

Report On
General Banking, how a renowned bank like Mutual Trust Bank
Limited of Bangladesh is competing and how it can cope up itself
internationally

By

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

BRAC Business School
Brac University
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Declaration

It is hereby declared that

1. 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.
2. The internship report submitted is my own original work while completing degree at Brac University.
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 have acknowledged all main sources of help.

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Letter of Transmittal

Mr. Shamim Ehsanul Haque

Assistant Professor,

BRAC Business School

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Subject: Submission of internship report on **“General Banking, how a renowned bank like Mutual Trust Bank Limited of Bangladesh is competing and how it can cope up itself internationally”**

Dear sir,

Its an honour to submit my internship report on **“General Banking, how a renowned bank like Mutual Trust Bank Limited of Bangladesh is competing and how it can cope up itself internationally”** which I am assigned as an important requirement of my BBA Degree by you. To complete my BBA Degree, I have been enrolled in a 12week Internship program under your supervision. During my internship, I was assigned in the General Banking department . I took this report as an prospect to reflect my learning from four-year BBA Program regarding corporate life.I have tried my level best to prepare an effective & creditable report. Besides, I believe I have gained something very useful by gathering information for this report that will support me in my future field of research.

Moreover, I have tried to follow each of the instructions which have been suggested by you. By following those instructions,I have tried to represent my perception and views on this in terms of my understanding. Most importantly, your valuable insight regarding this and the report has helped me to enrich the quality of my work. This is why, I want to thank you for your support towards me and I appreciate the opportunity provided by you through assigning me to work in this thoughtful report. However, I would be glad to clarify any discrepancy that may arise.

Sincerely yours,

Shanjida Amin Omy

15104066

BRAC Business School

BRAC University

Date: 22th June, 2020

Non-Disclosure Agreement

This page is for Non-Disclosure Agreement between the Institution, Mutual Trust Bank Limited and the student Shanjida Amin Omy.

This agreement is made and entered into by and between Mutual Trust Bank LTD. and the undersigned student at BRAC University

Acknowledgement

I feel immensely pleased to have an opportunity, on the very occasion of submitting my internship report, to thank a number of individuals for their unprecedented support, cordial co-operation, objective direction and endless encouragement that have significantly contributed to the preparation of the report. First and foremost, I would like to thank GOD, the omniscient and omnipotent, who bestowed me the capability of successful completion of my internship report and the internship as well. I would like to offer my heartfelt thanks and gratitude to my internship advisor - Mr. Shamim Ehsanul Haque, Assistant Professor, *Brac Business School*. His instructive advice and guidance have emerged as stepping-stone in making this reports a fruit. This report has smelt the scent of my creativity only as he entrusted his every belief on my capability and analytical ability in preparing the report. My pleasure turns blooming to offer thanks to Tanjila Akhter Chowdhury, Manager, *MTB* (Dhanmondi Branch) and MD. Ismail Hossain, Deputy Manager, *MTB* (Dhanmondi Branch) for allowing me to show my practicability in an organizational area under their supervision. And last but not the least; I would like to thank all the personnel working at MTB, Dhanmondi Branch. They made the environment congenial and favorable for me to understand the task. Without their assistance and co-operation, this report might not have seen the light of day.

Executive Summery

A Banking System of Bangladesh has gone through three phases of development which are – Privatization Nationalization and lastly Financial Sector Reform and Mutual Trust Bank Ltd. (MTB, the 3rd generation bank) has started its journey as a private commercial bank on 29 September, 1999. We can say that, basically the whole working area of a modern bank can be divided into 4 (four) Sections, such as - 1) General Banking Section, 2) Cash Section, 3) Loans & Advance Section and 4) Foreign Trade Section. Our focus & discussion will be concentrated mainly on General Banking Section as well as International Banking Section too compare to Mutual Trust Bank Limited. In all the banking operations, General Banking is the starting point. The department concentrates to provide day-to-day services to the customer by opening new accounts, remit funds, issue bank drafts & pay orders etc. Provide customers and its clients through quick and sincere service are the main goal of the general banking department. Through this study we can understand that, a fervent appeal has been made to demonstrate and analyze the general banking practice as well as comparison to international banking and the subsequent outcome of Mutual Trust Bank Ltd. (MTB), which is passing its childhood period to establish an iconic threshold in the banking arena. This report has been originated as the degree prerequisite of the BBA program at the Faculty of Brac Business School, Brac University with focuses three months working experiences in Mutual Trust Bank , Dhanmondi Branch. The report certainly contains six (6) chapters. Here in The **First** Chapter of the report describes the Origin, Purpose, Objectives, Methods and Sources, Scopes and Limitations. The **Second** Chapter contains the Overview and activities of MTB and Chapter **Three** contains General Banking Activities of MTB and Chapter **Four** contains how it can cope up itself internationally and the challenges it is facing in terms of general banking worldwide. Chapter **Five** Performance Analysis of Mutual Trust Bank Limited, Liquidity position of the Scheduled banks as well as Export, Import, Retail product of MTB, Wholesale, Term finance. In chapter **Six** the findings and experience during the three-month long internship period.

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List of Acronyms

| | |
|-----|-------------------------------------|
| LTD | Limited |
| MTB | Mutual Trust Bank Limited |
| BBA | Bachelor of Business Administration |
| OBC | Outward Bills for Collection |
| DD | Demand Draft |
| GB | General Banking |

Chapter 1

1.1: Introduction

Bank is very faithful and old institution that is contributing toward the development of any economy as well as of society and is treated as an important service industry in the modern world. If we search the economic history, it shows that development has started everywhere with the banking system and its contribution towards financial development of a country and also with internationally is the highest in the initial stage. So, we can say that, modern banks play an important part in promoting economic development of a country internally and externally.

In the banking sector, Bank provides necessary funds for executing various programs and events in the process of economic development of a country. The strategy of a bank is they collect savings from large masses of people scattered throughout the country, which in the absence of banks would have remained ideal and unproductive and might not have grown with interest. After scattered amounts are collected, pooled together and made available to commerce and industry for meeting the financial requirements and that's how a bank collect from scattered people and serve industries by offering a win-win situation to both of them.

We can easily say that, Bank plays a vital role in the economy by providing means of payment and mobilizing resources. Bank is the necessary and the most important financial institution in the economic development of a country depends on the development of banking sector and its growing day-by-day by its attractive offerings. Today's modern banks are not only providing traditional banking but also expanding the many financials services by the requirements of their customers. In today's world the day to day life of the all kind of people directly are within the arena of banking whether conventional or Islamic banking is not a newer concept in Bangladesh as it has started its operation since 1983. Back then very few people are aware about its operation but the time being things are changing. In today's world, Islamic banking is also getting popularity in the country because of its halal offerings.

1.2 ORIGIN:

As I am the student of business administration (BBA Program) I have been authorized by our guide teacher to prepare a report on internship on the activities of the general banking and comparison of Mutual Trust Bank Limited to general banking worldwide. The internship program of BBA is a partial requirement to take test of real-life challenge conducted by the intern and during the time the student can face many more new challenges. Basically, this program is three-month duration. During this period, I have worked closely with the employee of Dhanmondi Branch and they helped me a lot by understand banking system and all. I can say

that, this report presents the outcomes of the study during the internship- Mutual Trust Bank Limited.

1.3 PURPOSE:

The purpose of this report is the writing purpose as well as to know about the activities of the bank, and their performances, clients, comparison to general banking worldwide. This report can cover a wide range of topics with related references but usually focus on transmitting legal and authentic information with a clear purpose to a specific audience. In this report all the documents that are accurate, objectives and complete information.

1.4 OBJECTIVES OF THE REPORT:

- To enrich knowledge and understand the Banking business in Bangladesh. How Banking transactions take place by following all rules and regulations.
- To observe the authorities, tasks & responsibilities of the all the employees of the bank.
- The rules and regulations of private commercial Banks as well as International Bank.
- To know the background of the MTB
- To know the General Banking system and process of upgrading international banking of MTB
- To understand with proper information of Financial and Accounting techniques of MTB.
- To have the idea about the communication between the Branch office and Head office and by this I've learned a lot how to maintain courtesy.
- To better understand about the General Banking activities and its rules & regulations. To learn the International Banking Laws.
- To appraise the total achievements and success of MTB during their journey
- To focus the goal, growth and development of Mutual Trust Bank Ltd.
- To know the work environment & organizational behavior of the bank and how can MTB improvise themselves to get international recognition.

1.5 METHODOLOGY OF THE STUDY:

- For the procedure of different banking operations and system, I had observed the operations, systems and worked with the skillful officers at the same time. I had interviewed the MTB officials for getting more information and they helped me a lot to understand the surroundings.
- For the analysis part, data have been collected from different statements, internet, and the annual report of the bank.

1.6. SOURCES OF INFORMATION:

During the report writing and internship period, the data collection method of study consists of both of primary and secondary sources but majority of the information was collected from secondary sources.

Primary Data:

Primary data is mostly derived from the discussion and interview with the employees & conversation with customers of the bank. Primary information is under consideration in the following manner:

Face to face conversation with the employees of the bank

Practical work experiences from different departments of the concerned bankers. Shortly discussion with customers regarding quality of service of the bank.

Guidelines and suggestions from all the senior employees and colleagues in charge of Mutual Trust Bank.

