made in multiples of taka 5000/-. Nearly in 5 years and 6 months the money regarding deposit would be roughly double. The period of savings regarding mudaraba super saving scheme is for 3,5,8,10 or 12 years and the payment is taka 500/-,1000/-,2000/- or 5000/- necessarily. Exim Bank is fully entitled to adjust the weightage of deposit money.

**Mudaraba Millionaire Deposit Scheme & Mudaraba Kotipoti Saving Scheme(MMDS & MKSS):** A scheduled and organized savings scheme that assist customers at all competitions & societies increase their resources by providing their reserves with a astounding return. It is a savings scheme that assist customers of all levels to make a meaningful contribution to their families by delivering a fund in the financial trouble of the family.

**Necessary Documents:**

- 1) Two copies of recent passport size photo of the account holder
- 2) Copy of National id card/passport/certificates of chairman or ward commissioner of the account holder which will be accepted by bank.
- 3) One copy of recent passport size photo of nominee which attested by holder of the account.

**Main Characteristics & Advantages of MMDS & MKSS:**

- 1) Attractive turnover rate
- 2) Deposit on scheduled payment basis
- 3) Monthly payment can be placed through standing debit order from the designated Mudaraba SB or CD account.
- 4) Bank is entitled to adjust the weightage of deposit and circulation ratio of income investment.

**Withdrawal:** Mudaraba Millionaire deposit scheme and Mudaraba Kotipoti saving scheme deposited amount is not generally encashable prior to maturity. The following terms and conditions will be applied if any depositor wishes to encash his/her account prior to maturity due to certain unavoidable situation:

- 1) The profit and benefit for premature encashment within one year will not be allowed.
- 2) If it is encashed after 1 year but before maturity, the benefit will be delivered at the provisional rate of Mudaraba savings deposit.

**Mudaraba Su-Grehini Monthly Savings Scheme:** Basically this is a scheduled benefit scheme that helps all material & societies housewives increase their wealth by offering an exceptional return on their savings.

**Mudaraba Femina Monthly Saving Scheme:** Basically this is essentially a proposed monthly saving scheme that helps female workers by offering funds in the financial difficulties of a family to have a fruitful effect on their family.

**Necessary Documents of MSGMSS & MFMSS:**

- 1) 1 copy passport size photo of applicant attested by account holder.
- 2) 2 copies of recent passport size photos of account holder.
- 3) Cheque book will not be issued under the scheme.
- 4) The bank must be promptly informed of any change in the information given by the client.
- 5) At any time the bank is fully entitled to change the weightage, benefit circulation principles or other rules of the scheme as per the bank's standards and policy.

**Encashment Rules for MSGMSS & MFMSS:**

The total amount of Mudaraba Su-Grehini Monthly saving scheme and mudaraba Femina Monthly saving scheme is not en-cashable in earlier maturity.

- 1) As far as the Mudaraba Su-Grehini Monthly saving scheme and the Mudaraba Femina Monthly saving scheme are concerned, no profit will be charged to the investor.
- 2) Due to some unavoidable circumstances, if any investor plans to encash his/her account before maturity, the Mudaraba Monthly savings deposit scheme's rules and regulations for premature encashment will be followed.

**EXIM Monthly Hajj Deposit:** Basically Exim Bank Limited offers this monthly Hajj Deposit Scheme which is for 5,8,10,15, and 20 years with a little amount of deposits per month with 11 percent profit, respectively, in terms of easy arrangements for performing Hajj.

**Mudaraba Senior Monthly Savings Scheme:** Exim Bank Limited provides the Mudaraba Senior Monthly Savings account for senior citizens to safely and conveniently perform their regular banking transactions. This scheme is ideal for senior countrymen who want to have good returns to their savings. Exim Bank deducts a monthly fee for this scheme account and delivers their respected clients with certain profit.

**Necessity of this Scheme:**

- 1) This scheme which assist the senior citizens to keep their income in valuable account.
- 2) It is a scheduled and planned scheme that motivates the senior citizens to keep their precious and hard earned income in the valuable account.

