

Internship Report on

Setting Up a New Branch

A CBL's Approach



Setting Up a New Branch: A CBL's Approach



Prepared for: Ms. Shawla Sowat Siddique
Internship Supervisor
BUS400

Prepared by: Sabbir Bin Ehsan
Student ID: 07304070
BRAC Business School
BRAC University

Date of submission: 25th January, 2012

Letter of Transmittal

Internship Supervisor,
Ms. Shawla Sowat Siddique
BRAC Business School
BRAC University

25th January, 2011

Subject: Letter of Transmittal

Dear Madam:

With pleasure I hereby submit my internship report on '**Setting up a new branch: A CBL's approach**' which I have been assigned to determine the process in detail of how a scheduled commercial bank sets up a new branch. I worked as an Intern for 12 weeks at 'Infrastructure Development' (ID) of General Administration Division (GAD) of The City Bank Ltd. (CBL) where their prime job is to build new infrastructures for CBL. They build new branch, ATM booth, AMEX lounge to facilitate the growth of their business. I have got the opportunity to closely work with the ID team and gained real work experience starting from contacting the architect firms, communicating with the vendors, giving work order and follow up till the construction is completed.

As you will come across in the report, it focuses in detail all the procedures that must be followed to set up a new branch. Here for convenience, I have opted to portrait a real life example rather than a hypothetical case of setting up a new branch at **Pallabi, Mirpur** which has been constructed during my internship period. Thank you for permitting me to work on the topic. Hope that you will find this report worth all the labor I have put in it.

Yours sincerely,

Sabbir Bin Ehsan
ID: 07304070
BBS, BRAC University

Acknowledgement

I would like to thank my honorable faculty internship supervisor, Ms. Sayla Sowat Siddiqui, Lecturer, BRAC Business School, BRAC University for providing me with the opportunity and privilege to work on this topic. I would also like to thank Ms. Shanzida Sahab Uddin, Career Services Officer, CSO for her guidance and advice.

I would like to thank my organization supervisor, Mr. Ismet Ali Moeen, SAVP & Head of 'Infrastructure Development' of General Administration Division for being so friendly and putting me into different tasks from conducting market surveys to on-site supervision of construction works and negotiation with the land-lords which gave me an exposure how a back office like ID of General Administration Division supports its front offices contributing in the growth of the business of CBL. I would also like to express my sincere gratitude to Mr. Kamrul Islam (SEO, Technical), Mr. Tawfiq Elahi (Executive Officer), and Ms. Farhana Abedin (Officer), who gave me information about the procedures both legal and technical along with graphics, maps and illustrations require to set up a new branch. Their earnest cooperation and guidance have made this project as seamless as possible.

Executive Summary

The City Bank Ltd. (CBL) has started its journey in 1983 through opening its first branch at BangaBandhu Avenue in Dhaka. It was a visionary entrepreneurship of 13 local businessmen who laid the foundation of CBL. Its directors begin their journey with only Taka 3.4 crore worth of capital which is now a respectable Taka 330.77 crore as capital and reserve. The City Bank does not follow the traditional decentralized operation rather the vertical command line that starts from the head office and go through 4 distinct business divisions which are Corporate Banking , Retail Banking , SME Banking and Treasury & Market Risks.

CBL currently has 90 online branches and 10 SME centers, 2 Agri and 1 islamic branch across the country. And the number of the branches and centers are growing every year. It has 122 ATMs on its own and ATM sharing management with a partner bank that has more than 550 ATMS across the country. CBL has a plan to end the current year with 200 own ATMs.

The City Bank is the first bank in Bangladesh to have issued Dual Currency Credit Card – Master Card and VISA card. The bank is a principal member of VISA international and it issues both Local Currency (Taka) & Foreign Currency (US Dollar) card limits in a single plastic. City Bank has launched American Express Credit Card and American Express Gold Credit card in November 2009. It is the local caretaker of the brand. Both cards are international cards and accepted by the millions of merchants operating on the American Express global merchant network in over 200 countries and territories including Bangladesh.

Infrastructure Development (ID) is a sub division of General Administration (GAD) Division of The City Bank Ltd. (CBL) where I worked as an intern for 3 months. It is a part of the back office which supports the front offices of CBL. The main purpose of ID as the name suggests is to develop infrastructures i.e. bank branches, ATM booths , and AMX lounges contributing in the growth of the business of CBL.

To build bank branches CBL has to go through many legal and technical steps. Starting from seeking permission from Bangladesh Bank, selecting sites, choosing the best alternative,

appointing architecture consultant, approving designs of the consultant, calling tenders, approving cost approval, giving working orders and finally rigorously inspecting till the construction work finishes and ready for opening.

This report unveils 16 steps necessary for building a bank branch. It looks into all details that clarifies the procedures require to set up a new branch. Official file work, legal papers, consultant architecture's BOQ and design layouts, contractor/vendor's construction image and other illustrations have been integrated into the report to get a complete picture of how CBL approaches to set up a new branch.

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Introduction

As a concluding part of the Bachelor of Business Administration (BBA) program, I was assigned to do an internship at The City Bank Limited (CBL) in my last semester to get an exposure in the corporate world. The internship program was organized and coordinated by the Career Service Office (CSO) of BRAC University. At The City Bank Limited I was placed at the 'Infrastructure Development' (ID) of General Administration Division (GAD) of the Head Office at Gulshan – 2. I had been assigned to explore and analyze the formal procedures of **“Setting up a New Branch: A CBL’s approach”** by Ms. Shawla Sowat Siddique, Lecturer at BRAC Business School, BRAC University. It was also approved by the organizational supervisor, Mr. Ismet Ali Moeen, SAVP & Head of ID-GAD.

1.1 Overview of the Report

This internship report mainly focuses on the steps and procedures that a scheduled commercial bank has to follow to set up a new branch. Starting from recognition of a need to open a new branch, choosing the best possible site, conducting feasibility study, seeking permission from the Bangladesh Bank, asking the consultant architecture firm to make design and layout, awarding tender to the vendor, and then keeping a close inspection of the construction work and finally completing in proposed time-frame have been integrated in this report in detail with graphics and illustrations. Besides it also focuses on the following:

- Job Responsibilities
- Company Overview
- Markets department Overview
- Steps of Industry Analysis Process
- Analysis of Three different Industry

Along with this, organizational overview, my job part and other important aspects are also covered in order to make the report more meaningful and efficient.

1.2 Objective of the report

The main purpose of the report is to provide

- Full knowledge about how a scheduled bank like The City Bank Ltd. (CBL) goes for setting up a new branch meeting all the technical and legal requirements of the Bangladesh Bank and its other stakeholders.

1.3 Scope of the report

The study will focus on 13 steps and procedure in detail along with graphics and illustrations to portrait a complete scenario of how a branch is being setup by a scheduled commercial bank like The City Bank Ltd.

1.4 Methodology

The methodology of collecting data for this report is very specific, analytical and observational in nature. Information collected to furnish this report is both primary and secondary.

The primary sources are:

- Interviewing senior executives, executives and officers of General Administration Division
- Fieldwork
- On-site construction inspection
- Face-to-face conversation with consultant and vendor

The secondary sources are:

- Office files and documents
- Email attachments stored in the server
- Soft copies of files and graphics from the consultant architecture firm and construction vendor
- Guidelines of CBL

- Publications obtained from the internet
- Library research

1.5 Limitation

Limitation I faced preparing this report are as follows:

- Though I worked as an intern at the 'Infrastructure Division' (ID) of General Administration Division (GAD) whose primary job is to develop infrastructures like branch, ATM booths, AMEX lounges and so on. There are other divisions involved i.e. Retail and Legal which was difficult for me to access and collect information. Retail Division conducts a feasibility study at the very beginning which I could not get hold of.
- An internship period that lasts for only 12 weeks is not sufficient enough to collect all information and understand the insights of the complex processes involved.
- Some data and information are inaccessible due to their management policy.

An Introduction to CBL

2.1.1 Background

City Bank is one of the oldest private Commercial Banks operating in Bangladesh. It is a top bank among the oldest five Commercial Banks in the country which started their operations in 1983. The Bank started its journey on 27th March 1983 through opening its first branch at B. B. Avenue Branch in the capital, Dhaka city. It was the visionary entrepreneurship of around 13 local businessmen who braved the immense uncertainties and risks with courage and zeal that made the establishment & forward march of the bank possible. Those sponsor directors commenced the journey with only Taka 3.4 crore worth of Capital, which now is a respectable Taka 330.77 crore as capital & reserve.

City Bank is among the very few local banks which do not follow the traditional, decentralized, geographically managed, branch based business or profit model. Instead the bank manages its business and operation vertically from the head office through 4 distinct business divisions namely

- I. Corporate & Investment Banking;
- II. Retail Banking (including Cards);
- III. SME Banking; &
- IV. Treasury & Market Risks.

Under a real-time online banking platform, these 4 business divisions are supported at the back by a robust service delivery or operations setup and also a smart IT Backbone. Such centralized business segment based business & operating model ensure specialized treatment and services to the bank's different customer segments.

The bank currently has 90 online branches and 10 SME service centers and 2 SME/Agri branch spread across the length & breadth of the country that include a full fledged Islami Banking branch. Besides these traditional delivery points, the bank is also very active in the alternative delivery area. It currently has 122 ATMs of its own; and ATM sharing arrangement with a partner bank that has more than 550 ATMs in place; SMS Banking; Interest Banking and so on. It already started its Customer Call Center operation. The bank has a plan to end the current year with 200 own ATMs.

City Bank is the first bank in Bangladesh to have issued Dual Currency Credit Card. The bank is a principal member of VISA international and it issues both Local Currency (Taka) & Foreign Currency (US Dollar) card limits in a single plastic. VISA Debit Card is another popular product which the bank is pushing hard in order to ease out the queues at the branch created by its astounding base of some 400,000 retail customers. The launch of VISA Prepaid Card for the travel sector is currently underway.

City Bank has launched American Express Credit Card and American Express Gold Credit card in November 2009. City Bank is the local caretaker of the brand and is responsible for all operations supporting the issuing of the new credit cards, including billing and accounting, customer service, credit management and charge authorizations, as well as marketing the cards in Bangladesh. Both cards are international cards and accepted by the millions of merchants operating on the American Express global merchant network in over 200 countries and territories including Bangladesh. City Bank also introduced exclusive privileges for the card members under the American Express Selects program in Bangladesh. This will entitle any American Express card members to enjoy fantastic savings on retail and dining at some of the finest establishments in Bangladesh. It also provides incredible privileges all over the globe with more than 13,000 offers at over 10,000 merchants in 75 countries.

City Bank prides itself in offering a very personalized and friendly customer service. It has in place a customized service excellence model called CRP that focuses on ensuring happy customers through setting benchmarks for the bank's employees' attitude, behavior, readiness level, accuracy and timelines of service quality.

City Bank is one of the largest corporate banks in the country with a current business model that heavily encourages and supports the growth of the bank in Retail and SME Banking. The bank is very much on its way to opening many independent SME centers across the country within a short time. The bank is also very active in the workers' foreign remittance business. It has strong tie-ups with major exchange companies in the Middle East, Europe, Far East & USA, from where thousands of individual remittances come to the country every month for disbursements through the bank's large network of 99 online branches and SME service

centers.

The current senior management leaders of the bank consist of mostly people from the multinational banks with superior management skills and knowledge in their respective "specialized" areas. The newly launched logo and the pay-off line of the bank are just one initial step towards reaching that point.

2.1.2 Branches Opened

CBL is one of the fastest growing banks in Bangladesh. Now 83 branches are operating all over Bangladesh.

37 Branches in Dhaka Division

15 Branches in Chittagong Division

5 Branches in Comilla Division

9 Branches in Sylhet Division

10 Branches in Bogra Division

7 Branches in Khulna Division

The network of CBL engages itself for providing best quality banking service in retail, commercial, corporate and Islamic banking segments. The country's top enterprises, multinational and local corporations and financial institutions are served by CBL. With a total asset of BDT 48,755 million, CBL is among the top performing local banks in Bangladesh.