Secondary data:

Secondary sources that will be used in the study and in the report is include:

Internal Sources

- Bank's Annual Report of MTB
- Published Booklist of Mutual Trust Bank Ltd on internet.
- Yearly magazine of Mutual Trust Bank Ltd.
- Any authentic information regarding the Banking sector

External Sources

- 5 Different books and periodicals related to the banking sector
- 5 Bangladesh Bank yearly/half yearly/quarterly Report

- 5 Different Newspapers
- 5 Bank website (Dedicated)

1.7. SCOPE OF THE STUDY:

As we all know, Mutual Trust Bank Limited is one of the new generation banks in Bangladesh. The scope of the study and learning is limited to the Dhanmondi Branch only. The report covers the organizational structure; background, functions and the performance of the bank have mainly worked in the General Banking and getting prepared themselves for International Banking so my report covers all the activities of General Banking department in the Dhanmondi Branch as well as strength, weakness, opportunities, threats of International Bank compare to (World Bank & Bangladesh Bank) MTB. While preparing this report I haven't any limitations and the employees of General Banking department has helped me a lot and also my senior colleagues help me out. I have use both primary and secondary data which was available to me and searched on internet to get more data regarding Mutual trust Bank Limited and International Banking.

1.8. LIMITATION OF THE STUDY:

Three months is really not enough to know about commercial banking operation and through these times I have been received maximum assistance and information from the every individual of the MTB Dhanmondi Branch. Definitely, I could not produce an outstanding report for the time limitations and for this pandemic Novel Covid-19 I faced many barriers. Due to the time limit and circumstances, the scope and dimension of the study has been curtailed.

The Term paper is likely to have following rules & limitations:

Since the ideal size of data could not be taken and for these pandemic situations of Novel Covid-19, suggested Operating process may not be useful without appropriate modifications.

Due to shortage of time, and closed of BMTB Branch the accuracy of information may not have been completely perfect.

The Operating Process is a theoretical suggestion but only a practical application of this may justify its effectiveness that could not be done due to time limitation and recent circumstances.

MTB's information and confidentiality of data was another important barrier that was faced during the conduct of this study. Every organization has their own secrecy that is not revealed to

others for the security purposes. While collecting data on MTB and other bank officers, personnel did not disclose enough information for the sake of confidentiality of the organization.

1.9 CONCEPTUAL FRAMEWORK OF THE REPORT:

Objective of the practical orientation program is to have practical exposure for the students to understand the practical work environment. Our internee duration is three months, which was somehow not sufficient enough to gather adequate experience of such vast banking business and these times we faced a huge problem for pandemic covid-19. After working whole day in the office, it was very much difficult and also impossible to study against the theoretical aspects of banking, also it was so tough to gather information. Finally, as the pandemic covid-19 is going on so the physical working condition was not healthy enough that we thought it would be.

1.10 TIME PERIOD OF THE STUDY:

The report is a combination of three months internship program with Mutual Trust Bank Limited and for this time being experienced working environment. This report focuses about ninety days working experiences in Mutual Trust Bank Limited, Dhanmondi branch but got less than 90days for these covid-19 . This report will give a clear idea about the activities and operational strategies, General Banking and International Banking of Mutual Trust Bank Limited.

Chapter 2

OVERVIEW AND ACTIVITIES OF MTBL



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড
Mutual Trust Bank Ltd.

you can bank on us

2.1 Background off Mutual Trust Bank

In 1999, under the „Companies Act 1994“, Mutual Trust Bank Ltd. was integrated as a „Public Limited Company“. They got authorized with share capital of BDT 1000 million, which was divided into 10 million ordinary shares of BDT 100 each. Due to the change of policies, right now the base price of the ordinary share is BDT 10 each. Mutual Trust Bank Limited’s authorized share capital is BDT 10000 million which means the number of shares is 1000 million. The company got certification for inauguration of business on the same day and was acknowledged license on 5th October, 1999 by Bangladesh Bank, the central bank of Bangladesh. The license was granted under the Banking Companies Act 1991. The banking operations were started on 24th October 1999.

Following the anticipations in the Memorandum of Association and as licensed by Bangladesh Bank, the company started its banking operation and now they are conducting with the following services:

- Wholesale Banking
- Retail Banking
- International Trade Financing
- Small and Medium Enterprises (SME) Banking
- NRB Banking
- Privilege Banking
- Card Services
- Treasury Operations

Right now, the bank operates through it’s Head Office at Dhaka and 95 branches. They are also carrying out international business through a global network of foreign correspondent banks.

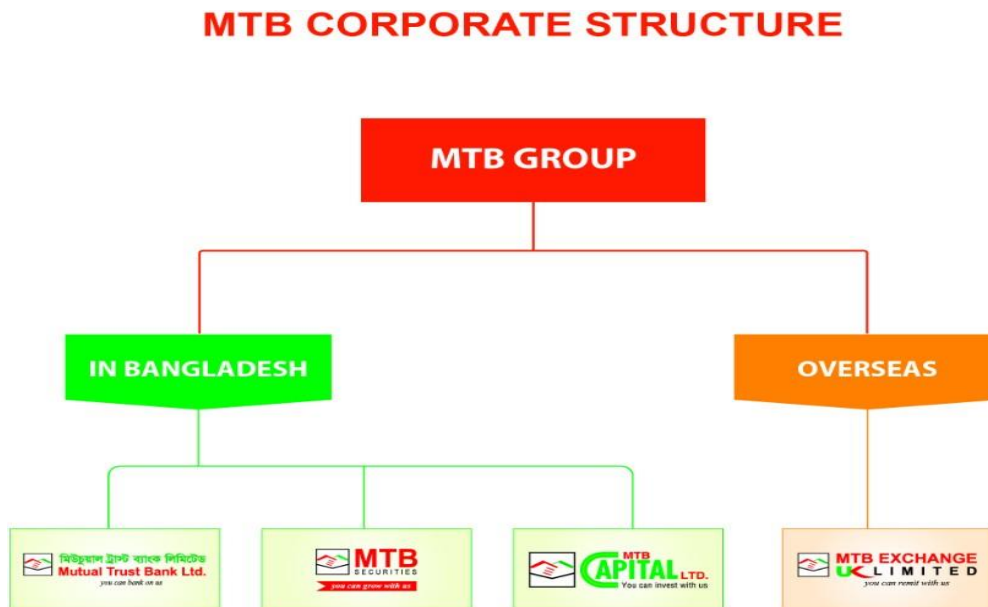
2.2 Corporate Strategy

Corporate strategy of a company plays a vital role on the performance growth and endeavors to the way of becoming a growth prospect of the company. Hence, the corporate strategies of Mutual Trust Bank are following-

- Promoting the small units of industries and business and facilitating their growth by financial investments
- Steady, sustainable growth
- Investment in a vigilant way
- Adopting new banking technologies

2.3 Corporate Structure

Mutual Trust Bank Ltd. has maintained its corporate structure by developing different financial organizations. The corporate structure of Mutual Trust Bank Ltd. is following-



Mutual Trust Bank Ltd started its Brokerage functions from June 2006 as a division of the bank. Subsequently as per Bangladesh Bank and Securities Exchange Commission's directive the division emerged as a subsidiary company of the Mutual Trust Bank limited in the name of MTB Securities Limited.

MTB Capital Limited (MTBCL), a fully owned subsidiary of Mutual Trust Bank Limited is a full-fledged Merchant Bank licensed by the Securities and Exchange Commission (SEC) on December 06, 2010.

MTB Exchange (UK) Limited is committed to helping facilitate global financial transactions. From currency exchange to money transfers, reliable, professional and innovative services to make business transactions more efficient and remittances to family faster and easier. It's about providing ways to close the deal; and ways to keep closer to the people that matter most anytime, anywhere and any banks in Bangladesh.

2.4 Awards



Best SME Bank of the Year 2014



Best Women Entrepreneurs“ Friendly Bank of the Year 2014



The Golden Globe Tigers Summit Awards 2015 for Excellence & Leadership in Branding and Marketing



DHL-The Daily Star Bangladesh Business Award for the Best Financial Institution of 2014



MTB Managing Director and CEO wins „Bangladesh Best Employer Brand Awards 2017“ in „Exemplary Leader“ and „CEO of the Year“ categories

2.5 Utilization of Fund

In accordance with the organizational goals and corporate strategy, Mutual Trust Bank Ltd. utilizes its funds. Lending to industrial and business sectors are its main use. Cash maintenance, statutory liquidity reserve with the Bangladesh Bank covers one fourth of demand and time liabilities. They also place the funds in Nostrums Accounts to handle foreign trade and money market investment is also done as usual.

2.6 Management

Mutual Trust Bank Ltd. has laid its management to the Board of Directors of the bank. Managing Director executes all business, financial and administrative powers to operate the bank on behalf of the Board. Managing director is assisted by 2 Additional Managing Directors as well as 2 Deputy Managing Directors. For flawless functioning of bank's everyday affairs, head office activities are conducted under different named departments. Such as- Human Resource Division, Credit Division, International Division, General Banking Division etc. The Organization chart of the bank as obtained is presented below-

Hierarchy Mutual Trust Bank Ltd.:

Sr. Executive Vice President



Executive Vice President



Sr. Vice President



Vice President



Sr. Asst. Vice President



Sr. Asst. Vice President



Principal Officer



Executive Officer



Management Trainee Officer



Officer



Junior Officer



Assistant Officer

Profile of Mutual Trust Bank Ltd.

| | |
|---------------------------------------|---|
| Registered name of the company | Mutual Trust Bank Limited |
| Year of establishment | 1999 |
| Principal Branch | WW Tower (1 st -3 rd Floor), 68, Motijhil C/A, Dhaka |
| Corporate Head Office | MTB Center, 26, Gulshan Avenue, Dhaka |
| No. of Branches | 104 |
| Managing Director | Syed Mahbubur Rahman |
| Chairman | Md. Hedayetullah |
| Vice Chairman | Mrs. Khwaja Nargis Hossain |
| Website | www.mutualtrustbank.com |

2.7 Departments

To control a massive system effectively, it is a must to organize the jobs considering the co-relations and allocation in particular department. Random situations will develop if the departments are not in perfect fit. The performance of a particular department can't be measured if the departments are not fitted. Mutual Trust Bank Limited has done this classification and department orientation in a very constructive way. The departments of Mutual Trust Bank are-