## Account Closing Procedures:

Account closing may happen when:

- 1) The clients wanted the account to close
- 2) The termination of an account can take place
- 3) If Exim Bank notices that the account has been inactive for longer period of time
- 4) If Exim Bank receives an order from the court issued by Garnishee.

To close the account, the cheque book has to be returned to the bank. The payments are received by Exim Bank from the debit account and the balance is charged to the clients. The required entries are given to the account closing register and computer. In case of a joint account, both of the joint holders should sign the application to close the account.

## Local Remittance Section:

The term remittance means the distribution of money from one place to another by post and transmits. Commercial bank provide their clients with remittance facilities by collecting money from one branch of the bank and facilitating the payment process to another branch within that region. Banks take the risk on behalf of the clients to remit the fund to save them from any unusual and uncomfortable incidents which is happening through the system of their branches and confirm the payment in return for a littlebit of profit known as commission. One of the most crucial side of commercial banks activities to its clients is the remittance of funds. There are three components of remittance section. Those are given below-

- 1) Payment Order(PO)
- 2) Demand Draft(DD)
- 3) Telegraphic Transfer(TT)

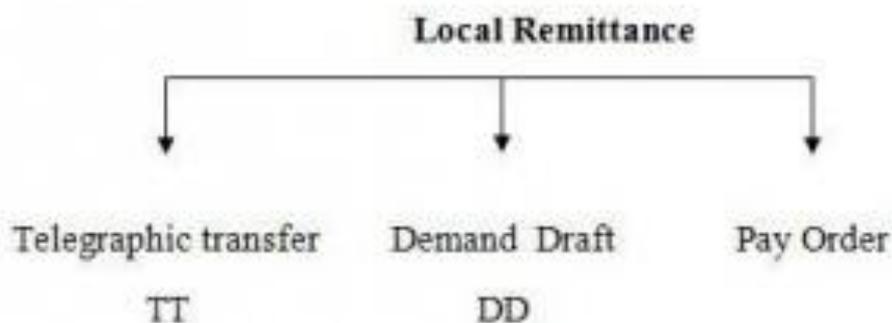


Figure: Remittance Section

**Payment Order (PO):** Payment order is a credit statement that is non-negotiable. It is commonly used as a cash option. It can also be used as loan security. In terms of a specified charge a bank issues the pay order to securely exchange cash. Pay order can be used for exchanging money as cheques where different banks clients can simply credit by pay order clearing.

**Demand Draft (DD):** Demand draft is almost same to telegraphic transfer except for the use of a demand note for shifting money from branch to branch of Exim Bank limited. Demand draft is a kind of exchanging bill. When shifting cash/currency safely from one city to another city, people use demand draft. Because it can quickly and freely shift the money between the various branches of the same bank. Fee's of demand draft as follows-

<b>Amount-----</b>	<b>Percentage of Charge</b>
<b>0-25000_____</b>	<b>15%</b>

Figure: Charges for D.D

**Telegraphic Transfer:** Telegraphic transfer is a method for shifting money from one bank to an alternate location or from one branch to another branch of different location of the similar bank via telex or telephonic message. There are various types of telegraphic transfer such as Telephone, Mobile, Telex, Fax and Telegram. Telegraphic transfer is one of the most fastest and convenient but costly method.

**Cash Section:**

The cash section is very impressible part in a branch and is handled with special care. All the activities of this department is being visible at the beginning of the banking hour. The cash officer takes money from the vault to start the regular transaction known as the cash balance opening. In addition the vault is held in a restricted locked room where no one but the cash officer and the in charge of the branch can enter. The quantity of opening cash balance is then enrolled in the register of cash. The remaining cash is then kept in the vault again after the

regular cash transactions have been completed, which is known as the closing balance.

