

Report On
SME Financing Of AGRANI BANK LIMITED

Submitted By:

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ID: 17104234

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
March, 2021

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

Rezwan Al Bukhar
ID: 17104234

Supervisor's Full Name & Signature:

Prof. Sang H Lee
[Dean, BRAC Business School, BRAC University]

Letter of Transmittal:

Prof. Sang H Lee

Dean, BRAC Business School

BRAC University.

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report.

Dear Sir / Madam,

With due respect, I am hereby submitting my Internship report which is on “**SME Financing of Agrani Bank Ltd.**” As per my requirements of our BBA program.

For the requirements of my internship, I worked at ShopUp as an Intern of Operation for 3 months long period from **22nd March to 22nd May**. Agrani Bank Ltd is one of leading state owned bank in Bangladesh. Which is serving the nation’s economic sector for a very longer period of time. The reason of doing my internship in this bank is to know how the banking functions and patterns are changing over time and to know about their functions. After doing a little research, I found that such topics are not studied that much as the industry is not mature enough to get full concentration.

To conclude, I would like to thank you Sir for your valuable guidance and support which helped me a lot to prepare my internship report. With great anticipation, I hope that you would be kind enough to give your approval to this report.

Sincerely yours,

Rezwan Al Bukhar

ID: 17104234

BRAC Business School, BRAC University.

Date: May 30, 2021

Non-Disclosure Agreement:

This agreement is made and entered into by and between Agrani Bank Ltd. and the undersigned student at BRAC University Student **Rezwan Al Bukhar**, ID of **17104234**.

Acknowledgement:

This report work was not possible without several individuals, without their valuable advice and support it would be so difficult for me to finish this report. Their valuable comments, support and contributions actually helped a lot to enhance the quality of the report.

At first I would like to thank my god for bestowing me grace and patience in order to complete my report successfully. Secondly, I would like to thank all the employees and associates of **Agrani Bank Ltd** who helped me by providing me valuable insights and information's for completing my internship report despite being busy with the works. I sincerely express my Gratitude to them. I also want to thank some of my university seniors for helping me by providing valuable suggestion which actually helped me a lot to finish my report.

I would like to express my utmost gratitude to my Internship Advisor Prof. Sang H Lee sir and his TA brother Jitu . Without their advice and valuable support, the internship report could not be completed on time. Finally, I would like to thank BRAC University for giving me such opportunities to face real life work environment and giving me opportunity to improve professional skills.

Executive Summary:

This research summarizes the internship program experience at Agrani Bank Ltd. as a course of BBA program. It describes all the learnings, outcomes and experience of the internship program while working in the organization. There is an overview of general banking activities, the process of department and also some brief about the other departments. The main objective is of the report to find out and analyze the changing environment in banking sector and how it is changing over time. In the first phase, the detail activity and the function of Agrani Bank Ltd has been covered in a detail manner. Where it shows the descriptive flow of the functional movement of ABL.

In rear part. Data analysis, findings and recommendations take place on the basis of the available data and the very last part the conclusion part is the formal and brief ending by over-viewing the whole main part.

List of Acronyms:

- SME: small & medium enterprise;
- BB: Bangladesh Bank;
- ABL: Agrani Bank Limited;
- Tk: Taka;
- ICT: Information & Communication system;
- MS: Microsoft;

Glossary:

- **Internship Report:** An expanded version of research paper which is a core part of the journey of completion the undergraduate program for every Business graduate.
- **Banking sector:** this is the most powerful financial institution which plays the most vital role to circulate the country's economic wheel fluently.

Chapter: 01

Overview of Internship

1.1 Student Information

This report is done by Rezwan Al Bukhar, ID: 17104234, for the purpose of completing academic internship of BBA program at Agrani Bank Ltd, majoring in Finance and Human Resource Management in SUMMER'2021 session under BRAC Business School.

1.2 Information of Internship

1.2.1 Period, Company Name, Department/Division, Address

The duration of the internship is 3 months from 22nd March 2021 to 22nd May 2021 at Agrani Bank Limited (Mirpur-1 bus stand, Mirpur, Dhaka-1216), and I used to work there in the general section where I had the scope of working under different sections.

1.2.2 Internship Company Supervisor's Information: Name and Position

This report was made under the supervision of Md. Mozibur Rahaman, who is holding the position of "Assistant General Manager of Mirpur-1 brunch. He has more than 20 years of experience in the banking sector.

1.2.3 Job Scope – Job Description/Duties/Responsibilities

a) Nature of Job:

I joined in Agrani Bank limited on 22nd March of 2021, from the very beginning I was treated like a junior executive in my brunch and it is very obvious that it took almost whole first month to get to know about different functions of the bank and the way of initial handling etc. obviously, the banking work environment is very dynamic and fast moving. The banking activities are as like as others publicly owned banks does, but they have some differences inn their policies and way to process it. In day to day activities, different types of new account opening, regular money transactions, payment of different services of different institutions, dealing with remittances, providing loans on different scale, on different issues, day to day data

inputs regarding transactions (money transfer, DD, pay order, account related upgrading inputs etc). these sections are totally different and differently functioning, however they have a central customer service unit from where they used to assist the clients to get their desired services.

b) My Specific Responsibilities at Agrani Bank Ltd:

Agrani Bank Limited has some specific departments to locate their interns as bank is a financial institution so they cannot locate their interns in every sections. Initially interns used to manage the customer care section and few moderate sections like uploading minor transaction history or helping in preparing the loan papers etc. as a beginner my responsibilities were-

- creating different types of accounts;
- recording account related upgrading info;
- Upload new account's information;
- Assisting the second operation head officer in preparing transaction vouchers;
- Monitoring the errors in service.

1.3 Internship Outcomes

1.3.1 Student's contribution to the company

In spite of the fact that, the position of intern is an interval of acquiring knowledge for the students still there has to be some contributions of an intern towards the company, as there are some obligations towards the organization. Those are-

- Check the day-to-day transaction voucher reports of different companies and institutions.
- Maintain data sets containing transaction details of different companies.
- Upload account summary of given dates
- Communicate with the clients if there are any problem appeared and try to assist them efficiently to solve the issue
- Assist the operation manager to check reports.

- Accomplish tasks of own department flawlessly in the given period of time.

1.3.2 Benefits to the student

The internship period at Agrani Bank Ltd. was full of learning and experiencing the environment of banking job arena. The organization is very eager to teach about the reality of a corporate environment to its interns related to the banking industry. The interns can also get to know how a publicly owned bank is being regulated on economic platform and how different departments are incorporating with one another.

1.3.3 Problems/Difficulties

Being an intern and a new comer, it was pretty challenging to cope up with the too fast-moving work environment. As bank's core function is transaction of money and people are used to expect the service in a very fast manner and in banking sector the error tolerance level is almost 0%, that is why it was challenging for me to manage such an environment from the very first day. Lastly, and most crucial part is, Agrani Bank Ltd. is still lagged far behind in technological advancement, which often led the service bit delayed and due to that it has created some unexpected harsh conversation.

1.3.4 Recommendations

Agrani Bank Ltd. continuously working for providing the best service within their ability. However, there are some factors are needed to be improved by my way of observation. These are as follows:

- ❖ Installing deposit booths to reduce silly analog pressure like just depositing small amount of money.
- ❖ Introduce mobile banking as soon as possible.
- ❖ Online services should be efficient, hassle free and easy to use.

- ❖ Proper marketing strategy to initiate these services.
- ❖ Payment policy of interns can be started as an motivation factor.

Chapter: 02

2.1 Introduction:

I would like to share some information like, objective, methodology, scope, limitations and the significance as well, of the organization (Agrani Bank Ltd.) for which I have worked for the entire internship period.

2.1.1 Objective:

The core motive of conducting this report is, get to know more about “Agrani Bank Ltd.” and their environment, as well as their daily activities in a clear and detailed manner. Beside the main objective, there are some specific objectives and they are as follows:

- Gaining experience of corporate culture.
- Knowing about organizational structure and it’s way of regulation.
- Knowing about their different departments.
- Knowing the working environment of banking industry and their multi functions.
- Developing corporate communication skills.
- Knowing the way of functioning and promotional steps.
- Get to know about the organizational flaws.
- Gaining the experience of handling complex situations and way to make convincing words.

2.1.2 Methodology:

To comprehend my report the methodology I have used, basically I have collected the regarding data and information from my senior officers, second operation head manager, my fellow mates, few intensive learning session with the respected AGM sir and web browsing for which I hinge on primary and secondary data. To prepare the entire report there are lots of qualitative and quantitative reports are being used. Trend analysis, common size analysis had been done

of income statement and balance sheets by using the balance sheet and the income statement. Moreover, the financial ratios are also being calculated in this report. Lastly, few more surrounding aspects like operation, management policies, marketing, finance and accounts and IT departments etc are also get highlighted in the consecutive parts.

A well-constructed survey form was formed to evaluate the situation which was spread through Facebook and Email.

2.1.3 Scope:

The entire work frame, what they do and all are the scope of my report on Agrani Bank Ltd. in the following part we will be knowing about operation policies, marketing strategies, management frame, finance and accounts practices (Trend and common size analysis of balance sheets and income statements and the ratios) and lastly the IT department and rules are need to be followed in the organization and how actually they are contributing in the national economy. So, in grievant the readers will get a clear mental visualization about the operations, functions and how it is being emanate in the organization.

2.1.4 Limitation:

As Agrani Bank Ltd is a financial institution and it is a publicly owned company, that is why maintaining confidentiality is one of core organization culture practice in my organization, which led data deficiency, lack of co-operation while interviewing. However, my colleagues helped me a lot within their ability to get data's which I was in need. So, the data that is possible to collect with that I have tried my level best to cover as must information as possible and most likely that is for the organizational betterment.

2.1.5 Significance:

It was the best experience and good to see that, during conducting the report, as I was collecting data and doing analysis on those reports, I could able to make some visible and closely proven issues that ,they might have to change or their strengths that can be sharpen more. The overall view on the organization helped me lot to have a pros and cons view of the organization and

because of that I got that confidence of helping them to cover up their flaws and make a contribution in organizational welfare if they asked for.