2.1.3 Board of Directors

Chairman : Mr. Rubel Aziz
Vice Chairperson : Mrs. Meherun Haque

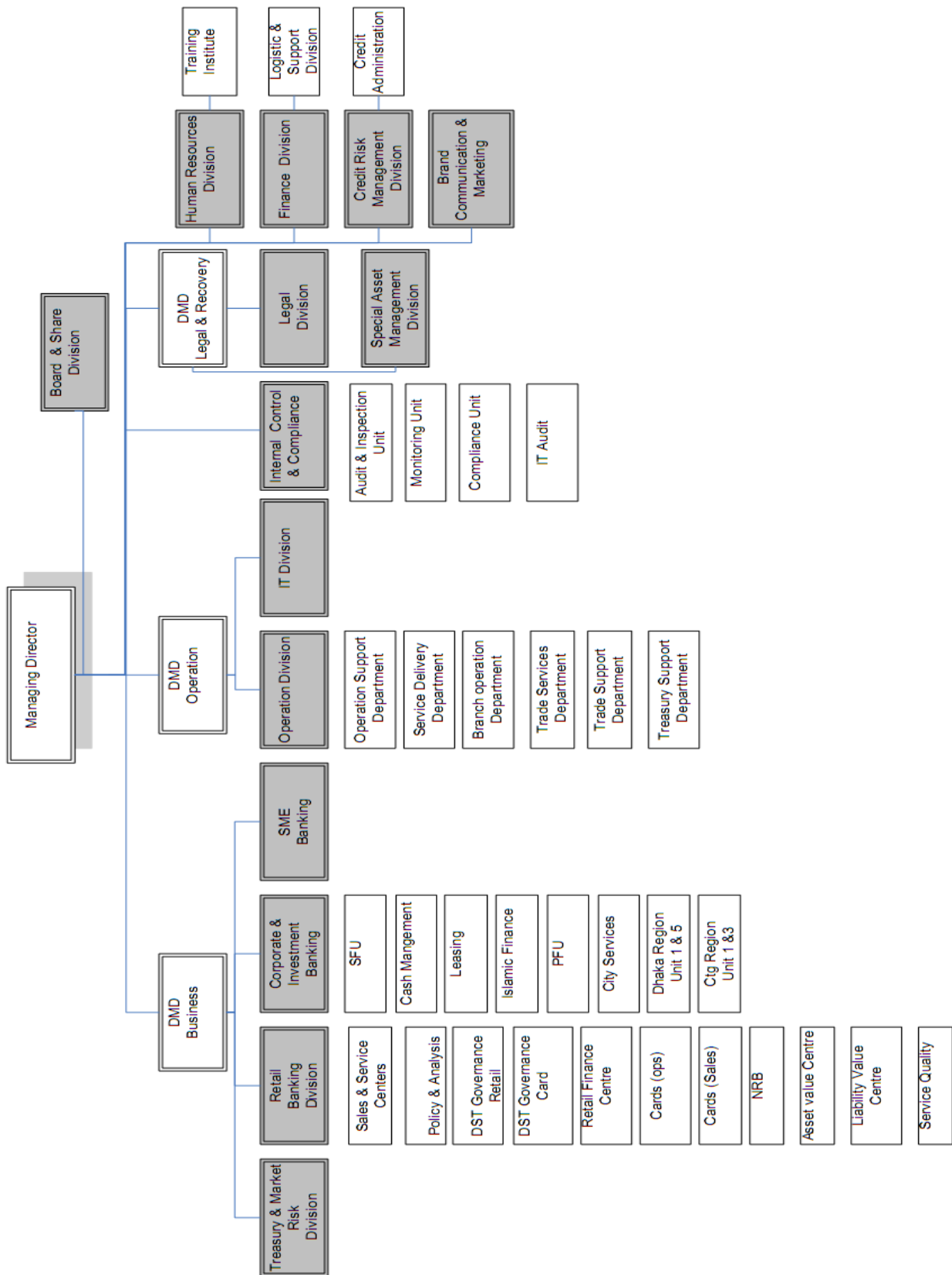
Directors

Mr. Aziz Al Kaiser
Mr. Hossain Mehmood
Ms. Evana Fahmida Mohammad
Mr. Hossain Khaled
Mr. Rajibul Huq Chowdhury
Mr. Ahmed Rajeeb Samdani
Mrs. Tabassum Kaiser
Mr. Rafiqul Islam Khan
Mr. Mobarak Ali
Mr. Aziz al mahmood
Ms. Sadia Anjum Siddiquee

Managing Director & CEO

Mr. K Mahmood Sattar

2.1.4 Organogram



2.2 Business Vision

2.2.1 Vision

The Financial Supermarket with a Winning Culture Offering Enjoyable Experiences

2.2.2 Mission

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

2.2.2 Values

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

2.3 Product and Service Offerings of CBL

2.3.1 Retail Banking

One of the most remarkable success stories of last 50 years' banking industry globally has been the conceptualization and innovative execution of banking with individual customers, their friends & families. The industry has termed it as Retail Banking or Personal Banking or Consumer Banking; and it has now - at a very rapid pace - become the major revenue line

for most of the top banks in the world. City Bank, too, recently has started its journey in Retail Banking.

"City Retail - add a little city to your life" is the new brand-mantra, the pay-off line for City Retail.

2.3.1.1 Deposit

City Bank offers a wide variety of deposit products to meet financial needs of the customers. From current and savings accounts to Fixed Deposits and Pension Schemes each account is designed to give the best value for making money.

Retail deposit products of City Bank are as follows:

- Current Account
- Savings Account
- City Onayash
- Short Term Fixed Deposit
- Fixed Deposit
- City Ichchapuron
- City Shomriddhi
- City Projonmo

Required documentation for deposits:

1. Application form

- ⇒ *First Applicant Details:* The first applicant's personal details include applicant's name, occupation, working address, present and permanent addresses.
- ⇒ *Second Applicant Details:* If the opening account is a joint account, then it is necessary to write down the second applicant's personal information.
- ⇒ *Third Applicant Details:* It is the same as the second applicant details.

- ⇒ *Induction*: The applicants must be introduced by someone who already has an account with the bank.
 - ⇒ *Transaction Profile*: The applicant must specify the type of account he is intending to open. There is a separate section for fixed deposit and how many times the account holder will be able to deposit and withdraw by both cash and cheque.
 - ⇒ *Nominees*: The applicant can nominate two or more persons for the account. But, from January 2009, one will be able to nominate only one person according to the rules of Bangladesh Bank.
2. Copy of passport / voter ID / driving license / other kind of identification document.
 3. Photos of the applicant(s) and nominees.

2.3.1.2 Loans

Home loan

BDT 3 Lac to maximum BDT 1 crore

Repayment tenor 1 year to 25 years

A Unique education loan offered to fund higher studies not only in Bangladesh but also abroad.

Secured overdraft facility – value can be up to 95% of the security deposit.

Unsecured facility – loan amount up to Tk. 10 Lac

Secured Equal Monthly Installments Facility – loan amount up to 95% of the security deposit

City Double is a unique loan facility where customer's fixed deposit in City Bank or in any other financial institution will now allow to avail two loans at the same time – one as overdraft (up to 95% of FD value) and other as an EMI loan (up to Tk. 10 Lacs).

Fully secured loan in the for up to 95% of FD value

Unsecured loan for up to Tk. 10 Lac payable in Equal Monthly Installments (tenor ranging from 12 to 60 months).

Zero processing fee for the overdraft facility

Auto Loan for salaried person, business person & self employed individuals

Loan up to Tk. 20 Lacs

90% - 100% loan of car value

Flexible & low interest rate

Any purpose personal loan for salaried executives, business person & self employed individuals

Loan up to Tk. 10 Lacs

12 - 60 months installment option

Competitive interest rate

City Express Cash is a fully secured and revolving facility for any legitimate purpose. The security for the loan should be ideally CBL FDR. Bank would finance against clients CBL FDR or other banks/NBFIs security. City Express Loan is a fully secured and terminating (EMI Based) loan facility for any legitimate purpose. Bank would finance against clients CBL FDR or other bank FDR/NBFIs security.

2.3.1.3 Debit Card

CITY Visa Electron Debit Card –

Now comes the Visa Debit Card from City Bank.

MasterCard Platinum International Debit Card

City Bank is the first dual currency platinum debit card in the country. It's debit card totally redefined.

2.3.1.4 Credit card

City Bank is the first bank to issue Dual Currency Credit Card in Bangladesh. This card enables customers simultaneous usage of cards both in home and in abroad. Customers do not need to carry two different cards for the same purpose.

Features:

Variable Interest Rate

EMI Plan

Balance Transfer

Round the clock cash withdrawal facility at any Visa branded ATM throughout the world

Round the clock purchasing power for goods and services at any Visa branded POS outlet

24% interest on Cash Advance

No cash Advance fee at CITY ATMs

Lowest Annual/Renewal Fee

International Roaming facility

Internet Transaction*

Convenient Repayment option

E-statement

Limited Lost Card Liability

Secured with Photo – Photo Card

24 hours customer service help desk

Eligibility:

Bangladeshi Nationals

Age range for primary card holder is 18 years to 60 years

Age range for supplementary card holder is 18 year to 60 years

Age bar can be relaxed for secured cards

Minimum Gross Monthly Income(GMI) for silver card Tk 15,000

Minimum Gross Monthly Income(GMI) for gold card Tk 30,000

Minimum 6 month permanent employment for salaried executives (this indicates total length of service as a total of all companies he or she has worked for), and 1 year of experience in business or practice for self employed professionals and business person

City Credit Cards:

VISA Local Classic

VISA Classic Dual

VISA Gold Local

VISA Gold Dual

2.4.1.5 NRB

The city Bank's Foreign Remittance unit meets growing customer needs for fast, secure & easy money transfers to an extensive range of destinations. Being a committed bank to its customers, CBL go all the lengths to remit customers' hard earned money safely to the loved ones. Apart from a range of high-class modern remittance solutions, customers will get peace of mind which we believe counts to most.

Facility

City Bank Limited has 83 online branches across the country, Besides, the Bank has a strong remittance network with other major banks of the country. City Bank account holder can visit any of the branches. Foreign remittance service personnel will be there to help the customer.

CBL have made the payment procedure simple & easy. Clients have the privilege of encashing the remitted money instantly from the branch counter without going through any hassle. For non-account holder CB: will instantly credit the money to customers' account or pay cash to the receiver.

2.4.1.6 NFB (City Student File)

Any student going abroad for higher studies needs to submit some documents confirming his admission / offer at foreign educational institution, passport etc to City Bank branches. City Bank, keeping all the attested photocopies, opens a 'City Student file' in the name of that particular student. To meet all the foreign currency requirements related to his/her education & accommodation under that admission, City Bank then remits to the institution (or in favor of him/her) the foreign currencies as the file opening bank.

Required Documents

- Letter issued by the foreign educational institution in support of admission
- I-20 for USA based institutions
- Details of tuition fee & living cost
- Refund policy
- Educational certificates completed in Bangladesh
- Details of the nominee
- Original valid passport
- Photograph of the student

Eligibility & Key Features

Eligibility

- Any Bangladeshi passport holder student can apply for City Student File
- Needs to have an account relationship with City Bank

Key Features

- Same day processing
- Faster and reliable
- No hidden cost
- Larger branch network

2.4.1.6.1 NFB (Locker Service)

Customers can use the locker facility of City Bank and thus have the option of covering their valuables against any unfortunate incident. CBL propose safety to locker service as afforded to the Bank's own property at a very competitive price.

City Bank, keeping all the attested photocopies, opens a 'City Medical File' in the name of that particular patient. City Bank then remits to that hospital the foreign currencies as the patient's file opening bank. By opening medical file, a patient can meet his/her financial requirements for treatment abroad.

Required Documents

- Referral letter from concerned medical specialist
- Invoice/any email correspondence from referred hospital abroad
- Related treatment documents
- Valid passport (with at least six months of validity)
- Three recent passport size photographs
- Previous overseas medical treatment documentation (if any)
- Proof of treatment (after returning from abroad, for further payments)

Eligibility & Key Features

Eligibility

- Any Bangladeshi passport holder patient can open the 'City Medical File'
- Needs to have an account relationship with City Bank

Key Features

- Same day processing
- Faster and reliable
- No hidden cost
- Larger branch network

2.4.1.6.2 NFB (City i-Bank)

Single Click Banking:

View Account Summary

View Account Details

Print Statement

Cheque Book Inquiry

View Standing Instruction

City i-Bank user tips:

For getting this service, customers have to fill out the form correctly

Secret question and answer have to be filled out by the applicant, and he/she should not disclose that to anyone

Within 4 working days after submitting application form, bank will inform the customer his/her ID & Password

After getting ID & Password, users have to go to the website <http://www.thecitybank.com> for log in to i-Bank service

After first log in, user must change password for future use User can check his account summary; account detail; can query about his/her chequebook; can view his/her standing instruction of the account; can take printouts of statement and he/she can change password when needed

User must remember the secret question & answer which he/she has noted in application form. The secret question & answer will be needed for activating or deactivating his/her i-Bank account and for password retrieval (if password forgotten or lost)

Users can use this service using any web browser (like Internet Explorer; Netscape Navigator; Mozilla etc.)

Users can access his/her i-Bank account from anywhere of the globe, anytime

Users can also access his/her i-Bank account using mobile phone (only GPRS, EDGE & WAP enabled phone)

2.4.1.7 City Global

City Global is completely a foreign currency based service package for Resident and Non Resident Bangladeshi people, where CBL are offering three financially attractive products (City Global RFCD Account, City Global FCY Account & City Global NFCD Account) with value added bundle offers.

Account holders will be benefited from different transactional services in the form of fee waivers. Account holders can purchase different government security bonds from their foreign currency accounts.

2.4.1.7.1 City Global RFCD Account

Resident Bangladeshi nationals can open City Global RFCD (Resident Foreign Currency Deposit) account with foreign currency brought in at the time of return from travel abroad at any time.

Product Features

Open in the form of USD, GBP & EURO

Deposit up to USD 5,000.00 or its equivalent at any time without any declaration

Attractive interest rate on balance above \$1,000.00 / £500.00 or its equivalent

Avail International Credit Card against balance

Freely endorsable and carry during travel abroad

Freely convertible into local currencies

Benefits

Payment of international mobile roaming bill

Remit children's tuition fees & living expenses abroad

Purchase airline tickets

Purchase book from abroad

Send international seminar attendance fees

Payment of international credit card bill

25% waiver on Cash & TC issuance fee

50% waiver on Endorsement fee

50% waiver on issuance of foreign currency Instruments processing fee

100% waiver on Cash & TC encashment fee

2.4.1.7.2 City Global FCY Account

Resident Bangladeshi nationals working with foreign/international organizations operating in Bangladesh provided salary paid in foreign currency, foreign nationals residing in Bangladesh, foreign missions and their expatriate employees and Non Resident Bangladeshis can open this account.

Product Features

Open in the form of USD, GBP & EURO

Credit salaries paid in foreign currency

Deposit unlimited inward remittance of foreign currency

Freely transferable the balance abroad

Freely convertible into local currencies

Benefits

A regular checking transactional account

Disburse salaries in foreign currency for day to day needs

25% waiver on Cash & TC issuance fee

50% waiver on Endorsement fee

50% waiver on issuance of foreign currency Instruments processing fee

100% waiver on Cash & TC encashment fee

2.4.1.7.3 Global NFXD Account

A term deposit account in the form of foreign currency guarantees interest on investment Non Resident Bangladeshis, Bangladeshi nationals working with foreign/international organizations operating in Bangladesh provided salary paid in foreign currency, Bangladeshi origin dual nationalities residing abroad, Bangladesh nationals serving with Embassies/High Commissions of Bangladesh in foreign countries can open this account

Product Features

A term deposit account in the form of foreign currency

Open in the form of USD, GBP & EURO

Flexible tenor of 1M, 3M, 6M & 12M

Freely repatriate the balance and interest abroad

Benefits

Guaranteed return on investment and attractive interest rate

Interest on investment exempted from tax payable

2.4.1.8 Deposit rates

Revised Interest Rate on Deposit (%) W.E.F: January 18, 2012

Type of Deposit	Interest Rate	Remarks
Savings Deposit	4.00	Eligibility : Interest accrued less than Tk. 200/- will not be credited.
Premium Savings Account		
Below Tk. 1.00 crore	3.00	
Tk. 1.00 crore to below Tk. 5.00 crore	4.00	Balance from Tk. 1.00 crore -Tk.