Department of cash usually observe these things:

- 1) Maintaining the cheques
- 2) Supply money to depositors
- 3) Record regular transactions
- 4) Collect money from depositors
- 5) Record branch's monthly closing transactions

### **Clearing Section:**

Clearing is a method in which a bank can accumulate funds through a clearing house from one bank to another. The clearing house is simply a location where different bank representatives collect and send cheques to another bank. According to the Article 37(2) of the Bangladesh Bank Order, Scheduled Banks are banks who are members of the clearing house, it's the duty of the scheduled banks to recognize and clear the various banks cheques. The clearing house is mainly run by Bangladesh bank in Dhaka, Chittagong, Khulna, Rajshahi & Bogra e.t.c. If there will be no branch's of Bangladesh bank exists then Sonali bank will control the tasks and functions. Furthermore, the key purpose of the clearing segment is to operate financial instrument such as PO, DD, Cheque, e.t.c. with well being and the safety of monetary transaction for the benefits of the consumers by Bangladesh Bank Clearing House, OBS, IBC.

### **This part observes in the following things:**

- 1) If the bank is paying inside in the Dhaka city.
- 2) If the bank is outside of the Dhaka city. Then OBC (Outward Bill for Collection) will clear those cheques.
- 3) If it's their own branch that pays. IBC (Inter Branch Bill for Collection) will clear these cheques.

### **Types of Clearing:**

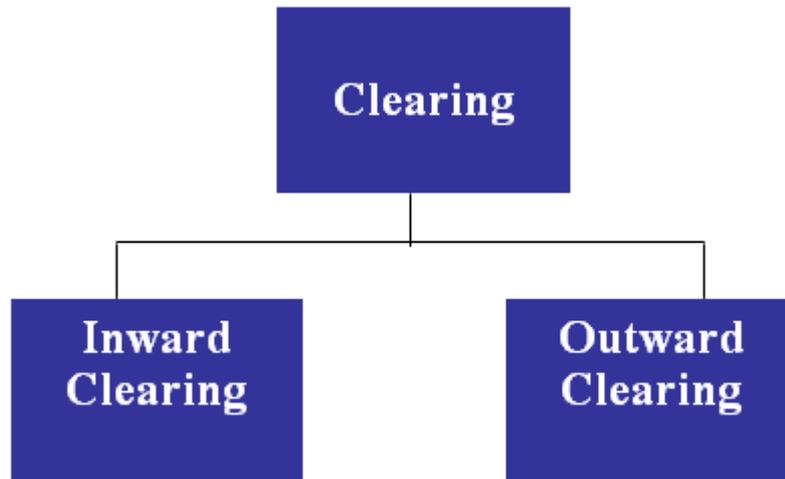


Figure: Types of Clearing

**Inward Clearing:** When the client's cheque is issued from another banks for collection, the following should be reviewed very consciously:

- 1) The cheque have to be crossed.
- 2) The quantity of figure and words in deposit slip will be same.
- 3) The cheque should not be carried a date older than the receiving date for more than 6 months.
- 4) The collecting bank should enquire about if the endorsement is done appropriately or not.
- 5) Respective pay order register
- 6) Instrument's cancellation
- 7) Inward Register Entry

**Outward Clearing:** When the bank's branch's receive a cheque from its consumers drawn

for collection by clearing house from the different banks within the internal local clearing sight, it is called outward clearing. The outward clearing procedures are as follows-

- 1) The elements which has been scheduled to the main branch of Exim Bank Limited after issued an IBDA which Intern Branch Debit Advice.
- 2) Clearing stamps have to be attached with the instruments.
- 3) Signature authorization endorses instruments
- 4) The client gets the commitment marked instruments and furthermore branch code number joined on the instruments.
- 5) Vouchers and details of the instrument are documented in the "Outward Clearing" register
- 6) Instrument's receipt along with payment in slip
- 7) Instrument's checking and paying in slip
- 8) Clearing Seal
- 9) Special Crossing Seal
- 10) Signed Endorsement Seal

## EXIM Bank's SMS Banking Service:

EXIM Bank has introduced SMS Banking services to provide direct access to customer account information any time at anywhere. Any cell phone user with an account in EXIM Bank Limited will get this service easily. Offers in SMS Banking are-