- MDs Secretariat
- Board Division
- Internal Control & Compliance Division o
- Audit Department
- Compliance Unit
- Monitoring Unit
- Human resource Division
- General Services Division
- Security & Printing Stationery
- Financial Administration Division
- Reconciliation Department
- MIS Department
- Credit Division
 - a. CIB Department
 - b. Syndication Department
 - c. Credit Processing & Approval
- International Division
 - ✓ Correspondent Banking Dept.
 - ✓ Remittance Department
 - ✓ SWIFT Department
- Merchant Banking Division
- Card Division
- SME Division
- Treasury Department
 - ✓ Asset Liability Mgt. Department
- Banking Operations Department
 - ✓ Anti-Money Laundering
 - ✓ Test Key Department
- Corporate Banking Department
- Credit Administration Department
- Credit Monitoring Cell
- Credit Recovery Cell
- ID Department
- Business Development& Marketing
- Public Relations Department
- Share Department
- Engineering Department
- Training Institute

2.8 Branches:

As a fast-growing commercial bank in our country, Mutual Trust Bank Limited has established a very smooth operating network all over the country. Currently it has 104 Branches

Dhaka Division: 53 Branches

Chittagong Division: 28 Branches

Sylhet Division: 06 Branches

Rajshahi Division: 08 Branches

Barisal Division: 02 Branches

Rangpur Division: 04 Branches

Khulna Division: 03 Branches

2.9 Mission & Vision:

Mission:

Mutual Trust Bank Ltd. aspires to be the most admired financial institution in the country, recognized as a dynamic, innovative and client focused company, that offers an array of products and services in the search for excellence and to create an impressive economic value.

Vision:

Mutual Trust Bank's vision is based on a philosophy known as MTB3V. We envision MTB to be:

- ✓ One of the best performing banks in Bangladesh
- ✓ The bank of choice
- ✓ A truly world-class bank

MTB Core Values

Commitment:

- Shareholders – Create sustainable economic value for our shareholders by utilizing an honest and efficient business methodology.
- Community – Committed to serve the society through employment creation, support community projects and events and be a responsible corporate citizen.
- Customers – Render state-of-the-art service to our customers by offering diversified products and by aspiring to fulfill their banking needs to the best of our abilities.
- Employees – We rely on the inherent merits of the employee and honor our relation as a part of this renowned financial institution. We work together to celebrate and reward unique backgrounds, viewpoints, skills and talents of everyone at the work place, no matter what their job is.

Accountability:

As a bank, we are judged solely by the successful execution of our commitments; we expect and embrace this form of judgment. We are accountable for providing the highest level of service along with meeting the strict requirements of regulatory standards and ethical business practices.

Agility:

We can see things from different perspectives; we are open to change and not bound by how we have done things in the past. We can respond rapidly and adjust our mode of operation to meet stakeholder needs and achieve our goals.

Trust:

We value mutual trust, which encompasses transparent and candid communications among all parties.

2.10 Banking Services and Products

Mutual Trust Bank Ltd. provides the following services and financial products:

Retails Banking: We aim to satisfy all clients, regardless of how big or small they may be. Individuals are counseled on the best type of accounts suitable to them. At MTB we have designed different type of retail product to meet different need. The following are our range of retail banking product.

- 1) Deposit Product
- 2) Loan Product
- 3) MTB Card.

Deposit Product:

1. Savings Account
2. Current Account
3. Brick by Brick
4. Children's Education Plan
5. Fixed Deposit
6. Monthly Benefit Plan
7. MTB Senior
8. MTB Inspire
9. MTB Double Saver Plan.
10. MTB Millionaire Plan.
11. MTB Ruby.

Loan Product:

1. MTB Personal Loan
2. MTB Auto Loan
3. MTB Home Loan.
4. MTB Home Equity Loan

MTB Card:

1. Debit Card
2. Credit Card

Corporate Banking: The promise of world class corporate banking has created a new panorama opportunity to leverage on our excellent image created over the years. MTB offer flexible of options to afford the right financial products and services, designed particularly to meet immediate needs, individually concerned and professionally realized. Now we focused our corporate Banking-

- 1) Term Finance.
- 2) Working Capital Finance.
- 3) Trade Finance
- 4) Offshore Finance.
- 5) Syndication & Structured Finance.

SME Banking: SME's has different types of credit needs and have designed a number of loan products to meet the needs. MTB Green Energy Loan.

1. MTB Bhagyoboti
2. MTB Krishi
3. MTB Mousumi
4. MTB Revolving Loan
5. MTB Small Business Loan
6. Micro Digoon

Treasury Service:

- 1) Money Market.
- 2) DIBOR.
- 3) Foreign Exchange.
- 4) Primary Dealers.

MTB Services:

1. Corporate Banking.
2. Institutional Banking.
3. Off-Shore Banking.
4. Investment Banking.
5. Merchant Banking.
6. Securities Trading and Brokerage Service.
7. SME Banking.
8. Consumer Banking.
9. Card Services.
10. Leasing.
11. Services Non-Resident Bangladesh (NRBs).

Chapter 3

GENERAL BANKING

Monetary institute or liaison which participates or takes attempt to situate between decisive lenders as well as the people who lends money is known as banking financial institution. There are two different paths to execute the function. The first one is the investments that are being taken from different sites and complete it in several ways and another one is to lend the acquired number of cash to the depositors whom are being proved as the beneficial one.

Among all the operations of a bank GB is the preliminary section. This preliminary section is conducted with accumulating all the savings from clients as well as gives more supporting services related to finance. It gives services to their regular customers and also contributes beneficial services so that both parties can enjoy a number of benefits. If we consider deeply there are some supplemental services that a bank provides which includes only one activity from the bank. But here they do not need any relationship between a bank employer and a client. In contrast, we can find more other activities where clients are taking regular services and the bank is providing a regular business. If we consider a bank's primary work in terms of general banking we can notice it takes savings every other day from the clients and the clients get their requirements by having cheque books.

RANGE OF GENERAL BANKING:

1. Creating Account
2. Imbursement Order
3. Demand Draft
4. Client Support
5. Money deposit
6. payment
7. T.T.
8. Trashing Transfer
9. OBC/IBC gathering
10. Account's Department.
11. Advance and credit
12. Cash

3.1 Client Services of Mutual Trust Bank :

Proficient legitimacy and Competency, Flexibility, Determination and Dedication are the center assets that MTBL consider to be of central significance for building a customer arranged current banking. Consumer loyalty is MTBL chief expert endeavor. Along these lines, a fulfilled customer is MTBL valuable item and they consider them MTBL minister in the market.

Considering It opens new accounts, demit funds, issue bank drafts and pay orders etc. since bank in confined to provide the service everyday general banking is also known as retail banking.

1. Procedure of Account: Account Opening (Normal Account):

1. Collect an Account opening blueprint from the Bank.
2. Fill all the necessities of the structure.
3. Nominee is must be determined and furthermore marked this structure.
4. Photograph of record holder and candidate for any record.
5. National ID reference of both record holder and chosen one
6. The Account holder sign on his own self before explicit bank chief official before account opening structure.

Record Opening (Current Deposit Account):

1. Collect an Account opening structure from the Bank.
2. Fill all the prerequisites of the structure.
3. Nominee is must be determined and marked when it comes to account opening structure.
4. Photograph is generally significant.

To open this record the most significant things is that Passport or National ID copy must need to include with the record opening frame and furthermore encase the exchange permit with tin number.

Record Opening (Saving Account):

1. Collect an Account opening blueprint from the Bank.
2. Nominee is must be determined and furthermore marked this structure.
3. Have to fill up all the necessary information's in the form.
4. National ID reference of both record holder and chosen one
5. Photograph of record holder and candidate for any record.
6. The Account holder sign on his own self before explicit bank chief official.

Record Opening (Fixed Deposit):

If we consider fixed deposit, it is repayable after the expiry of a foreordained period fixed by him. The period changes structure multi month. These stores are not repayable on request but rather they are pulled back capable subject to a time of notice however bank paid just chief sum not premium. Consequently, it is a prominently known as term. Typically, the cash on a fixed store isn't repayable before the expiry of a fixed time.

Before opening a Fixed Deposit Account, a client needs to top off an application structure which contains the followings:

1. Beneficiary's name and address
2. Amounting figures
3. Instructions
4. Period
5. Rate of intrigue
6. Date of issue
7. Special guidance
8. Date of development
9. How the record will be work (independently or mutually):

- 10 Signatures
- Nominee's signature and name
- FDR no.

2 Interest Posting to Client's Account:

Bangladesh Government has flown that, 10% derivation from the Bank's Internal Account's and they consider this 10% assessment as a reasoning from the client's benefit.

Other savvy another flow is that, from the OBC assortment each bank cut off their OBC commission as salary account, here Bangladesh Bank said that 15% cash cut off from the OBC assortment as Vat on Others.

3. Cheque Book Issues:

Sorts of Check Book's:

1. Savings Account
2. Current Deposit Account

Cheque Issued by Using Two Types of Slips:

1. Direct order slips
2. Cheque Book's order slip

Clients Service Officer gets these sorts of slip from the customer's and gives the check books under preparing. Preparing implies sent this record number to MTBL head office and they confirmed this and under handling they are issue a check for the customer. Client care Officer get check. These things the Principal Officer for sign, after his sign the customer get the check book. At that point Principal Officer posting that check books leaves number in the PC information preparing framework.

Account Closing:

For two reasons, one can be shut. One is by investor and other is by the client.

By investor: If any client doesn't keep up any exchange inside six years and the A/C balance becomes lower than the base equalization, broker has the option to close an A/C.

By client: If the client needs to close his A/C, he composes an application to the supervisor encouraging him to close his A/C.