2.2 Overview of the Agrani Bank Ltd.:

Agrani Bank, a main nationalized business manage an account with 891 outlets deliberately situated in practically every one of the business regions all through Bangladesh, abroad Exchange Houses and many abroad Correspondents, appeared on March 26, 1972 with the declaration of Presidential Order no 26 of 1972. Under the Order Agrani Bank took over resources and liabilities of the past Habib Bank Ltd. also, Commerce Bank Ltd. working in the then East Pakistan.

The Bank appreciates the situation with an organization and capacities as far as the Banking Company Ordinance and guidelines of Bangladesh Bank (the Central Bank) and upon such headings as might be changed occasionally by the Government of the People's Republic of Bangladesh.

The Bank, in 1972, began activity with just 249 branches with its Head Office in Dhaka. There was not really any fluid resource for run the activity of the Bank easily. The Bank continued its operational exercises with an approved capital of Tk. 5.00crore and settled up capital of Tk. 1.00crore. At first the Bank had store of Tk. 96.17crore, advances of Tk. 76.56crore, borrowings of Tk. 29.48crore and venture of Tk. 11.00crore. The Bank had business relationship with just 41 abroad journalists in 1972.

Agrani Bank Limited, a main business save money with 867 outlets deliberately situated in practically every one of the business regions all through Bangladesh, abroad Exchange Houses and many abroad Correspondents, appeared as a Public Limited Company on May 17, 2007 so as to assume control over the business, resources, liabilities, rights and commitments of the Agrani Bank which arose as a nationalized business bank in 1972 following the development of Bangladesh as an autonomous state. Agrani Bank Limited began working as a going concern premise through a Vendors Agreement endorsed between the service of account, Government of the People's Republic of Bangladesh in the interest of the previous Agrani Bank and the Board of Directors of Agrani Bank Limited on November 15, 2007 with review impact from 01 July, 2007.



2.2.1 Achievements:

Agrani Bank is honoured with Bangladesh Bank Award for collecting highest foreign remittance that is 10606 crore taka in 2017 among the State Owned Commercial Banks in Bangladesh. Agrani Bank Limited among all state owned commercial banks achieved prestigious award for rendering stellar service to operational excellence especially in Straight-through Processing (STP). In international arena Agrani Bank's Exchange House Remittance App wins "2020 Fintech Award", which was took place in an international seminar in

Singapore. In the category of state owned commercial banks Agrani Bank Limited achieved prestigious award of "Best corporate Award-2019" which was given by the ICMB.

2.2.2: Agrani Bank Ltd. Services:

In the category of this part, it can be divided into two parts. They are:

1. Our banking;
2. Services;

Lets take an initial overview of these to sectors:

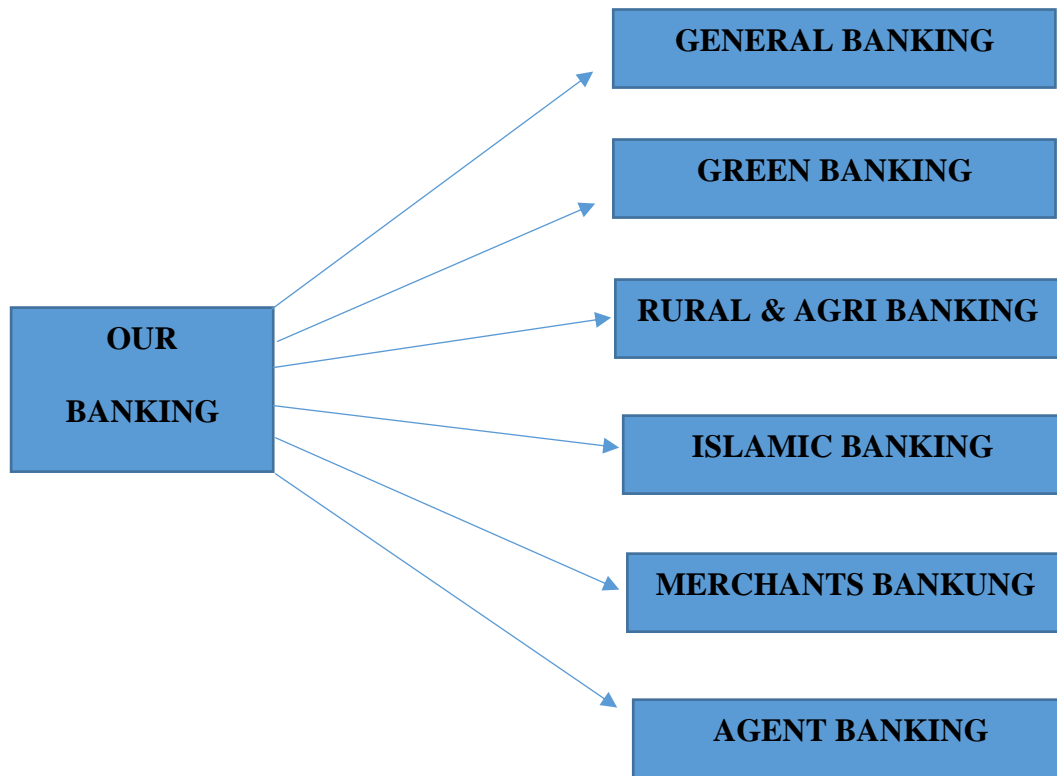


Figure:1- our banking;

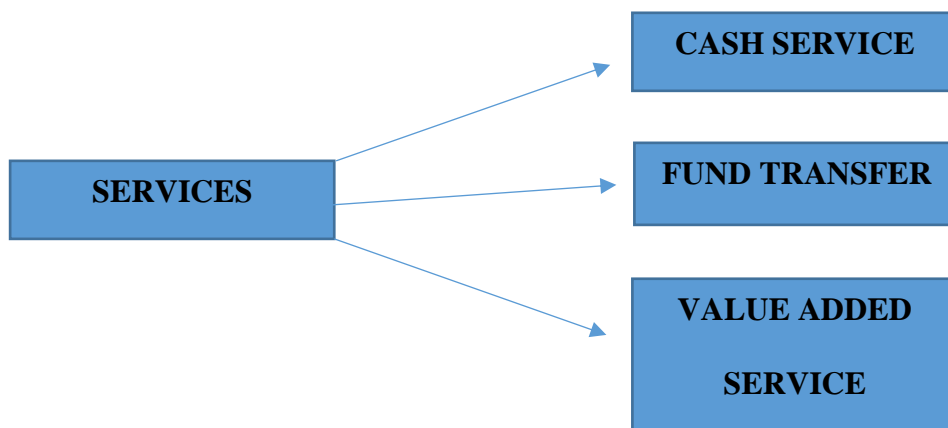


Figure:2- Services;

2.2.3 Mission & Vision:

- **Vision:**

Having a vision of becoming the leading bank of Bangladesh by operating through maintaining a combination of core three aspects of success which is efficiency, quality and best customer service at international level.

- **Mission:**

Agrani Bank Ltd. operates morally and reasonably inside the rigid structure set by the regulators. We combine thoughts and exercises from best practice to investigate new roads to get more grounded, more productive and serious. We apply data and correspondence innovation to assist our clients and workers. We contribute to fortify the potential of the Bank.

2.2.4 Organizational Culture & Structure:

- **Culture:**

The working atmosphere in Agrani Bank Ltd. is amicable, consistently prepared to have every single one's back, even the interns are flexible to have time with upper heads and they in every case cheerfully way to deal with the lower ones. Despite the fact that, Agrani Bank Ltd is a banking giant, however, it offers a ton of chance to snatch an ever increasing number of learnings and it instructs how to function rapidly and handle pressure in little period. There is no correspondence hole between anybody, a well disposed environment is being kept up in the organization.

- **Structure:**

Agrani Bank is governed by a Board of Directors consisting of 12 members headed by a Chairman. As of 2009, the bank has 11 Circle offices, 34 Divisions in head office, 62 zonal offices and 941 branches including 27 corporate and 40 AD (authorized dealer) branches (Wikipedia.org).

2.3 Management:

In this part I am basically going to emphasize on the Agrani Bank Ltd. entire management by which my supervisors will get a clear picture about the Human resource Management department. I am going to start with:

- **Companies Organogram:** Organogram basically a chart which refers to a flowchart of the designated position of the different spheres of the bank.