- 1) Inquiry of Balance
- 2) Small Statement
- 3) Help of services
- 4) Account Information

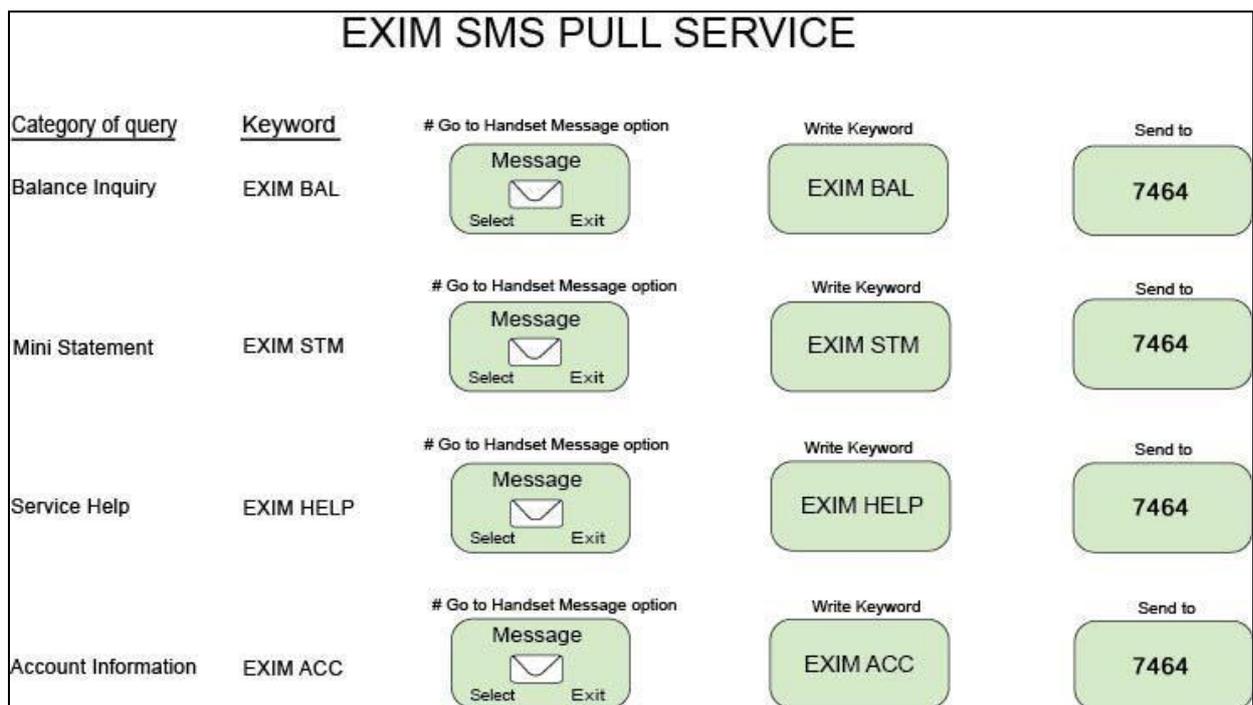


Figure: Exim Bank SMS Service

## Advantages of SMS Banking:

- 1) Fast and simple control over the status of the bank account
- 2) SMS Banking Service of EXIM Bank is available and reachable for both corporate and individual clients
- 3) Limitless and countless message service received despite the amount of transactions of the clients

### **AISER(Exim IBanking):**

Exim bank has launched new addition to their banking activity called AISER which means Access Ibanking with secured and easy rationale. This is called actually internet banking because through this process internet banking has been done properly and efficiently. EXIM IBanking which is internet banking. It really make a lot of positive impact on banking activities.



Figure: Exim IBanking(AISER)

### **SWOT Analysis:**

SWOT Analysis is a simple but broadly used tool that surely helps in understanding the strengths, weaknesses, opportunities and threats engaged in a project or activities. This analysis helps organization to know their current work condition and also focus attention to upgrade their actions or performances in future in compare to their strengths of the opponents. I have made a SWOT analysis on the basis of the current condition of EXIM Bank Limited Ring Road Branch.

