

Report On
General Banking Activities of Bank Asia Limited”
Elephant Road Branch

By
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18104209

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
October 22

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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.**

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Department of Human Resource Management
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Designation, Department
Institution**

Letter of transmittal

September 22, 2022

Mr. Zaheed Husein Mohammad Al-DIN
Senior Lecturer
Department of Human Resource Management
Brac University
66 Mohakhali, Dhaka-1212

Subject: Report on Internship at Bank Asia Limited.

Dear Sir,

With gratification, I have completed my internship report on "General Banking activities of Bank Asia Limited". In accordance with your instructions and those given by the supervisor of my bank, I wrote this report.

My observations from my internship at the Elephant Road Branch of Bank Asia Limited are included in this report. I anticipate, It will be capable of advising me about my future role and areas of competence. I sincerely hope you find this study to be both helpful and instructive. Please accept my sincerest appreciation for your assistance, wisdom, and encouragement.

Sincerely yours,
Jarín Tasnīm Jui
ID: 18104209
BRAC Business School
BRAC University
Date: 22/09/2022

Non-Disclosure Agreement

This agreement is made and entered into by and between Bank Asia Limited and the undersigned student at BRAC University Jarin Tasnim Jui, ID:18104209

Acknowledgement

I would first like to express my sincere gratitude to Allah for giving me the power and capacity to finish the report on time.

Zaheed Husein Mohammad Al-DIN, the senior lecturer in the department of Human Resource Management at Brac University, is my respected supervisor. Without his steadfast assistance, enthusiasm, advice, and astute ideas throughout my research, I could not have been capable of concluding this report by the deadline.

I had a tremendous chance to conclude my internship at the Bank Asia Limited location on Elephant Road. My branch manager, supervisor, and other officers' help has been very appreciated, and I thank them all. We attribute credit for our success to those who contributed because this report was a collective approach.

Jarin Tasnim Jui
ID: 18104209
Brac University

Executive Summary

A key contributor to the economy's seamless running historically has been the banking industry. To advance society and the economy in the sector of industry and commerce in the present economic landscape, a robust banking system is essential.

This study illustrates the General Banking Division of Bank Asia Limited's Elephant Road Branch. Customer service, remittance, cash management, and account-related duties are under the purview of the General Banking Department. In order to give consumers top-notch service, this section is essential.

Cash processing is the most significant and difficult area of a bank. With the help of this section, it creates associations between bankers and clients, collects payments from customers' invoices, and transfers money across banks. General Banking offers these services quicker and more successfully.

I initially composed a report intro in which I described Bank Asia Limited. I then produced a summary of Bank Asia that covered its history, mission, and vision. I described Bank Asia's whole history, as well as its current mission and long-term goals. Then, using what I had learned at the Bank Asia. I wrote about general banking. Des-patch, Cash Section, Account opening, local remittance, Clearing, Accounts & Reconciliation, Foreign Remittance, Loans & Advances, and Foreign Exchange were all listed departments. I continued by talking about my projects and how they impacted my internship at Bank Asia. I reported more about things I learned from the experience and how I dealt with fellow coworkers. I additionally discussed how I handled my challenges, ambitions, and accomplishments in my writing.

My employment and perspective have both been strongly influenced by the internship, to sum it up. I'm glad I was employed here since I learned a lot of new things. As a result of this experience, I will be able to comprehend what general banking demands.

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Chapter 1: Introduction of the study

1.1 Introduction:

The contemporary financial system has benefited greatly from the efforts of the international banking sector. In the current market, one needs to be conversant in the circumstances and trends affecting the sector if they want to build a strong banking dynasty. These days, a nation's economic status must be incredibly reliable, including under command. In order to maintain the anticipated security and oversight of a country's total financial situation, the banking organization is essential to all banking activities. How a bank conducts business as a bank determines how successful it will be. The task of managing a profitable and productive banking business across Bangladesh whilst holding rivals' actions in check falls mostly on Bank Asia Limited.

In this era of rapid technological advancement, the banking industry is experiencing a number of advancements as a result of innovations, industrialization, and legislation. The Bank's main responsibility is to gather deposits by charging an interest rate and then lend the money to all other clients in order to advance business, market, and technology. Banks often charge higher interest rates to lenders despite paying lower interest rates to depositors. The bank does not offer the complete amount since this needs to have a particular sum of money on hand to cover its customers' essential necessities.

The internship program is the last key component of our BBA program. It allows us professional knowledge of working at a company with some other professionals and assists us comprehend the workplace.

At Brac University, every student is obliged to do a three-month internship with a prestigious company. The Bank Asia Limited branch on Elephant Road was where I completed my internship.

1.2 The Internship Objective:

Student Information:

Name: Jarin Tasnim Jui

Student ID: 18104209

Program: Bachelor of Business Administration

Major: Human Resource Management

Internship Information :

Company Information:

Period: 3 months (05 June 2022 – 05 September 2022)

Company Name: Bank Asia Limited

Department: General banking Department

Address: 64 Elephant Road, Dhaka

1.2.2 Internship company supervisor's information :

Name: Farha Diba

Position: Executive Officer and GB in charge

E-mail:

In order to stay ahead, transitioning from a research project to a career is the most challenging phase of any student 's success. A student encounters different obstacles when they start working. They need to expand and contribute their conceptual knowledge and expertise in order to adapt to their new surroundings at work. Several business students can access their abilities and academic understanding in their first jobs. Through the integration of conceptual skills and education through academic internship programs, students can be facilitated in making better use of their concepts at work.

Academic internships enable students to take part in regulated and organized operations, bridging the distinction between theory and practice. Many internship solutions exist for students to develop their skills while also boosting their careers. Nowadays, internship programs are generally accepted by academic institutions, students, and hiring managers from corporations. Educational institutions can increase student enrollment and prepare their curricula by utilizing internship programs (Arnold, 2015).

Through internships, students can acquire practical knowledge. Businesses prefer business graduates with the necessary skills and real-world experience, thus internships produce useful workers and competent job candidates. While still in school, internship programs enable students to gain experience while also saving employers money on supervision and training by supplying skilled personnel (Good, 2010). Moreover:

1. By obtaining short-term workplace practical experience and understanding of corporate culture, which will improve students' chances of finding employment both during and after their undergraduate studies.
2. To comprehend fully and examine the entire banking activities of Bank Asia Limited.
3. To develop professional experience with employees of Bank Asia Limited and establish both private and organizational connections.
4. To examine operational effectiveness and offer suggestions for policy and method upgrades. To complement technical experience with employment intellectual capacities during a program offered.
5. To learn about general banking topics like how to manage deposit accounts, savings accounts, cash credit deposits, transfer transactions, and Clearing House activities.
6. Examine and draft a SWOT analysis for Bank Asia Limited.

1.3 Methodology of the study:

In this section, I'll go over the channels I used to learn everything there is to know about Bank Asia Limited and its particular goals.

The types of data are:

1. Primary
2. Secondary

1.3.1 Primary Sources:

1. Planning to meet with leading figures of Bank Asia Limited.
2. Informal interviews with employees took place.
3. By face-to-face dealings with people.

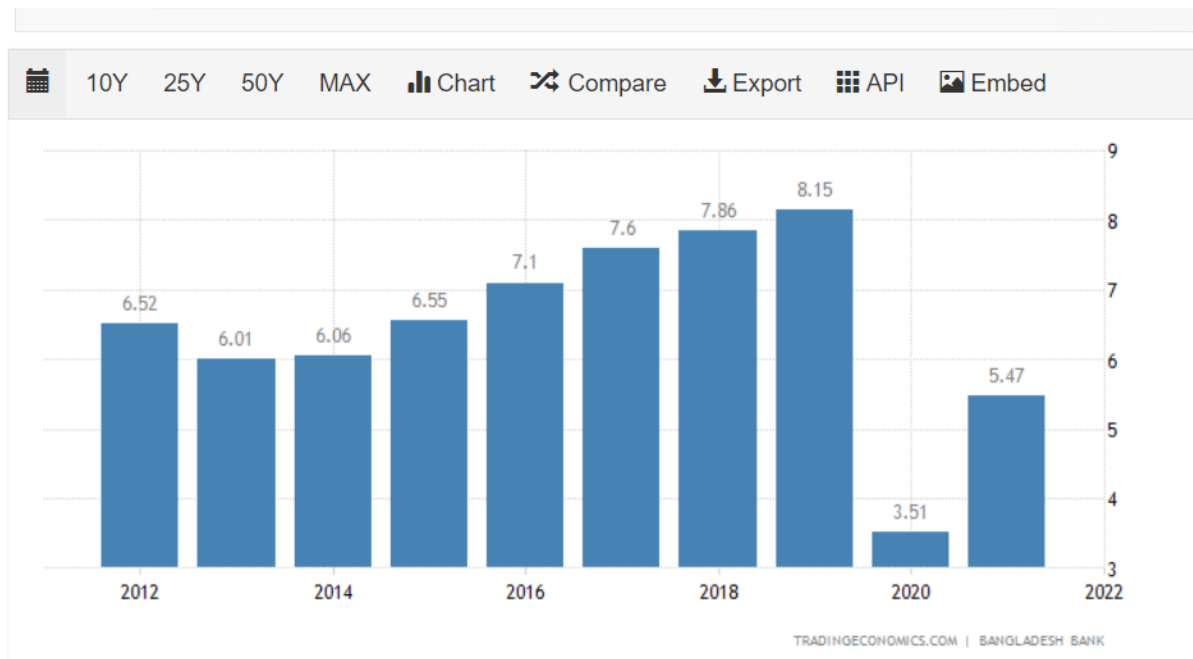
4. Direct participation in the bank's daily financial services.
5. Anecdotal evidence of banking mechanisms.