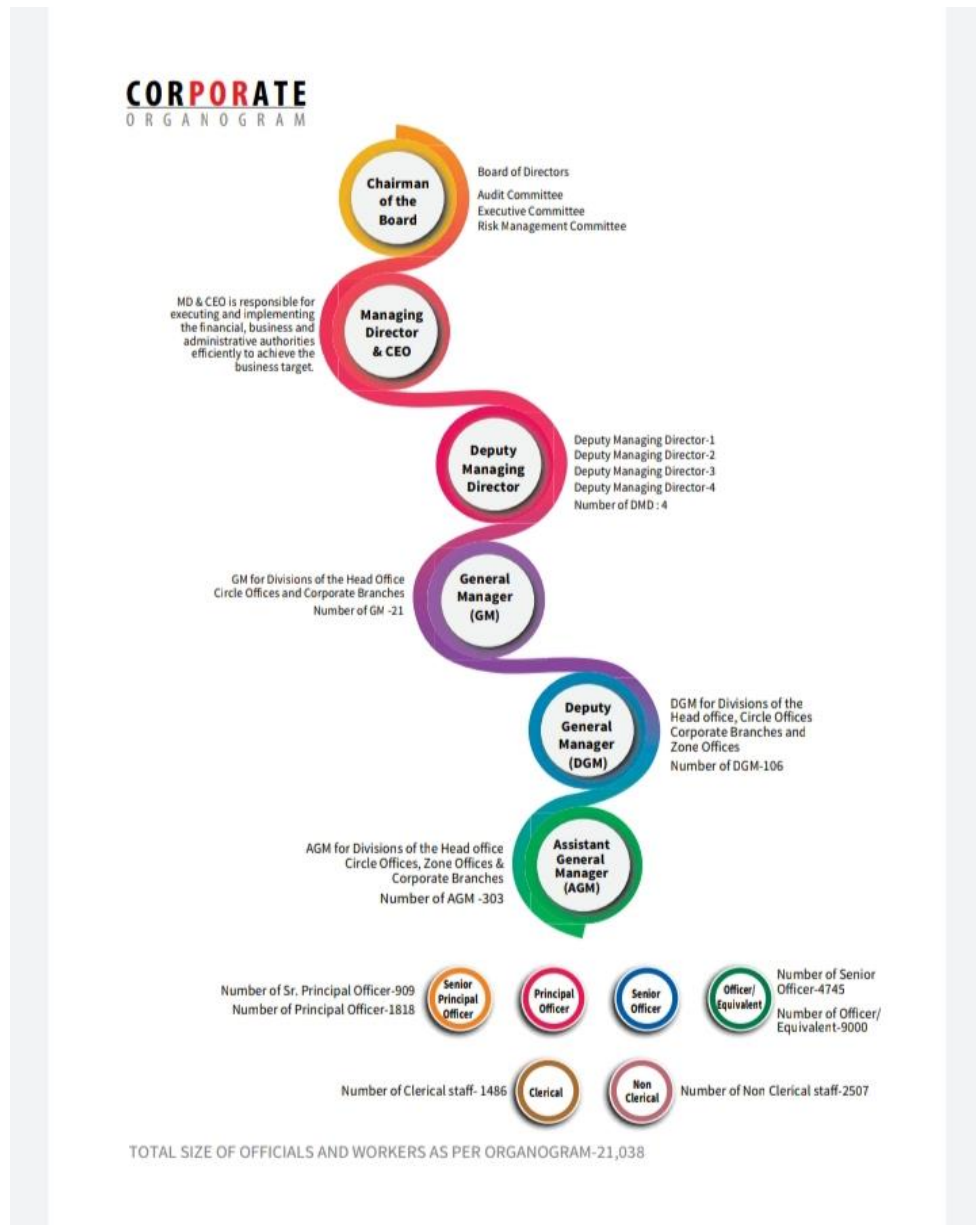


Figure:- Company Organogram;

- Rules & Policies:**

The organization is cognizant and caring with regards to its representatives. They give their representatives all that can be expected, similar to they are giving the compensation by 27-28th date of every month. They are keeping an appropriate time routine with the goal that their workers can carry on with their own life too, and in any event, arranging business visits or outing for an entertainment. In

addition, in the event that anybody needs any kind of leave, the organization doesn't trouble on giving a leave however a period multi day term as it were. Nonetheless, they are exacting on working hours like 40hrs seven days ought to be kept up and they ensure that there is no kind of taking or separation is being happened between the representatives, whenever done serious activity or punishment is being given to the worker. What's more, ultimately, the employing cycle is exacting as the recruiting interaction led by focal recruitment unit of Bangladesh Bank, so participating in a state claimed bank like Agrani Bank Ltd. is a bit testing measure for everybody as they depend and accept on quality not quantity.

- **Training & Development:**

Agrani Bank Training Institute is occupied with getting ready and executing preparing plan of the Bank. The Institute is depended with the duty of forming and planning course educational program, understanding materials, course substance for giving preparing to the officials/staff individuals. The Training Institute additionally sorts out and organizes preparing programs at Circle/Zonal levels. The Institute bestows preparing through explicit preparing plan on generally speaking banking and the executives to improve proficient effectiveness, everything being equal, and supervisors. In a similar way, Orientation and Foundation Training is conferred for advancing proficient information and abilities of the officials/staff individuals from the bank. The Institute conducts courses and meetings on various issues for top leaders and experienced investors for the general turn of events and government assistance of the bank and society. Agrani Bank has been changed into Public Limited Company and began working since 15 November, 2007 with new energy, eagerness and responsibility. This change has augmented extent of preparing with new demeanor. To adapt up to the progressions and presentation of

new devices and methods for execution of rules of Govt. what's more, administrative bodies and furthermore with the end goal of execution of changes and modernization of the bank, Training Institute offers to weight on new courses and strategies for preparing and course substance.

- **Job description and recruitment:**

The entire job announcement and the recruitment process has controlled by the central recruitment unit of Bangladesh Bank. Usually the recruitment circulars published as the part of combined banks recruitment notice. Then on the due date the preliminary exam took place then selected candidates get call for written exam and lastly the final viva in front of the board of directors.

2.4 Marketing Practices:

In the marketing practices segment ABL has lagged far behind than any other private banks. There are some specific reason. Similar range of service and range of customers is the main reason behind it. There are not that much tech savvy. That is why they cannot able to become a smart mover in the time of social marketing. They are not even concentrate on tv commercials rather making some sort of newspaper advertisements only. And they have some advertisement portals in their every brunches, where they used to make posters of their special services



Figure-04: In brunch marketing of ABL;

Yet they have some new arrivals like combining with bkash and that's the very latest addition of their service chain.



Figure-05: Digital marketing of ABL;

2.5 Financial performances and Accounting practices:

In the term of financial performance initially I am going to discuss about the financial products of Agrani Bank Ltd, from where they are about to finance themselves. FDR, remittances, deposite of different schemes, business accounts, different category of loans etc are the financial products of Agrani bank Ltd, from where they used to generate their money.

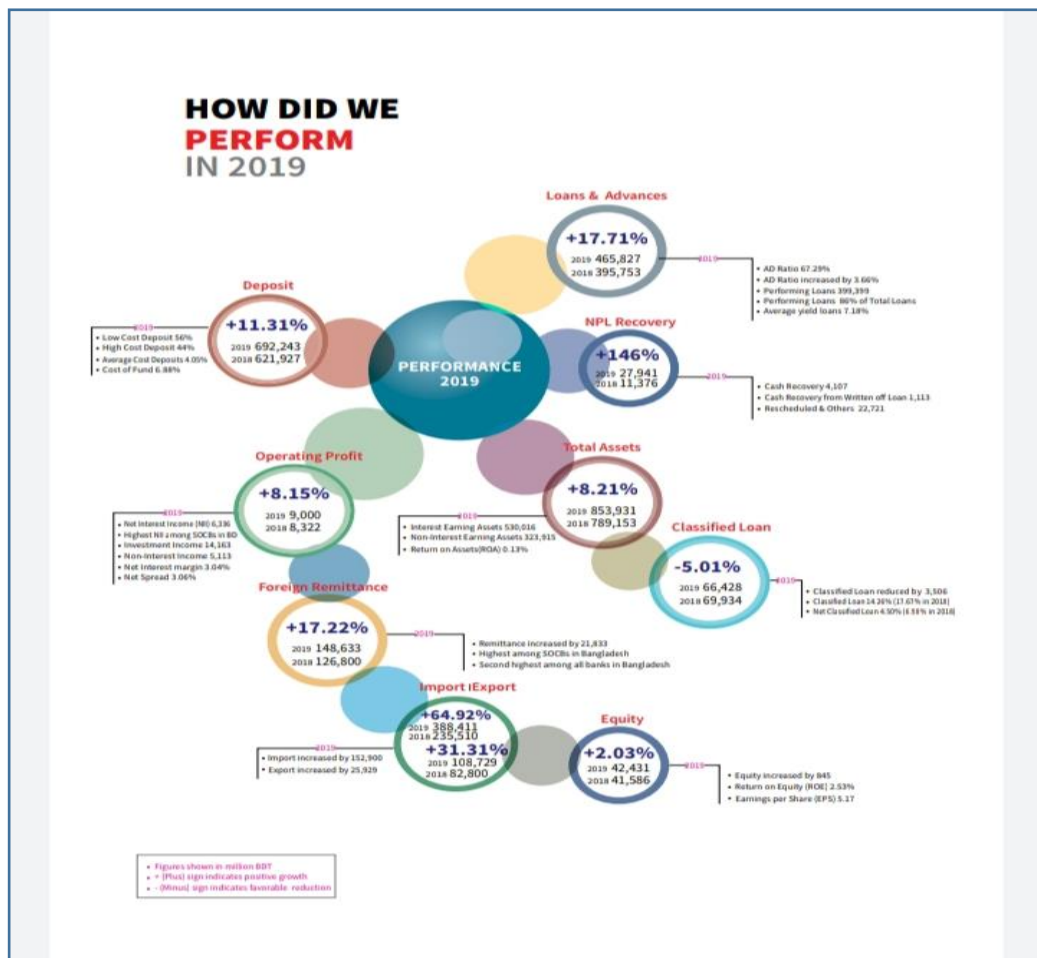


Figure-06: Performance overview;

KEY FINANCIAL INDICATORS | 1972-2019

1996-2007

Figure in Crore BDT

Year	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Authorised Capital	800	800	800	800	800	800	800	800	800	800	800	800
Paid-up Capital	248	248	248	248	248	248	248	248	248	248	248	248
Equity	279	279	280	316	325	333	340	340	-1890	-1726	-1532	334
Total Assets	9470	10422	11004	11939	12326	13107	14445	14144	15138	15553	15408	18628
Deposits	6713	7301	8278	9079	10053	10671	11547	11743	12538	13084	12892	13592
Loans & Advances	4861	5101	5378	5837	7701	8002	8896	8931	9592	9940	10587	11849
Operating Profit	1	1	1	1	59	24	30	26	-75	214	358	526
Net Profit	1	1	1	1	2	0.2	1.5	0.14	-2172	163	194	316
Classified Loans	2023	2433	2846	3005	2937	3000	3144	2641	2692	2814	2782	3179
Import	2948	2832	3053	2597	3271	2634	3122	2897	3591	5119	11592	11343
Export	3510	3520	3521	3472	4202	3743	3458	3575	4197	4171	5171	4892
Foreign Remittance	2160	2517	2675	2795	3219	3371	3172	2743	3684	3457	3930	4281
Workforce	13952	13486	13530	13341	13320	13058	12901	12514	12208	11938	11793	11345
No. of Branch	903	903	903	903	903	901	891	872	870	864	866	866

2008-2019

Figure in Crore BDT

Year	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Authorised Capital	800	800	800	1000	2500	2500	2500	2500	2500	2500	2500	2500
Paid-up Capital	248	497	547	901	991	2072	2072	2072	2072	2072	2072	2072
Equity	642	1144	1572	2594	717	3564	3957	4468	3658	4073	4159	4243
Total Assets	18733	21179	26485	34882	37872	44416	49487	56535	62357	67392	78915	85393
Deposits	14681	16628	20633	25221	29243	34868	38392	43998	49405	53035	62193	69224
Loans & Advances	11336	12224	16326	19409	21266	20297	23509	24480	26587	31912	39575	46583
Operating Profit	633	644	1086	1474	1007	1064	1074	878	555	813	832	900
Net Profit	265	111	352	250	-1862	905	199	65	-697	676	104	107
Classified Loans	2549	2374	2102	2149	5380	3580	3966	4640	6804	5570	6993	6643
Import	10952	7753	16792	26877	16963	15947	15741	10917	10153	13267	23551	38841
Export	4954	4461	6443	9310	8838	7845	8345	7543	7396	7059	8280	10873
Foreign Remittance	5269	5587	7097	8682	11681	12657	12980	13204	12022	10605	12680	14863
Workforce	10988	11443	11900	12085	13890	14005	13414	13396	12672	12798	12656	12051
No. of Branch	867	867	867	876	889	899	921	930	935	941	953	956