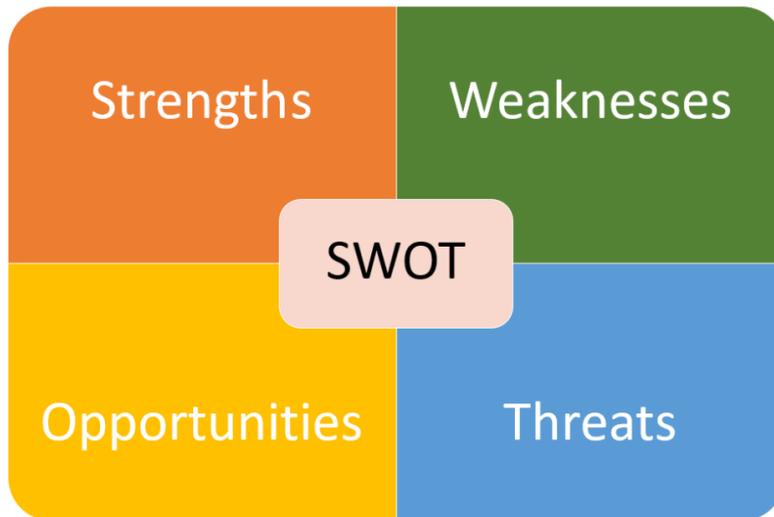


Figure: SWOT Analysis Diagram

**Strengths:** The strengths of EXIM Bank Limited, Ring Road Branch that can find out from the SWOT analysis are given below-

- 1) Exim Bank Limited have so powerful and strong board of director which helps to make the bank more reliable and trustworthy.
- 2) The reputation of Exim Bank was always on the top so that it holds one of the highest position of banking industry in Bangladesh and globally.
- 3) Exim Bank has strong online facilities to work smoothly in every sectors.
- 4) All the activities of Exim Bank Limited are directed by the rules and regulations of Islami shariah as it's islami shariah based bank where profit is the lawful substitute of interest
- 5) Exim Bank has gained loyalty of the clients by delivering them with best quality services.
- 6) EXIM Bank Limited, Ring Road Branch has a amazing and friendly corporate culture that inspires the employees and stuffs to work more passionately.
- 7) Exim Bank has a much stable and positive financial stability.
- 8) Exim Bank has already gained extra ordinary growth in payment and revenues sector.
- 9) The total number of loans,deposits and advances are also increasing quickly.
- 10) Exim Bank giving more profit rate than other banks.

**Weaknesses:** The weaknesses EXIM Bank Limited, Ring Road Branch that I classified are given below-

- 1) EXIM Bank Limited, Ring Road Branch's quality of providing services is not that much good and efficient with respect to other branches of the bank
- 2) Inadequate advertisement and promoting of bank's products and services
- 3) Exim Bank follows the conventional banking system in GB(Geneal Banking) sector that means this method and procedure is not fully computerized.
- 4) The disguised of employment have already been seen in this bank.
- 5) Exim Bank Limited, Ring Road Branch's location is not in a proper and suitable area.
- 6) The geographical coverage of Exim Bank is too low.
- 7) Exim Bank has the system limitation that's why the activities of this bank would hampered.
- 8) Exim Bank has shortage of ATM Booth.
- 9) Exim bank doesn't have any R&D(Research and Development) sector.

**Opportunities:** The benefits that are available in EXIM Bank Limited, Ring Road Branch are stated below-

- 1) Exim Bank can extend their marketing side to strengthen the branch.
- 2) Plan implementation are great opportunity regarding this.
- 3) It identifies the customer needs.
- 4) Rapid Penetration creates positive impact in this regard.
- 5) Online banking facilities will improve the productivity and effectiveness of banking activities.
- 6) To gain a competitive edge over their rivals,Exim Bank limited should extend their product line.
- 7) Exim Bank should implement and increase the ATM Banking facilities.
- 8) Exim Bank may implement a different corporate structure for corporate clients or job holder and it should be divided by their occupations such as lawyers,doctors,engineers e.t.c.
- 9) In the coming years the development of the global economy and foreign trade could deliver the banking industry with excellent growth opportunities.In addition SME's and retail banking will provide a enormous opportunity to expand.