		2.99 crore was 3.50% and Balance from Tk. 3.00 crore -Tk. 4.99 crore was 4.00%
Tk. 5.00 crore to below Tk. 10.00 crore	4.50	
Tk. 10.00 crore to below Tk. 20.00 crore	5.00	
Tk. 20.00 crore to below Tk. 50.00 crore	5.50	
Tk. 50.00 crore to below Tk. 100.00 crore	8.50	
Tk. 100.00 crore & above	12.00	
City Onayash	4.00	
Fixed Deposit		
1(one) month		
Below Tk. 10.00 Lac	12.50	
Tk. 10.00 Lac to below Tk. 1.00 Crore	13.00	
Tk. 1.00 Crore to below Tk. 10.00 Crore	13.50	
Tk. 10.00 crore & above	14.00	
3 (Three) months		
Below Tk. 1.00 Crore	14.00	
Tk. 1.00 crore to below Tk. 10.00 crore	14.00	
Tk. 10.00 crore & above	14.50	
6 (Six) months		
Below Tk. 1.00 Crore	14.00	
Tk. 1.00 crore to below Tk. 10.00 crore	14.00	
Tk. 10.00 crore & above	14.50	

6 (Six) months	12.00	
1 (One) Year	12.00	
02 (Two) 03 (Three) Years	10.00	
01 (One) year Pre-paid Interest FDR	9.00	
01 (One) year City Nokshi	7.00	
SND		
Below Tk. 1.00 crore	2.50	Eligibility : Interest accrued less than Tk.500/- will not be credited
Tk. 1.00 crore to Below Tk. 25.00 crore	4.00	
Tk. 25.00 crore to Below Tk. 50.00 crore	4.50	
Tk. 50.00 crore to Below Tk. 100.00 crore	9.25	
Tk. 100.00 crore & Above	9.50	
Double Deposit Scheme: (5 years & 9 months)	12.24	
City Ichchapurun		
1 (One) Year	11.00	
2 (Two) Years	11.25	
3 (Three) Years	11.25	
5 (Five) Years	11.25	
City Projonmo		
5 (Five) Years	8.50	
10 (Ten) Years	8.75	
15 (Fifteen) Years	8.75	
20 (Twenty) Years	8.75	

City Shomridhdhi		
3 (Three) Years	8.50	
5 (Five) Years	8.50	
7 (Seven) Years	8.50	
10 (Ten) Years	8.50	
High Value Transactional Account		
Below Tk. 1 Crore	4.00	Minimum Balance 1 Crore
Tk. 1 Crore to 5 Crore	7.50	
Tk. 5 Crore to 10 Crore	8.00	
Tk. 10 Crore to 30 Crore	10.00	
Tk. 30 Crore to 40 Crore	12.00	
Tk. 40 Crore to 50 Crore	12.00	
Tk. 50 Crore to 70 Crore	12.00	
Tk. 70 Crore to 90 Crore	12.00	
Tk. 90 Crore to 100 Crore	12.00	
Tk. 100 Crore to 150 Crore	12.00	
Tk. 150 Crore to 200 Crore	12.00	
Tk. 200 Crore to 300 Crore	12.00	
Tk. 300 Crore to 500 Crore	12.00	
Tk. 500 Crore to 700 Crore	12.00	
Tk. 700 Crore to 1000 Crore	12.00	
Tk. 1000 Crore & Above	12.00	

2.4.1.8.1 Current Account

CBL's current account meets the needs of individual and commercial customers through CBL's schedule benefit.

Interest Rate : Nil

Customer Benefit:

Cheque-book facility

Opportunity to apply for - safe deposit locker facility

Collect foreign remittance in both T.C. & Taka draft.

Transfer of fund from one branch to another by

- Demand Draft

- Mail Transfer

- Telegraphic Transfer

Transfer of fund on Standing Instruction Arrangement

Collection of cheques through Clearing House.

Online banking service..

2.4.1.8.2 Savings Account

It is a sound savings for retail customer. CBL give the major facilities and services to their customer through 88 branches allover in Bangladesh with their skilled manpower.

Interest Rate : 4.00

Customer Benefit:

Cheque-book facility

Opportunity to apply for - safe deposit locker facility

Utility payment service

Collect foreign remittance in both T.C. & Taka draft.

Transfer of fund from one branch to another by

- Demand Draft

- Mail Transfer

- Telegraphic Transfer

Transfer of fund on Standing Instruction Arrangement

Collection of cheques through Clearing House.

Online banking service...

2.4.1.8.3 City Onayash

City Onayash is a unique kind of savings account which calculates interest on customers daily balance and pays interest every month.

It is a major departure from the conventional savings account available in the market. All such accounts calculate interest on the average or lowest balance of the month, while City Onayash does on daily product basis. Not only that, while those conventional savings accounts pays interest only twice a year - in December and June

Eligibility:

Age: At least 18 years

Nationality: Bangladeshi

Availability:

All 84 of City Bank branches spread across the country.

Special Feature:

Withdraw and deposit cash as wish - without at all having monthly interest earning eligibility.

No hidden or undisclosed fees or charges or profit-cutting

Interest forfeiture rules of a common conventional savings account do not apply here. So, stay tension-free-100%

Interest Rate: 4.00

2.4.1.8.4 City Shomridhhi

City Shomridhhi is an exceptional DPS product that is distinctively more attractive than the prevalent DPS products in the market. Customers receive a hefty sum at the end of the term against their monthly deposit of small installments. It's a perfect way to secure their financial future!

Eligibility

Age: At least 18 Years

Nationality: Bangladeshi

Features

No initial deposit required

Monthly installment deposit ranges from Tk. 500 to Tk. 20,000

Flexible tenor of 3, 5, 7 and 10 years

On premature encashment, Customers get the maturity value of nearest term - not the routine savings rate.

Profitability Matrix:

Term	Interest Rate
3 (Three) Years	8.50
5 (Five) Years	8.50
7 (Seven) Years	8.50
10 (Ten) Years	8.50

2.4.1.8.5 City Projonmo

City Projonmo is a unique monthly deposit scheme that customers can open for their kids to safeguard their future against all uncertainties and risks. As a guardian of the child customers can open this account which builds great & unmatched savings for them over the years. By the time their child is past his or her school age, there is this sufficient cash in their hand to take care of his / her higher education, marriage or other such large expenses. However, the most interesting part of this scheme is the full insurance protection that customers automatically enjoy. This simply means, in case of death or total physical collapse of the parent or guardian, the bank will pay the full value of the scheme for the full term no matter in reality how many months or years have been actually completed by them.

Eligibility:

Age: At least 18 years

Nationality: Bangladeshi

Availability:

All 84 branches of City Bank spread across the country.

Profitability Matrix:

Term	Interest Rate
5 (Five) Years	8.50
10 (Ten) Years	8.75
15 (Fifteen) Years	8.75
20 (Twenty) Years	8.75

2.4.1.8.6 City Ichchapurun

This product allows customers to earn interest and enjoy interest every month that accrues in their fixed deposit account, no matter what the term of the deposit is. It helps make their

financial planning more disciplined, and their life more organized. While their fixed deposit remains untouched and well-kept for future, they keep on getting the profit on a monthly basis. What better way to take care of customers monthly recurring expenses like children's education or school fees, house tutor's remuneration, utility bill payments, saving money in some DPS scheme?

Eligibility:

Age: At least 18 years.

Nationality: Bangladeshi

Availability:

All 84 of City Bank branches spread across the country.

Profitability Matrix:

Term	Interest Rate
1 (One) Year	11.00
2 (Two) Years	11.25
3 (Three) Years	11.25
5 (Five) Years	11.25

2.4.1.8.7 City Fixed Deposit

Fixed Deposit Rate

Term of Deposit	Interest Rate
1(one) month	
Below Tk. 1.00 Crore	10.00

Tk. 1.00 crore to Below Tk. 10.00 crore	11.00
Tk. 10.00 crore & above	12.00
3 (Three) months	12.00
6 (Six) months	12.00
1 (One) Year	12.00
02 (Two) 03 (Three) Years	10.00
01 (One) year Pre-paid Interest FDR	9.00
01 (One) year City Nokshi	7.00

2.4.2 Corporate Banking

Corporate Banking

Working Capital Finance | Trade Finance | Short/Mid-Term Finance | Project Finance | Islamic Finance | Structured Finance | Cash Management | Investment Banking | Schedule of Charges | Interest Rate on Lending

City Bank is a major player in Bangladesh wholesale banking industry to offer the full scope of innovative, customized solutions and services. CBL offer service at the highest level. CBL's focus is not on short-term profit, but on building long-term relationships and standing by its clients whenever they need us.

CBL have a unique business focus on enabling project financing, trade, investment and supply chain financing for clients. CBL aim to be a one-stop gateway for corporate and financial institutions looking to extend their business. And CBL are committed to using their country wide network to facilitate clients' growing trade and investment flows and supply chain financing needs across their business footprint.

CBL focus exclusively on corporate and institutional clients domiciled or conducting business in their footprint, offering clients access to their extensive branch network and award-winning suite of state of the art services.

2.4.2.1 Working Capital Finance

Overdraft

A convenient and flexible form of short-term financing for routine operating expenses and overheads targeted for companies.

Guarantees and Bonds

City Bank issues a full range of Performance Guarantees, Advance Payment Guarantees, Financial Guarantees and Bid bonds for supporting the underlying business of customers.

2.4.2.2 Trade Finance

City Bank's trade finance is tailored to meet the individual needs of its customers. CBL help even if corporate client has limited unstructured credit lines, due to reasons such as limited financial resources or sudden spike requirements. That's because CBL's risk evaluation focuses more on client's performance track record, existing performance and collateral valuation.

Imports: Letter of Credit

When buying goods from overseas suppliers, customers will wish to receive the goods as ordered in the right quantity, on time and at the designated place. Customers also want to make payments only after receipt of the required documents including the title of goods.

CBL can solve customers' needs by issuing a documentary credit on their behalf. A documentary credit is CBL's guarantee of payment for a shipment of goods against specific documents as stipulated on it.

By using a Letter of Credit, CBL will only make payment after receipt of titles and other documents that should fully comply with the terms of the credit. Customers can enjoy a safer and cheaper alternative to making advance payment or deposits.

Back-To-Back Letter of Credit

For intermediate customers if their supplier wants to sell on documentary credit term only, the customers may apply for the issuance of a Back-to-Back Letter of Credit from CBL against the export Letter of Credit.

A Back-to-Back Letter of Credit is issued against the export credit (the master credit), but the terms and conditions may not be the same as the export credit. The customer must submit its own draft and invoice, together with the other shipping documents presented by its supplier to secure payment under the export credit. After processing, the customer will have the export proceeds to pay its supplier and the balance credited to customer's account.

Deferred Letter of Credit

A DC which allows the nomination of a bank, or the issuing bank to effect payment against stipulated documents at a maturity date as specified or determinable from the wording of the credit. With this the customers are able to receive the goods now and pay later.

Import bills for collection

By informing supplier to send their shipping documents to City Bank, customers will enjoy prompt advice upon receipt of documents and efficient payment according to their instructions.

Shipping Guarantee

To operate business efficiently, it is vital that goods be cleared expeditiously. By issuing a shipping guarantee in the shipper's favour, City Bank facilitates prompt clearance of goods until bills or lading is received.

Import Financing

City Bank will be able to provide financing solutions to pay for the supplier's documents under letter of credit or import collections. Open account invoice financing is also available.

Performance bonds and other guarantees

City Bank offers tailored solutions to meet all customers' performance bond and guarantee needs.

Exports

For export business, CBL can help with Export L/C advising, L/C Safekeeping, L/C Confirmation, L/C Checking and Negotiation. For financing solutions, tap on to Pre-shipment Export Finance, Export Bills for Collections, Invoice Financing. Customers can outsource their administrative functions to City Bank's document preparation service.

Export letter of credit advising

Benefit from prompt advising of export letter of credit from a wide international network through City Bank.

Export letter of credit safekeeping

Rather than be inconvenienced by having to come to the bank to collect export letter of credit, City Bank will safe keep customers original and send them a working copy to facilitate the preparation of documents.

Export letter of credit confirmation

Exporters may deal not only with unknown foreign buyers, but also with their banks which are less well known institutions and whose letter of credit (LC) may not be sufficient comfort. By requesting City Bank to confirm export LCs, customers can obtain CBL's guarantee of payment for document presented in compliance with the credit.

Pre-shipment export financing

CBL provide pre-shipment finance against irrevocable letters of credit from or purchase orders in a number of currencies to allow customers to trade with confidence. If the customers need to fulfill a sales contract but need funds to purchase raw materials or process goods for export, City Bank offers pre-shipment export financing in a variety of currencies.

Letter of credit checking and negotiation

City Bank's thorough checking standards will reduce the chances that customers' documents will be rejected. Strict service standards are applied to ensure that customers' documents are negotiated and dispatched quickly.

Export bills for collection

CBL simplify dispatching of tracking of payment and reconciliation of customers' export collections when customers choose City Bank's documents against acceptance, documents against payment or clean collections. Discounting of export collections is also available.

Export invoice financing

To tide over any cash flow problems arising from credit terms to the buyers, the exporter may obtain invoice financing pending buyers' payment.