Different Type of Procedure are Followed in Case of Different Type of Account to Close:

1. Fixed store A/C is shut after the end of the period.
2. Brick by Brick A/C is effectively shutting on the off chance that one of the customers didn't pay his/her month to month
3. installment at the bank three months one after one, along these lines three months.
4. Another record's will be shut on the gathering's exhortation, on the off chance that they need to close any of the record customers must need to present an A/C shutting letter through des pass. At that point the Sr. Chief Officer looks at it and shuts the A/C.

Shutting Process for Current and Savings A/C:

1. After getting client's application the official confirms the equalization of the A/C.
2. He at that point computes intrigue and different charges collected on the A/C.
3. If it bears a credit balance, the official composes guidance voucher. He gives fundamental Accounting passages post to accounts segment.

4. Payment Order:

The pay order is an instrument issued by bank which also followed by MTB, instructing itself a certain amount of money mentioned in the instrument taking amount of money and commission when it is presented in bank. Only the branch of the bank that has issued it will make the payment of pay order, MTB is like the same.

Issuing of Pay Order:

The procedures for issuing a Pay Order are as follows:

1. Deposit money by the customer along with application form.
2. Give necessary entry in the bills payable (Pay Order) register where payee's name, date, PO no, etc. is mentioned and Mutual Trust Bank follows the same rules & regulations.
3. Prepared the instrument.
4. After scrutinizing and approval of the instrument by the authority, it is delivered to customer. Signature of customer is taken on the counterpart.

5. Demand Draft Issue/Collection:

The person intending to remit the money through a Demand Draft (DD) has to deposit the money to be remitted with the commission which the banker charges for its services, MTB goes with the same method. The amount of commission depends on the amount to be remitted. On issue of the DD, the remitter does not remain a party to the instrument: i) Drawer branch ii) Drawee branch iii) Payee. This is treated as the current liability of MTB as the banker on the presentation of the instrument should pay the money. Mutual Trust Bank's banker even on receiving instructions from the remitter cannot stop the payment of the instrument. Stop payment can be done in the following cases:

1. Loss of draft before endorsement: In this case, "Draft reported to be lost to bank, payee's endorsement requires verification" is marked.
2. Loss of draft after endorsement: In this case, the Mutual Trust Bank's branch first satisfies itself about the claimant and the endorsement in his favor.

Issuing of Duplicate DD:

If the customer wants to issue a duplicate DD, then customer is asked to do the following formalities:

1. Making a general diary (GD) in the nearest Police Station.
2. Furnishing an Indemnity Bond in Tk.50/= stamp

Mutual Trust Bank Limited banker immediately marks "stop payment" in the register after receiving the application from the customer and a duplicate DD is issued.

6. TT (Telex Transfer):

Telex transfer (TT) is another widely used mode for remittances of funds and Mutual Trust Bank Limited also convenient for TT. In case of telex transfer the message for transfer of funds is communicated through tested telex & MTB generally recovers from the telex charges in addition to the usual service charges.

7. IBC/OBC:

By OBC, we mean that those cheques drawn on other banks which are not within the same clearing house. Officer gives OBC seal on this type of cheques and later sends a letter to the manager of the branch of some Bank located in the branch on which cheque has been drawn. After collection of that bill branch advises the concerned branch in which cheques has been presented to credit the customer account through Inter Branch Credit Advice (IBCA).

In absence of the branch of the same bank, officer sends letter to manager of the bank on which the cheques are drawn. That bank will send pay order in the name of the branch. This is the procedure of OBC mechanism and MTB follows these rules.

Actually, OBC comes from the outside bank's branch, or inter branches. Suppose PUBALI Bank, Jatrabari Branch sent a Cheque, which no: 6543210, Tk. 10, 00,000/- to Mutual Trust Bank Limited against PUBALI Bank Motijheel Corp. Branch. So, this cheque could be an OBC. Now what Mutual Trust Bank Limited has to do? MTB tries to collect this cheque through Bangladesh Bank Clearing House, and credited clients account.

8 Remittance:

Remittance of funds is ancillary services of Mutual Trust Bank Limited. It aids to remit fund from one place to another place on behalf of its customers as well as non- customers of Bank. MTB has its branches in the major cities of the country and therefore, it serves as one of the best mediums for remittance of funds from one place to another and as we noticed that MTB is doing it by their hundred parentage sincerity. The main instruments used by Mutual Trust Bank Limited, Dilkusha Branch for remittance of funds.

Accounts Department:

Accounts Department is play most vital role in Banking, MTB has very efficient accounts department as well. Accounts Department is a department with which each and every department is related internally and externally because it records the profit & loss A/C and statement of assets and liabilities by applying "Golden Rules" of book-keeping.

Basically, Accounts Department is not alone and Mutual Trust Bank Limited Accounts department is a mix of as follows:

- 1.Cash
- 2.Transfer
- 3.Clearing

1) Cash:

The cash section of MTB's any branch plays very significant role in Accounts Department. Because, it deals with most liquid assets the MTB has an equipped cash section. Mutual Trust Bank Limited's this section receives cash from depositors and pay cash against cheque, draft, PO, and pay in slip over the counter. Every Bank must have a cash counter where customer withdrawn and deposit their money instantly. When the valued clients of Mutual Trust Bank Limited deposit their money at the cash counter they must have to full fill the deposit slip his/her own, then they sing as the depositor options then they deposit their money through cash officer at the cash counter.

(a) Receiving Cash:

Any people who want to deposit money will fill up the deposit slip and give the form along with the money to the cash officer over the counter of Mutual Trust Bank Limited. The cash officer counts the cash and compares with the figure written in the deposit slip which already has many questionnaires people filled up. Then Mutual Trust Bank Limited banker put his signature on the slip along with the „cash received“ seal and records in the cash receive register book against A/C number. At the end of the procedure, the cash officer of MTB passes the deposit slip to the counter section for posting purpose and delivers duplicate slip to the clients.

(b) Disbursing Cash:

The drawn who wants to receive money against cheque comes to the payment counter and presents his cheque to the officer of MTB. He verifies the following information:

1. Date of the cheque
2. Signature of the A/C holder
3. Material alteration
4. Whether the cheque is crossed or not.

5. Whether the cheque is endorsed or not.
6. Whether the amount in figure and in word correspondent or not then he checks the cheque from computer for further verification.

Here the following information is checked:

1. Whether there is sufficient balance or not
2. Whether there is stop payment instruction or not
3. Whether there is any legal obstruction (Garnishee Order) or not

After checking everything, if all are in order the cash officer gives amount to the holder and records in the paid register which is a document for both MTB and customer.

The cash section of MTB deals with all types of negotiable instruments, cash and other instruments and treated as a sensitive section of Mutual Trust Bank Limited. It includes the vault which is used as the store of cash instruments. The vault is insured up to Tk. 1 corer. If the cash stock goes beyond this limit, the excess cash is then transferred to Branch Office the cash officer issues IBDA. Cash is brought from MTB Principle Branch Office.

2. Transfer:

Transfer is not a critical sector in banking but it is very important for Mutual Trust Bank Limited as well. Transfers play a vital role in banking sector. So now we have to know what transfer is. Basically, transfer is a type of register maintaining matter. In this register Mutual Trust Bank Limited officer write down every day transactions in Debit and Credit side then the officer calculates both the side of the register if both sides shown same amount.

3. Clearing:

Clearing is one of the magical parts of banking and MTB also has it.

Clearinghouse:

In Bangladesh Bank, there is a very large room, which contains fifty (50) or more tables. For each bank including MTB, that is called the clearing house.

Clearing House Process:

Every bank has an officer of clearinghouse who is work with Bangladesh Bank clearing house, MTB also has one. Actually, most of major client deposit their account in different kinds of bank cheques. Clearing officer check all the cheques and deposit slip very carefully and then he received the cheque. After that the clearing officer posting all the cheques in computer software which is recognized through Bangladesh bank computer department. Then clearing officer seal all the cheques in advance date after that the officer endorsement all the cheques and sign all the cheques. All the cheques are posted in the computer by branch wise, then officer print the entire document and staple all the called cheques by branch wise this is schedule of clearing house. It is a very difficult job to staple all the cheques, because sometimes the cheques are huge in quantity, it may be 250 to 400, this is very vital job because every cheque must have to staple very carefully, it means cheque amount and the print sheet amount and cheque branch must have to be same. If the cheques staple in wrong direction, the cheque may be return from another bank that's why MTB not to be able to credited party account. Then the clearinghouse officer copying the entire document in two floppy discs as per Bangladesh Bank requirement.

Types of Clearing Cheque:

MTB ShanirAkhra Branch performs the bill clearing function through Bangladesh Bank. MTB ShanirAkhra Branch acts as the agent of all MTB branches for the clearing house of the Bangladesh Bank. There are two types of cheque which are-

1. Inward clearing cheque
2. Outward clearing cheque.

1. Inward Cheques:

Inward cheques are those ones drawn the respective branch which have been presented on other banks and will be cleared / honored through the clearing house of Bangladesh Bank. Then the cheque is called inward cheque.

2. Outward Cheques:

Outward cheques are those ones drawn on other bank branches which are presented on the concerned branch for collection through clearing house of Bangladesh Bank. These cheques are called outward clearing cheques.

Account's Department:

Like all other Banks, in MTB Accounts Department is regarded as the nerve Center of the bank. In banking sector, transactions are done every day and these transactions are to be recorded properly and systematically as the banks deal with the depositors' money without any errors. Any deviation in proper recording may hamper public confidence and they must have secure public confidential information or the bank has to suffer a lot otherwise. MTB's improper recording of transactions will lead to the mismatch in the debit side and in the credit side. To avoid these mishaps, the bank provides a separate department whose function is to check the mistakes very efficiently in passing vouchers or wrong entries or fraud or forgery and this department is called as Accounts Department.