Figure-07: Financial Indicators;

Five Years Performance

Crone Taka unless otherwise specified

Particulars	2019	2018	2017	2016	2015
Balance Sheet Matrix					
Authorized Capital	2,500	2,500	2,500	2,500	2,500
Paid-up Capital	2,072	2,072	2,072	2,072	2,072
Reserve Fund	2,090	2,009	1,938	1,744	1,747
total Shareholders' Equity	4,243	4,159	4,073	3,658	4,468
Deposits	69,224	62,193	53,035	49,405	43,998
Loans and Advances	46,583	39,575	31,912	26,587	24,480
Investments	19,968	15,923	17,088	22,754	20,570
Fixed Assets	1,460	1,478	1,556	1,578	1,595
Total Assets	85,393	78,915	67,392	62,357	56,535
Total Off Balance Sheet Items	17,184	16,245	12,334	8,390	9,007
Interest Earning Assets	53,002	52,014	39,708	29,115	26,265
Non-interest Earning Assets	32,391	26,901	27,684	33,242	30,270
Income Statement Matrix					
Interest income	3,459	3,231	2,253	2,145	2,364
Interest Expenses	2,825	2,339	1,818	2,062	2,294
Investment income	1,416	1,203	1,469	1,561	1,495
Non-interest income	511	388	449	436	428
Non-interest Expenses	1,661	1,651	1,540	1,525	1,114
Total Income	5,387	4,822	4,171	4,142	4,286
total Expenditure	4,487	3,990	3,358	3,587	3,408
Operating Profit	900	832	813	555	878
Profit Before Tax	391	350	968	(751)	(60)
Net Profit After Tax	107	104	676	(697)	65
Capital Measures					
Risk Weighted Assets	45,970	39,414	33,679	26,700	26,469
Going concern capital (Tier-1)	2,643	2,697	2,066	1,692	1,747
Gone concern capital (Tier-2)	1,965	1,279	1,382	985	777
Total Capital	4,608	3,976	3,448	2,677	2,524
Capital Surplus/(Deficit)	11	35	80	7	(123)
Tier-I Capital Ratio	5.75%	6.84%	6.14%	6.34%	6.60%
Tier-II Capital Ratio	4.27%	3.25%	4.10%	3.69%	2.94%
Capital to Risk Weighted Asset Ratio Basel-III	10.02%	10.09%	10.24%	10.03%	9.54%
Credit Quality					
Classified Loans	6,643	6,993	5,570	6,804	4,640
Provision for Unclassified Loans	1,146	322	394	502	459
Provision for Classified Loans	2,678	2,965	2,750	3,057	2,245
Provision for Contingent Liabilities	116	123	123	84	90
Percentage of NPLs to total Loans and Advances	14.26%	17.67%	17.45%	25.59%	18.96%

Figure-07: five years Performance overview;

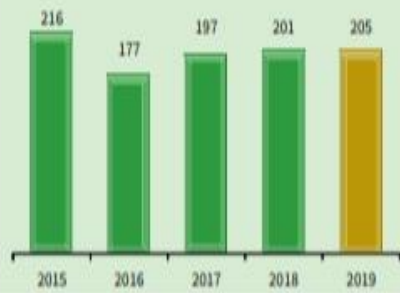
Five Years Performance

Core Taka unless otherwise specified

Particulars	2019	2018	2017	2016	2015
Foreign Exchange Business					
Import	38,841	23,551	13,267	10,153	10,917
Export	10,873	8,280	7,058	7,396	7,543
Remittance (Inward)	14,863	12,680	10,605	12,022	13,204
Operating Profit Ratios					
Credit Deposit Ratio	67.29%	63.63%	60.17%	53.81%	55.64%
Cost of Deposit	4.05%	3.89%	3.48%	4.35%	5.47%
Cost of Borrowing	6.12%	3.00%	0.91%	0.64%	0.49%
Administrative Cost	3.02%	3.33%	3.55%	4.07%	3.54%
Yield on Loans and Advances	7.18%	7.67%	8.38%	10.02%	11.24%
Spread	3.06%	3.60%	4.62%	4.49%	4.70%
Return on Assets	0.13%	0.13%	1.00%	-1.12%	0.12%
Return on Equity	2.53%	2.49%	16.59%	-19.06%	1.46%
Current Ratio	1.02	1.03	1.10	1.08	1.17
Performance Ratios					
Profit per Employee (Million)	0.75	0.66	0.64	0.44	0.66
Operating profit as % of Working Fund	1.26%	1.28%	1.43%	1.10%	1.82%
Ratio of Fees Income	13.79%	10.20%	14.43%	14.85%	16.35%
Salary Exp. to total Overhead Exp.	67.32%	67.41%	69.79%	66.05%	62.46%
Cost to income/Efficiency Ratio	83.29%	82.75%	80.51%	86.58%	79.52%
Shares Information Matrix					
No. of Shares Outstanding (Million)	207.23	207.23	207.23	207.23	207.23
No. of Shareholders	7	9	9	9	12
Earnings per Share (Taka)	5.17	5.00	32.62	(33.63)	3.15
Net Asset Value per Share (Taka)	205	201	197	177	216
Other Information					
Number of Branches	956	953	943	935	930
Number of Islamic Windows	15	5	5	5	5
Number of Subsidiary Companies	6	6	6	6	6
Number of Employees	12,051	12,656	12,798	12,672	13,396
Number of Foreign Correspondents	326	335	335	318	322

Five Years Performance Graphical Presentation

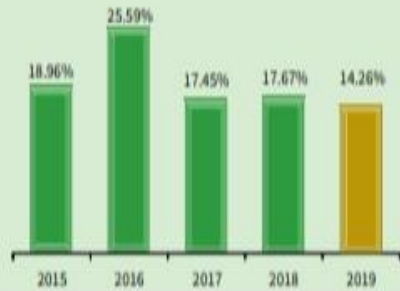
Net Asset Value per Share



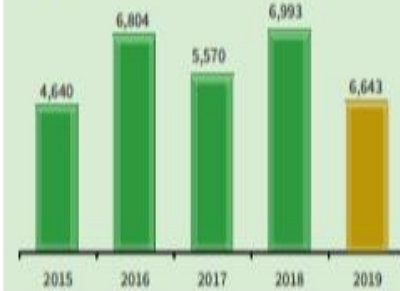
Capital to Risk Weighted Asset Ratio (CRAR)



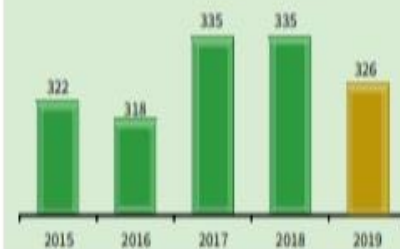
NPL Ratio



NPL
(BDT in Crore)

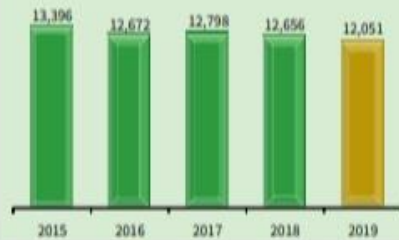


Number of Foreign Correspondents

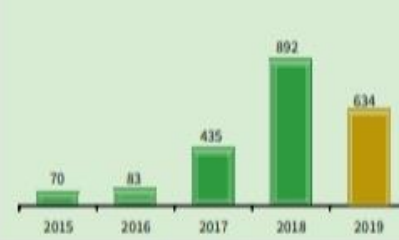


Five Years Performance Graphical Presentation

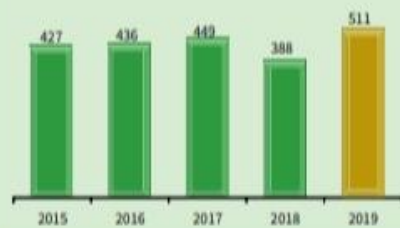
Number of Employee



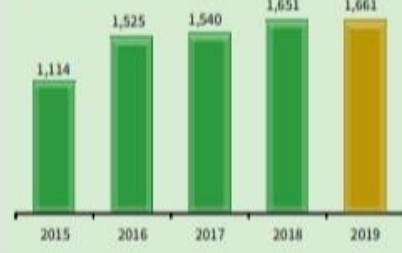
Net Interest Income
(BDT in Crore)



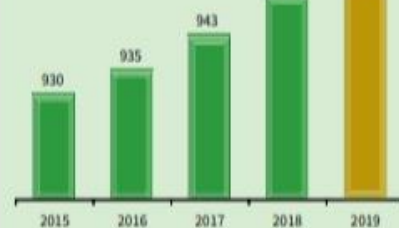
Non Interest Income
(BDT in Crore)



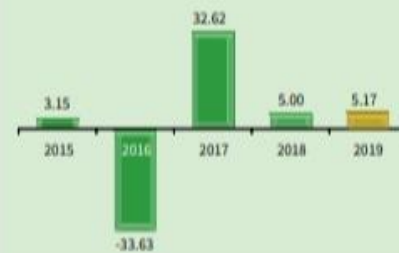
Non Interest Expenses
(BDT in Crore)