Document preparation

Benefit from lower costs, faster processing and fewer errors - outsource to City Bank the paperwork and administrative functions related to customers export activities based on customers' letter of credits or purchase orders.

2.4.2.3 Short/Mid Term Finance

Short Term Financing

As the responsive player in market, customers may anytime need fund to utilize for a very short time due to either emergency or short term projects.

In such case, City Bank is there to facilitate. This can be a Short Term Loan or a Short Term Revolving Loan. Customers can get it either for their inland business or cross-border payment in foreign trade.

Mid Term Financing

City Bank can also equip customers the required fund for a longer period. If customers worry about fund requirement for a bit longer, 'City Bank Term Loan' will make customers feel confident.

2.4.2.4 Project Finance

City Bank has been very active in the project financing solutions:

- mitigate sponsor exposure to project risk
- enhance use of leverage to increase project returns by lowering the weighted average cost of capital
- provide access to significantly longer tenor debt financings
- create optimum financing structures (source of debt, currency, derivatives) that take into account company's particular capital needs as well as industry specific issues.

Lease and Long Term Loans

CBL can customize a Term Loan or Lease to finance the fixed assets that customers business needs (such as land, new premises, equipment and machinery). It may be a greenfield project or an expansion of an existing plant, that may be financed at competitive floating rate of interest.

2.4.2.5 Islamic Finance

With over 1.5 billion Muslims in the world, the global Islamic funds market is currently valued at USD 750 billion and is expected to grow exponentially every year.

Innovative Shariah compliant banking solutions

CBL's dedicated Islamic Banking team combines Shariah expertise with strong business acumen to offer customers the best of both worlds - comprehensive international banking services and a wide range of Shariah compliant financial products based on Islamic values.

CBL have blended Shariah principles with their rich banking heritage of more than 150 years to provide banking services that support customers' business while respecting their beliefs.

CBL's diverse range of Islamic Banking products are designed to give customers greater flexibility while conducting business through Shariah-compliant process.

Bai Muajjal

For financing procurement of raw material where goods are kept under customer's custody.

Bai Murabaha

For financing procurement of raw material where goods are kept under bank's custody

Hire Purchase under Shirkatul Melk

For financing procurement of capital machinery

Bai Salam

For financing pre-shipment expenses by purchasing exportable goods in advance

2.4.2.6 Structured Finance

A leading provider of cost-efficient, lease-based and asset-based financing solutions to businesses in Bangladesh, CBL can create and tailor the right structured solutions for customers business needs in order to enhance shareholders' wealth and their market competitiveness. These solutions include:

Structured financing solutions

Principal to principal structured capital market transactions optimizes investment returns and reduces effective funding costs.

Syndications

This normally involves getting a group of banks together (forming a syndicate) to provide the loan amount required by the customer under a set of common terms and conditions laid down in a loan agreement.

Local know-how

CBL's intimate knowledge of the diverse industries as well as understanding and working with regulatory bodies, means CBL can provide customers with a solution designed solely to meet their needs.

CBL also partner their clients to arrange syndicated loan facilities for project finance, aircraft finance, structured trade and acquisition financing including leveraged buy-outs.

CBL have been successful in loan capital raisings for financial institutions, real estate development, hotels, telecoms, institutional banking and finance, public utility, oil and petroleum, light manufacturing and food sectors.

CBL's tailored solution for its customers include:

Working capital and corporate funding

Commodity and trade finance

Islamic structures

Project finance

Structured, complex and tax-efficient capital raisings

2.4.2.7 Cash Management

In today's competitive financial environment, effective cash management has become a critical success factor. This is the right time to have integrated cash management solution.

CBL's cash management services include local and cross border payments, collections, information management, account services, liquidity management and investment services for both corporate and institutional clients.

Payment Services

CBL can help customers save time and money by reducing processing costs while providing a value-added service to their suppliers.

City Bank's payment solutions can help customers to reduce overall processing costs – for domestic and global payments – saving time and money while providing a value-added service to its suppliers. CBL's comprehensive payment services will be tailored to enhance customers accounts payable process. This will eliminate many manual tasks involved in making payments, allowing customers and their staff to spend more time focusing on their core business needs.

CBL understand that most of customers' effort in the payment cycle is directed towards initiation; difficulties in the subsequent reconciliation process can jeopardize the whole process.

Collection Services

CBL have a comprehensive branch network and the local knowledge to help customers with lower costs and greater efficiency. The City Bank Collections Solution leverages the Bank's extensive regional knowledge and widespread branch network across its key markets to specially tailor solutions for customers' regional and local collection needs.

This Collections Solution, delivered through a standardized international platform, has the flexibility to cater to customers' local needs, thus enabling you to meet your objectives of reducing costs and increasing efficiency and profitability through better receivables and risk management. The key components of CBL's solution include the following:

Liquidity Management

CBL help customers to get the most out of their company's cash resources with physical sweeping, notional pooling, interest reallocation and investment.

2.4.2.8 Investment Banking

CBL are a market leader across its footprint in innovative, landmark deals, multi-jurisdiction solutions and sophisticated product structuring its corporate and institutional clients.

CBL hold leading positions in fixed income local currencies and loan syndications. Its in-depth understanding of the local regulatory framework in the domestic debt and loan markets, product expertise and wide geographic reach, help customers achieve their financing and investment objectives.

Debt Capital Markets

CBL's product capabilities and global reach make it well-suited to matching investors' needs with the funding requirements of international and domestic issuers.

Asset Backed Securities

CBL structure, arrange and distribute asset-backed and future flow transactions for clients and its track record of innovative deals puts them at the forefront of developing securitization markets in its footprint.

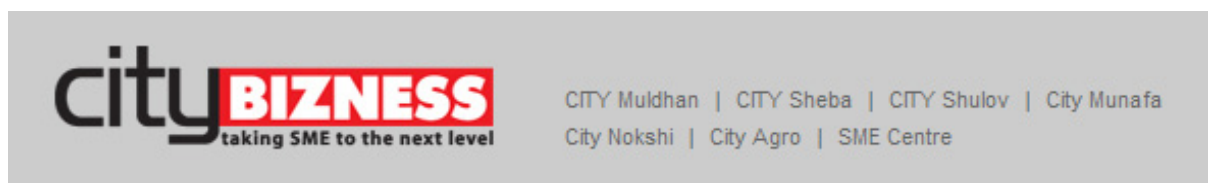
Credit Derivatives

CBL offer investment tools and a range of local currencies to provide structured asset solutions to meet specific investment needs, achieve target yields on customers portfolio and manage risk exposure.

Convertible Bonds / Equity Derivatives

CBL's convertible bonds and equity derivatives teams open avenues of financing and investing linked to the equity asset class - all underpinned by local market knowledge, deep client relationships and innovation

2.4.3 SME Banking



SME Banking of City Bank is assuming a new and modern dimension. It is entering in to a wider horizon. The philosophy of extending banking services to SME's of the country is to meaningfully push every one of them up to the next level of respective business operations. The upward push would be meaningful as they would be business wise competitive for a sustainable future. It is therefore would be turning in to an abode of SME's to grow to the next level. Hence, the bank has named it City Business - for taking SME's to the next level.

For the first time in the history of CityBank, SME Banking business processes are going to be driven through a centralized platform model. This is a fundamental move away from a 25 years legacy system of decentralized geography based branch banking model.

2.4.3.1 City Muldhan

SME business in Bangladesh mostly requires active financial / banking support for their business to grow. To cater various such needs of different trade related business , very soon in July , 08 The City Bank is going introduce a complete tailor made package which surely will meet customers' specific financial needs and services.

Features

Loan amount ranging from Tk. 500,000 to Tk. 40,00,000

Competitive interest rate.

Flexible security arrangement.

Complete business solution.

Considerations of cash transactions besides bank statement.

Quick approval process.

2.4.3.2 City Sheba

To facilitate different concerns engaged in service related industry , The City Bank is going to introduce a customized product naming CityBank Sheba . The product will positively satisfy different business related needs of the clients involved in different service sectors.

Features

Loan amount ranging from Tk. 500,000 to Tk. 40,00,000

Competitive interest rate.

Flexible security arrangement

Quick approval process.

Considerations of cash transactions besides bank statement.

2.4.3.3 City Shulov

A unique product to facilitate concerns engaged in manufacturing business. The product will facilitate to meet up diversified needs to different manufacturing concerns.

Features

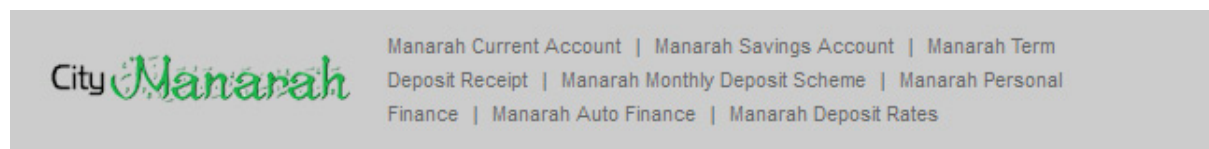
Loan amount ranging from Tk. 500,000 to Tk. 40,00,000

Competitive interest rate

Flexible security arrangement

Quick approval process

2.4.4 Islamic Banking



City Bank introduces City Manarah - Islamic Banking. City Manarah guide and manage finances in a fully Islamic Shariah Compliant way. It offers a wide variety of deposit and investment products such as Manarah Savings, Manarah Current, Manarah Term Deposit and Manarah Monthly Deposit Schemes. Each account is designed to meet its customers' financial needs with best value for their money.

2.4.4.1 Manarah Current Account

Manarah Current Account is operated under the Al-Wadiah principles, where Bank becomes the guarantor of the fund and returns the whole amount or any part when demanded by the depositor. It is a transactional account that a customer uses for its normal personal and/or business activities.

Product Features

Opening balance is BDT 10,000

Minimum balance to maintain account is BDT 2,000

No profit is applicable

Can be availed by any Bangladeshi national aged 18 years and above

Customer Benefit

Cheque book facility

Safe deposit locker facility

Pay Order issuance facility

Online transfer of fund from one Islamic Banking Branch to another

Transfer of fund on Standing Instruction Arrangement

Debit card facility

2.4.4.2 Manarah Savings Account

Manarah Savings Account is operated under the Mudarabah principles. It is an Islamic financial partnership contract where one partner provides capital (Depositor) and the other partner provides labor (Bank) and income generated from the venture is shared between the partners.

Product Features

Opening balance is BDT 5,000

Minimum balance to earn profit is BDT 5,000

Profit payable half yearly

Can be availed by any Bangladeshi national aged 18 years and above

Customer Benefit

Cheque book facility

Opportunity to apply for safe deposit locker facility

Pay Order issuance facility

Online transfer of fund from one Islamic Banking Branch to another

Transfer of fund on Standing Instruction Arrangement

Collection of cheque through Clearing House

Debit card facility

Profit on daily average balance

2.4.4.3 Manarah Term deposit

Manarah Term deposit is for long term deposit product under Mudarabah principles with higher rate of return.

Product Features

Deposit amount minimum BDT 50,000

Deposit tenor 1 month, 3 months, 6 months, 1 year, 2 years and 3 years

Premature encasement allowed subject to banks prevailing policy

Can be availed by any Bangladeshi national aged 18 years

2.4.4.4 Manarah Monthly Deposit Scheme

Manarah Monthly Deposit Scheme is an exceptional deposit product that is distinctly more attractive than the prevalent monthly deposit products in the market. Customers receive a hefty sum at the end of the term against their monthly deposit of small installments. It's a perfect way to secure their financial future.

Product Features

Can be availed by any Bangladeshi national aged 18 years

Deposit amount minimum BDT 500 and any of its multiplier upto BDT 20,000

Deposit tenor is for 3,5,7 and 10 years

Premature encasement allowed subject to banks prevailing policy.

Maturity value (provisional)

Deposit amount per month (BDT)	3 years	5 years	7 years	10 years
500	20,565	37,484	57,526	94,735
1,000	41,131	74,969	1,15,053	1,89,471
2,000	82,263	1,49,939	2,30,107	3,78,942
5,000	2,05,659	3,74,848	5,75,268	9,47,355
10,000	4,11,319	7,49,697	11,50,537	18,94,710
20,000	8,22,639	14,99,394	23,01,075	37,89,421

2.4.4.5 Manarah Personal Finance

Manarah Personal Finance is an unsecured and terminating financing facility under Murabaha principle for any Shariah compliant purposes. Under this facility a commodity is sold for a deferred price which includes an agreed profit added to the cost.

Manarah Personal finance is designed for salaried executives, business persons & self employed individuals

Product Features

Investment up to Tk. 10 Lacs

Repayment within 1-5 years

Fully Unsecured facility

Customer Benefit

Competitive profit rate

Lower processing fee

No hidden charge

2.4.4.6 City Manarah Auto Finance

City Manarah Auto Finance is a terminating financing facility (EMI based) based on Hire purchase under Sirkatul Mielk (HPSM) of Ijarah mode. HPSM is a combination of three contracts i.e Ijarah, Sirkat & Buy. HPSM is a special type of contract where both the bank and the customer supply equity in equal or unequal proportion for purchasing an asset, own the same jointly. The share in the asset owned by the bank is hired out to the customer and eventually the bank sells and transfers his ownership to the customer against full payment of price as per agreement. As the customer pays monthly installment ownership of the bank decreases and that of the customer increases. Monthly installment includes both rental and principal to buy back bank's ownership gradually over the financing period.

Manarah Auto Finance is designed to help the customers to purchase brand new and reconditioned but unregistered automobiles for personal use only.

Product Features

Investment up to Tk. 20 Lacs

Repayment within 1-5 years

Unsecured facility

Customer Benefit

Competitive rental rate

Lower processing fee

No hidden charge

Job Part

I did my internship program at 'Infrastructure Development' (ID) of General Administration Division (GAD) of The City Bank Ltd. (CBL). It is located in the 3rd floor of the Head Office at 'City Bank Center' in Gulshan-2. My supervisor was Mr. Ismet Ali Moeen, SAVP & Head of ID-GAD. ID-GAD mainly works for the development of new infrastructures. They build new constructions like Bank branches, ATM booths, AMEX lounges, and so on. New infrastructures are build to support the growth of their business.