1.3.2 Secondary Sources:

1. Assortment of Annual Report and accounts of Bank Asia Limited from the years, 2016, 2017, 2018, 2019 and 2020.
2. Information was gathered directly from the Bank Asia Limited webpage.
3. Particular publications and published papers assembled from pertinent sources.
4. Yearly, Monthly, or Daily articles as authorized by Top Executives of Bank Asia Limited.

1.4 Scope of study:

The COVID-19 pandemic had an effect on the global economy, thus leading to a halt in commercial operations and a financial disaster. Like a direct consequence, there are numerous frauds and discrepancies plaguing Bangladesh's banking system, as well as a greater ratio of nonperforming loans, a steady increase in loan start writing, a dearth of organizational oversight, a rising capital shortfall, and subpar loan regeneration. In this ambiguous environment, banking businesses are facing obstacles that the entire country and other financial sectors must overcome (Tapash Chandra Paul, 2020).



One of the top financial institutions in Bangladesh's financial market, Bank Asia, has always been a client of the IFC since 2014. IFC, a member of the World Bank Group, is financing in Bank Asia Limited to assist companies in Bangladesh affected by the COVID-19 pandemic by giving cash. To assist SMEs and commercial customers in maintaining their services, Bank Asia Limited will just get a \$25 million loan from the International Finance Corporation (IFC).

This report discusses the history, operations, and in particular the General Banking section of Bank Asia Limited. An outstanding prospect to fully comprehend the general banking activities of the branch is presented by the creation of this report. Based on the understanding and relevant skills obtained throughout a three-month internship, this report was created. I had an excellent chance to gain knowledge about and participate in the complete general banking procedure. I also got a basic rundown of how foreign exchange operations work, such as import and export commerce, L/Cs, entering and departing purchasing, etc (BankAsiaLtd, 2020).

1.5 Limitations of the study

This report needs help from a diverse range of sources in order to be relevant and interesting to read. I made every effort to gather particular data that was necessary for the study at the time, but I was unsuccessful. The results of this study contain certain drawbacks as a result.

The following limitations and difficulties have been experienced:

1. Data from previous and current years are inadequate and inaccessible.
2. Because banking hours are so busy, the people working did not always give enough time. Because of this, Some of it was hard for me to understand a few facets of a particular work.
3. Three months is not nearly enough time to learn everything there is to know about banking.
4. There were issues with the technology with data transfer, data interpretation, and data storage.

Chapter: 2

2. Organizational Overview:

2.1 Overview of Bank Asia Limited:

When Bank Asia first set out on its aim to deliver the highest caliber digital on November 27, 1999, financial services. Since it was founded, the company has been capable of expanding and building up its structure by expanding its services, agent banking locations, and other channels, giving it access to key regions of the nation. In 2008, the bank started offering Islamic banking services. It established its first subsidiary, "Bank Asia Securities Limited," on March 16, 2011, and "BA Exchange Company (UK) Limited" in May of that same year in London, United Kingdom. 2011; and on June 1, 2014, "BA Express USA Inc." was established in Jamaica, New York, USA.

129 branches, 5 sub-branch offices, 5 Islamic Windows, 4 SME Service Centers, 1 Off-Shore Banking Unit, and 3 subsidiaries make up the present Bank Asia network. In order to assist the unbanked, Bank Asia has introduced ABAK (Amar Bari Amar Khamar) banking services in 31 districts with 222 Upazilas and 1.2 million beneficiaries. 4 628 agent banking outlets have been established by the Bank in 64 areas to offer widely distributed rural impoverished people financial services (BankAsiaLtd, 2020). The year 2020 started with an air of uncertainty that

persisted the entire year. All major industries had slower growth as a result of the COVID-19 pandemic's influence on the national economy in 2020. Even though there were no significant losses for the nation all year, there was a slowdown in global economic activity. With the greatest annual growth in the South Asian region in FY20, Bangladesh has experienced rapid growth in recent years. According to BBS preliminary estimates, Bangladesh's Gross Domestic Product (GDP) rose by 5.2 percent in FY20 as opposed to 8.15 percent in FY19 (Bangladesh Bureau of Statistics). Because of this, GNI per capita income increased to \$2,064 at the end of June 2020 from \$1,909 at the same period last year (BankAsiaLtd, 2020).The Bank of Asia was integrated in 1994 under the Organizations Demonstration and became an open confined bank. The bank began operations in November 1999 with an authorized capital of Tk. 800 million and a paid-up capital of Tk. 218 million. The institution's salaried capital was Tk. 1116 million as of December 31, 2006. Despite its limited capacity for time commitment, Bank Asia has positioned itself as one of the privately owned area banks that is rapidly expanding. It currently has a 66-branch network that caters to numerous major organizations and is progressively making the switch to retail money management. The shared ATM System is one of its other main transportation routes. In addition to 62 ETN ATMs, Bank Asia has eleven separate banks.

It has made history since its modest beginnings in 1999 by protecting the Bank of Nova Scotia's Dhaka branch's commercial operations, a first in Bangladesh's Controlling account history. It carried out the execution once more by purchasing Muslim Business Bank Ltd.'s (MCB) Bangladesh operations (BankAsiaLtd, 2020). Without losing its ability, Bank Asia has actively participated both in the domestic global coin markets. The Bank's investment in Treasury Securities and some other assets markedly expanded, creating opportunities for greater compensation while maintaining a constant rate of loan fee decay.

2.2 Corporate Profile of Bank Asia Limited:

- Abdur Rouf Chowdhury: Chairman
- Areef Billah Adil Chowdhury: President, Managing Director & Director
- Mohammad Sazzad Hossain: Chief Operating Officer & Deputy Managing Director
- Mohammad Ibrahim Khalil: Chief Financial Officer
- Hossain Ahmad: Chief Information Officer
- Mohammed Fariduddin Ahmed: Chairman-Shariah Board
- Mufti Shahed Rahmani: Member-Shariah Board
- Muhammad Mufti Abdul Mannan: Member-Shariah Board
- Mohammad Mofazzal Hussain Khan: Member-Shariah Board

- Mohammad Aminul Islam: Senior Vice President
- Rume A. Hossain: Non-Executive Director & Member-Shariah Board
- Shah Mohammad Wali Ullah: Member-Shariah Board
- Muhammad Ismail Hussain: Member-Shariah Board
- A.K.M. Mizanur Rahman: Member-Shariah Board
- Mohammed Rashidul Kabir Rajib: Chief Risk Officer
- Tania Nusrat Zaman: Director
- Abdur Rouf Chowdhury: Chairman
- Areef Billah Adil Chowdhury: President, Managing Director & Director
- Mohammad Sazzad Hossain: Chief Operating Officer & Deputy Managing Director
- Mohammad Ibrahim Khalil: Chief Financial Officer
- Hossain Ahmad: Chief Information Officer
- Mohammed Fariduddin Ahmed: Chairman-Shariah Board
- Mufti Shahed Rahmani: Member-Shariah Board
- Muhammad Mufti Abdul Mannan: Member-Shariah Board
- Mohammad Mofazzal Hussain Khan: Member-Shariah Board
- Mohammad Aminul Islam: Senior Vice President
- Rume A. Hossain: Non-Executive Director & Member-Shariah Board
- Shah Mohammad Wali Ullah: Member-Shariah Board
- Muhammad Ismail Hussain: Member-Shariah Board
- A.K.M. Mizanur Rahman: Member-Shariah Board
- Mohammed Rashidul Kabir Rajib: Chief Risk Officer
- Tania Nusrat Zaman: Director
- Naheed Akhter Sinha: Non-Executive Director
- Hosneara Sinha: Non-Executive Director
- Romo Rouf Chowdhury: Vice Chairman
- Mohammad Safwan Choudhury: Vice Chairman
- Romana Rouf Chowdhury: Non-Executive Director
- Enam Chowdhury: Non-Executive Director
- Farhana Haq: Non-Executive Director
- Areef Arefeen: Executive Vice President & Head-Treasury
- Mohammad Ataur Rahman: Secretary
- Mohammed Abul Quasem: Independent Director
- Helal Ahmed Chowdhury: Independent Director
- M. A. Baqui Khalily: Independent Director
- Dilwar H. Choudhury: Independent Non-Executive Director
- Ashrafal Haq Chowdhury: Independent Non-Executive Director
- Legal Status : Public Limited Company
- Date of Incorporation : 28 September, 1999