**Threats:** The possibility of threats for EXIM Bank Limited, Ring Road Branch are mentioned below-

- All the existing and upcoming multinational, private and foreign banks create a massive threat to EXIM Bank Limited
- The deterioration of Bangladeshi Taka(BDT) against main currencies (such as USD, EUR, JPY, etc.) is a crucial threat to overseas trade exchange and benefit
- The helpless remuneration bundle of the laborers from mid level to the low level position is an explanation behind dangers to worker inspiration
- The macroeconomic condition of the country can deteriorate the banking industry
- Local competitors can gain a large market share by providing same products and services offered through the bank

## **Chapter 4**

### **Duties and Responsibilities as an Intern:**

Internship program is a mandatory requirement for any student of BBA in BRAC University. I was an intern at EXIM Bank Limited, Ring Road Branch and assigned to work in the general banking department of the bank. In this short amount of time of internship program I have learned various procedures regarding general banking and other financial activities of EXIM Bank Limited, Ring Road Branch. Moreover, each and every employee of EXIM Bank were cooperative and friendly. They helped me throughout the entire period of my internship. During my internship period, I worked in different departments. As an intern my activities were as follow-

- 1) **Account Opening:** I have worked mostly in general banking section of EXIM Bank Limited, Ring Road Branch. This department basically deals with opening and closing of bank accounts. From my departmental work I have learnt the various types of accounts along with their features and the necessary documents required to open a bank account.

These different types of accounts are- Al wadia, Mudaraba Savings Deposit, Mudaraba Term Deposit receipts etc. Moreover, my immediate supervisor helped me to know what amount of interest rate clients will get from these different kinds of accounts, how to deal with the clients versatile questions regarding various accounts opening, how to search the desired cheque books from the bundle according to client's requirements, needs,wants,demands and many more.

The following activities which were done by me-

- i. Delivering the clients appropriate info's regarding what type of documents will be necessary to open an account.I was telling them that they need two copies of their recent photograph and asking for two copies passport size photo of the nominee and the photocopy of the customer's and nominees national ID(NID) card.
- ii. Making accurate and proper correction of incomplete forms that were identified by audit's internal section.For example,there were some sort of forms that were filled up without putting account number, nominee's details, customer ID, Tax Identification Number(TIN), National ID Card number e.t.c.My task was to complete those forms with accurate information's from attached required certificates or copies.
- iii. Fill up the Know Your Customer (KYC) form for corporate and personal risk rating. After done with the form properly, I was putting various seals on the forms,those seals included the name of account opening officer,the name of the assistant relationship manager, relationship manager, operational manager,seal of the branch etc.
- iv. I was making numerous calls to the clients for collecting necessary photo,trade license's photocopy,NID or other inquiries.
- v. Distribution of necessary cheque books by asking clients name, account number and then verifying them as well as I have received it from the courier portal.Besides,from time to time I had to make phone calls to those clients who didn't collect their cheque book after passing 2 or 3 months or more.
- vi. I have used photocopy,scan machine and printing machine numerous times for necessary purposes
- vii. Finding the MTDR, MSTD, SB and old account opening forms that were closed.
- viii. Enrollment of newly opened bank accounts in the register book with the name, account number and opening date of the account holders.

- 2) **Filling Up Pay Orders:** A part of EXIM Bank's regular activities was to issue pay orders. I have received more than two or three pay orders per day. Customers were initially provided with a pay order form. There were some vacant spaces in the pay order slip where the client needed to write down his/her account name, account number, amount of money etc. After completing the form, clients were asked to pay the money in cash or cheque. After that a pay order was given by an official in charge.
- 3) **Bill Clearing Section:** In this section I used to put seals for example- the seal of the Branch, endorsement seals on the cheques received. I used to verify whether the account number, account holders name were correctly written or not, as well as the amount written appropriately in numbers and words both.
- 4) **Sending Emails and Printing Necessary Documents:** I used to send e-mails to other EXIM Bank branches and attached essential documents to them as well. In addition I used to print numerous documents and attachments about the opening of bank accounts to assist the officials. It was necessary to fill out these documents in order to open an account at the bank.
- 5) **Checking Client's Bank Balance:** If any client needs to know their bank balance then it was my major duty to check their bank balance as an intern. For current balance inquiry, EXIM Bank's MIS Portal Reporting is used where the client's A/C number has to be entered and then the current A/C balance will be displayed to them.