Job Responsibility

My first assignment was to conduct a market survey of different melamine board, ply board, plain board and other wooden board which I had been assigned to determine the current market price sold in different parts of the city. Price of these boards contributes a significant portion of the installation cost of new ATMs and branches.

I visited several retail stores and saw mills located at Mohakhali, Banani Chairmani Bari Road, Progoti Shwarani Shahjad pur, Middle Badda, Karwan Bazar, and Nawabpur and collected price quotations from them. Prepared a table for price comparison so that management can get an overall scenario in which parts of the city boards are being sold at what rate.

Particle board, ply board, plain board and other wooden boards are being manufactured and marketed by different companies in Bangladesh. Partex, MRS, Otobi, Woodland, Akij have been in the market for a long time. Among them Partex with the 'Star Particle' brand is being considered as one of the top tier manufacturers. Star Particle boards are known to be of very good quality board available at different color and specification. In order to get an overall price scenario I made a side-by-side comparison of Partex Star and MRS.

To make false ceiling and other things architect firms require different wooden boards like Burmatic, Ticsumble, Gamari, and Gorjon. These woods are mostly imported from Myanmar, Nizeria, and Ivory Coast. Burmatic is regarded as the best for its superior color, textur and durability. It is also the most expensive wood in the market which is available in different grades. Pricelist along with graphics are as follows:

Pricelist of different wooden boards

M/S. Rupali Timber & Saw Mill (Ka-32/5, Progoti Shwarani, Shajadpur)

Contact Person: Ibrahim Salim, Md. Abdul Kalam Tel: 8822839, 9881191, 01552639762

		Types of woods				
		Local Shegun (Taka)	Burmatic (Taka)	Ticsumble (Taka)	Gamari (Taka)	Gorjon (Taka)
Specification	3'3"	3,500 - 3,800				1,450
	6'2.5"	3,800	4,500	3,000		1,500
	11'2.5"			3,500		
	6'1.5"				1,300	
	2'1"					1,350
	3'2"					1,400

M/S. Shuchona Timber Traders Saw Mill (North Badda)

		Types of woods				
		Local Shegun (Taka)	Burmatic (Taka)	Ticsumble (Taka)	Gamari (Taka)	Gorjon (Taka)
Specification	3'3"	3,700 - 3,900				1,400
	6'2.5"	4,000	4,600	3,100		1,550
	11'2.5"			3,700		
	6'1.5"				1,250	
	2'1"					1,300
	3'2"					1,450

These boards are used to make main gate, veranda and toilet door, home and office furniture.

Pricelist of different particle boards (MRS & Partex Star) in Taka

	Company Name; Address; Contact Person; Telephone	Allied Trading Company (Ka-53/3/2, Progoti Shwarani, Shajadpur) Contact Person: Golam Kibria Tel: 01817548659, 01715940634	Bismillah Enterprise (49 Kazi Nazrul Islam Avenue, Karwan Bazar) Contact Person: Azizul Haque Dipak Tel: 9127586	Alam Enterprise (H-82/1, Biruttam Ziaur Rahman Road, Banani) Contact Person: S. Alam (Sumon) Tel: 9895790, 01672662090, 01913255402	Plywood Center (34, Kazi Nazrul Islam Avenue, Karwan Bazar) Contact Person: 01718727028, 8126679	Ma Enterprize (Ka-32/5, Progoti Shwarani, Shajadpur) Contact Person: Mamun Khan Tel: 01712613150	M/S. Rahman & Sons (55, Kazi Nazrul Islam Avenue, Karwan Bazar) Contact Person: Mr. Mizanur Rahman Tel: 911 7093	T.M. Traders (Ka-50/D, Progoti Shwarani, Badda) Contact Person: Mr. Zillur Rahman Tel: 9887138, 018252890
MRS Melamine								
Specification	12 mm	1,720	1,850	1,800	1,820	1,850	1,850	1,820
	16 mm	1,970	2,100	2,000	2,020	2,100	2,150	2,050
	18 mm	2,070	2,250	2,100	2,100	2,200	2,180	2,120
	25 mm	2,300	2,400	2,380	2,400	2,450	2,380	2,350
MRS Ply Wood								
Specification	3 mm	700	720	720	720	700	720	700
	4 mm	800	820	840	810	820	840	820
	6 mm	1,050	1,050	1,100	1,040	1,050	1,050	1,080
	12 mm	1,400	1,450	1,490	1,500	1,500	1,480	1,450
	15 mm	-	1,680	1,700	1,700	1,700	1,720	1,700
	18 mm	1,850	1,850	2,000	1,900	1,850	1,950	1,900
	25 mm	-	2,620	2,600	2,600	2,620	2,650	2,620
MRS Burmatic Ply Wood								
Specification	6 mm	2,150	2,180	2,200	2,150	2,150	2,140	2,200
	12 mm	2,450	2,480	2,550	2,450	2,500	2,440	2,480
	18 mm	2,850	2,880	3,000	2,880	2,900	2,820	2,920
Partex Star Melamine								
Specification	12 mm	1,800	1,800	1,780	1,800	1,820	1,800	1,800
	16 mm	-	-	-	-	-	-	-
	18 mm	2,180	2,100	2,090	2,100	2,120	2,150	2,100
	25 mm	2,450	2,520	2,550	2,500	2,480	2,480	2,580



Partex Star Ply Wood								
Specification	3 mm	700	720	780	720	700	700	720
	4 mm	800	820	850	820	820	800	830
	6 mm	1,150	1,160	1,100	1,150	1,160	1,140	1,170
	12 mm	1,450	1,460	1,490	1,450	1,480	1,440	1,470
	15 mm	-	-	-	-	-	-	-
	18 mm	1,950	1,960	2,000	1,950	-	1,950	1,950
	25 mm	-	-	-	-	-	-	-
Partex Star Burmatic Ply Wood								
Specification	6 mm	2,400	2,400	2,400	2,400	2,400	2,400	2,400
	12 mm	2,600	2,620	2,780	2,600	2,620	2,600	2,620
	18 mm	3,200	3,200	3,260	3,200	3,220	3,200	3,240
Partex Star Plain Board								
Specification	1/2"	870	900	900	900	900	900	900
	3/4"	1,270	1,240	1,260	1,250	1,280	1,250	1,260
Partex Star Burmatic Plain Board								
Specification	1/2"	2,560	2,550	2,580	2,560	2,580	2,550	2,560
	3/4"	2,820	2,820	2,840	2,840	2,850	2,820	2,840

Image of some edging and boards





My second assignment was to conduct a market survey on tiles, marbels and stones. Price of these contribute a significant portion of the installation cost of new ATMs and branches.

I visited several retail stores at Hatirpul, Sonargaon Road and Bangla Motor and collected price quotations from them. Prepared a price table so that management can get an overall scenario of tiles, marbles, and stones are being sold at what rate.

Pricelist of tiles and marbles in Taka

	Company Name; Address; Contact Person; Telephone		Tiles House (Dealer of RAK); 27, Sonargaon Road, Paribagh, Hatirpool; Masbahuddin; 01733524179, 01976663087	Marble Di Carrara; 13/1, Paribagh, Sonargaon Road, Hatirpool; Faruk Ahmed Shemul; 01715036205, 9673771	Agency (Dealer of Great Wall); 14, Paribagh, Sonargaon Road, Hatirpool; Nazrul Islam; 01911096501, 8623470	Haque Son's Sanitary; 40 Biruttam C.R. Dutta Road; Khandaker Anisuzzaman ; 01715909977, 9665344	Al-Noor Sanitary; 75, Biruttam C. R. Dutta Road, Hatirpool; Shamsul Huda; 017112808297, 9662548	Mughal Marble; Mozaffar Tower, 55, Biruttom CR Dutta Road; Md. Foriduddin; 01711544565, 01711952722
1(a). Crystal / Mirror polish Chinese make								
Specification	24" x 24"	110 - 130	Mirror Polish (Chinese make) 95 - 180; Crystal (Chinese make) 350	-	110 - 160	100 - 150	100 - 130	-
Used on floor	12" x 12"	125 - 190	-	-	90 - 140	90 - 130	100 - 120	-
1(b). Crystal / Mirror polish local make								
Specification	24" x 24"	100	100 - 110	-	100 - 130	100 - 140	110 - 140	-
Used on floor	16" x 16"	66	90 - 110	-	90 - 120	90 - 110	90 - 110	-
	12" x 12"	60	60 - 62	-	60 - 80	70 - 90	60 - 80	-

2(a). Rustic Chinese make								
Specification	12" x 24"	160	Rustic RAK (Dubai make) DSR DG/DSR BE/VISTA LBE - 145	-	110 - 180	160	150 - 180	-
Used on wall								
2(b). Rustic local make								
Specification	12" x 24"	-	RAK Local	-	80 - 110	80 - 100	80 - 100	-
Used on wall								
3. Toilet tiles local make (red and other color)								
Specification	3" x 8"	60	55 - 57	-	60 - 80	50 - 60	55 - 70	-
Used in bathroom	10" x 16"	130	120 - 140	-	110 - 140	100 - 130	-	-
4(a). Stone Marble Italian make								
Specification	3' x 2' 16 mm - 18 mm	-	-	Slab - 369; Cut - 439; Cut & Polish (439 + 35) = 474	-	-	-	Slab 340 - 410
Used in kitchen sink and cash counter								
4(b). Stone Marble Srilankan make								
Specification	3' x 2' 16 mm - 18 mm	-	-	-	-	-	-	Slab 300 - 350 Cut 390 - 410
Used in kitchen sink and cash counter								
5(a). Matte tiles Chinese make								
Specification	24" x 24"	115 - 230	110 - 210	-	120 - 250	-	-	-
Used in toilet	12" x 12"	-	95 - 110	-	100 - 110	-	100 - 115	-
	10.5" x 12"	-	-	-	-	-	-	-
5(b). Matte tiles local make								
Specification	24" x 24"	-	100 - 110	-	Great Wall 105 -115	100 - 120	-	-
Used in toilet	12" x 12"	-	60 - 70	-	Great Wall 60 - 62	60 - 75	60 - 70	-
	10.5" x 12"	-	60 - 65	-	Great Wall 63	55 - 60	50 - 55	-
6(a). Matte tiles Chinese make								
Specification	24" x 24"	-	90 - 130	-	100 - 140	-	100 - 150	-
Used in stair	12" x 12"	-	70 - 100	-	80 - 110	-	80 - 90	-
	10.5" x 12"	-	-	-	60 - 70	-	-	-
6(b). Matte tiles local make								
Specification	24" x 24"	-	80 - 100	-	80 - 90	-	70 - 80	-
Used in stair	12" x 12"	-	60 - 70	-	60 - 65	-	60 - 65	-
	10.5" x 12"	-	-	-	-	-	-	-