- Registered Office : 32 & 34, Kazi Nazrul Islam Avenue, Karwan Bazar, Dhaka, Bangladesh
- Authorized Capital : Taka 4,450,000,000.00
- Paid-up Capital : Taka 2,920,398,704
- Number of employees : 5000
- Number of Branches : 121
- Phone : +880 2 711004
- Fax : +880 2 7175524
- SWIFT : BALBBDDH
- Website : www.bankasia-bd.com
- E-mail : bankasia@bankasia.com.bd

2.2 Mission, Vision and Core Values of Bank Asia limited

2.2.1 Mission:

To assist in growing and expanding the economy of our nation while assisting in ensuring superior service to our customers. to maintain the highest standards of conduct while giving our customers, stockholders, and employees the best outcome. To establish itself as the most coveted bank in the nation, with a committed group of professionals offering innovation development services.

2.2.2 Vision:

Like the national aspiration, Bank Asia wants to see Bangladesh free of destitution within a generation of the new millennium. Our goal is to establish a society that gives human freedoms, integrity, and antipoverty top priority.

2.3 Core Values of Bank Asia Limited:

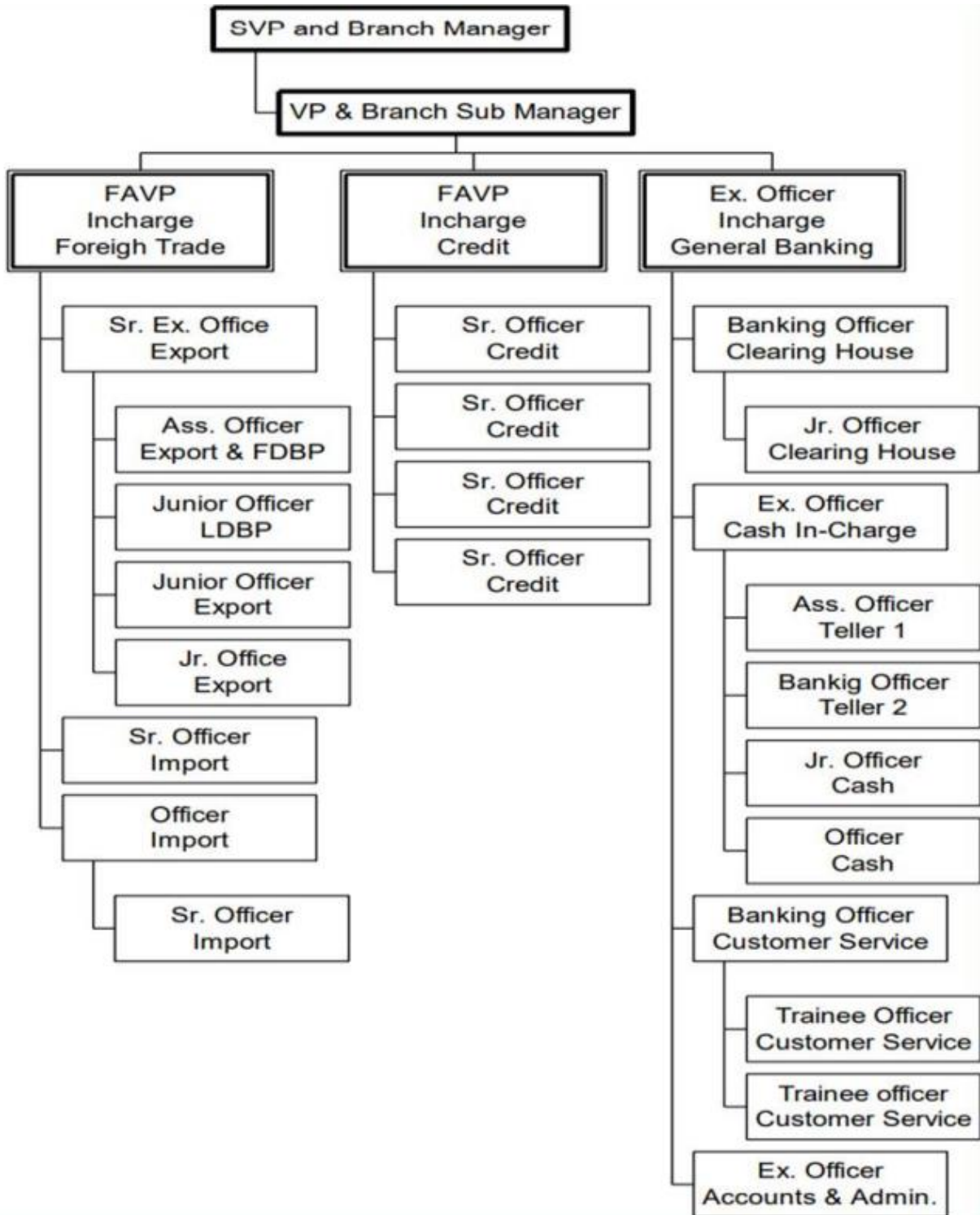
Numerous important fundamental precepts for a wide range of stakeholders, including customers, staff, stakeholders, and communities, are included in Bank Asia's banking structure. Clients demand a bank that serves individuals in all facets of their business by providing prompt, pleasant, and useful service. Employees are extremely motivated to join a bank that promotes happiness in all facets of their lives. Shareholders' main objective is to generate a lucrative income and get a reasonable return on their investment. To clarify-

1. Provide specialized banking solutions and services with a focus on the needs and enjoyment of the customer.
2. Improving banking operations to the benefit of stakeholders.
3. Always act with integrity and transparency in your interactions.
4. Follow all legal requirements in order to be a compliant institution.
5. Contribute significantly to society's well-being.
6. Foster a work-life balance that will help our staff be more motivated and work in a pleasant setting.
7. Dedicated to protecting the environment and living sustainably.

2.4 Organizational Hierarchy:

Bank Asia Limited has a functioning organizational structure, just like the majority of corporations. Understanding the Bank's operations requires an understanding of the entire system. Several branch offices, a central office, and a divisional headquarters make up Bank Asia Limited. All of the offices are coordinated by Bank Asia Limited's head office.

2.5 Organogram of Bank Asia Limited:



3. General Banking Functions of Bank Asia Limited

3.1 Overview of General Banking:

A nation's economic growth is influenced by the banking sector. Every commercial bank functions as a financial intermediary with the main purpose of earning money through acquiring and loaning in lucrative businesses in addition to the issuance of numerous types of credit agreements. As either a consequence, the banking industry is essential to a nation's economic growth. The banking industry is crucial to the money market in advanced economies and contributes a substantial contribution to a nation's economic progress (GENERAL BANKING ACTIVITIES, 2018).

This business sells services to its clients because it is a financial organization. In addition to offering various necessary services, this area facilitates the acceptance of deposits. Both deposit activation and certain services are supplied by qualified staff members who are devoted to working for Bank Asia.

The general banking department at Bank Asia consists of the following activities:

1. Lockers and Account Opening Services
2. Teller operations and money management
3. Department of Remittance
4. The Clearing Section
5. Financial Control & Accounts Department (FCAD)

3.2 Departments of Bank Asia Limited Elephant Road Branch:

Regardless of the type of institution, banks have various functions within it. I had a job at the Bank Asia Limited branch on Elephant Road. The Elephant Road branch of Bank Asia Limited is a recognized dealer branch. Banks with the right to transact in foreign exchange operate through certified dealer (AD) branches. I was given the obligation of alternating between the several departments in this branch in order to better comprehend what things are performed there. I got different duties within every area because of that. As part of my employment allocation, I had to participate across every unit.