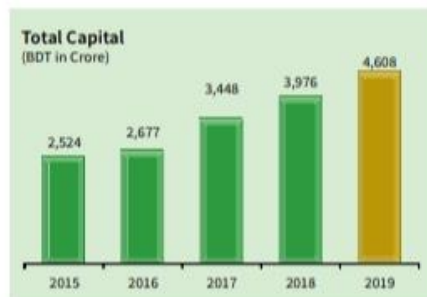
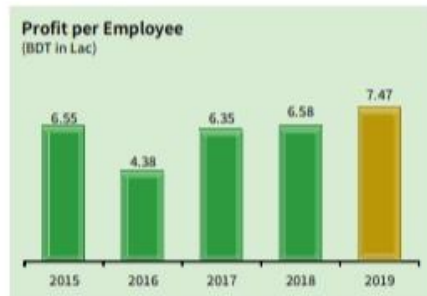
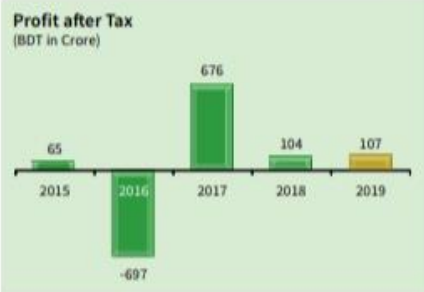
Number of Branches



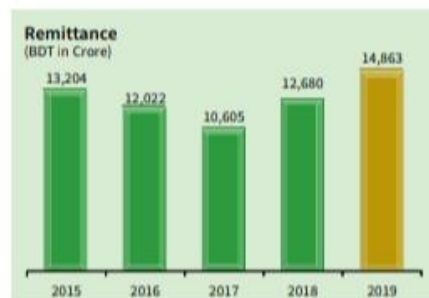
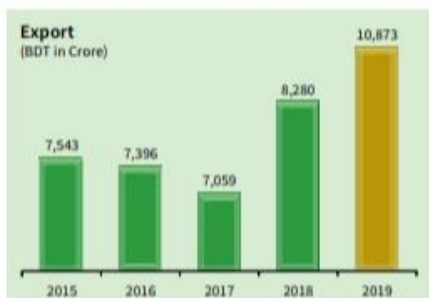
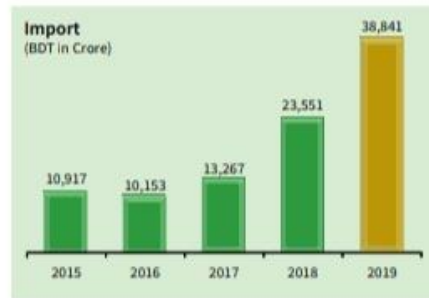
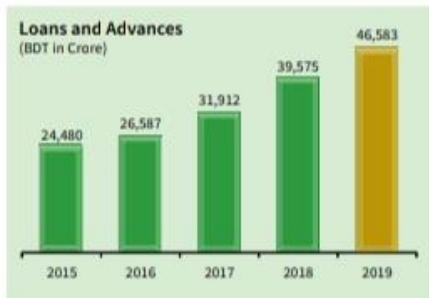
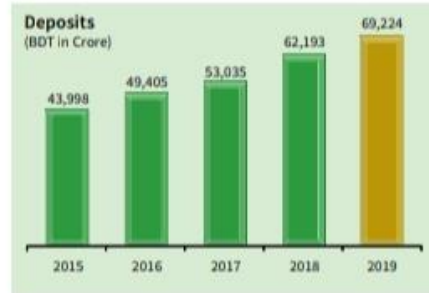
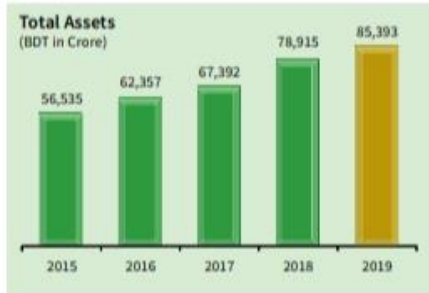
Earnings per Share (EPS)



Five Years Performance Graphical Presentation



Five Years Performance Graphical Presentation



• **Ratio Analysis:**

Ratio analysis is the core of measuring the performance of the entire bank. Here are the ratio analysis of year 2018 and 2019 are given below and their competitive scenario is also given below so that my readers can get a clear performance overview in a short time.

Profitability and Performance Ratios			
<i>Core Taka unless otherwise specified</i>			
Sl. No.	Particulars	2019	2018
1	Net Interest income Ratio	18.32%	27.60%
2	Operating cost-Efficiency ratio	30.84%	34.23%
3	Return on Capital Employed	1.79%	1.85%
5	Net profit ratio	1.99%	2.16%
6	Cost to income ratio	83.29%	82.73%
7	Return on assets	0.13%	0.13%
8	Return on equity (after amortization, provision & tax)	2.53%	2.49%
9	Non-interest expenses to total assets	1.95%	2.09%
10	Non-interest income to total assets	2.26%	2.02%
11	Interest margin to total assets	0.74%	1.13%
12	Earnings per share (Taka)	5.17	5.00
13	Net asset value per share (Taka)	204.76	201
14	Cost of fund	6.88%	6.95%
15	Return on investment	7.09%	7.56%
16	Profit per Employee (Core Taka)	0.07	0.07
17	Non-Performing Loans to total Loans	14.26%	17.67%

Liquidity and Solvency Ratios			
Sl. No.	Particulars	2019	2018
1	Statutory Liquidity Ratio	16.75%	14.53%
2	Cash Reserve ratio/ Liquid Asset ratio	5.63%	6.84%
3	Current Ratio	1.02	1.03
4	Debt to Assets Ratio	95.03%	94.73%
5	Debt Equity Ratio	1912.50%	1797.48%
6	Loans & advances to deposit ratio	67.29%	63.63%
7	Loans & advances to total assets ratio	54.55%	50.15%
8	Provision to total loans & advances	8.21%	8.31%

Capital Adequacy Ratio			
Sl. No.	Particulars	2019	2018
1	Capital adequacy ratio	10.02%	10.09%
2	i. Tier I Capital	5.75%	6.84%
3	ii. Tier II Capital	4.27%	3.25%

Figure-06: Performance ratio analysis;

2.6 Industry Competitive Analysis:

Here I am going to describe the SWOT analysis on Agrani Bank Ltd. That is given below:

2.6.1 SWOT Analysis:

We consider Agrani Bank as a business firm and analyse its strength, weakness, opportunity and threat the scenario will be as follows:

- **Strength:** I. Good Management II. Lending rate is moderately serious III. Cooperation with one another IV. Good financier client relationship V. Strong Financial VI. Service charges are similarly sensible. VII. Strong corporate personality VIII. Young eager workforce IX. Empowered Work power
- **Weakness:** I. Lack of appropriate inspiration, preparing and work true II. Lack of experienced representatives in junior level administration III. Lack of claim ATM administrations IV. Tendency to leave the bank in mission of adaptable condition V. Lack of capable labor in some office, which affects bank's items and exercises VI. Absence of solid showcasing exercises VII. Office condition isn't acceptable as private bank condition VIII. High charges of L/C.
- **Opportunity:** 1. Growth of offers volume; 2. Change in world of politics 3. Launching own ATM card administrations 4. Expansion of banking administrations into other various administrations;
- **Threats:** 1. Upcoming Banks/Branches 2. Different administrations of FCB'S (Phone Banking/Home Ban ruler) 3. Similar items are offered by different banks 4. Default Loans 5. Financial Crisis 6. Existing card administrations of Standard Chartered Bank or other private Bank.

Chapter: 03

[Main project part: SME Financing of Agrani Bank Limited]

3.1 Introduction:

The term little scale industry is utilized all over, both in created and creating nations, to signify the qualities of a specific size of industry. Be that as it may, its suggestions differ from nation to nation on the premise of this segment significance in the economy, the nature of the economy orbits phase of financial improvement, the kind of industry, period being referred to, nature of the examination protest or the specialist's target and numerous different contemplations. Indeed, even in a solitary nation the definition differs every now and then, because of changes in the above variables. This makes it hard to make a global examination of little scale businesses. Obviously, as of late there have been endeavors to give a brought together all inclusive meaning of little scale industry. In any case, this can be conceivable just with sensible likeness of phase of financial improvement.

There is no denying the way that the Small and Medium Enterprises (SMEs) can contribute much to the advancement of our country. Sound judgment reveals to us that a country with restricted capital ought to put resources into numerous little ventures in assorted businesses as opposed to a couple of vast undertakings, disappointment of one of which can hose the economy. In addition, given our deficient individual riches per capita, people can just bring restricted measures of advantages for new pursuits. Obviously, the country will have the capacity to draw in more business visionaries to the little and medium ventures than to vast ones. There are additionally certainties to help the significance of SMEs. As per the Government, SMEs give more than 87% of the aggregate mechanical business. However, SMEs are burdened with a variety of limitations: absence of access to money related assets, mediocre and untalented labour, bring down level of innovation, trouble in getting quality crude materials, poor promoting and administration, solid rivalry from unlawful imports and different infrastructural issues. Numerous SME items have restricted residential request, as our purchasers can't manage the cost of them. Business visionaries who attempt to enter outside business sectors confront solid rivalry. The part of Small and Medium Enterprises (SMEs) is crucial for general financial advancement of a nation especially to develop nations like Bangladesh. Since this segment is work escalated with short

growth period, it is equipped for expanding national salary and in addition fast business age; accomplishing Millennium Development Goals (MDGs) particularly annihilation of extraordinary destitution and yearning, sexual orientation uniformity and strengthening. SME area has assumed an imperative part in financial improvement of some prosperous nations of Asia. Our neighbouring nations have likewise given due significance on SME. Naming SME as 'business creating machine' they worried on SME improvement for higher financial development, narrowing the hole of salary imbalance and neediness easing. The present government has additionally put much accentuation on the improvement of SME division thinking about it as 'the main thrust for industrialization'.

3.2 Objectives:

- **Broad Objective:**

Experiencing and learning the impact of SME banking system of Agrani Bank Limited.

- **Specific Objective:**

1. Support small enterprises at their root level ;
2. Bringing economic development by creating more contributor in economic cycle;
3. Employment generation by creating new arenas to work for;
4. Encouraging manufacturing by providing a minimal rate of initial finance;

3.3 Significance of the Study:

In this whole internship period Agrani Bank Limited able to give us a very cordial and spacious zone of understanding of the various banking functions. The working environment in ABL is definitely very much practical and professional. As we all know that, ABL is a publicly owned bank so the services of the ABL mostly regarding maximizing the well-being of the citizens who are belonging in different economic sphere. Mainly, my job responsibility was based on two stages, initially some fundamental client management and secondly the loan section where I can learn about the most effective and situation worthy financing system, which is the SME banking or banking for small to medium entrepreneurs. The reason why I am saying it situation worthy, because during this global pandemic there is no other way is better supporting small to medium organizations to regain the pace of economy. During this report

construction session I've seen the real life scenario of the importance of SME financing and hopefully I will be able to give a brief reasoning why I have done with this topic line by the further discussions in this report. Lastly, definitely it is a very good experience overall working with ABL because of their dynamic environment and getting known with different banking computer tools, which will definitely help me a lot to get started my career in the banking industry.