Image of tiles, marbles and stones



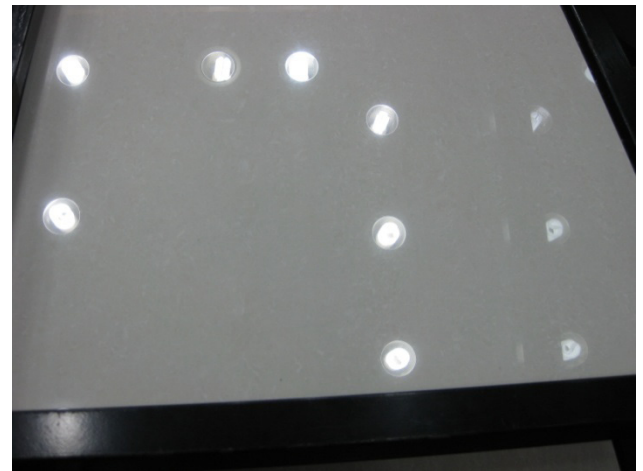
Crystal Tiles Type I



Crystal Tiles Type II



Crystal Tiles Type III



Crystal Tiles Type IV



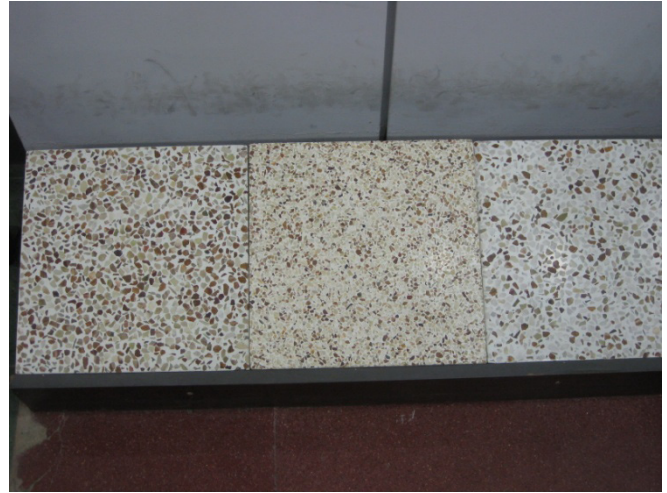
Tiles



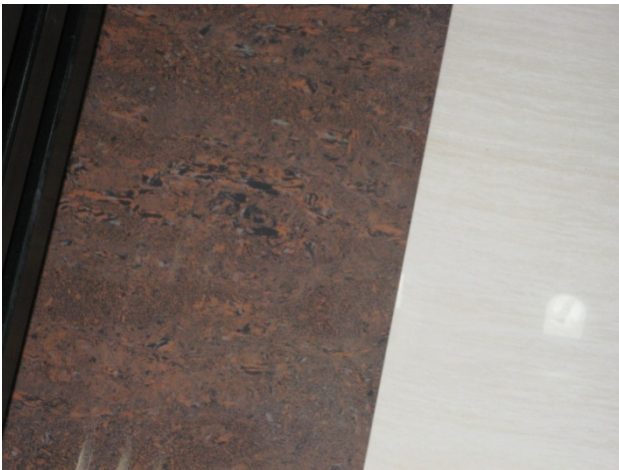
Mosaic Type I



Mosaic Type II



Mosaic Type III



Brown Mixed Tile alongside with another Crystal



Color Tiles



Assorted Tiles I



Assorted Tiles II



Assorted Tiles III



Assorted Tiles IV



Marble Stone Type I



Marble Stone Type II

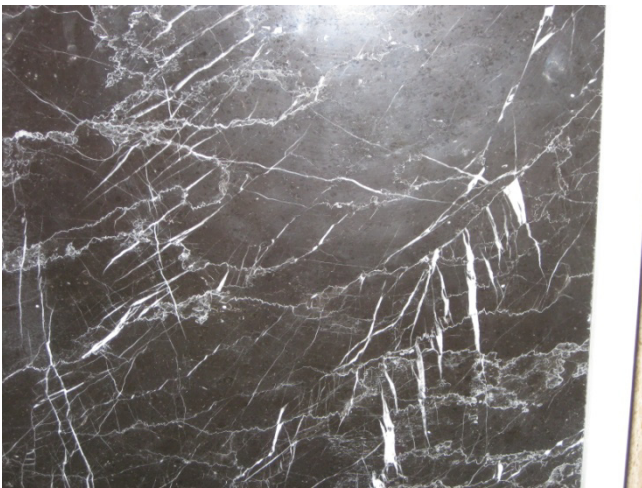




Marble Stone Type V



Marble Stone Type VI



Marble Stone Type VII



Assorted Tiles IV



Assorted Tiles V



Assorted Tiles VI



Rustic Type I Dubai Make



Rustic Type II Dubai Make



Rustic Type III Dubai Make



Matte Tile

Besides these I inspected on-site construction and completion of ATM booths at Tejgaon, Plaza AR Dhanmondi, and Mirpur Pallabi. Carried out different tasks on construction and completion of newly built branches at Moghbazar and Mirpur Pallabi. Visited proposed location for Uttara Branch and participated in the negotiation of rental terms and conditions with the land-lord along with the 'Infrastructure Development' Head, BSSM, and CSM. Performed several official routine work, e.g., filing, documentation, payment approval note, expense claim, work order, etc.

Observation and Recommendation

There are certain drawbacks I have noticed during my internship program that I want to disclose here.

- Jobs should be made specific designed for the interns designed so that interns do not get bored sitting idle all day long.
- Supervisors should manage some time out of their busy schedule for the interns so that they can interact with them and learn new ideas and thoughts.
- Supervisors should spend some time briefing the whole process about how their departments or divisions work that would help the interns get a complete picture.
- Interns should be allotted a specific desk and PC so that they don't have to wander around or get tired standing for hours.
- Interns should not be given difficult tasks beyond their knowledge and capacity.
- Rather to sticking at one department for 3 months, interns might be allowed to work at multiple departments to enrich their learning experience.
- Sometimes companies don't feel comfortable disclosing their business information to outsiders. Collecting information gets difficult then.
- One crucial observation from my internship program is the behavior that an intern gets from his supervisor and other officers. In my case all of them behaved friendly and helped me whenever I approached them. Especially my organization supervisor was really friendly and gave me ample space that made me feel comfortable during my staying at CBL.
- The overall treatment in CBL in terms of behavior was excellent.

Setting up a New Branch: A CBL's Approach

4.1 Recognition of a need of setting up a new branch

Head of Retail Banking and Head of Branches decide whether there is a need for opening up a new branch. Retail Division then prepares a business plan that consists of tentative deposit collection, loan disbursement, economic activities, demographics and competitive scenario of the area. They study the cost involved in opening up a new branch and revenue it will generate. The feasibility study is prepared to be placed in the annual board meeting.

4.2 Annual Board meeting approves the proposed project

Annual Board meeting consists of the Chairman, Vice-Chairman, Board of Directors, Managing Director, and members from MANCOM Group analyze the feasibility report and find out pros and cons of the proposed project and thereby take decision. If the project seems prospective to the Bank the board approves it.

4.3 Head of Retail seeks permission to the Bangladesh Bank

Head of Retail Banking Division seeks new license to Bangladesh Bank for opening up a new branch in the proposed area. The Head of Retail Banking Division of CBL, Mr. Javed Amin asks General Manager of Policy and Regulatory Department of Bangladesh Bank for granting a new license for the proposed area Pallabi Mirpur area.

The application form has the following fields which have to be filled up:

- i) State the name of the Bank
- ii) State no. of the existing branches
- iii) State no. of the branches operating at loss
- iv) State the address of the proposed branch
- v) State the number of the total population in the proposed area
- vi) State prime business and other economic activities in the proposed area i.e shopping malls, doctors' chambers, private offices, residential hotels, schools, colleges, etc.
- vii) Competitors' banks in the proposed area and distance from them

- viii) Prospect of collection of funds and disbursements of loans in one year
- ix) Fitness of the building for the proposed branch
- x) Area (square feet) and rent of the proposed building
- xi) State whether there is a relationship between the owner of the proposed building and the directors of the bank (CBL)
- xii) Initial expense of setting up the new branch
- xiii) Information on security and other issues

4.4 Bangladesh Bank examines and approves the project

Bangladesh Bank checks all the documents sent by CBL. They examine tentative deposit plan, competitive environment and overall business condition of the proposed area. They compare whether CBL's prediction is consistent with reality. If a new branch is allowed to be set up in the proposed area would it incur loss, or run at a profit is critically examined. Here, Bangladesh Bank takes the risk factors into consideration.

It takes around 4 weeks to complete the whole process. Bangladesh Bank then approves the project under the Bank Co. Act 1991 Section 32 (1) and gives green signal to CBL to take necessary steps. With the approval letter Bangladesh Bank attaches several conditions which are as follows:

- i) The original or certified copy of the license should be placed in such a place where it would be visible to everybody
- ii) If the branch is not opened in the current calendar year the approval letter will be void
- iii) General Manager of Policy and Regulatory Department of Bangladesh Bank has to be informed within a week of opening up a new branch
- iv) The proposed location of the branch cannot be changed without prior permission from the Bangladesh Bank otherwise it will be treated illegal and the approval will be void
- v) Adequate security should be ensured
- vi) For foreign exchange activity in the proposed branch permission should be taken from the respective bank
- vii) Without notice Bangladesh Bank has the right to cancel the approval at any time.

4.5 Search for potential business sites

General Admin's 'Infrastructure Division' of CBL starts searching for sites in a good business center. Here, the demographic parameters come into consideration. For example, total population of the area, income of the people, main economic activities of the area whether it is industrial, commercial or residential. If it is an industrial area how many firms are operating and their income are taken into consideration. If it is a commercial area how many markets, superstores, retail outlets, educational institutions, clinics and hospitals are operating are examined.

5-6 sites are selected in the proposed area. ID team talks with the landlord and gets the quotation of the rent per square feet. CBL usually does not go for green-field acquisition rather it looks for commercial building and hire space in a convenient location.

4.6 Selection of the best site from the alternatives

ID Head, Head of Retail further negotiate with the land lord on the rental amount per square, facilities and infrastructures within the building, other terms and conditions. They finalize all the formalities and then place it in front of the Board.

The Board Memo is prepared by the ID team which is then discussed in the Board meeting in front of ID Head, Head of General Admin, Head of Retail and Managing Director. The Board then selects the best alternative. Accordingly a contract paper is signed with the landlord.

4.7 ID appoints a consultant for the proposed project

ID team has some enlisted consultants to design new branches. Consultants also design ATM booths and AMEX lounges. The appointed consultant shoulders all responsibilities regarding designing the new branch, preparing Bill of Quantity, checking work-in-progress while the construction or renovation work will take place and finally certifying that the construction is completed. Here the consultant will check rigorously whether the vendor or contractor who wins the tender follows the specification of the work details mentioned in the Bill of Quantity or deviates. Besides the ID team would be on the

site and monitor work progress on a regular basis. Thus it is ensured the construction or renovation work is being done according to the specification given by the consultant.

Here for convenience, a real-life example would be drawn. CBL recently constructed a new branch at Pallabi, Mirpur during my internship at ID of General Administration Division. I have physically visited the site several times along with the Head of ID and gathered practical experience on how the construction process went. The design prepared by the consultant has to be approved by Head of Retail before ID calls for a tender for the vendors.

4.8 Consultant prepares the Bill Of Quantity (BOQ)

A schedule of Bill of Quantity (BOQ) is prepared by the enlisted consultant. The consultant for the Pallabi Branch was 'Tanya Karim N.R. Khan & Associates'. Unit Heads of a BOQ of recently built Pallabi Branch are as follows:

- i) Civil work
- ii) Paint work
- iii) M.S. work
- iv) Partition work
- v) Floor finishing work
- vi) Ceiling work
- vii) Door work
- viii) Plumbing & Sanitary work
- ix) Electrical work
- j) Furniture work

Besides these unit heads the following items are also required for a new branch.

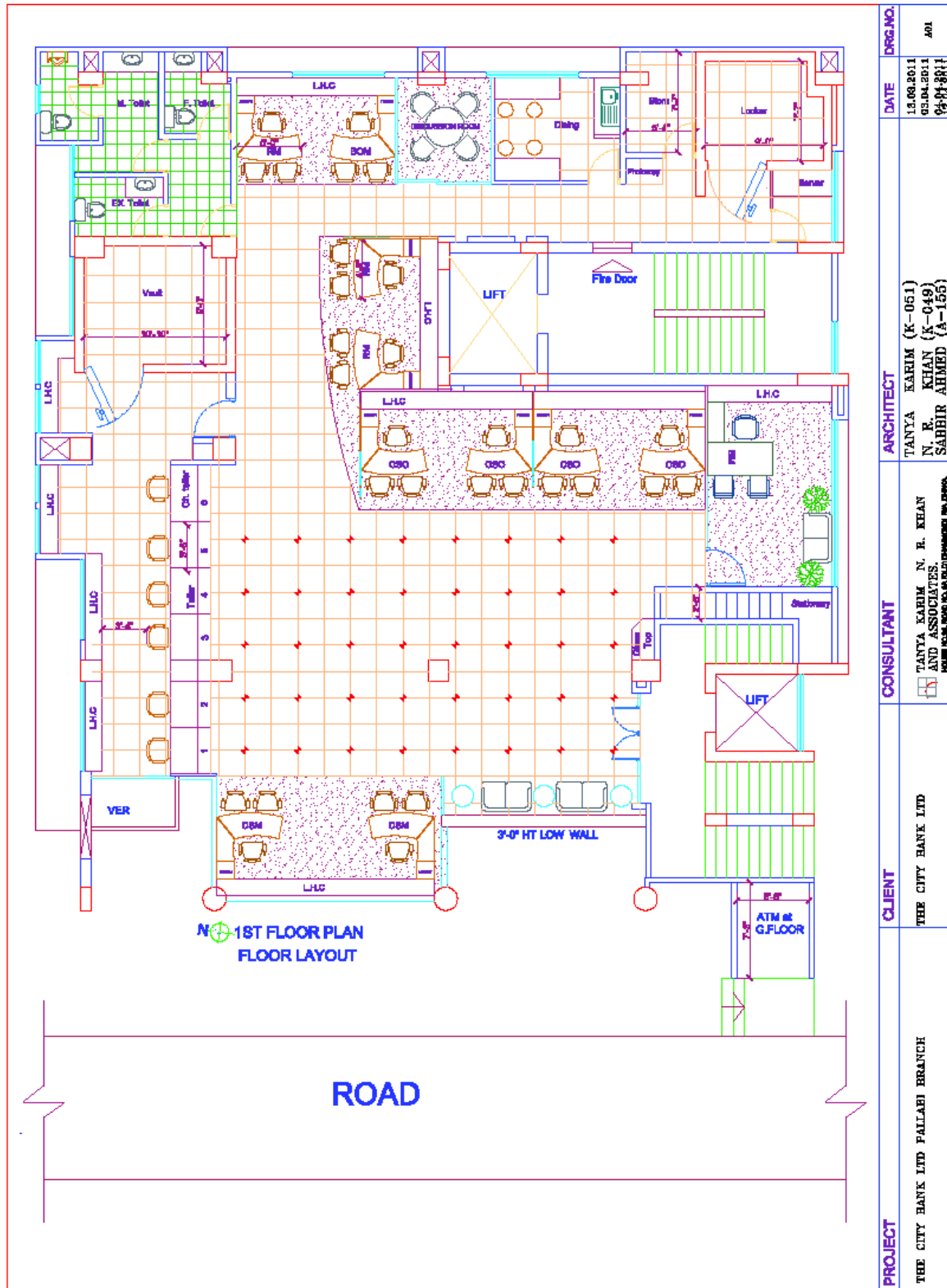
- i) A/C
- ii) Generator (Diesel)
- iii) Note counting machine
- iv) Photocopier

- v) Fax machines
- vi) Phone set
- vii) Cookeries item
- viii) De-humidifier
- ix) PC with UPS
- x) Printer
- xi) Scanner
- xii) LAN
- xiii) Network accessories
- xiv) Deposit rate board
- xv) Stationary item
- xvi) UPS for ATM
- xvii) Microwave oven
- xviii) Electric katlee

A Bill of Quantity (BOQ) also contains the following designs (drawings):