The tasks of the Accounts Department may be seen in two different angles:

1. Daily Tasks.
2. Periodical Tasks

1. Daily Tasks:

The routine daily tasks of the Mutual Trust Bank Limited Accounts Departments are as follows –

1. Recording the daily transactions in the cashbook.
2. Recording the daily transactions in general and subsidiary ledgers.
3. Preparing the daily position of the branch comprising of deposit and cash.
4. Preparing the daily Statement of Affairs showing all the assets and liability of the branch as per General Ledger and Subsidiary Ledger separately.
5. Making payment of all the expenses of the Branch.
6. Recording inters branch fund transfer and providing accounting treatment in this regard.
7. Recording of the vouchers in the Voucher Register.

2. Periodical Tasks:

The routine periodical tasks Mutual Trust Bank Limited performed by the department are as follows:

1. Preparing the monthly salary statements for the employees.
2. Publishing the basic data of the MTB branch.

3. Preparing the weekly position for the branch which is sent to the Head Office to maintain Cash Reserve Requirement (C.R.R).
4. Preparing the monthly position for the branch which is sent to the MTB Head Office to maintain Statutory Liquidity Requirement (C.R.R).
5. Preparing the weekly position for the branch comprising of the breakup of sector-wise deposit, credit etc.
6. Preparing the weekly position for the MTB branch comprising of the denomination wise statement of cash in tills.

Loan Product:

In the banking arena including MTB, much type of financial facilities are extended to the clients with the expectation of getting the same returned along with interest this “provided purchasing power” can be termed as loan, credit and advance. Mutual Trust Bank Limited can provide loan in different ways, Loan can be cash or in non-cash form. According to the Dictionary of Banking & Finance, Loan can be defined as “the lending of a sum of money by a lender to a borrower to be repaid with a certain amount of interest.”

From the above discussion, we can easily say that as a profit-oriented business organization. If a bank gives its resources temporarily under certain conditions and for a specific duration, it will be called loan.

1. Personal Loan

Mutual Trust Bank Limited now days give loans for his personal demand purpose according to the need of the consumers. The loan may be granted to buy costly furniture, freeze, TV, color TV, computer, laptop. While extending such loan banks wants to be sure



that the potential borrowers have regular sources of adequate income.

Characteristics of Mutual Trust Bank Limited's personal Loan:

1. Loan amounts from Tk. 50,000 to Tk. 10,00,000
2. Flexible repayment option of 12 - 60 months
3. No hidden charges
4. Competitive interest rate
5. Easy documentation and quick processing
6. Option for early settlement.

2. Home Loan:



Home Loan Scheme of MTB has been introduced to facilitate people to fulfill their dream of a home of their own. Mutual Trust Bank Limited designed to help people to get home loans on easy terms and without any hassle. Thus, banks succeed to a great extent in solving the housing problem of the urban people.

- I. MTB Loan amount under this scheme is Tk. 5 lack to 1 crore. Salaried executives, professionals, businessmen and govt. officials are eligible to avail this loan scheme.
- II. The loan is to be repaid by monthly equal installments including interest with in the period ranging from 3 years to 25 years depending on the size of loan.

3. MTB Auto Loan Scheme:



To own a car is everyone's dream as well as a part of today's living, which enhances standard and quality of life. Mutual Trust Bank Limited Auto Loan scheme has been designed to help materialize your long-cherished dream of a car of your own.

Purchase of new/ reconditioned cars is allowed under this scheme. Salaried executives, professionals, businessmen, govt. officials or self-employed persons are eligible to avail this loan. Loan amount under this scheme is 80% of car value 3 Lac to Tk. 20 lac.

4. MTB Home Equity Loan:

MTB Home Equity loan provides a packaged financial assistance to individuals for fulfillment of your dream home. It's time to get your coveted home by Mutual Trust Bank Limited Home Equity Loan. Loan for house construction, extension, renovation, face up liftmen, finishing work is given by MTB. Mutual Trust Bank Limited loan amount under this scheme 80% of the work. These loan amounts are up to 5 lacs to 1 crore.

SME Banking:

Business entrepreneurs, NGO, institutions having CAPA to repay may apply for the loan.

1. **MTB Green Energy Loan:** MTB Green Energy Loan is an environment friendly loan enables the prospective customers to set up renewable energy projects such as solar, biogas, wind, hydro and any other potential renewable plant. Any individual loan amount upto 3 crore and interest rate 9%.
2. **MTB Bhagyoboti:** MTB Bhagyobati loan is only for the SMEs owned by the women entrepreneurs. Loan amount up to 1 lac to 50 lac and interest rate is 10% only for female entrepreneur.
3. **MTB Krishi:** MTB Krishi is designed for direct lending in the agriculture sector. Only eligible farmers and agro SMEs may apply for the loan. Crops cultivation, fisheries, livestock & poultry are the priority sector of lending.
4. **MTB Mousumi:** SME customers' needs additional fund in some occasions, festivals and seasons. MTB Mousumi enables those SMEs which has seasonal type of business. The loan amount maximum 10 lac and time limit 1-12 month with 1% service charge and minimum 2 years business experience.
5. **MTB Revolving Loan:** Any SME, manufacturing, service, trading or farming, requires working capital for smooth operation of the business. This loan product enables those SMEs to meet their working capital requirements to support their operations and future growth. Maximum loan amount 50 lac. And at least two years bank account transaction.
6. **MTB Small Business Loan:** With the objective of extending financial support to small businessmen, this loan scheme has been introduced. It has been designed to get business loans on easy terms and without any hassle. Only the genuine businessmen have entrepreneurship quality and honesty to run and expand their business smoothly. (a) Maximum loan under the scheme will be up to Tk. 50 lac. (b) Loan period 5 years.
7. **Micro Digoon:** Enables the SMEs to get loan double amount of their deposit. Security of the loan amount is 50%. Loan tenure 5 years. Loan Amount up to 5-20 lac.

Credit Risk Management is the central point for financial institution like banks through effective and efficient credit risk management overall risk of the management can be alleviated. Mutual Trust Bank Limited follows the policies and rules of CRM provided by Bangladesh Bank. On the Other hand in developing economy like Bangladesh SME is contributing an important role in

GDP through increasing important as well as reducing poverty to run the economic growth to a pro-poor economic growth. As a result, most of the financial and non -financial institutions are involve in SME banking and concentrating more to provide better service with maintaining a better credit policy to uphold its own financial growth.

3.2 MTB OTHER SERVICES:

Credit Card

Worldwide acceptance

Accepted at over 25 million Merchant Establishments around the world, including 110,000 Merchant Establishments in India.

Revolving credit facility

Pay a minimum amount, which is 5% of your total bill amount or any higher amount whichever is convenient and carry forward the balance to a better financial month.

Free Supplementary card

You can share these wonderful features with your loved ones too - we offer the facility of an add-on card for your spouse, children or parents and recently for Covid-19 there is a new scheme adds on. Allow us to offer add-on cards to you FREE OF COST with our compliments.

Interest free credit facility

Avail of up to 45 days of interest free period from the date of purchase.



Debit Card:



Banking cum Shopping Card

Your MTB Visa Debit card can be used as an ATM card at any VISA ATM across the world, as well as for making purchases at merchant locations.

More Safety, More convenience

Your MTB Visa Debit card is extremely versatile and simple to use. Just Swipe & Sign to make a purchase, the way one does with a credit card. It allows you the convenience of paying for your purchases directly from your bank account, without having to carry any cash!

Widely Accepted, Internationally Valid

Your MTB Visa debit card is accepted widely in India and around the world as well. It is internationally valid and very handy when you are traveling abroad. Just look out for the Visa logo at ATMs and merchant establishments itemized Billing.

Your MTB Visa debit card allows you to track your purchases on a regular basis

Locker Service:

MTB (Motijhil, Dilkusha Branch) is providing facility of locker service for the purpose of safeguarding the valuable property of customers. The person or organization that has any account in bank branch can enjoy this service. They keep their valuable assets in banker's custody. Customers have right to look after with a key of their individual locker provided by bank. MTB maintains the following types of lockers.

- *Large locker.*
- *Medium locker.*
- *Small locker.*

For enjoying this service of MTB, clients have to give charge yearly Tk.2500/-, Tk.2000/- and Tk.1500/- for large, medium and small locker respectively.

Foreign Trade:

Mutual Trust Bank Limited provides a wide range of banking services to all types of commercial concerns such as Import & Export Finance and Services, Investment Advice, Foreign Remittance and other specialized services as required. Although MTB are a private commercial Bank, it has a strong global network that helps us to undertake international trade smoothly and efficiently.

Import Business

Mutual Trust Bank Limited supports its customers by providing facilities throughout the import process to ensure smooth running of their business. The facilities are:

- a. Import Letter of Credit
- b. Post Import Financing (LIM,LTR etc.)
- c. Import collection services & Shipping Guarantees

Export Business:

Mutual Trust Bank maintains a strong network with the Exchange Houses worldwide for ensuring better remittance services for its customers. The Bank having a network of 36 branches has established remittance arrangements with a number of exchange houses to facilitate wage earners to remit their money to Bangladesh. The following is the list of exchange houses having arrangement with Mutual Trust Bank Ltd.

Online Banking:

MTB is playing a pioneering role among its competitors in providing real time online banking facilities to its customers. Mutual Trust Bank online banking offers a customer to deposit or withdraw any sum of money from any branch anywhere among the country. Any account holder having a checking account with the bank can avail this service.

Based on two-tier client-server architecture, the banking software works basically on central server approach providing the fastest possible access time to any client database from any branch as well as updating the transaction errorless. The branch level server keeping the up to date transaction history of

the client ensures the offline transaction ability in case of any failure in the remote communication. Using Microsoft's enterprise version of SQL Server 2000 as data reservoir, the software ensures the highest level of security at application, network, database and operating systems level ascertaining the confidentiality and security of customer's personal and account's information and it's been updating time to time.