3.2.1 Account Opening and Locker Service:



An essential part of general banking is account opening. With Bank Asia, individuals can register a range of accounts, including current deposits, savings bank deposits, fixed deposits, short-term deposits, monthly term deposits, and any other deposits that the Head Office allows or suggests.

Opening a Bank Account Instructions:

1. Before opening an account, customers must get an application from a Bank Asia Limited location in their area.
2. Account opening officers will have access to transaction profile (TP) forms, customer risk assessment forms, specimen signature cards, requisitions for cheque book issuance, money laundering forms, and account opening guidelines.
3. The officer will have a cordial and expert discussion regarding creating a bank account with the prospective customer. This approach will be used by the police to inspect the customers. If a customer lives far away but still qualifies to create an account with the branch, the reason should be investigated, and no account opening forms should be given to the customer until he or she is extremely pleased.
4. He is going to help the consumer fill out and finish the account opening form to the greatest extent possible.
5. Clients must provide one copy of the nominee's passport-size photo that has been attested by the applicant, two copies of the applicants' PP-size photos that have been verified by the introducer, and more.
6. Clients must carry a photocopy of their passport, national ID card, voter ID card, or union death certificate.
7. Operational instructions, as well as a card for ATM and SMS service that has been properly signed, shall be certified with the signatures of all applicants in the case of a joint account.

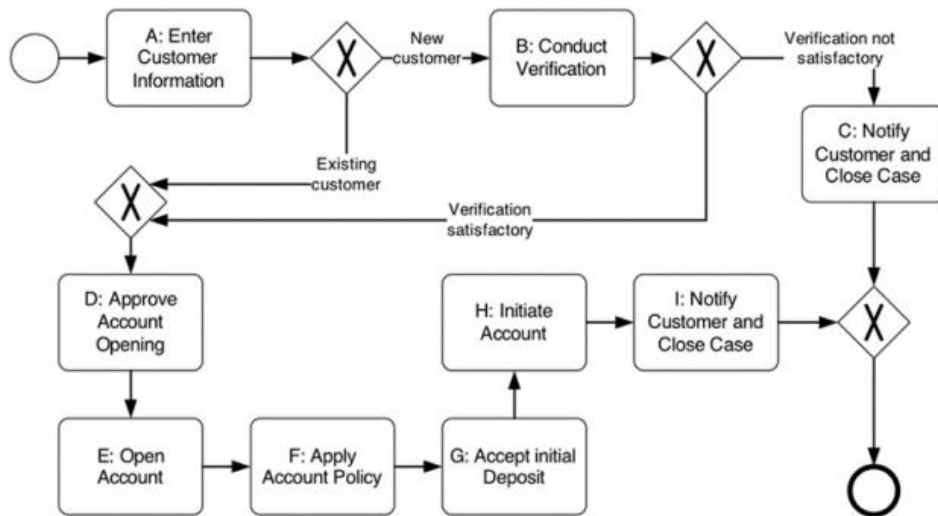


Fig: Account opening Flowchart

Cheque book and debit card issuance:

1. Based upon the initial request slip that has been signed by the account holder, the first cheque book will be delivered to him following gaining approval from the HOB/MOB.
2. Per the MICR cheque book issuance method, cheque books should always be acquired from the corporate office's central clearing department, and all succeeding cheque books should have been founded on the requisition slips from the prior cheque book. Cheques issued by fax or through the phone aren't going to be honored, it must be mentioned.
3. Once the HOB/Authorized officer is satisfied with the account's management and has verified the account holder's signature, a fresh cheque book should be given to the account holder.
4. Care should be taken when confirming the request's legality, especially if the account holder's address has recently changed, if a cheque book is requested based on a letter signed by the account holder but no Requisition slip from a prior cheque book is produced.
5. A client whose account has been moved to a dormant account ledger can only receive a new check book if the account holder personally visits the bank for identification purposes and completes a lawfully signed check requisition sheet with the HOB completely met.



3.2.2 Cash Management and Teller Operation:

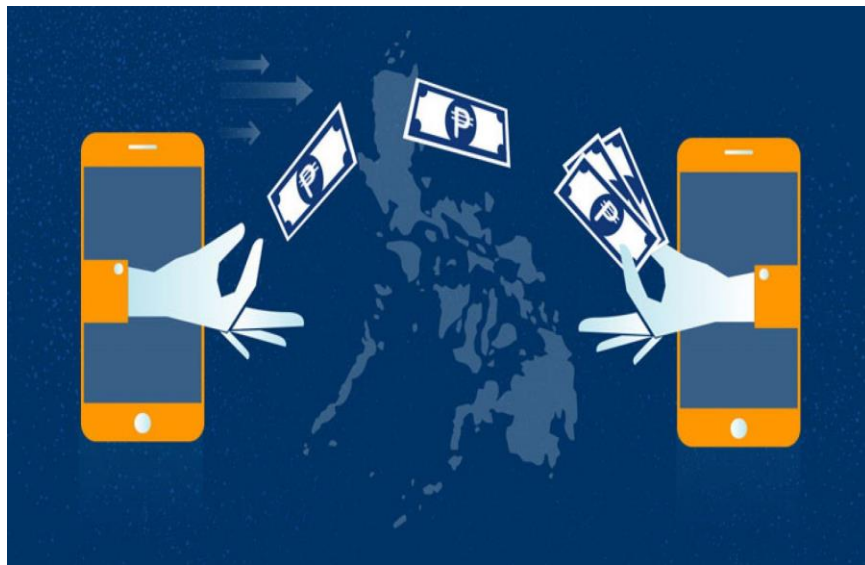


The bank's highest prominent representation, the teller, is already in charge of cultivating trusting connections with clients. They have a direct, individual function to perform in the management of consumer deposits. A Teller's Day is mostly taken up with taking deposits and finding cheques, drawings, and pay orders, amongst many other things. Clients mostly exclusively interact with tellers. This provides a special difficulty again for Teller, who needs to build solid client relationships with frequent interpersonal contact. The closure of both the cash is also handled by the cash department.

1. The cheque's date

2. Signature
3. Cheque is closed or not
4. Is the check endorsed
5. Difference between word and number
6. The presence of money
7. legal impediment or not

3.2.3 Remittance Department:



1. The Principal Office/Main Branch is beforehand informed if a Branch requires cash so that cash, transport, and security personnel can be prepared for transferring.
2. The request needs to be made the day before the requirement. The claim will be acknowledged by the HOB when it is received by the cashier in full control of the Principal Office/Main Branch.
3. The cash-in-charge organizes for such transfer of the funds and ensures that they are accurately entered in the vault record.
4. Joint keepers and the cash-in-charge would notarize the remittance and put it onto the cash remittance ledger.
5. The money must be taken at the counter of the sending bank and placed into the cash payments ledger.

6. The collecting branch sends IBCA to the Principal Office Branch after providing the pertinent journal entry.

3.2.4 Clearing Section:

A different phase of banking called BACH (Bangladesh Automated Clearing House) comprises automated clearing operations in institutions. A 1% GDP increase has resulted from it since it really has improved bankers' capacity to assist customers and increased diversified e-commerce choices available to them. On October 7, 2010, BACH began conducting business in Dhaka, and ever since then, it has assimilated all regional conventional clearing houses (86 houses). Bank Asia Limited has been acknowledged as a significant partner throughout the entire project's project execution.

3.2.5 Pay Order:

Pay to order describes the practice of paying convertible cheques or documents with an endorsement designating a certain individual or company which that payer has given permission to receive payments. A pay order is a formal agreement from a bank branch directing the payment of a predetermined sum of money to a particular individual or bank. Due to the fact that it is issued on and owing to the bank, it is known as a banker's cheque. A pay order utilizes the same drawer and drawer as it is generated and reimbursed through the same bank branch. The individual or entity from whose behalf it really is authorized is known as the payee or beneficiary (Latif, 2021).

Release of a pay order:

1. While issuing a PO, the remittance officer should insert their block series number into the program.
2. There is no need for a regulating code; only the pre-printed PO serial number is required to be entered into the system.
3. Two authorized signatory with PA numbers should sign the agreement.
4. On the component tally, enter the amount, the receiver, currencies, and name of originating branch in the appropriate STELAR system fields.
5. The device's specs line up with those that have been incorporated into the system.