3.4 Methodology:

Primary Sources:

- Practical desk work
- .Face to face conversation with the officers and employees.
- Face-to-face conversation with the respective officers and staffs of the AGRANI Bank Mirpur-1 Branch and clients.
- Facing some practical situation related with the day to day banking activities.

Secondary Sources:

- Different circulars issued by the Head Office and Bangladesh Bank.
- Various journals, bank records, manuals etc.
- Annual Report of AGRANI Bank
- Bangladesh Limited.File study.
- Different Procedure Manual “published by AGRANI Bank Brochures.
- Bangladesh Bank Annual report.
- Newspapers.

Other than those, I have collected data from 38 responses in order to justify their level of acceptancy of SME financing of Agrani bank Limited.

3.5 Details about the SME financing:

- **SME banking:**

The turn of events and headway of SME is generally subordinate upon modest and quick get to monetary assets. Like never before some time as of late, nowadays SME contribute tremendously to the monetary improvement of a country; rising economies best the rundown. In Bangladesh, 80% of the mechanical work comes through SME and hence much effort is being given toward flourishing it help. In any case,

improvement has been affected a section with contracting stores inside the hands of the owners making them vulnerable to backing off. The significant wellspring of asset the business banks go up against growing threats from failure of the SME owners, need of very much masterminded cash related clarifications, top to bottom data around the genuine require and government administrations. It has been tracked down that in Bangladesh the piece is underserved by the monetary teach (FI) with less focus on giving client custom fitted things, no specific credit hazard assessment structure and huge time needed for credit leeway information are a couple of the greater components.

- **SME Financing in Agrani Bank Ltd:**

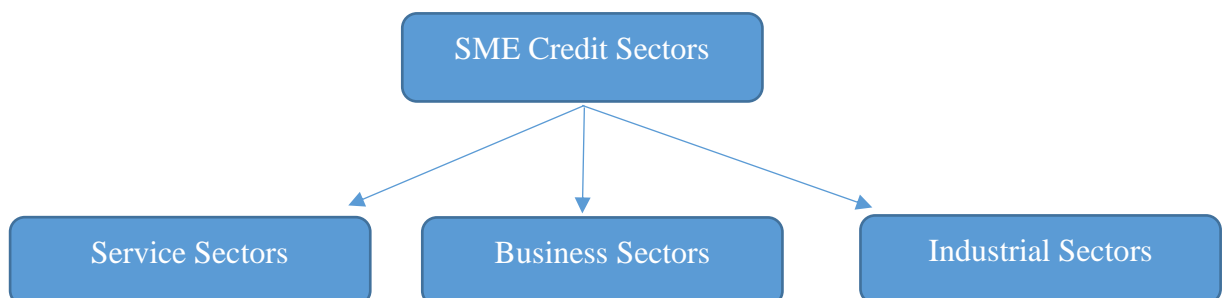
Agrani Bank Limited has been financing SMEs since its initiation. In this association Agrani Bank Limited has set up a SME and Micro Credit Division subsidiary with the Micro-Enterprise Department unit (MEDU) and the Small Enterprise Development (SEDP) project according to the No-CMCD/27 roundabout dated 17/03/2004. This year Bangladesh Bank gave BRPD Circular No.07 dated 03/11/2004 in the booklet 'Prudential Regulations for Small Enterprises Financing' and taught all business banks to start SME financing as per the Prudential Regulations. A Group of Focus Group made by Bangladesh Bank fostered this Handbook of Mysterious Rules utilizing the conversation of subtleties. Agrani Bank Limited fostered an accumulation of 'Prudential Regulation Guidelines for Small Enterprise Financing' based on the Bangladesh Banks Prudential Regulations manual and submitted to the top managerial staff for endorsement. The Board of Directors has endorsed this video board reminder for Prudential Regulations. BD/BMA/847 dated 25/06/2005 After acquiring the endorsement of chiefs on 25/06/2005 Agrani Bank Limited appropriated 'Prudential Regulation Guidelines for Small Enterprise Financing' and Instruction Circular No SME/78 dated 27/06/2005 with all worry to begin SME assets on a limited scale. Bangladesh Bank along these lines changed the past meaning of SME as SMESPD No-08 dated 26/05/2008. Likewise, Agrani Bank Limited changed the past meaning of SME according to the Circular No-SME/47 dated 18/06/2008.

Later in Bangladesh Bank distributed book No.- SMESPD/Road-show/99/2010-1151 dated 30/03/2010 and Small and Medium Enterprise (SME) Credit Policies and Programs for this reason Agrani Bank Ltd . given the Cha-SME/20 roundabout dated 19/09/2010 and sent a letter on all questions of concern including that round. Agrani

Bank Limited set up the SME Credit Division by changing the name of the SME and Micro Credit Division according to Circular No-PD/56 dated 19/05/2011 and different game plans were made for true SME financing under this part.

Yet, the meaning of SME was exceptionally intricate and it is hard to characterize a business that conforms to both relentless property (barring land) and utilized work force. In such manner Bangladesh Bank changed the meaning of SME as far as mechanical strategy in 2010 and taught every business bank and monetary establishments by sending Circular No-01 of SMESPD dated 19/06/2011. That is the reason Agrani Bank Limited changed its past meaning of SME as coordinated by the No-SME/75 roundabout dated 11/07/2011. Bangladesh Bank is consolidating house and Micro Industry/Enterprise into SMEs in this roundabout. In 2016 Bangladesh Bank presented new orders and extra corrections relating to the meaning of Cottage, Micro, Small and Medium Industry/Enterprises, SME money, ladies' business and different monetary investigation programs introduced by SME and exceptional projects of the Bangladesh Bank Department. To be practical we need to make coordinated SMEP, well disposed, current and participatory SME finances that require a SMESPD roundabout No. 2 dated 05/09/2019 (Master Circular on SME Financing) has been circulated including new requests. In consistence with Bangladesh Bank orders Agrani Bank Limited has given Instruction round No.- SMECD/90 dated 10/10/2019. All of the information has been collected from the website of Agrani Bank Ltd.

- **Sectors of SME:**



- **Linkage of SME Financing of ABL:**

NGO Linkage program:

Agrani Bank Limited is a forerunner in expanding credit activities through capable non-governmental organizations (NGOs). The bank has partnered with various non-governmental organizations (NGOs) to expand SME credit services. Any potential NGO can apply for credit from this bank as long as they follow the rules and regulations in place. The bank has already loaned Tk 312.00 crore to the BRAC in 2015 and Tk 300.00 crore to the TMSS in 2017. As a retailer, the NGOs have re-lent the same to the targeted SME people.

Foreign Aided Credit Program:

For credit activities, Agrani Bank Limited has utilized its own assets just as unfamiliar assets. The bank is effectively working the credit programs EGPRP and MSFSCIP (Kurigram) with IFAD monetary help. The bank stretches out credit to people in general through its 191 branches under the EGPRP program. Under the EGPRP program, Agrani Bank Limited has dispensed TK 18.25 crore.

- **SME practice in ABL:**

AGRANI Bank Ltd. has officially launched SMS banking service from December 17, 2007. Economic development is closely related to the empowerment of . In Bangladesh the number of – owned companies / firms continues to grow. To ensure smooth credit flow for Small enterprise AGRANI Bank Limited is decided to help the genuine entrepreneur having sincerity, honesty and strong determination to improve the banking habit of self employed entrepreneurs to run any legitimate business smoothly with the help of bank finance by offering a special business loan product named ‘NariAgrani & Small Credit Program for .

- **SME products/programs of Agrani Bank Limited:**

Little and medium undertaking of the country is one of the justifying sections for cash related help. Agrani Bank sensibly offer credit to them underneath particular plans. ABL moved a joint endeavor program named Little Endeavor Advancement Program

(SEDP) with NORAD, a Norwegian association in 1995. This program was completed in more noticeable Mymensingh and Faridpur locale. The objective regions were rice measure, oil measure, nursery, fixing shops, fishery, weaving and some more. The bank is showing scaled down scale credit and different supports to show up less day work for facilitating of desperation by making business. Agrani Bank had arranged a couple of projects in a joint effort with different associations. One such program is Business Era Venture for Provincial Poor (EGPRP). This program was pushed in 1995.

- **Definition of cottage, micro, small & medium enterprise:**

<u>Manufacturing/Service/Trading or Business Sectors:</u>					
Industry /Enterprise	Sectors	Replacement cost of fixed asset excluding land & building	Employed Manpower	Yearly Turn over	Highest Loan Limit(TK.)
Cottage	Manufacturing	Less than TK 10.00 lac	Highest 15 with family member	-	15.00 lac
	Service	Less than TK 10.00 lac	Highest 15 with family member	-	15.00 lac
Micro	Manufacturing	TK 10.00 lac to 75.00 lac	16-30 or less	-	1.00 crore
	Service	Less than TK 10.00 lac	Highest 15	-	25.00 lac
	Trading/Business	Less than TK 10.00 lac	Highest 15	Above 2.00 crore	50.00 lac
Small	Manufacturing	TK 75.00 lac to 15.00 crore	31-120	-	20.00crore
	Service	TK 10.00 lac to 2.00 crore	16-50	-	5.00 crore
	Trading/Business	TK 10.00 lac to 2.00 crore	16-50	2.00-20.00 crore	5.00crore
Medium	Manufacturing	More than TK 15.00 crore to 50.00 crore	121-300, but garments or labor-intensive industry highest 1000		75.00 crore
	Service	TK 2.00 crore to 30.00 crore	51-120	-	50.00 crore

- **Schemes for Entrepreneurs:**

- **Nari Agrani:**

Nari Agrani is a special credit program for the development of the women entrepreneurs from ABL. It could be a later and well known credit program of AGRANI Bank Constrained. It is presented in 2012 beneath SME financing with a see to bring them the standard advancement exercises. Beneath this

program, an qualified lady can profit the SME credit with as it were 10% intrigued per annum and 75:25 obligation value participations. No collateral is required up to Tk.1.00 million (10.00 needs) and one can get the greatest credit sum ofTk.10.00 million (1.00 center) with vital collaterals. The exercises of the program are extended in all the branches of AGRANI Bank Restricted.