### **Problems that I faced as an Intern:**

This was the first time I worked in any organization. It was totally a new experience for me.

During the internship period I faced several problems. They are mentioned below-

- 1) Knowing the people in charge and hierarchy of EXIM Bank Limited
- 2) Adapt to the working environment
- 3) I was first concerned about filling up client's names, numbers, address because there was no scope of over writing and error, after writing those essential clients information I used to double check that took a huge amount of time.
- 4) EXIM Bank's internship program is non-paid, but the job atmosphere and surroundings sadly outweighs the payment problem.
- 5) The bank job was quite tedious, unexciting and not challenging at all.

- 6) The software used by Exim Bank was not completely available and accessible for their interns all the time, only theoretical information was given, which was inadequate and insufficient to understand the overall bank procedure.

### **Impacts of Internship Experience in My Career:**

All The employees, staffs of EXIM Bank Limited Ring Road Branch, were very humble, helpful and friendly. They have helped me to adapt quickly with the bank's atmosphere and surroundings. Doing my internship in this Bank really helps me to know the banking industry and all the banking functions. Since my major concentration was in general banking, so I was more involved with that than other sectors of the bank. Moreover, I sincerely believe that this internship experience will help me more to build up my career prospects. So far my learning experience is as follows-

- 1) I have learned the procedures to open various accounts in EXIM Bank Limited
- 2) I also observed the procedures to close an account
- 3) I have learned how EXIM Bank supply the information to their clients
- 4) Verifying signature in different documents were one of the main learning's from the bank
- 5) I have experienced the formalities to issue the pay order and cheque book
- 6) Learned about the workplace environment
- 7) I have learned how to maintain office etiquette and how to behave with supervisors and staffs
- 8) I have learned how to be responsible and liable for my own responsibility and actions

## **Chapter 5**

### **Findings:**

I have observed both positive and negative aspects of EXIM Bank Limited, Ring Road Branch. Here I have discussed about the negative or poor activities of this branch so that the management team and the authorities can concentrate and focus more carefully on these areas.

The major findings of my studies are as follows-

- 1) **Lack of Modification:** The Exim bank limited (ring road branch) is not furnished with

modern facilities and not so attractive to look at. Their used elements like furnitures and other stuffs and relevant materials are below standard.

- 2) **Working environment is not suitable:** Here the work atmosphere is so noisy and full of crowd sometimes. It is really unusual and bad for any financial organization and also harmful for security purpose.
- 3) **Requirement Segmentation:** Exim Bank has no segmentation to handle different type of clients. They are equally treating of all the clients to provide service. But high positioned clients seek an extra honor from bank or organization.
- 4) **Objectives of the Client's:** Behavior towards customers should be improvised. Clients satisfaction is one of the main motto of Exim Bank, so they need to adapt decent behavior to deal with clients.
- 5) **Lack of Good Co-operation:** Pretty much every organization has this sort of problem. But it ought to be limited to quicker the administration as it is one of the very well known monetary association and on depends to another to finish a process perfectly.
- 6) **Complicated Rules and regulations to open A/C:** The process of opening an account are full of complicated rules and regulations (as per Bangladesh Bank). It's a major problem for illiterate people. So Exim Bank need to look forward of it.
- 7) **Customers Understanding Problem:** In Exim Bank most of the clients can not understand the islami shariah for example, Mudaraba, Mushraka, Bai muajjal e.t.c. So this is one of the big challenge for Exim Bank Limited.
- 8) **Lack Of Efficient Workers:** Exim bank don't have much efficient workers to operate several sectors of the bank.
- 9) **Customers Complains:** Most of the complains of clients are connected with lengthiness and time consuming of tasks. But this will not be done for slow and lack of genuine barrier of the management.