Settling a pay order:

1. The beneficiary's account will get the funds.

2. Unless the beneficiary has authorized the PO is payment towards the buyer's account feasible.
3. The collecting bank's certification is required in the case of a clearing payment.
4. If all registration procedures are followed, a cash payment against a PO may only be made by the bank that issued the PO.

3.2.6 Foreign Remittance:



The main duty of this division is to convert one currency into another at the predetermined exchange rate. When people need their passports endorsed, individuals approach to this department to convert Taka for whatever currency they want. The activities include remittances inward.

1. Remittance Cancellation of Inward
2. Expatriate Remittances
3. payment of import bills
4. giving approval
5. NFCD, RFC, TC, FOD, and

3.2.7 Loans and Advances:

Loan

A bank loan is if a bank lends money to something like an individual or company for just a set length of time at a set interest rate. As technology changes, loans may alter. Credits come in a variety of forms at Bank Asia Limited. The interest may change when loans differ from one another.

1. loan broad
2. a loan secured by a government subsidy
3. ANB loan
4. Financial firms that are not banks
5. general auto loan
6. Home construction loan
7. BAL mortgage
8. The program for small mortgages

Credit officers must collect important paperwork before starting the loan process on the commercial surface, though.

1. The party's statement
2. The client's business net worth
3. The client's personal net worth
4. sheet of balances
5. Income statement
6. market report
7. Limit proposal in the required style
8. Grading of credit risk (CRG)
9. Visit report of the company and stock
10. Report of Collateral Security Visit
11. Certificate of Branch Valuation
12. Certificate of Surveyor Valuation
13. Legal advice (BLA)
14. A stock photo and a corporate portrait
15. Current CIB report
16. Statement of accounts
17. A current trading license
18. A valid ETIN certificate.
19. NID

Additionally, a credit officer must select a borrower using the following standards:

With

1. intention
2. Integrity
3. The current state of the company
4. Trustworthiness
5. Market standing
6. Market circumstance
7. Financial situation
8. Business adversaries
9. Age
10. Instruction
11. The Creditworthiness

There are several areas of Bangladesh where progress can be accomplished.

1. Trade and business
2. Exporting and importing
3. the industries
4. Agriculture
5. Transportation, etc.

Chapter 3: Project part

4. Job Responsibilities and Internship Experience:

I finished a three-month internship at Bank Asia Limited's Elephant Road Branch. I had the choice of working in a number of divisions inside the branch. It has been a wonderful blessing for myself to be capable of working for one of the most prominent banks in Bangladesh. Again for the period of my internship, the Manager was my designated supervisor (Elephant Road Branch). In customer care, Ms. Tasnim Tabassum, a banking officer, and I collaborated. It was an exceptionally interesting and entertaining journey to myself. I gained a great deal of information concerning the company. The much more significant lesson I've learnt is how to do work quickly and efficiently. About one's individual growth and readiness before approaching the professional sphere, this professional knowledge is crucial.

The expertise acquired during the employment term was utilized to produce the research. Throughout that time, I was mostly employed in General Banking and Accounts departments. For just a short while, I was employed by the Foreign Exchange Department. There are no requirements for internship students at Bank Asia. So at Elephant Road Branch, there is a significant amount of work to be done.

These experience substantial difficulties when compared to other branches. I received the same treatment as both a paid employee at the Branch, not only as an intern. Because of this, I had to put in a lot of effort. I'll sum up my encounters in several sectors as follows:

Customer Service Department

I started my training inside this sector by learning what to do establishing a bank account and exactly ways to fill out the necessary papers for customer bank account opening. While delegating me to any tasks, my immediate boss made an effort to provide me with a brief rundown of his regular duties. Subsequently, I learned about other sorts of accounts, notably current accounts (C/A), savings accounts (SA), STD, and FDR, thanks to my insights and the advice of the superior officer. He also supposed to teach me what to do to reply back to a range of client inquiries, for instance how to connect different varieties of accounts, figure out how much interest different kinds of accounts will yield, choose the right cheque book from a package predicated upon that client's requirements, take calls, and transmitting the others to those other people.

My prior activities include:

1. Informing clients of the several forms of documentation needed to open an account. I often used to tell people that they needed two PP-size copies of their photos and one PP-size copy of the nominee's photo. A photocopy of their passport, national ID card, or TIN papers is also required.
2. Previously, I was in charge of maintaining the customer's account opening form.
3. I used to provide product-related details to my clients.
4. Audits uncovered a form which required to be filled out but wasn't. Some forms were completed by customers without providing an account number, a title number, or information about the type of business they worked for. Certain documents were kept without appropriate identities, including TIN papers and National ID card number. I was in charge of completing the paperwork.
5. Completing a Know Your Customer (KYC) form to get ratings for personal and company risk. My responsibility was to use the TP form to assess the risk level and risk rating of people and organizations in order to establish the overall risk level.
6. Calling individuals to obtain the required documents, copies of national identification cards, or other items; issuing the required cheque book by requesting their identity and account number and confirming it afterwards.
7. In the past, after calling consumers who completed cheque book registrations on registry journals but did not return their cheque books for 2-3 months, I often used to keep the cheque books once they were completed sequentially in a secure facility.

Department of Accounts and Clearing

A bank's accounts division is a complex topic. It's a busy section here. This department maintains the tasks for all divisions and the transaction vouchers for all departments.

My past activities include:

1. I printed out the transaction list from the previous day in order to confirm the debit and credit vouchers.

2. Validating the quantity of accounts that were debited or credited, the account owner's signature, and account number, among other things, before sorting, counting, and filing vouchers.
3. Distinguishing between debit and credit vouchers.
4. Due to the crowded nature of the branch, employees must send lists of all expenditures, confirming vouchers, forwarding letters, and vouchers detailing the precise quantity they expended on each item for the division to the home office. Among expenditures in dispute include Conveyance Expense, Pantry Expense, Sundry Expense, Entertainment Expense, and Business Development Expense.
5. Stamp endorsement and approval seals on various documents, including loan paperwork.

Department of Foreign Exchange

I was only able to work in this division for a short period of time.

Some of the things I've managed to do in a short period of time include the following:

1. Establishing an international bank account is the first step in importing a wide range of raw materials, machines, technology, as well as other peripherals from overseas firms. I sometimes used to establish an international line of guarantee, or L/C, in those situations.
2. Away L/C openings In order to acquire the raw materials for the seller's necessary export items, the seller's bank will issue a back-to-back L/C, which is a supplementary L/C based on the original/master L/C.
3. IMP posting: Each month's import payments are reported to Bangladesh Bank by each commercial bank in a report that is sent at the end of the month. This process is known as IMP posting.
4. Posting of the bill of entry: A bill of entry is a record that includes all the information about the items being imported into Bangladesh. Before a good is discharged from the port and sent to the customs office, full knowledge is verified against this document.
5. Data entry: Back-to-back entries of L/C data into Microsoft Excel from registers.

local remittances

I spent five days working here. In terms of local remittance, I completed the following tasks:

1. Information gathering from customers;

2. Pay order creation;
3. Customer signatures; and
4. Pay order sealing.

The man I was working under was incredibly courteous and supportive, which made my marketable skills this week amazing. He introduced me to many new financial terms and talked to me about how to get ready for a career in banking. He also suggested that I study abroad. He has been employed by the bank for 12 years, and he told me how his duties have evolved over time and from branch to branch.

Bills and Clearing

My duties in just this division were incredibly small and primarily computer, making them almost invisible. I was merely helping the person in charge of inputting the data into the computer with the knowledge. I spent five hours working here. The clearance division was incredibly welcoming and helpful. The section head where I was employed was a really polite and friendly sir. He encouraged me to ask questions about his work and helped me learn a lot about this department. I learned a lot through him about how banks transfer funds using checks and pay orders, so working in this division was quite helpful. The teacher lectures swiftly, so I was always picking up new knowledge. Consequently, the experience

Consolidation of Accounts

I put in five days of labor in this division.

I had the following tasks to complete in this department:

1. Verifying the calculations twice
2. Examining the differences between the expenses of various departments from one month to the next and reporting any changes to the person in charge.
3. Sorting the papers each day into increasing order of the days of the week.

The encounter at this desk included all of the paperwork and calculations. I helped Sir with a great deal of computation every day. In addition, consumers used this counter to rent lockers. This desk didn't engage with customers very much. Being an intern at this bank prevents me from entering the vault. Customers would be accompanied by Sir into the vault to help them open their locker, and when they left the building outside, they would be left with their possessions within. When they were done, Sir would close the safes. There was no engagement between myself and the customers there as a result.