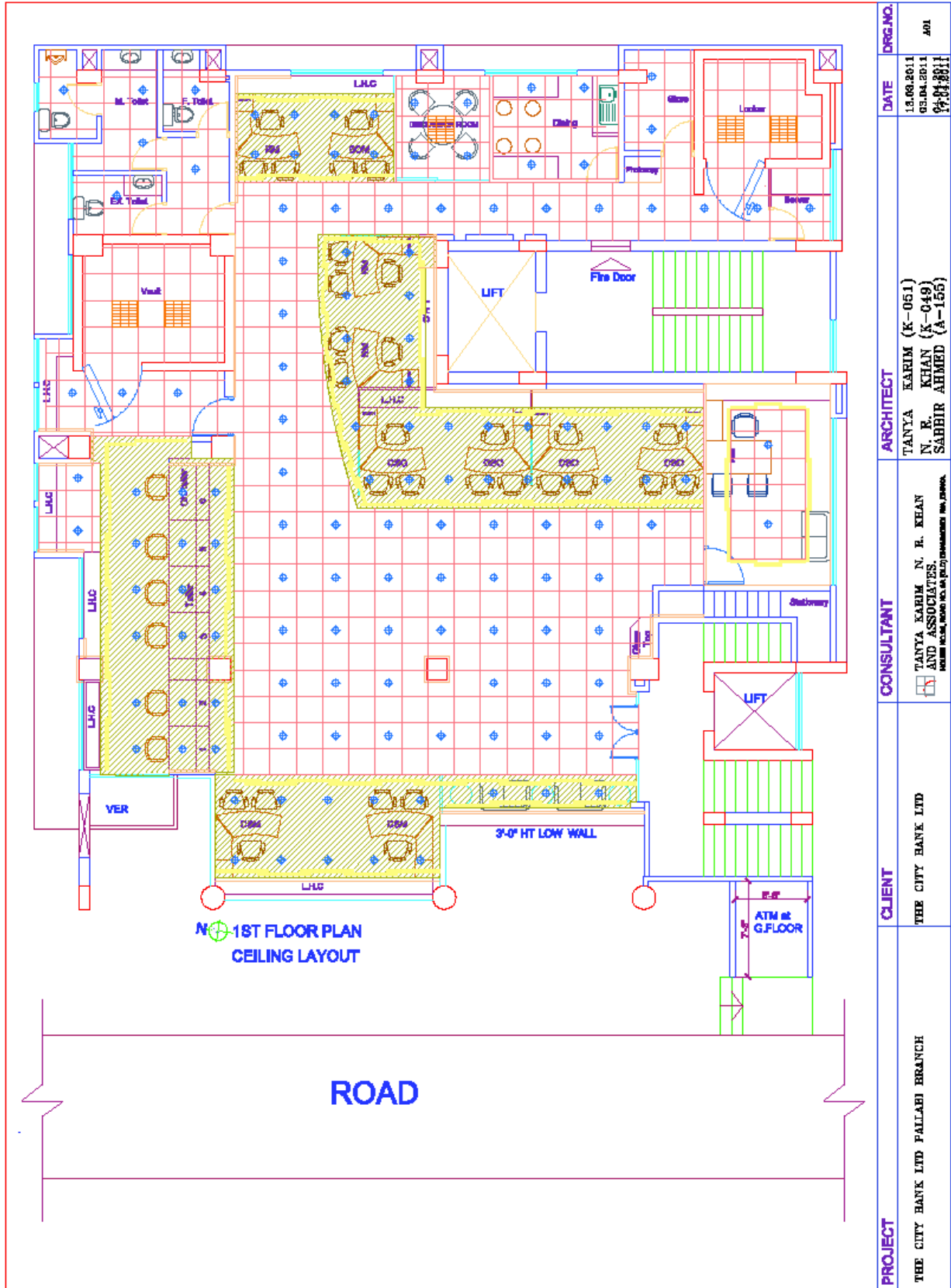
- i) Drawing of furniture plan
- ii) Drawing of floor pattern with detail measurement
- iii) Drawing of reflected ceiling drawing
- iv) Drawing of electrical layout
- v) Drawing of lightning layout

4.8.1 Floor layout plan

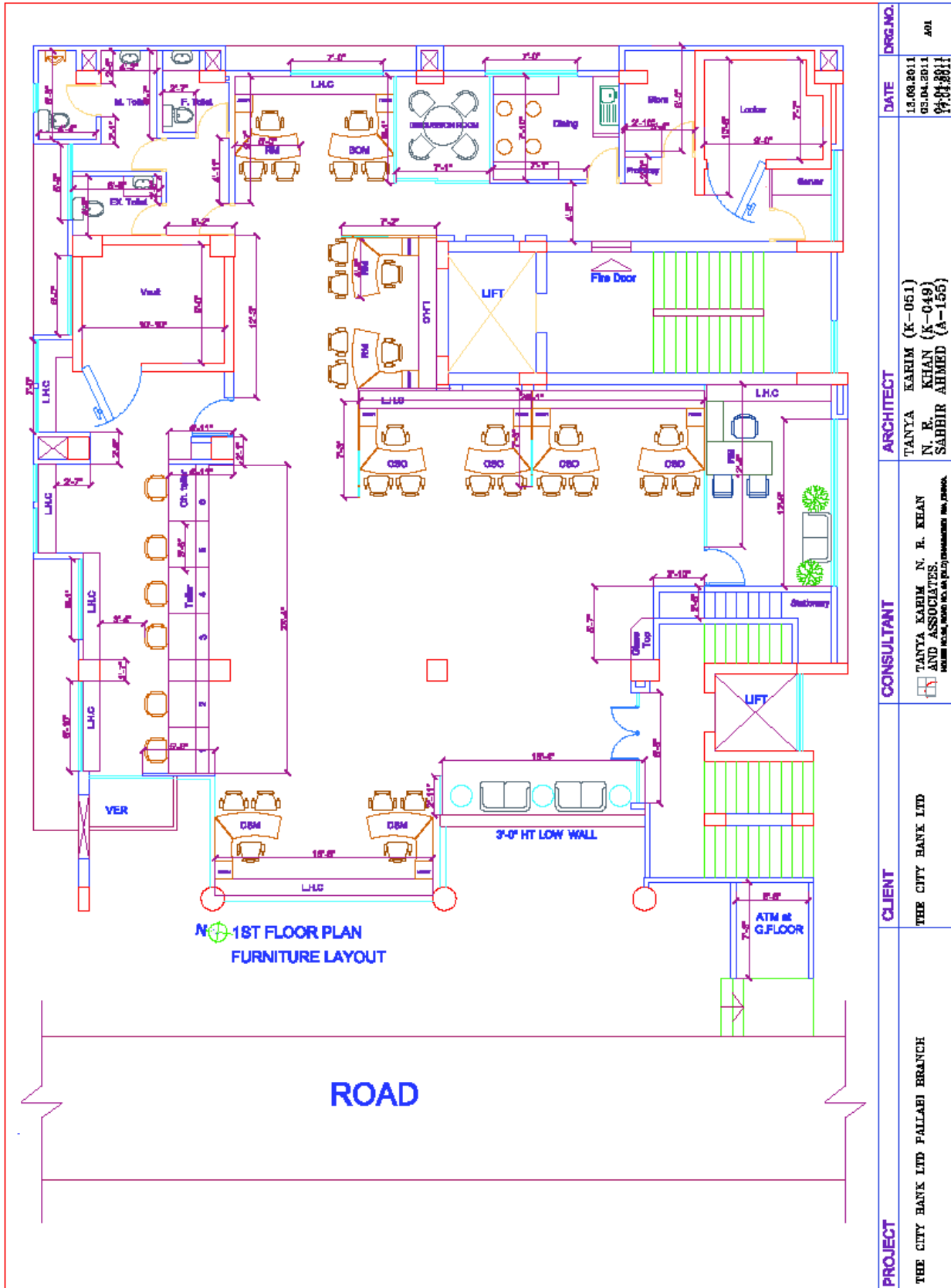


PROJECT	CLIENT	CONSULTANT	ARCHITECT	DATE	DRG. NO.
THE CITY BANK LTD PALLABEI BRANCH	THE CITY BANK LTD	TANYA KARIM, N. R. KEAN AND ASSOCIATES ARCHITECTS, PVT. LTD. KOTRI, KARACHI	TANYA KARIM (K-051) N. R. KEAN (K-049) SABIR AHMED (A-155)	13.06.2011 03.04.2011 14.08.2011	AD1

4.8.2 Ceiling layout



4.8.3 Furniture layout



4.9 ID calls a tender

Infrastructure Division (ID) of General Administration Division (GAD) calls a tender. All enlisted vendors are being called. A pre-bid meeting is held in the General Administration office. The design and bill of quantity prepared by the consultant is shown in front of the vendors. If vendors arise any query answer is given by the ID officials.

Then ID calls for a tender. The vendors have to fill up the Bill of Quantity (BOQ) with their quoted price in 1 week. Price has to be given in break-ups. Usually 7-10 days are given to deposit the tender.

After the aforesaid time the tender box is opened in front of the tender committee which consists of the Finance, Procurement, Business, and ID Heads. For ATM booths ADC Head or members are present.

The vendor who quotes the lowest price wins it. Then General Administration Division of CBL issues a work order to the selected vendor. The ID team analyzes the bids and makes a comparison sheet.

4.10 Preparation of Cost approval

The ID team prepares a memo for cost approval. The memo is signed by the Unit Head, and Divisional Head.

A work order generally contains a description of the jobs to be done, break-ups of the unit head cost and the total cost needed to complete the work. The unit head cost is assigned to various fields, e.g., civil works, paint works, m s works, partition works, floor finishing works, ceiling works, door works, plumbing and sanitary works, electrical works, miscellaneous works, furniture works, and so on.

4.11 Board approval

ID of GAD sends the memo of cost approval to the Managing Director. Then a Board meeting is called where the Managing Director and Board of Directors sit together and analyze the memo of cost approval. If they don't find any inconsistencies they pass it in the meeting and send it back to the GAD.

4.12 ID of GAD issues work order

ID issues work order on the favor of the selected vendor. It mentions the deadline for completion of the work and other terms and conditions. If the terms and conditions during the construction work are violated penalty is awarded. So the vendor has to be careful to use the same materials and equipments that is given in the Schedule of items and Bill of Quantity (BOQ). ID team inspects on the ground whether the construction work meets the desired standard and specification.

The consultant and its members also go for inspection and rigorously check for the technical compliance of the proposed branch according to the specification and BOQ.

The bill of quantity (BOQ) is attached to the work order. Duty and VAT are generally included in the price.

Address and location of the proposed branch is written in the work order. Total space in square feet is also mentioned. Sometimes ATM booth is built in the premise of the branch. In that case the space of the ATM is mentioned in the work order.

Commencement and completion of the work is written in the order along with terms and conditions. The vendor is required to submit the work schedule to the General Administration Division in the beginning of the work process.

Payment schedule is clearly mentioned in the order. Phase-I payment would be made when 40% of the total work is completed. 25% of the total payment would be disbursed then. Phase-II payment worth 25% of the total payment would be given to the vendor upon completion of 70% of the total work. Rest 40% would be disbursed upon handing over the project. VAT & AIT will be deducted from the final bills.

Warranty, guarantee, replacement and maintenance clause is included in the work order. Penalty provision is clearly mentioned. If the project work is not done by the vendor in due time Tk 10,000 should be charged per day.

The vendor should submit a sample board to General Admin Division for approval upon receiving the work order. Once the work order is acknowledged no disputation or assertion would be allowed.

4.13 ID approves the sample board



4.14 Completion of the project

ID keeps a careful look at the construction site. It sends its junior and senior members for inspection of the quality of the work. It monitors whether the work would be completed within due time. The vendor asks for Phase-I Bill release when it performs 25% of the total work. The consultant is asked to inspect on-site whether 25% of the total work has really been done. The consultant then gives feedback to the ID Department about the progress and standard that has been maintained by the vendor. Upon satisfaction of the consultant and ID Head Phase-I Bill is released by ID.

Similarly Phase-II Bill is released when 75% work is completed. And final Phase-III Bill is released upon completion of the construction work of the branch. Usually it takes 2-3 months to complete the construction of a new branch.

Images of Construction work at CBL Pallabi Mirpur Branch



Images of Construction work at CBL Pallabi Mirpur Branch contd.



4.15 The new branch now ready for operation

Finally ID of GAD hands it over to the Head of Retail. The new branch would now be taken care of by the Branch Manager, BSSM. Before that an inauguration ceremony is taken place where the Chairman, Managing Director, Head of Retail, Head of General Admin, Head of ID and others would be present to officially open the new branch. From then it would start its day-to-day regular banking activities where the Branch Manager, BSSM will be in charge and shoulder all the responsibilities.

4.16 IM maintains the new branch afterwards

Another Department under the General Administration Division Infrastructure Maintenance (IM) looks after the newly constructed branch. IM members often visit the branch and inspect thoroughly whether it needs any maintenance and repair work. Besides the Branch Manager (BSSM) looks after it and asks for maintenance, repair or replacement if any problem arises.

Conclusion

I worked for 3 months at ID of GAD at CBL. GAD is a part of the back office. Its main purpose is to support the front offices of CBL. Though I was an intern there my supervisor and other officers treated me like a regular employee. Thus I have learned many things how a back office actually works. My division as the name suggests deal with infrastructure development to support the growth of the business of CBL. ID mainly develops bank branches, ATM booths, and AMEX lounges. Construction works require in-depth technical knowledge and rigorous supervision. Since I am a finance major I lacked the technical knowledge but working on site I have managed to learn many things. Thanks to my organization supervisor who put me on site supervision which enhanced my learning. To conclude my report I think I should say the final look of the newly built branch at Pallabi Mirpur matters the most. It matters how the Chairman and Managing Director speaks about it during the inauguration of the branch. They speak highly about the build quality and looks of the Pallabi Branch where the success of ID lies and make it worthof the all the efforts they put into it.

