

An Internship report submitted in partial fulfillment of the requirement for the degree of

MASTER OF BUSINESS ADMINISTRATION

Topic: ***“General Banking & Customer Service
of
Agrani Bank Limited”***



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LETTER OF TRANSMITTAL

July 06, 2014

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Assistant Professor
BRAC Business School
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Sub: Submission of Internship Report on “General Banking & Customer Service of Agrani Bank Limited”

Dear Sir,

This is my internship report on “General Banking & Customer Service of Agrani Bank Limited”. I am submitting this report as the part of fulfilling my MBA degree. In case of preparing this report, I tried my best to make the report informative and to follow your instructions as well as the instructions given by my organization supervisor. The full report is based on my practical experience in Agrani Bank Principal Branch. I have found the experience quite interesting and the guidance of my supervisors and with the help of all the members of all the departments. I have tried my level best to prepare an effective report.

Consequently, I am transmitting this report to your very concern. Hopefully, you will discover the report informative approach as a hallmark of my hard work. In case of any further clarification or elaboration regarding this report I would welcome the opportunity to consult with you to explore how my findings could best meet your needs.

Sincerely yours,

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I would like to express my sincere gratitude to my academic supervisor Mr. Tareq Mahbub, Assistant Professor, BRAC BUSINESS SCHOOL, BRAC University for his constant guidance, supervision and feedbacks which enabled me to prepare a well executed report.

Above all, I want to acknowledge and most grateful almighty Allah, the most merciful blessing me with patience and tenacity of mind to complete the requirements for the degree successfully.

EXECUTIVE SUMMARY

Banks and other financial institutions play a vital role in forecasting the economic and social condition of a country. Banks in Bangladesh now constitutes the core of the country's organized financial system. Agrani Bank Limited, a leading commercial bank with 902 outlets strategically located in almost all the commercial areas throughout Bangladesh, overseas Exchange Houses and hundreds of overseas Correspondents, came into being as a Public Limited Company on May 17, 2007 with a view to take over the business, assets, liabilities, rights and obligations of the Agrani Bank which emerged as a nationalized commercial bank in 1972 immediately after the emergence of Bangladesh as an independent state.

Customer satisfaction is very important for the reflections of the succession toward progress and expansion for any service institution. Excellence in customer service helps an organization to build a good position in the market and retain more customers. To keep the customers satisfied, ABL provides various types of service to its customers. ABL Principal Branch has three departments. These are: General Banking Department, Foreign Exchange Department and Credit Department. Through these three departments they serve their customers.

General banking department provides service to the customers by doing the elementary tasks of the bank. This department has three sections: Main Cash with Cash Cell; Deposit Section i.e Savings, Current deposit, FDR, SNTD; Clearing; Bills; Accounts; Sanchaypotra, These elementary tasks include account opening, providing master credit card, internet banking, offering different types of schemes to the customers, different types of bills and fees collection etc. Foreign Exchange department also play vital role by providing service to the customers. This department has three sections. These are: Export section, Import section and Foreign Remittance section. All these three sections Foreign Exchange department provides services to its customers. Credit department has three sections i.e General Loan, Industrial Loan and Loan Recovery.

Agrani Bank Limited is operating efficiently with its existing products and services. In service-oriented industry, it is very difficult to set a standard rule to satisfy the customer. Several factors shape up the decision of taking the service from an organization. The services which the Bank provides to their clients are very prompt and quality one compare to other private or foreign banks. The bank made satisfactory progress in all areas of business operation. So Agrani Bank Limited is the bank which will go on in the banking sector of the world with their slogan "**Committed to serve the nation**".