In order to ensure the safety and accessibility of mission critical data, the Central Data Center of Mutual Trust Bank is equipped with the state-of-the-art Servers. The recently procured Dell 6600 Server, powered by 4 Xeon processors (RAID5 volume fault to learn complemented) has been employed as the primary data reservoir of MTB. As a disaster recovery preparation, we have deployed Dell 4300 series Server as Backup server, powered by 2 Xeon processors, which ensures quick fail over of the primary server and smooth operation of online transactions.

In order to provide data communication to ensure seamless operation of online banking system, all the branches of the Mutual Trust Bank (except some rural branches) are connected with the central server at its Head Office through Radio Link of 3.5 Frame Relay network and Fiber Optics provided by the country's leading data communication service provider X-Net Limited, a joint venture company with Grameenphone. The Bank has recently adopted V-SAT communication system to bring its rural branches under the online branch banking facilities. The V-SAT connectivity is being provided by Square Informatics Ltd.

MTB Tele Banking:

Your bank is just a call away the centralized Tele Banking service introduced in the Bank brings a world of banking convenience to the customers. Through MTB's Tele Banking System, customers can access the Bank Accounts over the telephone on a 24X7 basis.

The facility is secure as the customer is given a unique identification number to access MTB account through the telephone. The voice response system prompts the customer to dial the digits that will help him/her meet his requirement of placing instructions or retrieving account information. This value-added service is offered absolutely free from MTB.

Registration is mandatory for Tele Banking. For registration you have to visit your MTB bank branch. You can download the registration form.

An account holder of Mutual Trust Bank Ltd.

Facilities available at present.

- Access your account from anywhere in the world through a telephone.
- Ability to make balance inquiries without visiting the bank.
- Ability to listen to last 5 transaction detail over the phone.
- Provides a language selection being available in English and Bangla.

Internet Banking:

A substantial expansion in the customer base was experienced through the enhancements to internet banking services, now re-branded as „MTB Internet Banking“. The state-of-the-art software, built in-house, enabled MTB to overcome the hurdles to the single customer identification number and improved access security. „MTB Internet Banking“ is one of the best internet banking suits within the local banking industry.

SMS Banking

„SMS Alerts“, one of the most valued fraud detection services offered to Mutual Trust Bank Ltd. customers, was enhanced in 2015, by offering customers the alerts to all transactions in addition to ATM and POS transaction considering all these in a SMS banking system.

1. Account Opening of MTBL:

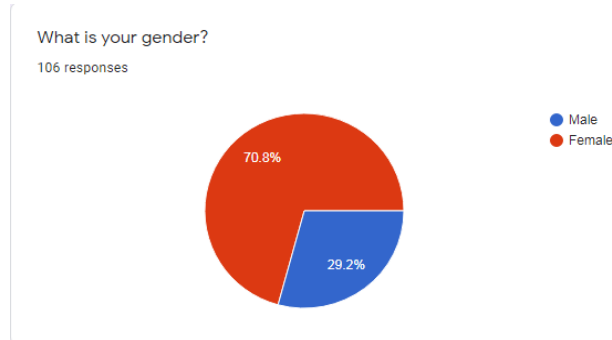
Under this office, MTBL official opens various kinds of record on the solicitation of customers. The system of opening record is given howl:

- (a) Types of Accounts:
 - (i) Current Deposit:
 - Individual Account
 - Joint Account
 - Proprietorship Account
 - Limited Company Account
 - (ii) Savings Deposits:
 - Individual Account
 - Joint Account
 - Proprietor Ship Account
 - Limited Company Account
 - (iii) Short Term Deposits:
 - 1. Individual Account
 - 2. Joint Account
- 3. Proprietor Ship Account
 - 3. Limited Company Account

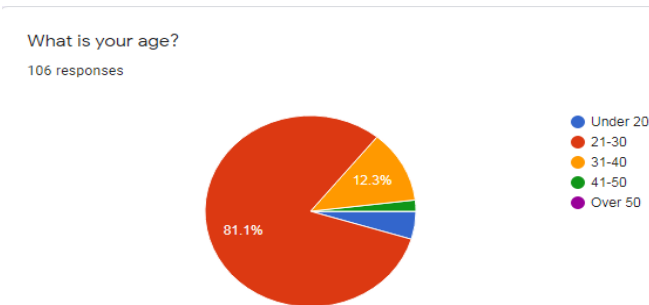
3.3 Analysis of the study:

General banking operation of MTB:

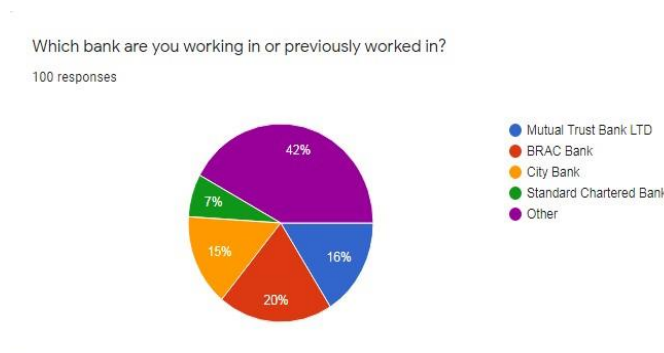
We did a survey of 106 respondents which is based on general banking activities in our country as well as outside the country. Let's have a look on the survey:



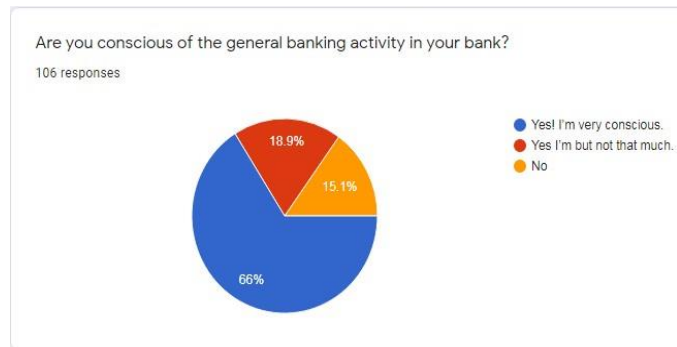
From the survey 70.8% of the respondents were male and 29.2% were female.



From the survey most of the respondents were in between 21-30 age considering 81.1% of the respondents.



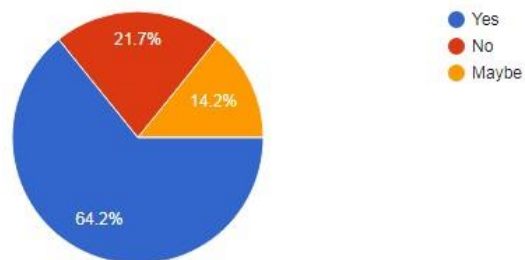
Respondents were from different banks including Mutual Trust Bank, BRAC Bank, City Bank, Standard Chartered and so on.



66% of the respondents agree that they are conscious of the general banking activity in their banks and 18.9% agree that maybe they are. Rest of the respondents said no.

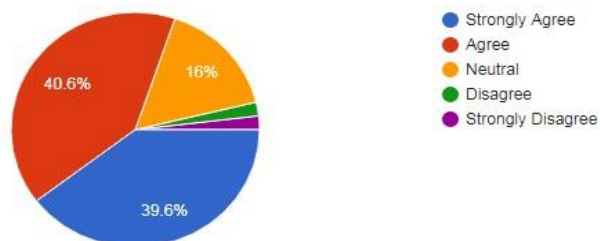
Importance of General Banking Activities

Did you go through the entire general banking activities of the bank you are working in?
106 responses



We asked to our respondents that if they go through the entire general banking activities of their work place or not. Most of them said yes.

"General banking department of a bank connects more with its clients" Do you agree?
106 responses

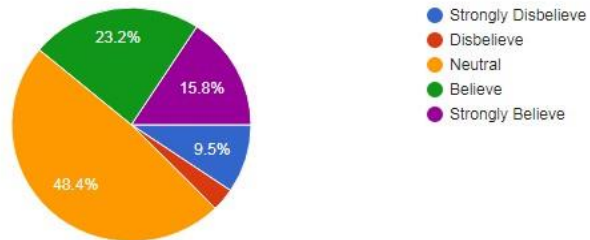


40.6% of the respondents agreed that GB department of a bank connects more with its clients and 39.6% strongly agreed about it. 16% were neutral.

General banking in overseas

If yes, then to what extent do you think there is not that much gap between the general banking activity of our country and overseas?

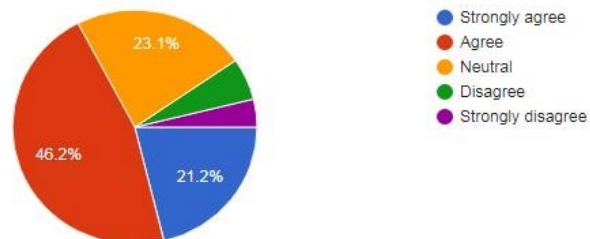
95 responses



We asked the respondents if they have ever experienced foreign GB activities or not. Those who answered positive 48.4% among them were neutral that there is not that much gap between the GB activity of our country and overseas.

"Bangladesh can face all the challenges in terms of global general banking activities" –Do you agree?

104 responses

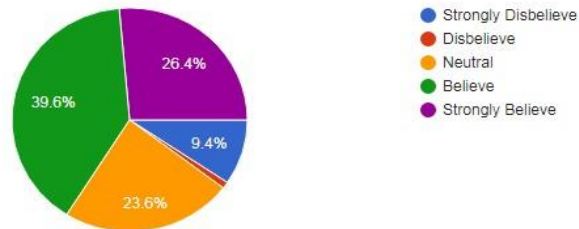


If we look at the GB activities of our country, 46.2% agreed that we can face all the challenges in terms of global general banking. 23.1% were neutral and 21.2% strongly agreed about it.

General banking activity in the entire workplace:

How strongly do you believe that proper general banking activity can attract its clients more?