➤ **Small Credit Program for Women(SCPW):**

Small Credit Program for the Women (SCPW) is a little credit program for the . It is presented to uplift the socio financial condition of the country. A huge number of pay producing exercises such as tailoring, printing and biting the dust, ready-made pieces of clothing, clothing, poultry, smaller than expected dairy, goat rearing, beef stuffing, nursery etc. are included within the program exercises. Greatest credit restrain is Tk.1,00,000. Up to the credit sum of Tk.50, 000, no collateral is required. The rate of intrigued is only11% per annum beneath the credit program. All the branches of AGRANI Bank Constrained can disburse the credit to the qualified beneath this program.

- **SCPW or NARI AGRANI Loan Disbursement Procedure:**

For SCPW or NARI AGRANI loan operation, AGRANI Bank Ltd has in total 879 unit offices,62 zonal office, 14 territory and 1800 Customer Relationship Officers. These CROs work for the Bank to converge clients for getting the SCPW or NARI AGRANI loan. SCPW or NARI AGRANI Loan process flow is shown below-

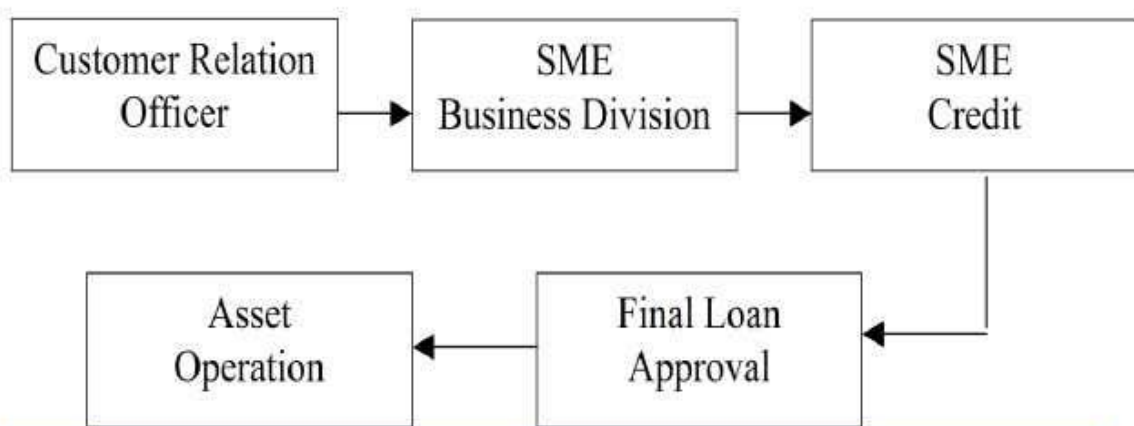


Figure-01: Small Credit Loan disbursement procedures;

- **Contribution of ABL for developing SME Financing:**

In the wake of setting up SME reserves, Agrani Bank Limited has made different strides, for example, building up a different SME Credit Division, embracing SME monetary administrations in accordance with Bangladesh Bank's rules, directing SME monetary administrations in all branches, allotting sufficient instalment spending plans SME advance, area and SME advance assortment, foundation of SME and Dedicated Women Entrepreneur Help Desk in all branches, foundation of SME Monitoring Cell and Women Entrepreneur Development Unit at all neighbourhood workplaces and corporate branches, Monitoring Committee - SME set up by the top of the panel (DMD) And SME Monitoring Cell set up by the top of the GM board of trustees (CPCRMD), introduced an assortment of advance exercises for ladies business visionaries, dynamic interest in different SME occasions and other special endeavours and so on Because of assuming control over these exercises right now the bank has obtained an extraordinary position. The financial position of SME loan activities as on December, 2018 is given below:

A. Financial position of SME Loan as on 2018:

Nature of loan	Disbursement Target'2018	Disbursement as on Dec'2018		% of Disbursement	Classified Loans	C
		Number	Amount			
						N

Cottage Industry	12.00 crore	23	0.18 crore	1.5%	0.00 crore	5
Micro Enterprise	112.80 crore	17702	228.82 crore	203%	27.92 crore	4
Small Enterprise	2814.90 crore	21740	3170.42 crore	113%	639.43 crore	5
Medium Enterprise	939.66 crore	150	903.32 crore	96%	552.06 crore	6
Total	3879.36 crore	39615	4302.74 crore	111%	1219.41 crore	9

B. Sector wise disbursement and outstanding in the year 2018:

Sectors of SME financing	Disbursement amount in the year 2018	Outstanding amount as on 31th December 2018.
Service sectors	55.07	372.84
Trading/Business sectors	3135.68	4863.33
Manufacturing sectors	1111.99	2069.50

Total sectors	4302.74	7305.67
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4 Growth Of SME in Agrani Bank Ltd:

Year	Loan Disbursed Amount (BDT in crore)		Loan Outstanding Amount (BDT in crore)	
	Number	Amount	Number	Amount
2014	19539	1956.60	80302	5429.60
2015	19950	2191.00	86192	4650.00
2016	22522	2620.49	88857	4418.51
2017	34315	3298.19	93617	5656.16
2018	39615	4302.74	99414	7305.67

- **Disbursement Amount & Client Base of loan disbursement for entrepreneur:**

AGRANI Bank's entrepreneur loan is continuing its journey of serving the SMEs, as can be observed from the tremendous growth in client base and from the disbursement amount.

Disbursement amount of Loan		Number of Loan Disbursement	
Million BDT (cumulative)		(cumulative)	
Year	Amount	Year	Number of Loan
2015	39140.59	2015	Cannot be known due to confidentiality
2016	43314.83	2016	Same as before
2017	56593.83	2017	Same as before
2018	73175.31	2018	Same as before
2019	1246.71	2019	Same as before

- **Priority to Small Enterprise:**

Independent ventures have a superior possibility of creating pay, lessening joblessness, and accomplishing monetary development when contrasted with bigger organizations. Remembering this, the bank focused on layaway conveyance to entrepreneurs. Thus, the bank can give almost 61% of the all out SME credit portfolio to little business visionaries.

- **Special attention to women:**

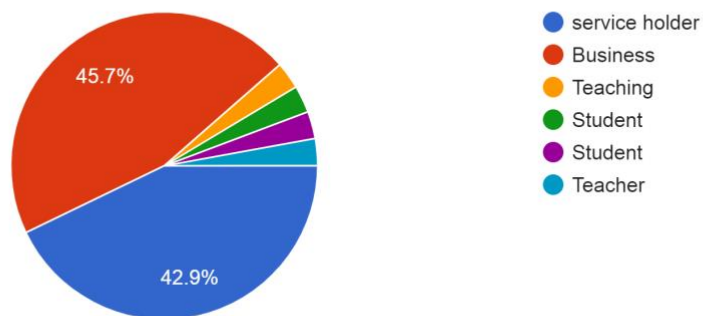
Women are the most hindered bunch with regards to monetary access. They are, in any case, equipped for completing any monetary movement. Remembering this, Agrani Bank Limited has dispatched an exceptional ladies' credit program called Nari Agrani. The bank has guaranteed credit to qualified and intrigued ladies through Nari Agrani. Under the program, ladies can get credit at a low yearly loan cost of 9%. To accentuate the significance of ladies, the bank has set up a Women Entrepreneurs Dedicated Desk in every single likely branch. Moreover, the bank has saved an adequate credit payment spending plan for female business people (11% of the absolute financial plan). Therefore, the bank is carrying ladies into the country's advancement exercises. To expand the progression of credit between

ladies business people, a Memorandum of Understanding has effectively been endorsed with the BWCCI.

3.6 Data Analysis:

What is your occupation?

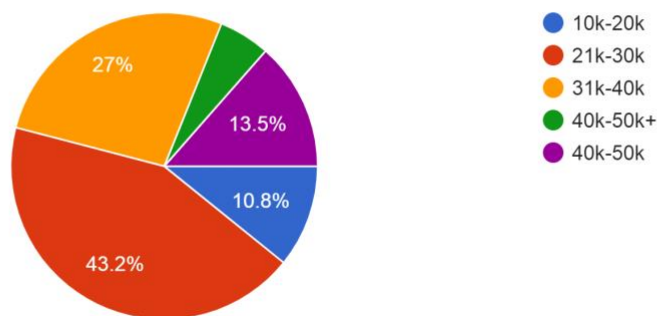
35 responses



As here we can see that, majority of my responses are business man and SME is all about concerning on the expansion of business.

What is your range of income?

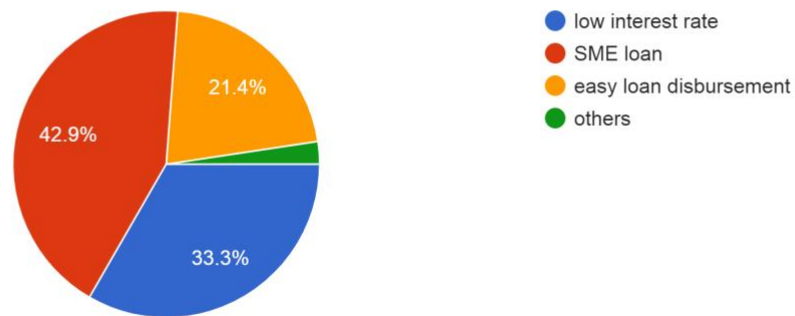
37 responses



Majority of the respondent's(43.2%) income range is around 30k, which shows the small or starting level of people who are taking SME loans.

What is your preference about Agrani Bank Ltd?