Foreign Remittance

I spent seven days working in foreign remittance. My duties in this division included the following:

1. Completing forms for Western Union
2. Completing forms for Western Union
3. Explaining the dollar amount to customers
4. Educating clients on the advantages of opening an overseas account with Bank Asia Limited.

Performing in this division was something I had never done before. Foreign accounts were something I seem to have no prior experience with, but since beginning my job here, I've learnt how to open them and what they're used for. I've learned a lot about just this sector from Sir. She was courteous and friendly when He was supporting me in understanding things, proving that he is a happy person. He made the procedure enjoyable. Although I was initially learning, I just wasn't very efficient the initial days when helping customers, but as the days went on, I improved. I did everything I could to help as many customers as I could. I felt great about this new challenge since the Bank kept teaching me new experiences. This segment was rather useful since this gave me a ton of extra details about international accounts and remittances.

Loans and Advance

There was just so much to do. I spent a total of 12 days working in this section. Throughout this segment, I typically saw people picking up new skills, although I must also make sure the customer had turned in the required papers to apply for a loan. Officers who gave me the most assistance in understanding the entirety of this division. He seemed cordial and quite knowledgeable as he described the operations to me. He went above and beyond to ensure I comprehended despite the department's disarray. Hasan sir and Akib sir both provided extensive explanations about cash credit. Because of them, it really was entertaining and instructive.

5. Overall Learning Points

5.1 Assignments and Contribution

My internship experience at Bank Asia Limited's Elephant Road branch focused mostly on getting to know every division in the bank including getting a general understanding of each one. In the Cash Department, Account Opening, Local Remittance, Clearing, Accounts & Reconciliation, Foreign Remittance, Loans & Credits, and Foreign Exchange departments, I gained knowledge.

Account opening activity: I was given the responsibility of working on the branch's account creation services during my first week. Anytime a client needed help, I immediately started a new deposit account, credit, or current account for them. I'm responsible for helping associated with greater levels out the the whole form, getting photocopy of something like the necessary paperwork and photos of the account owner and nominee, getting annotations where they're needed, and finishing post-account entrance tasks like the "know your customer" section, risk analysis, going to fill out the SBS, and getting signatures from the right people.

Opening Fixed Deposit Receipt (FDR): After being given permission to work at the branch's front desk and answer questions from customers about various General Banking Division issues, I was instantaneously given the responsibility of answering questions about FDR and other deposit items offered by the Bank.

Cheque books and ATM Cards are Issued: Cheque books and ATM Cards are indeed approved as components of both the process of account opening. I was nonetheless given the responsibility of providing assistance my supervisor in finalizing the required documentation for commandeering cheque books and ATM cards, in addition to authorizing the others to clients that after requisite legalities, including collecting signatures, facilitating the cheque book or ATM card, and verifying the clients' signatures, have been finished.

Front Desk Tasks: In addition to the aforementioned duties, I helped my supervisors only with the following: providing pay orders, finishing rebate entries, performing audit branch registers, organizing bank statements, and calling clients to just let people know about overdue paperwork. My duties inside the clearing department of General Banking included helping my manager separate high-value checks, verifying each check before sending it off to the clearing house, classifying checks that were brought back for different reasons, and inputting return checks through into registration with enough verification.

5.2 Lessons Learned from Internship Experience: A student who participates in an internship program can gain a more in-depth knowledge of both the commercial environment and indeed the profession in real life. This knowledge gives us undergraduates the chance to learn knowledge that would enhance the level of careers in the business world. One of the most crucial lessons I picked up during my three-month employment consisted of how to leverage my expertise from books without anyone ever explicitly saying it. Working with each individual and absorbing as much information as I could were my first lessons at the Bank Asia's Elephant Road branch.

The primary goal is to gain knowledge regarding company structure while simultaneously gaining actual skills in a real-world work setting. I used to have a comparable desire while I was an intern. I sought knowledge about corporate success as well as task suggestions throughout my internship. As either a result, the lessons I've learned throughout my internship training cover everything from workplace culture to real-world chores, every one of which is significant. We'll go into more detail on several of these fundamental ideas below.

Getting hands-on experience with bank operations: Despite learning more about operations of several banking companies through our bachelor degree, we hardly ever got the chance to go inside either of them. However, the internship program allowed me the chance to gain knowledge about a financial organization's strategy.

Communication and interpersonal skills: I would just have to meet with a variety of individuals throughout my internship, some of whom were clients and others from whom were bank personnel. Being the front desk employee for the branch, I dealt with a wide range of general banking department enquiries from customers. I've developed a range of managerial skills via my employment, particularly effective spoken and nonverbal communication, understanding, decision-making, and confidence.

Technical Skills: The Bank Asia is like the majority of Bangladeshi banks in not allowing interns to operate on the main software. However, my boss was considerate enough to give me permission to look over the principles developed for the Bank's most important apps. I became familiar with using Bank Asia's internet banking system. I also gained a great knowledge of Microsoft Excel because I was required to use it for several Credit Division investigations.

Analytical Skills: The capacity to evaluate a circumstance utilizing good logic as well as the capacity to confront the problem realistically are examples of analytical skills. It frequently calls for the ability to analyze the benefits and drawbacks of each side in a conflict, regardless of whether one disagrees.

5.3 Interaction with Supervisor and Co-Workers

As the smallest among all our counterparts and an intern at the Bank, I made every effort to establish cordial and solid relationships with everybody. I will remain referring to them as sir or ma'am, just like the other senior leaders in the workplace, even if the inferior officers will ask that I refer to them "bhaiya and apu," since I'm used to doing so.

Both the connection and operating managers have already been pleasant and accommodating to me. As soon as I joined the company out along with them, they would regularly give me precise feedback on various workouts. Rarely, due to cognitive obligations like university exams, did I really have to leave early. However, whenever I did, they were almost always nice enough to allow me to go. I am somewhat appreciative that my bosses were very pleased with my work, honesty, and trustworthiness. They regularly gave me challenging responsibilities, such handling significant clients and creating detailed information, that caused me to feel significant.

5.4 Ways of Dealing with Difficulties

In this manner, I gave my work my whole attention while being completely honest with myself. The most challenging tasks I had in an entrance role were managing various client types. I have had to deal with consumers who've already created shocking and inappropriate situations throughout my career. I had to act professionally and deal with the problems as they arose. My supervisors and coworkers were really helpful to me; they advised me and provided me with advice on how to cope with situations like this. Or along those lines, I gave my task my undivided attention and highest integrity. The most difficult task I had to complete during my first year of employment was coordinating various client kinds. I've dealt with clients who placed themselves in unexpected and problems that are associated during my career. I had to exhibit polished abilities and approach the difficulties with professionalism. My superiors and coworkers remained supportive, coaching me and offering me suggestions concerning how to respond to circumstances like these in an appropriate manner.

5.5 Difference between Expectation and Experience

Every time we encounter a unique situation, we anticipate everything to proceed as planned, yet actuality rarely differs from our assumptions. Things started to get better for me over time. Almost the preponderance of something like the previous seasonal jobs that my colleague had held involved only printing, reviewing papers, and occasionally making coffee for the managers. In just about any case, the soil at BAL was unique. I was allowed to use what I had studied in class and gain important knowledge about how banks function. In my first job, I was given assessment projects, which boosted my morale. In any event, it was occasionally difficult since I was restricted from using my creativity or abilities since banks must adhere to strict rules when performing tasks.

Nevertheless, I remained capable of doing my tasks the large majority of the time by using my imagination. I believed right away that working ever faster would be the greatest approach to integrate into a business. I knew from direct knowledge that this was definitely not the case. You must work more intelligently if you want better results. In this case, functioning more efficiently and quickly than everyone else is not the ideal course of action. Alternatively, I can think that utilizing all available resources and collaboration enables me to carry out all the required actions whilst staying under my budget. In addition, I anticipated an authoritarian style of management because everyone in the firm is older and more seasoned than me. However, I've found that every person at work is incredibly friendly toward me, which again is both comforting and motivating.

5.6 Influence of Internship on Career

I was given the chance to serve as a BAL assistance for hands-on experience in a specific area. Intellectuals now have easier access to useful knowledge. I will enjoy working in a bank because I'm still getting to know how they run. In any case, I've established plans to start my MBA program here or to move to another nation after graduating to do my master's in a particular subject, which is what I've chosen to do.

5.7 If I Could Retake This Internship, What Else Would I Change?

I might engage with my colleagues and clients further if I could have a chance to complete my internship again. One will acquire additional knowledge and acquire more ideas on banking because each employee recounted their having worked in the bank in their own particular way. My ability to adapt to changing circumstances, relate assumptions to practical work settings, and comprehend the structural interconnections between the concepts I studied at BRAC University have all been enhanced as a result of my internship. Despite the reality that my internship at the Elephant Road Branch of Bank Asia Limited was excellent.