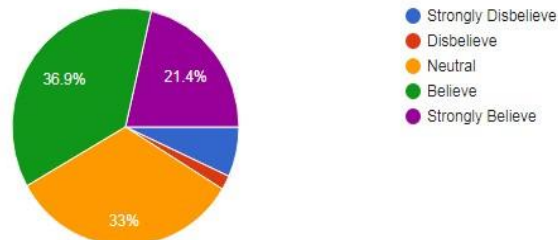
106 responses



39.6% of the respondents believed that proper GB activity can attract its clients more. That means if GB activities of bank does appropriate work it can attract its clients more. 23.6% were neutral about it. 26.4% Strongly believed and 9.4% strongly disbelieved.

Do you really believe a proper general banking activity can connect to its other departments flawlessly?

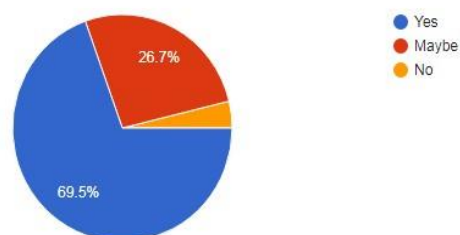
103 responses



36.9% of the respondents Believed that a proper GB activity can connect to other departments flawlessly for example credit department. If GB updates itself time to time with the credit department they can work more productively and flawlessly. 33% were neutral and 21.4% strongly believed about it.

Do you believe that a bank is renowned because they are more client based institution?

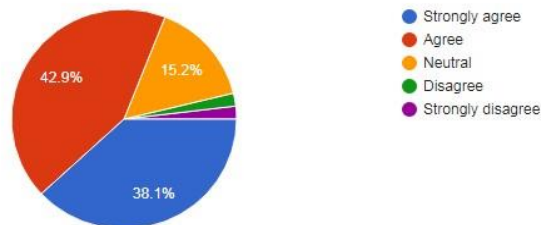
105 responses



Most of the respondents strongly believed that a bank is renowned because they are more client-based institution.

"The clients of a bank can be loyal if it gives them enough information and supportive services" -Do you agree?

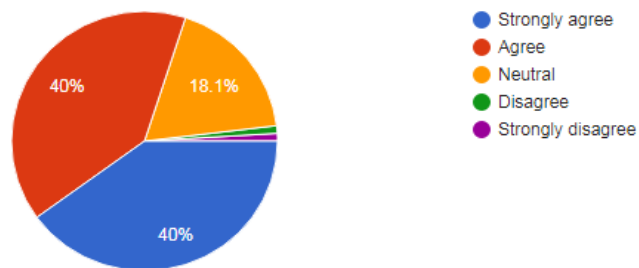
105 responses



The clients of a bank can be loyal if it gives them enough information and supportive services- 42.9% agreed, 38.1% strongly agreed and 15.2% were neutral.

"A bank is competitive in the market if it has loyal customers" -Do you agree?

105 responses



A bank is competitive in the market if it has loyal customers- 40% strongly agreed. GB department of a bank is the primary section. All the new clients and most of the old clients at first communicate with the GB department. This department serves in a way so that they can have a healthy relationship with the client and gives supportive information. If a bank gives productive and beneficial information to the clients, they will be more loyal to the institution and it can lead to a competitive one. 40% agreed about it and 18.1% of the respondents were neutral.

Chapter 4

General Banking of an International Bank (Standard Chartered in United Kingdom)

Standard Chartered in United Kingdom

Standard Chartered has a history of over 160 years in the UK, having opened their UK office in 1853. Their headquarters is at 1 Basing hall Avenue, London, and both the Group CEO and Chairman are based here.

I can ensure you that, Standard Chartered is regulated by the Prudential Regulation Authority and the Financial Conduct Authority and is one of the UK's largest banks. They are a FTSE100 company listed on the London Stock Exchange since 1969.

In addition to the many Group functions based in the UK, London is a global financial center and a hub for their Corporate and Institutional Banking business, so they can consider it as general banking as well as it also hosts significant Private Banking and International Banking operations by following international rules and regulations.

General Banking Department is called direct customer service center. It is mainly starting point of all the banking operation on banking sectors. It opens new accounts, remits funds, honor cheque, takes deposits as well as it issues bank draft and pay order, locker facilities and other ancillary services of the bank besides Advance and Foreign Trade and many more. General Banking is also known as retail banking on banking sector. Following are the major banking a General Banking follows:

- Account opening section
- Clearing section
- Cash section and
- Remittance
- Current Account
- Savings Account
- Time Deposit
- Scheme Deposits
- Bank Certification
- Wealth Management Service
- Other Services

Standard Chartered of UK is following General Banking Method by providing their service in a way of above information

Account Opening on Standard Chartered

Account opening is a customer service section for banking. Here three employees of Standard Chartered are always ready to serve their customers with their knowledge and power the bank provides. In this section people come to open different kinds of accounts by their needs, demands and accept different schemes. They are very friendly and cordial to their clients because client handing is one of the major parts of their job. Employees are also issue new checkbooks, help customer by providing information to open various types of a/c, and help customers about various types of deposit scheme to understand what is suitable for them etc. Standard Chartered also use computer for posting purposes and for many more work to handle easily and avoid errors. Below is list of who can open different types of account in General Banking of Standard Chartered UK:

- Individual
- Sole proprietorship
- Partnership Firm
- Private/Public limited companies
- Clubs
- Societies

Necessities of Opening Bank Account

For safety preservations

- Creation of savings attitude
- Facilities of risk less income
- Formation of national capital
- Economic development
- Establishment of social securities

Types of Deposits of Standard Chartered Bank UK

In the deposit sector it is the major source of fund for commercial banks which has an important value for banking. Standard Chartered can categorized deposit-mix in the following manner

- (a) No-cost deposit
- (b) Low-cost deposit
- (c) High-cost deposit.

In Standard Chartered, opening of bank account requires different types of prescribed forms/ documents for different nature of accounts which sometimes customers need help from service employees.

1. Individual:

An individual can open an account under the following terms and conditions which is also followed by Standard Chartered:

| | |
|--|---|
| 01.Name of the branch and date | 2. <u>Account number</u> |
| 03.Name of the account: In English (capital letter) | 04.Type of account |
| 05. Father's name | 06. Mother's name |
| 07. Husband / Wife's name | 08. Currency |
| 09. Special Instruction of the account holder | 10. Present address |
| 11.Permanent address | 12. Date of birth |
| 13. Occupation | 14. National ID number |
| 15. Passport number, if any | 16. Driving license, if any |
| 17.Tax ID number (TIN) | 18. Vat registration number, if any |
| 19. Other accounts of the customer, if any | 20. Introducer's details |
| 21.Two copies of photograph attested by the introducer | 22. Initial deposit |
| 23. Nominee Information | 24. Source of Fund |
| 25. KYC profile form | 26. TP (transaction profile) |
| 27. Declaration and Signature | 28. Signature of the Authorized Officer |
| 29. Specimen Signature Card | 30. Cheque Requisition Slip |
| 31. Other Terms and Conditions | |

2. Joint Account:

1. A joint account in Standard Chartered Bank UK requires to be opened only on receiving application signed by all persons.
2. Basically, Standard Chartered Bank UK obtain specific directions as to whether one or more of the joint accountholders shall operate the account authorized by all members.
3. A joint account holder cannot delegate his authority to operate the account in Standard Chartered Bank UK.

4. When the intention is that all joint accountholders should jointly operate the account: the account shall be operated by all jointly and that's why it's different from other a/c.
5. When the intention is that anyone can operate the account: the account shall be operated by either or survivor in Standard Chartered Bank UK but it has been acknowledged by the bank.
6. In Standard Chartered Bank UK in case of partnership firm the clause will be: All partners to operate jointly or Any one partner can operate the account which also known by Standard Chartered Bank UK.
7. The authority of operation in the joint account shall stand automatically revoked on account of death, insanity or insolvency of any person giving the authority which will be declared earlier by Standard Chartered Bank UK.
8. In case of death of one or more joint accountholders, any balance in the account is payable to the legal representative and Standard Chartered Bank UK is concern about all their rules and regulations.
9. In case of a joint accountholder dies while the account is showing a debit balance, his legal representative jointly with the surviving joint accountholders remain liable for the debt by following some fixed rules of Standard Chartered Bank UK.
10. In joint a/c of Standard Chartered Bank UK, any other formalities as contained under Individual account will be applicable.

3. Sole-Proprietorship Firm:

A sole-proprietorship firm is a business concern carried on by an individual owner in a trade name and same as this definition Standard Chartered Bank UK is follows it.

Formalities/ Guidelines of Standard Chartered Bank UK:

- (a) Standard Chartered Bank UK follows these: The title of the account shall be in the name of the business establishment;
- (b) A declaration should be obtained from the owner of the firm to the effect that he is the sole- proprietor and no other person has any interest in the business as partner or otherwise which is imposed by Standard Chartered Bank UK.
- (c) The declaration of Standard Chartered Bank UK should also contain that the owner, as the proprietor, will be personally liable for all dealings and obligation in the name of the business.
- (d) Specimen signature should be obtained on the specimen signature card and Standard Chartered Bank UK is follow up these issues by their own department.
- (e) In Standard Chartered Bank UK formalities, seal of the proprietor of the firm to be affixed.

(f) Other formalities:

4. Partnership Firm:

Partnership arises of the contract between persons and by virtue of this contract, they associate themselves with a business and Standard Chartered Bank UK is dealing with the partnership firm too.

Formalities and Guidelines:

(a) Standard Chartered Bank UK ensured that the title of the account must be in the name of the firm.

(b) Special Instruction should be specific in the account opening form provided by Standard Chartered Bank UK.

(c) The Authorized persons should sign on the specimen signature card Standard Chartered Bank is follows up these issue by their own department.