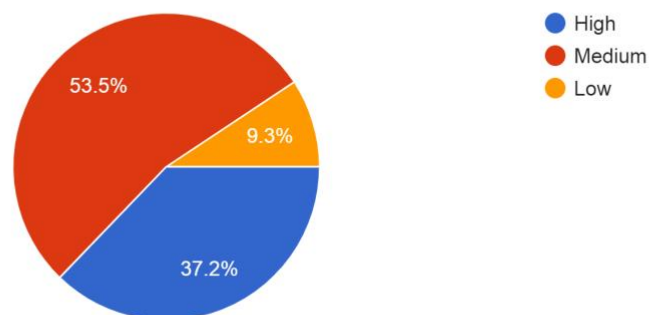
42 responses



Here we can see that about 43% of my responses preferring Agrani Bank for SME loan, so it indicates the positivity of SME loan section of Agrani Bank Ltd.

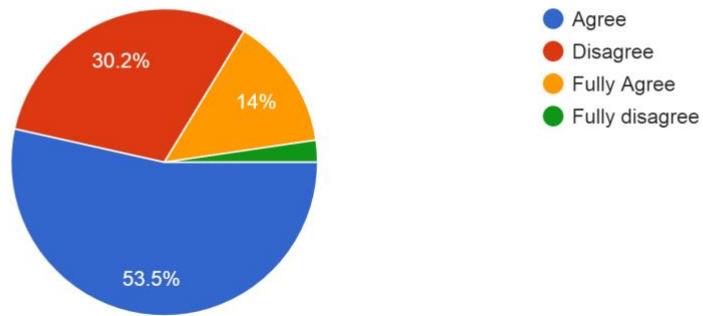
Service charge of SME loan?

43 responses



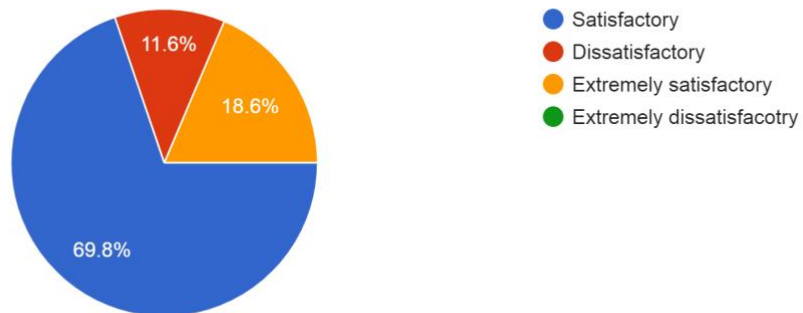
About 53.5% people think that, the service charge of ABL SME loan is moderate, and it is because there are definitely some procedures to make it easy to all.

Loan processing time is satisfactory or not?
43 responses



53.5% people giving a positive indication about the loan processing interval of ABL.

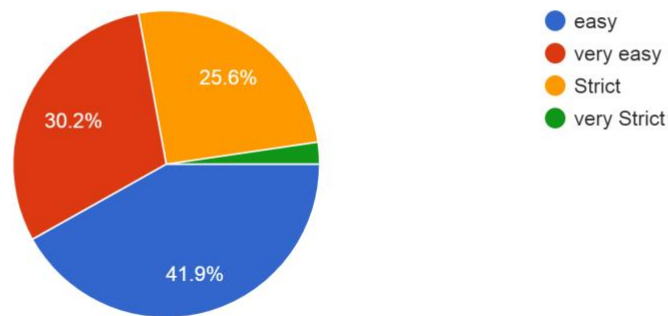
Interest rate of SME loan?
43 responses



Close to 70% people are satisfied about the interest rate for SME that is charging by ABL.

Paper requirements for SME loan?

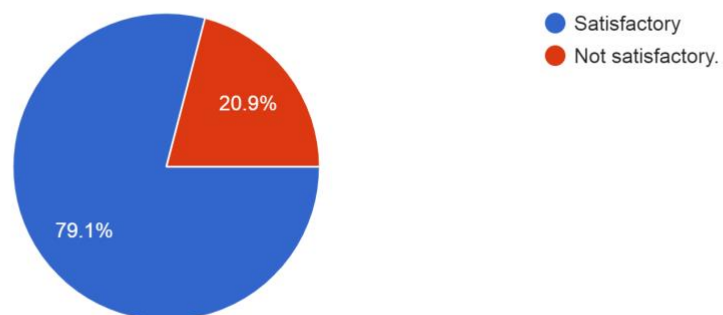
43 responses



About 42% percent people are thinking the paper requirement is easy for the SME finance service.

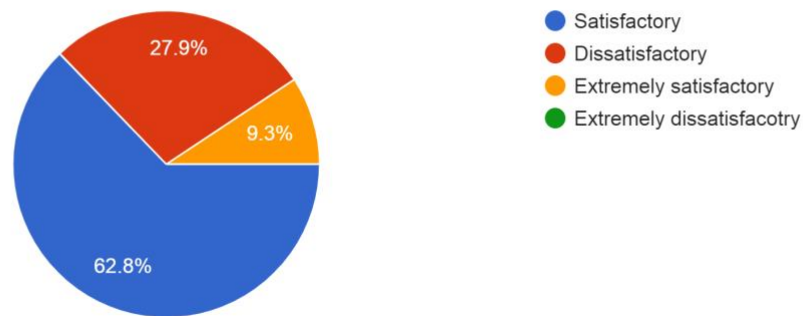
Loan disbursement percentage?

43 responses



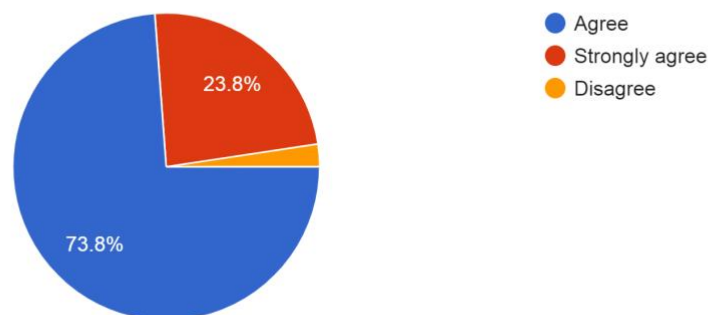
The percentage of satisfied people in case of loan disbursement is very high close to 80%, which is definitely a good sign for ABL.

SME departments service quality?
43 responses



Our SME financing department is performing really well, that is why about 63% of my responses shows a positive vibe about the service.

ABL need improvement?
42 responses



However, people are suggesting us to improve the service system of ABL, and we are considering it as a good sign because people are interested for us and we are very respectful to that.

3.7 Findings and recommendations:

Findings:

Agrani Bank Ltd. plays an important role in the SME sector in Bangladesh. ABL is a pioneer in the SME finance sector. They have taken a different approach to furthering this segment, as

it is the most profitable primary outcome for ABL. In recent years they have developed various types of SME credit item to measure the different needs of customers. All review reviews and 3 month entry level these reports found a few Facts on the part of the ABL SME. Receipt of this report is provided below:

ρ Most customers think that high-level SME tests conducted by ABL unlike other banks make it unusual and of a certain nature.

ρ Most clients need to reduce the cost of the loan and stay in the extras.

ρ Some clients are unhappy with the status / behavior of SME staff.

ρ A large number of reports on the help desk cause delays in payment process.

ρ Zonal Office can harvest up to 5 lacs, but it shows the rate of renewal of rapid customer growth and a large proportion of cases apply to more than 5 lacs.

ρ Lack of exercise in urban areas, or different competitors offer all the many incentives in different areas.

ρ The amount of compensation in the category and intermediate management is very small. Abundance rates for the ABL pass rate are much lower than for modern banks.

ρ Some borrowers do not present a billboard in the public domain of a business unit or merger that is sponsored by "Agrani Bank Ltd."

ρ They get a record of rigid disagreements with their PC but physically look at those. Sometimes the most direct work is completed by a large office that requires a lot of energy and makes it difficult.

ρ Sometimes the guarantee is revoked by another official who is dangerous both at the bank and at the branch office.

Recommendation:

Truth be told, Agrani bank is advancing with more investment in the Bangladesh economy through a state-of-the-art modern financial management system. SMEcredit is one of the quality providers that offer the lowest quality and business value of the people who control

account management and strengthen them for maximum profit. The recovery rate of this in advance is 97% excellent in contact with other bank recovery rate. Agrani Bank has made it easy to access as it provides advance experience to experienced, small and medium enterprises most of whom are older, less educated and equally earning and this category of people is incredibly honest. However, they can serve this segment of customers with great commitment and resilience and can turn the recovery rate to 100%. In this case they can make suggestions for the following method:

- ρ Redefine the work / vision for achieving the most amazing income.
- ρ Provide material especially for the development of the SME business.
- ρ Implement a rigorous and persistent assessment program for the entire recovery process.
- ρ Train Customer Relationship Managers fully and logically so that clients will not experience any disruption while receiving and repaying the loan.
- ρ Promote the most intelligent CROs to serve clients.
- ρ Analyze customer behavior on what type of client makes it non-existent and stop providing them with SME credit.
- ρ The Risk Management review report should be very strong and the reliability of the public trust may not find improvement.
- ρ Whether lenders use credit for the right reason should be proven.
- ρ Reducing SME loan costs within a significant level.
- ρ Reduce the duration of the administration

3.8 Summary & Conclusion:

ABL is the way forward in terms of its business, quality, vision, management, management. It works in the best way you can think of in all their tests that make it easy for them to achieve their favorite goal with little effort. It is a strong, forward-looking, modern neighbor with an account with sound recordings. It's another season in the bank. Resolved to provide managers with incredible financial implications / additions to boost industrial GDP growth, boost trade,

create jobs for more knowledgeable youth, a growing way of earning a living wage and improving overall national financial support. The bank is set to become the leading Commercial Bank in Bangladesh in terms of productivity, financial satisfaction, quality of resources, sound management and so on and is currently one of the most profitable private commercial banks. The ABL is promoting broad-based investment in Bangladesh's economy through high-level restructuring and modern day account management. SME promotes one of those high-end items by offering small and surprisingly low-quality businesses to maintain financial gains and make huge profits with it. The SML business of SME is growing so fast that a lot of work has opened the door for our nation. The ABL therefore thinks of itself as an integral part of building a well-functioning state of our nation. The bank must make a good effort to look beyond their shortcomings and pay attention to what is happening. They too should carefully consider the environment and investigate specific patterns and programs of their rivals. The Bank must acknowledge any disappointment and take it for granted to pursue future goals aimed at placing such disappointments in the various structures and thus the Bank will be able to continue to play its critical role in our economy.

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