Reference

1. CBL Office files and documents
2. Email attachments stored in the CBL server
3. Files and graphics from the consultant architecture firm
4. Files and graphics from the vendor/contractor
5. Guidelines of CBL
6. <https://www.thecitybank.com.bd/>

Appendix 1

Land Owner proposal

Date:

To

Managing Director

The City Bank Limited

Head Office

136, Gulshan Avenue

Gulshan – 2, Dhaka 1212

Land Owner proposal to City Bank Limited for rental space:

Land Owner Name	:	
Location Address	:	
Total Area (space)	:	
Total Monthly Rent	:	
Tenure of Lease	:	
Advance	:	
Mode of Adjustment of Advance Rent	: % Of total monthly rent will be deducted from the monthly rent. In case of early termination of the rental agreement, the LESSOR will refund unexposed amount of advance on the date of termination
Termination of the Agreement	:	Can be terminated by either LESSOR or LESSEE serving 6 (six) months prior notice.
Signboard Space	:	Available
IPS Space	:	Free of Cost
Utility Bill	:	At actual by the Bank
Electric Power	:	Land owner will supply at least 35 KW electricity with Meter and Three phase line at his own cost

IT tower facility	:	IT facility will available on the roof top
Car Parking	:	On The Road
Tax	:	As per Government Rule
Land owner Name & Address:		
Telephone no		

Land Owner Signature & Date: _____

Proposed by: Branch Name, Seal & Sign.

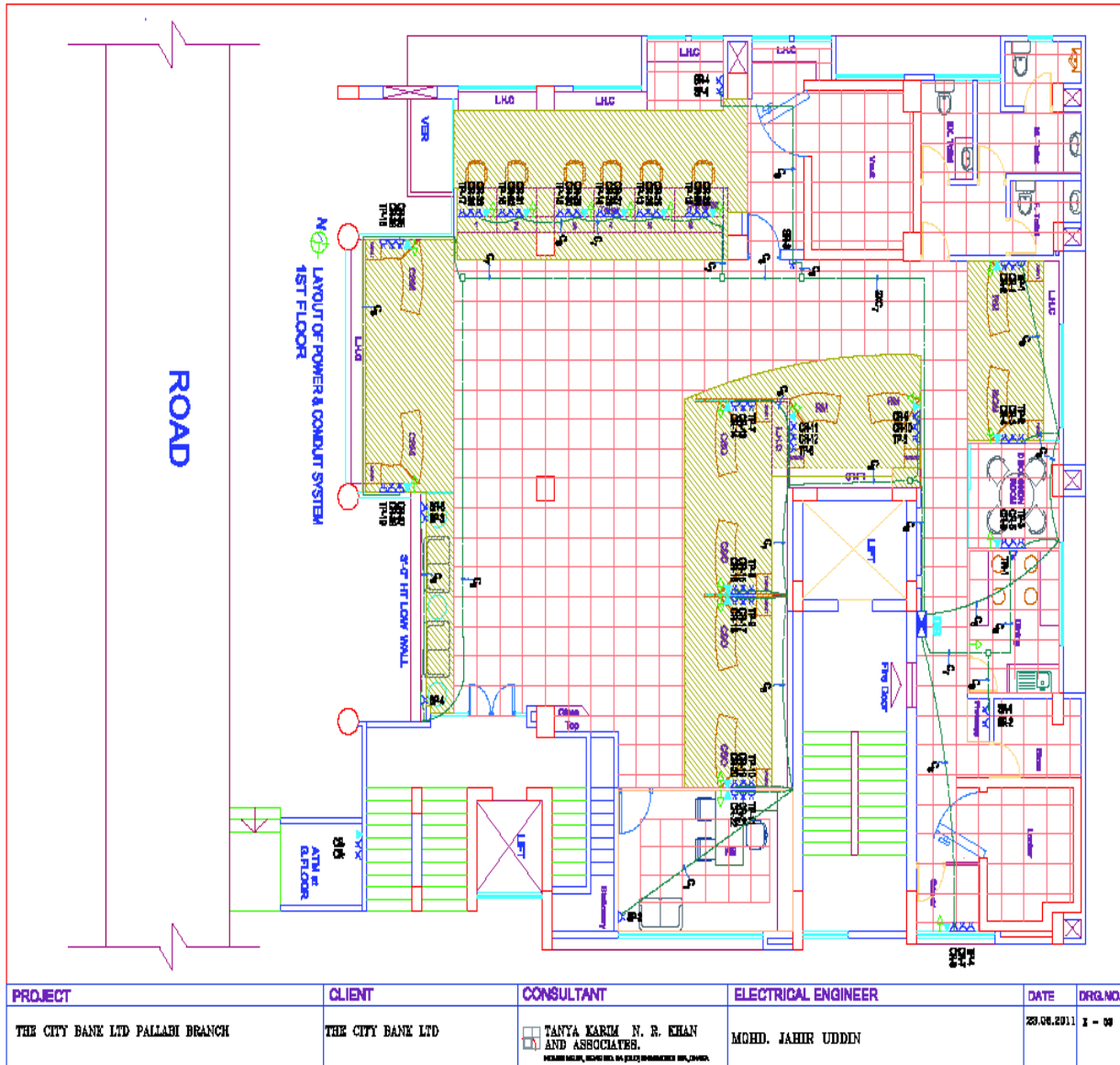
Papers required providing Legal Opinion for taking Lease.

1. Copy of Title Deed
2. Copy of Bia Deeds
3. Copy of Mutation with DCR
4. Certified copy of up to date Khatians
5. Up to date Land Development Tax payment receipt
6. Up to date Holding Tax payment receipt (if any)

- 7.** Commercial Permission from concerned authority or, Building plan which is approved for commercial purpose
- 8.** Copy of Agreement between the Landlord & Developer (if the property is constructed by Developer)
- 9.** Power of Attorney in favor of Developer (if the property is constructed by Developer)
- 10.** Photocopy of National Identity Card (NID) to avoid mismatch of name.

Appendix 2

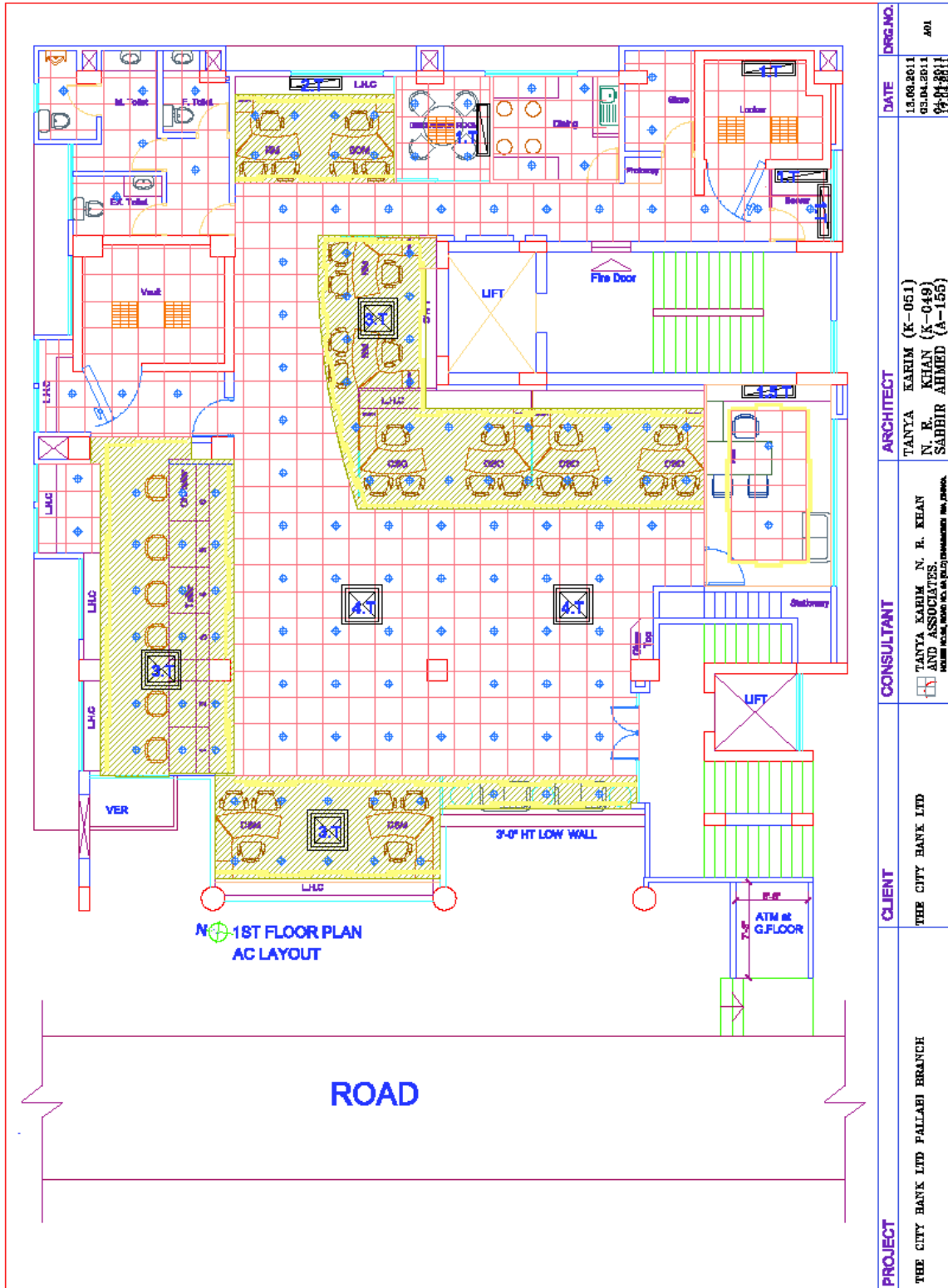
Electricity layout plan



PROJECT	CLIENT	CONSULTANT	ELECTRICAL ENGINEER	DATE	DRG. NO.
THE CITY BANK LTD PALLABI BRANCH	THE CITY BANK LTD	TANYA KARIM N. R. KHAN AND ASSOCIATES.	MOHD. JAHIR UDDIN	29.06.2011	1 - 08

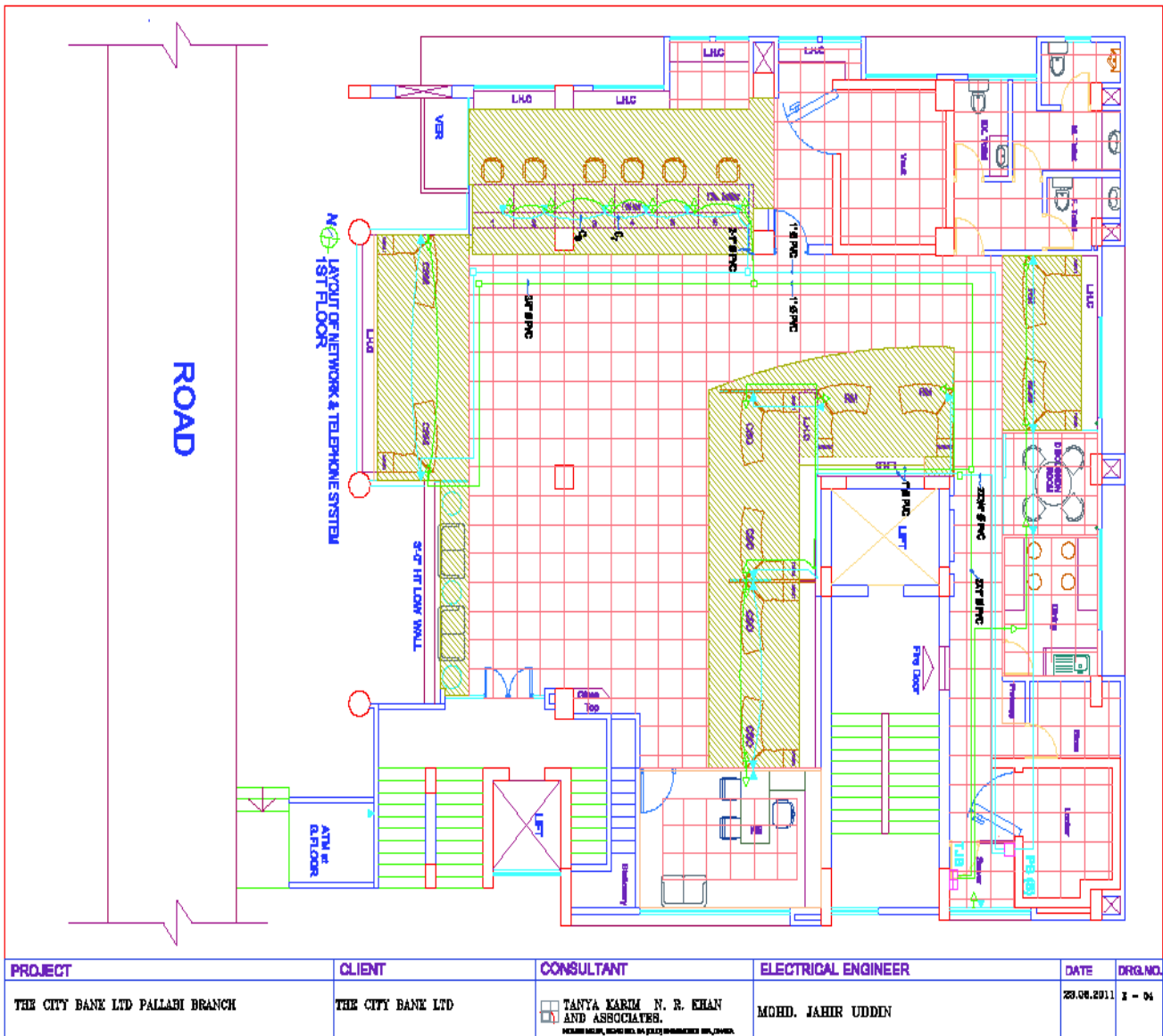
Appendix 3

AC layout plan



Appendix 4

Network & telephone layout plan



PROJECT	CLIENT	CONSULTANT	ELECTRICAL ENGINEER	DATE	DRG. NO.
THE CITY BANK LTD PALLABI BRANCH	THE CITY BANK LTD	<div style="border: 1px solid black; display: inline-block; padding: 2px;"> TANYA KARIM N. R. KHAN AND ASSOCIATES. <small>REGISTERED ENGINEERS IN ELECTRICAL ENGINEERING</small> </div>	MOHD. JAHIR UDDIN	28.06.2011	E - 04