(d) The letter of partnership should be signed by all the partners to the effect that they are jointly and severally liable for the debts of the firm and it has checked by Standard Chartered Bank UK usually.

(e) Valid Trade License also checked and verified by Standard Chartered Bank UK.

(f) Partnership deed provided by Standard Chartered Bank UK (if registered, registration certificate to be obtained).

(g) VAT Registration verified by Standard Chartered Bank UK (if any).

(h) Any partner, on behalf of the partnership firm, is empowered to sign on the document during the terms and conditions of Standard Chartered Bank UK.

(i) Any partner, on behalf of the partnership firm, is authorized to borrow money but must follow some rules imposed by Standard Chartered Bank UK.

(j) In the basis of Standard Chartered Bank UK, a partnership firm is dissolved on the death, insanity and insolvency of a partner.

(k) A partner relinquishes his responsibility on being retired and let know Standard Chartered Bank UK authority to take necessary steps.

(l) Other formalities as stated under proprietorship firm by the command of Standard Chartered Bank UK.

5. Joint Stock Company:

Types of Company:

- (a) Private Limited Company
- (b) Public Limited Company

1 Company Limited by Shares

2 Company Limited by Guarantee

Formalities and Guidelines of Standard Chartered Bank UK:

- (a) Standard Chartered Bank UK suggested that, the title should be in the name of the company.
- (b) Special Instructions of Standard Chartered Bank UK should be specifically spelled out in the application form as per resolution of the board / Memorandum of Association.
- (c) Signature of the Authorized Person as per resolution of the board / Memorandum of Association verified by Standard Chartered Bank UK employees.
- (d) Memorandum of Association.
- (e) Articles of Association.

Chapter 5

Performance Analysis

SWOT ANALYSIS OF MTB:

SWOT analysis is an important tool for evaluation the company as I used this tool to evaluate MTB's strengths, weakness and opportunities, treats. It helps the organization to identify evaluate its performance by internal and external environment and can scan the macro environment, which in turn is would help the organization to navigate in the turbulence ocean of competition to achieve the expected goal. Below is given the SWOT analysis of MTB.

5.1 STRENGTHS:

Top Management:

The top management of the MTB: The key strengths for MTB has contributed heavily towards the growth and development of the bank which can ensure to achieve goals in a short run and long run. The Top management officials are enough capable to manage their work by their working experiences so they have a good idea about the current situation.

Company Reputation:

MTB has created a good reputation in the banking industry of the country because of their goodwill. Their main customers are many respective organization and respective person also who refers them to hit more potential customers. The popularity of this bank is increase day by day and MTB has that capability satisfy their customers.

Modern Facility and computer:

From the very beginning MTB tries to furnish their work surrounding with modern equipment and facilities to comfort their employees and reach the targeted customers. For speed service to the customers, MTB had installed money country machine in the teller counter which benefited all the customers. The bank has computerized banking operation under software called PC banking that enriches the work efficiency and effectiveness. More over computer printer, Xerox machine and other equipment are available to internal use and occasionally for the customer. MTB is equipped with telex and fax facilities and day by day MTB cope up with upgrading technologies.

Stirring Branches:

MTB operates through its Head Office at Dhaka and 104 branches. Mutual trust Bank Limited carries out international business through a Global Network of Foreign Correspondent Banks.

Interactive Corporate Culture:

The corporate culture of MTB is very much interactive and comfortable compare to other local Banks. This interactive environment encourages the employees to work alternatively, effectively & efficiently. Since the banking job is very much routine work oriented and lovely environment boots up the work capability of the employees and that's how employees can easily cope up with the environment.

5.2. WEAKNESS:

Limitation of Information System:

MTB engaged in account opening and closing task so FLORA Bank software is used to operate the account information. Following is the job description and some important discussion regarding this software which helps to understand better about MTB's weakness. Sometime internet connection and server is too much slow that hamper the work.

Hierarchy problem:

The hierarchy problem treated as a weakness for MTB because the employee will not stay for a long and it's quite normal that every employee can have a mentality to switch the job. So, there will be a chance of brain from this bank to other bank and MTB must take precautions for tackle this situation.

Advertisement problem:

There is another weakness for MTB is advertisement because from the very beginning they did not expose themselves on social media like ATL, BTL and TTL. Their media coverage is so much low that people do not know the bank thoroughly but recently they are working on it to boost up their online marketing sector.

5.3. OPPORTUNITIES:

Diversification:

MTB pursue diversification strategy in expanding its current line of business and added up some new methods of banking to reach in the international banking sectors. They do serve not only the organization but also individual person with the help of their skillful employees who had been gone through many training programs to learn how to deal with customers and potential customers.

Business Banking:

The investment Potential of Bangladesh is foreign investment to earn foreign currency and make a relationship with international banks. So, MTB has opportunity to expand in business banking and they are aggressively working on it.

Credit Card:

In the past days there was an opportunity to launch Credit Card in Bangladesh by MTB but at this moment they have slightly done it. Beside this, Mutual Trust Bank Limited can acquire service for cards like VISA, MASTER CARD, etc. which has a great demand to all kind of customers. So, they can enhance market-based card service on the basis of this theme.

5.4. THREATS:

Contemporary Bank:

The contemporary Bank of MTB like: Dhaka Bank Ltd, BRAC Bank Ltd is major rivals because they are carrying out aggressive campaign to attract lucrative clients as well as big time depositors, right now which is not possible for MTB with their market share. MTB should remain vigilant about the steps taken by these banks and plan accordingly as these will in turn affect MTB strategies to not achieve its expected goal.

Multinational Bank:

The rapid expansion of multinational bank possesses a potential threat to new FLORA bank because MTB is way too slow comparing to multinational banks. Due to the booming energy sector, and many more business offerings, many foreign banks are expected to operate in Bangladesh to do business with this country. Moreover, the existing foreign Banks such as HSBC, AMEX, CITI N.A and STANDARD CHATTERED are now pursuing an aggressive branch expansion strategy and have that capabilities to take over MTB easily. Since the foreign banks have tremendous financial strength, it will pose a threat bank to a certain extent in terms of robbing the lucrative clients and will get all potential clients into their bucket list.

Chapter 6

FINDINGS, RECOMMENDATIONS & CONCLUSION

6.1 RECOMMENDATIONS:

MUTUAL TRUST BANK is one of the most flourishing Banks of Bangladesh with wide growth opportunities in the banking industry and already have many reputed clients in their list. The survey on the customers of MUTUAL TRUST BANK was conducted with an aim of improving the overall customer satisfaction at MUTUAL TRUST BANK as well as they work hard on the sector of potential customers. The research gave valuable insights as to where improvements were necessary to improve the quality of service and will help MTB to become the number one Bank in Bangladesh.

Based on the above results, it can be said that MUTUAL TRUST should reconsider its service strategies in Bangladesh and design products and services that better satisfy customer needs and requirements and with all these they need to follow & impose international rules-regulations to enter that market. Bank should be more tactful in dealing with the customers and launch new products that fully meet customer expectations, also now days MTB have to think one step ahead of all banks.

The following point can be recommended on the findings of survey:

- The bank should introduce more products based on the market demand and put more effort to their research sectors.
- The remuneration of employees needs to be increased, as a result experienced people from other bank will be attract to join Mutual Trust Bank Limited and can set many training program to develop the skills.
- Mutual Trust Bank Limited should offer international credit card, because in modern world the use of increasing paper currencies is decreasing and as they want to enter the international market, they must provide it as soon as possible.
- The bank can open more branches to all the main points of city and villages to reach to more customers.

- The bank can open branches or foreign booth because many people send money from abroad every year to Bangladesh and that is another way to get more customers.
- The bank should finance to the consumer goods, because many people in the country wants to buy consumer goods from bank loan because they of their financial condition.
- The marketing department of the bank should more efficient to reach at the heart of the customer and also work hard to get their potential customers.
- The bank should be more profit concern as well as took part to the economics development of the country and when MTB will enter to international banking, they will earn foreign currencies too.
- The departments of the bank should more efficient to make profit by satisfying customers and all the departments need to be well furnished and upgrade with technologies.
- The bank should use printed instruments like cheque, pay orders etc. and for this step the errors will be reduced.
- Being a clear transparent the bank can provide the best support to the customer as earn profit and they also can publish annual report to their customers.

The bank should solve the problems regarding ATM card because it causes an embarrassing situation for the employee in front of customers, if they import good quality ATM machine the problem can be solved easily.

- MTB should arrange a lot of training schedules, seminars and workshops for its existing employees to make them more effective and efficient and it must be a continuous process.

6.2 CONCLUSIONS:

As an organization the Mutual Trust Bank Limited has earned the reputation of top banking operation in Bangladesh and MTB must carry on the reputation for international banking too. The organization is much more structured compared to any other bank operating local or foreign in Bangladesh and they are working effectively to their lacking. It has a reputation as a partner of consumer growth and has many renowned clients in their customer list.

With a bulk of qualified and experienced human resource who are working effectively & efficiently, Mutual Trust Bank Limited can exploit any opportunity in the banking sector. It is pioneer in introducing many new products and services in the banking sector of the country and have a great research sector who always tries to improve the quality of the bank. Moreover, in the overall-banking sector, it is unmatched with any other banks because of its wide spread branch networking thought the country and will be able to create a good relationship to other countries by starting international banking.

In this report I tried to figure out most of the indicators of problems and strengths of Mutual Trust Bank Limited as a valid pretender in the competitive banking sector of Bangladesh and also pointed out how to get internationally recognized bank in world wide. A severe cut throat competition is going on currently in this sector and that's why Mutual Trust Bank Limited has to work out with different dimensions like – product diversification, market forecasting, imposing new rules & regulations to get themselves into the international list and proactive activities undertaken by Mutual Trust Bank Limited with some suggestion to get rid of the predicaments that exist.

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