## **Recommendation:**

Basically for general banking process. Exim Bank has some problems. I would like to give some recommendations and endorsements to solve the problems relating to the topic mentioned above of EXIM Bank Limited and also to improve the performance of this bank regarding general banking. The following recommendations are only proposals to improve the performance in order to achieve customer satisfaction so that the customers will pay more attachment to EXIM Bank Limited. Here, some recommendations are mentioned below-

- 1) **Technological Modification:** Exim Bank ring road branch should be more technologically rich than current time. Then technological modification will help to convert all manual tasks into computerized system.
- 2) **Information of Call Establishment:** Each and every branch should launch an information cell with some executives who will be able to deliver all sort of information regarding banking and respective branch.
- 3) **Handling Client's Well:** I think the officials of the branch should be more trained up and need to learn properly that how to handle many types of clients. The train should be arranged for all department of this branch not only for GB (General Banking) sector.
- 4) **New Recruitment:** Exim Bank should recruit new employees to serve their clients properly.
- 5) **Provide Quick and Easy services:** Proper banking software should be applied to provide some quick and easy services to its clients.
- 6) **Offer competitive interest rate:** Exim Bank should offer high competitive interest rate to attract depositor to increase the liquidity. Then it will be able to deal with call money business in the age of fluctuating rate of exchange.
- 7) **Open New Branches:** Exim Bank can open more branches to reach more customers.

- 8) **Update Online Banking System:** Exim Bank's online banking system needs to be more updated to attract more customers.
- 9) **Decrease of Expenditure:** It is very essential to reduce the expenditure of Exim Bank Limited. This bank's expenditure is very high rather than other banks.
- 10) **Increase of Performances:** Exim Bank should upgrade their performances by involving efficient decision maker in the managerial level and by conducting training programme continuously.
- 11) **Remove Slow rate of profit:** Exim Bank's growth rate of profit is comparatively slow. So they should have taken necessary steps to upgrade the profit.

## **Conclusion:**

In Bangladesh the beginning of the Islamic banking is not so far. It's a new concept of banking emerging in Bangladesh, so there is going to be some issue facing Islamic banks. But they have to improve too quickly because the banking industry is growing too fast, and many new banks are open to the public. So the competition is going to increase much more. Therefore, the core product is the same as with all banks, they have to emphasize their additional product, price and also the physical method and operations. Finally it can be said that Islamic banking has a big future in Bangladesh and a bank like EXIM Bank can prove itself as an idol in Bangladesh's banking sector.

The main purpose of the internship program is to learn knowledge from real time experience and to compare this practical knowledge with theoretical knowledge. It has been one month only for my internship. As I have joined in Exim Bank lately due to personal difficulties. So during this insufficient time of the internship period, it was not possible for me to go to the depth of each activity of the department of Exim Bank. So the main motto and objectives of the internship period have not been yet properly fulfilled with fully satisfaction. However, I have tried my level best and the maximum effort has been given to obtain the main purpose and intention of the internship program.

I sincerely believe that this research study will provide EXIM Bank Limited with guidance on its future planning and efficient operation in order to obtain its target in the competitive business field.

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## Appendix: List of Acronyms:

EXIM	Export Import Bank Limited
A/C	Accounts
DD	Demand Draft
FDR	Fixed Deposit Receipt
PO	Payment Order
TT	Telegraphic Transfer
BC	Bankers' Cheque
TIN	Tax Identification Number
MSD	Mudaraba Saving Deposit
MSTD	Mudaraba Short Term Deposit
KYC	Know Your Customer
PIN	Personal Identification Number
L/C	Letter of Credit
STD	Short Term Deposit
PL	Personal Loan
GB	General Banking
ATM	Automated Teller Machine
CC	Credit Card
IRC	Import Registration Certificate