6. Recommendation

Bank Asia Limited is a well-known financial institution in our nation. The Bank had to innovate very much either via conduct in order to reach this position, so the subjects I'll cover here will resemble more recommendations than assessments I've made of the Bank.

1. Regular market research: Bank Asia Limited's administration can invest in research and development each three months using a questionnaire method or an in-person consultation to keep track with client satisfaction ratings. You can do routine study to find out how satisfied consumers are with different service aspects.

2. More ATM booths: To best represent consumers and fulfill their demands, a good proportion of ATM booths could well be installed in different locations.

3. Improved Customer Service: It is vital to enhance service quality. Service quality needs to be upgraded, including online platform, internet provider, plus 24-hour customer support, in order to contend with other banks. To deliver satisfactory care, advanced innovation must be utilized.

4. Effectively resolve customer complaints: BA could give managing them top priority and invite clients to provide feedback.

5. Online Banking Improvements: A variety of basic issues with the online platform are keeping BA from obtaining additional favorable comments from its own clients. As a consequence, the BA IT section still has a little room for improvement.

7. Conclusion

The role of financial institutions has increased along with Bangladesh's prosperity. Third-generation bank Bank Asia Limited aids in the societal advancement of the nation. Regardless of the difficulties Bank Asia Limited should overcome, the company is moving forward and has a better chance of expanding once the problems are resolved.

Each business student ought to take part in an internship program since our education is entirely hypothetical at this point. Through this curriculum, we can acquire real-world experience that will help us connect theory to practice.

Bank Asia Limited is making a lot of effort to become a leader in the banking industry. Overall administration of the bank is efficient and on track to complete its tasks. Nevertheless, the bank needs to invest money in new computer equipment and software to give its clients the best service. If they can convince their client about the caliber of their company, then they would be capable of attracting more and bigger clientele.

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APPENDICES

(JOURNALS)

Journal Report (Week 1)

(June 05 – June 09)

I began my internship at the Elephant Road Branch of Bank Asia Limited. The very first day, I got to the office at 9:30 am, and it didn't open until 10:00 am. I first had a conversation with the Branch Manager. I was summoned to his chamber where I was asked regarding my educational history. Essentially every aspect of my life was questioned by him prior to him introducing me to the team. The encounter was really pleasurable and professional. I reintroduced myself to each person as I navigated my way through each section. During my first day, I observed how they operate or interact with each customer. I did virtually nothing on my day one, except for getting to recognize everybody there.

Learning: During my initial week at the workplace, I picked up a lot regarding bank etiquette. Subordinate officers are alluded to as Bhaiya or Apu, whereas major officers are greeted as Madam or Sir. Whenever a new account is opened, it involves a lot of social contact. Nearly everyday, a broad range of folks come in with a wide range of tales. I noticed a positive work atmosphere at Bank Asia Limited. Since they devote the majority of their time at work, employees perceive each other as family. Individuals are fully proficient and deserve to deal with both their clients and employers professionally.

Observations: In the week, I observed ways they handle and regulate their key clients and how they keep a good relationship with them. Additionally, I saw that even though some customers asked for particular jobs to be finished quicker, they all are governed by the same rules. I also noticed the more vital component, that is how the employees as a whole manage their schedule. Most Bank Asia Limited workers demonstrated exceptional organizational skills by using their time wisely.

Notable Incident: There have been no tasks that needed to be completed just at time since I was fresh into banking and yet still discovering. I was however allowed to observe how a man performs his profession by sitting beside him while doing so. This was intriguing to see how individuals handled work load and performed their responsibilities as efficiently as possible. The bank operates under a zero-error philosophy as a banking institution. Precautionary measures should be exercised by employees, which I thought was fascinating.

Journal Report Week 2

(June 12 - June 16)

Even by the following week, I'm becoming accustomed towards the work environment. I was given paperwork to fill for a current account by Sahidul Hasan Kabir sir. A current account form is different from a savings account application. This current account necessitates a thorough assessment of numerous elements. I was given a current account document to complete for such a sole proprietorship company. Throughout this instance, I had to fill in complete data from such a utility bill, a tax certificate, and a trade license. In furthermore, I used to have to fill out each document completely as well as provide information when necessary. due to the significance of the content in the report. Afterwards I verify whether the information-account holder's provided documentation is correct or incorrect. I immediately looked up the number on their NID card. Bank Asia can access the National Card Information Website. I type out an individual ID number and birthdate, choose the search bar, as well as the data is displayed. I verify the data twice, create one copy, then staple it onto the file for the account holder. Once an account owner transmits the documents, it is imperative to confirm. I also got a copy of their residential electricity bill. It shows the account holders' current addresses.

Learning:

1. I gained organizational skills in the financial system.
2. I now know where and when to make deposits following their validation and exactly how to collect cheques.
3. How to access NID information.

Observations: Operating in a bank requires tolerance plus dedication considering the long hours or lack of pauses other than lunchtime and prayers. Given the delicate quality of the tasks, professionals must diversify and then use discretion. A miscalculation could result in a hazardous circumstance.

Notable Incident: Even under extreme strain, we must manage our fatigue but also keep a level head in order to engage customers more effectively. Now, I ought to treat one misbehaving client carefully when it comes to account issues.

Journal Report Week 3

(June 19 - June 23)

I began utilizing the FDR Accounts papers throughout the third week. The registration forms for savings accounts and FDR accounts are rather different from each other. This FDR form also provides you with the option to select your timescale. Every time interval whereby you deposit the cash must always be filled in on this FDR form; it might be 1 year, 2 years, 3 years, and so on. The amount of cash you deposit determines their profit. While finishing the FDR Documents and giving these towards the client, I penned FDR Blocks (also known as an FDR Deposit Slip) in my hand.

Learning:

1. Accurately examined well how complete and also what additional papers are required to complete the FDR form
2. Making a good first impression on customers and communicating effectively with them.
3. Acquiring additional skills including scanning, managing debit card pins, and completing register books for checks and debit cards.

Observations: Most individuals who arrive to create a bank account seem unskilled. In order to prevent individuals from falling into the negative side by just not comprehending what it means to conduct a deal with the bank, we ought to manage them and instruct people thoroughly about the particular account.

Notable incident: I've gotten in touch with my department's leaders. This week, we're going to a buffet meal. They are privileged to be my coworkers.

Journal Report Week 4

(June 26 - June 30)

My ability to communicate with Bank Asia clients was at its peak during week four of my internship. I always know exactly whatever our clients are seeking for each time one of our clients asks me for info. I made an effort to assist my coworkers with whichever way I could so they could complete their task earlier. Mrs. Diba, who is in charge of money, also taught me all of the operations involved in payment processing. The Principal Office/Main Branch is informed in advance if a Branch requires funds such that cash, transport, and security personnel can be prepared for transfer. On the day preceding the requirement, the request must always be made.necessary. Such requisition will be approved either by HOB once it is received either by accountant in authority of the Principal Office/Main Branch. The cash-in-charge subsequently organizes again for transfer of funds and ensures that they are accurately entered inside the vault ledger. Joint custodians and the cash-in-charge should notarize the remittance and record it into the financial remittance ledger.

Learning:

1. I am proficient at using a banknote counting device.
2. Acquired knowledge of the significance of the documents that customers must provide to the bank.
3. Acquired the ability to verify the legality of a customer's sources of income.
4. common observations about the clearing of the check.

Observation: Having wider awareness of controlling cash inflows and outflows is crucial for those operating in the cash management division. Managing BAL's cashflow, transactions, receivables, accounts, and information seeking behavior keeps the group engaged. I did everything I could to support them.

Notable incidents: Though Bank Asia offers to set up booth facilities, they will only do so in areas where its branches are situated. The majority of clients who do not even reside close to Bank Asia's branches are affected by this and run into difficulties or are forced to travel great distances in quest of Branches merely for ATM needs. The above wastes both money and time.

Journal Report Week 5

(July 03 - July 07)

In week five of my employment, I became able to interact with clients of Bank Asia without any difficulty. Whenever a client asks for details, I can usually tell what they've been looking for. I helped a colleague do her project earlier. Tasnim Tabassum additionally teaches me concerning local remittances. Five components make up Bank Asia's local money transfers: MSDS, MSA, MIDS, DDS, and DDIS. MIDS (Monthly Income Deposit Scheme), DDS (Deposit Double Scheme), and DDIS (Deposit Double Scheme) are examples of payment dual schemes (Deposit Double Installment Scheme). The rules and regulations of several operations relate to these books of accounts.

Learning:

1. I gained knowledge about the relevance of and the procedure for enter specific customer information into a data entry book.
2. I became aware of the importance of the bank's document archive.
3. I gained knowledge on how to compare data in a client's document to data in the client's document.
4. I acquired the knowledge to investigate both legal and illegal revenue sources.
5. I gained operational or job-related knowledge in the Local Remittance Department.

Observations: As a representative of the Local Remittance Department, I am already in constant communication with Sir, the Sub Branch Manager. Branch manager Sir will indeed respond to or handle a client's alternative query.

Notable Incident: Each month beginning with the first, Bank Asia Ltd. employees are paid. It makes employees feel motivated in their work.

Journal Report Week 6

(July 10 - July 14)

This week, I began feeling comfortable in a work setting. I received a different task this week in addition to the prior one. Just at the bank, I had jobs in the credit and account opening divisions. Ms. Tabassum shows me a brand-new expertise. I also played a part in the creation of the Bank Asia Internet Banking system. Digital banking is another service offered by Bank Asia. The client has become prepared to be using Banking Services after creating an account, logging in with it, and creating a profile. If the customer is at home or on the go, all they need to do is log into their accounts to conduct banking. This Online Banking service user can monitor financial accounts.

Learning: I discovered how to input customer email addresses into the company system and how they complete the Online Banking system application form, which includes getting customer email addresses.

Observation: Operating in a financial institution takes discipline and dedication owing to the long hours and lack of breaks other than lunch and prayer. So because work is sensitive, personnel should multitask and exercise caution. A fatal scenario can arise if a mistake is committed.

Notable Incident: A session on anti-money laundering (AML) as well as the procedures to take while creating an account for a High-Risk Bearing client was attended by all of us. This one will enable us to manage a client carefully and cautiously.

Journal Report Week 7

(July 17 – July 21)

Just on directives of the acknowledged manager, I performed this past week in the clearing division of Bank Asia. I too was given the task of working in this division again for a whole week in order to improve my banking abilities. It is a division that frequently works with the central bank of Bangladesh. When picking up a check from Bangladesh Bank at a different bank, clearance is necessary. Due to the importance of this concern in terms of checks, I must be cautious in the course of my tasks. I assisted individuals who had come to clear checks in the interim. Every bank receives a cheque from a different bank, which is then sent to the bank's zonal branch. Our officers hand the cheque to the appropriate bank representative.

Learning:

1. Browsing is not essential, but a customer must visit the scrolling officer if he wishes to make a deposit into his account.
2. Utilizing all of the options at your disposal, create a variety of plans, methods, and procedures for every one of the aim and goal areas.
3. Examining the competent management framework, process, technique, and methods; establishing an analytical MIS to track the actions of banks.

Observation:

1. Verify that any advancements are completely recovered.
2. Ensuring all your staff members are content.
3. Select prudent financing and investment strategies.
4. Create a base for a cheap fund.
5. Constantly remember to hire for regulatory capital.
6. Pay attention to fee-based income.
7. Set up an accurate management information system (MIS) to monitor the bank's operations.
8. Embrace the right management technologies.

Notable Incident: I got introduced to a variety of banking occupations the longer I worked for this bank as an intern. Throughout most cases, neither course materials nor textbooks address this. I am better equipped to work effectively as a bank employee in the near future as a consequence of my internship. The probationary time before beginning employment at an institution can be considered the internship phase.

Journal Report Week 8

(July 24 – July 28)

At the conclusion of the second month, I had completely left the General Banking Department. It became my duty to cooperate with each division and establish relationships with everyone. To grasp banking better, this was essential to investigate the various facets of the bank. The Elephant Road Branch of Bank Asia Ltd. was quite accommodating in this regard. An accounts division of a bank is among the most confidential and delicate. This department's primary duties, as components of both the automated banking system, comprise recording all kinds of branch transactions, verifying their accuracy, and creating statements.

Learning:

1. A regular activity for an accountant is to post transfers from one account to a different one and to compile the supporting documentation.
2. A variety of transactions are entered into the system on a regular basis.

Frequent duties of the account department include producing various types of financial statements for the branch, head office, and Bangladesh Bank. The remarks are as follows:

- The current position.
- Where everyday resources are found.
- A summary of all operations carried out on a particular day.
- Roughly similar resource positions, etc.
- A financial daybook is a journal that records the total amount of cash in your general ledger.
- An overview of the week's events.

Observation:

Clients have access to debit cards and ATMs. Employment conditions ought to be considerably better. For every level, a copier ought to be available. A trustworthy UPS system must be installed, along with more PCs and printing. The iSteller database program doesn't include a feature that allows you to generate financial records. To get rid of problems like this, it must be enhanced. To speed up the entire branch, this branch should really be computerized because it is still largely manual. To enhance customer service, the institution must roll out Flex cube, a highly automated banking tool, to all of its other locations. Other non-flex cube subsidiaries will be allowed to be more active, like Bank Asia, Principal Office Branch, or Head Office.

Notable Incident:

Bank Asia Limited has both advantages and disadvantages. The company pays less money than other banks while being in fine shape because of a multitude of outdated procedures. This branch and the entire institution would be considerably greater if indeed the complete situation could've been upgraded in the exact way that international banks do.

Journal Report Week 9

(July 31- August 04)

I had a range of vital tasks assigned to me throughout my ninth week at BAL.

My supervisor's as well as my senior's assignments would've been carried out based on how well I completed them. I needed to be extra careful when performing the tasks because of this. I had the responsibility of distributing a large number of items from the bank's administrative tool (official software). I did this all day until I reported to my manager. I was granted a broad mandate for internal auditing.

Learning:

1. To have the BAL transfer seal placed on the vouchers, I drove to the administrator.
2. How and where to post something on iSteller.
3. How to utilize the account opening number to confirm a BAL customer's current account.
4. How else to verify and correct the vouchers.

Observation:

1. Although the BAL Elephant Road Branch's workplace environments are outstanding, the mass of its personnel are not happy.
 2. An officer, who has been required to report to a senior officer, must take full ownership of the general ledger.
 3. There isn't a cash supervisor and only one junior officer supervises the card division.
 4. The retail division is pretty decent, but it ought to be a lot more pleasant. Both the operations department and the case manager are the senior executive officers.
 5. When one of the personnel becomes ill, then the job would either be stopped or the substitute could be achieved correctly due to a lack of the necessary skills.
- Like a consequence, I suggest giving human resources priority. The company might incur losses if the employees are not present.

Journal Report Week 10

(August 07- August 11)

Today marks the conclusion of my internship at the Elephant Road Branch of Bank Asia Ltd. It's hard for me to realize it's already been nine weeks. I can still picture myself walking into the building for the first time, uncertain about what to expect. My aspirations for this event were exceeded, and I've loved every minute of it. I seemed like such a productive member of the team because I had pertinent duties and responsibilities that improved my seniors and the General Banking Division Team. I got tasked with creating letters again for Unallocated Deposits for 2021 and compiling a list of customers who abruptly stopped their wallets before it fully matured for the final time.

The RBI mandates that Bank Asia Ltd. post messages on abandoned accounts on its webpage. Following reading the documents online, you can make a claim for the funds by going to a banking institution with such a valid purchase complaint form, transaction receipts, or know your customer (KYC) documents.

Learning:

1. Unallocated contributions should always be transferred each monthly to the Bangladesh Bank's Depositor Education and Awareness (DEA) Fund.
2. If a determination is filed on the account after ten years, the banks pay for the demand via their own funds and then eventually recover the deposit from the DEA Funds.
3. If the fund is either active or inactive, interest is consistently paid to savings bank accounts.
4. Locating every account holder who has been dormant and afterwards alerting them that the claimant is the actual account operator.

Observation: Any kind of debit and credit operations generated just at request of clients as well as other stakeholders must be accounted for while classifying an institution as "malfunctioning." It is never advisable to factor in the bank's fees or interest (payable on the account's balances). With this reason, interest on certificates of deposit credited to bank deposits on a monthly and quarterly basis is regarded as a consumer activity. These profiles are usually marked as "Dormant" or distinct from the rest of both the systems.

Notable Occurrence: I traveled on a memorable trip together with all of my coworkers and senior executives. They helped me in all of my endeavors. They sent me flowers and cake on the day I was leaving. and collectively took pictures. All of them will be missed.