LIST OF ACRONYMS

| | |
|-----|----------------------------|
| ABL | Agrani Bank Limited |
| BB | Bangladesh Bank |
| GB | General Banking Department |
| CD | Current Deposit |
| STD | Short Term Deposit |
| SB | Savings Deposit |
| FDR | Fixed Deposit Receipts |
| A/C | Account |
| L/C | Letter of Credit |
| TT | Telegraphic Transfer |
| DD | Demand Draft |
| VAT | Value Added Tax |
| PO | Pay Order |
| BTB | Back To Back |
| GM | General Manager |
| DGM | Deputy General Manager |
| AGM | Assistant General Manager |
| KYC | Know your Customer |
| TP | Transaction Profile |

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Chapter-01

1.1: OBJECTIVES OF THE STUDY

As a partial fulfillment of a Master of Business Administration, internship is a requirement at the end of the completion of all the credit courses. The main purpose is to be familiar with the real world situation and practical experience in a business firm. Commercial bank, especially Govt. Bank is one of the important business sectors in Bangladesh. Agrani Bank Limited is a scheduled commercial bank in the govt. sector which is focused on the established and emerging markets of Bangladesh. The purpose of this study is to earn a real life practical experience on Banking System.

The study mainly conducted with the following objectives:

- To find out the strengths, weakness, opportunities and threats of ABL in relation to general banking.
- To find out the problems of ABL in relation to general banking especially in Bills section.
- To provide the recommendation for overcoming the shortcoming of ABL.

1.2: METHODOLOGY

The study methodology included observation of their work procedure, analysis of their information input forms and their output documents, face-to-face communication with the clients, interviews of relevant ABL officials.

As per study objectives mentioned, the information used in this study has been received from the following sources:



Primary Sources:

- Officials Records of Agrani Bank Limited (ABL)
- Face-to-Face interview with the respective personnel
- Questionnaire

Secondary Sources:

- Research, brochures, and various publications of Agrani Bank Limited.
- Annual report, Official data book, Internet.

1.3: LIMITATIONS

The objective of this study is to earn real life practical experience in Banking System. It requires long time to acquire to the real experience. Time limitation is the main constrain in this respect. The lack of available of data is another limitation. Maximum of banking activity are practical. Just reading the manual is not enough. To earn such practical experience, it requires working with those events.

The main limitations are as:

- Time constrain
- Banking people are very busy. Sometimes it seems hard to get their attention
- Lack of published relevant documents
- Some information is confidential-not open to public.



Chapter 02- Organizational Part

2.1 Introduction:

Bank is a financial institution which plays a fundamental role in forecasting the economic and social condition of a country. In the process of acceptance of deposits and provision of loan, bank creates money. This characteristic feature sets bank apart from other financial institution. A Bank can manipulate the money supply through lending and investment. Banks collect deposit at the lowest possible cost and provide loans and advances at higher cost. The difference between these is the profit for the Bank. Agrani Bank Limited is fast growing public bank. This bank has been operating in the bank industry since 1972 and belongs to the first generation of public banks to be incorporated since the independence of Bangladesh. From its establishment it is engaged in a desirable position among its competitors after achieving success in all area of business operation.

Agrani Bank Limited is governed by a Board of Directors consisting of 13 (thirteen) members headed by a Chairman. The Bank is headed by the Managing Director & Chief Executive Officer; Managing Director is assisted by Deputy Managing Directors and General Managers. The bank has 11 Circle offices, 29 Divisions in head office, 62 zonal offices and 902 branches including 27 corporate and 40 AD (authorized dealer) branches. Agrani Bank Limited is a Bank with an Authorized Capital and Paid-up Capital of Tk.25,000.00 million and Tk.9,910.00 million respectively. The total equity of the bank stands at 7,170.00 million as on December 2012. The total operating profit of last year is about Tk.14,000.00 million. This bank plays a significant impact on the growth of the economy of this country.



2.2 Corporate Profile

| | | | |
|-------------------------|--|------------------|---------------------|
| Genesis | Agrani Bank Limited (ABL) was incorporated as a State owned Commercial Bank (SCB) on 17 May 2007 under the Companies Act 1994. Agrani Bank emerged as a Nationalized Commercial Bank (NCB) following the Bangladesh Banks (Nationalization) Order 1972 vide President's Order No. 26 of 1972. On a going concern basis ABL took over the business, assets, liabilities, rights and obligations of Agrani Bank through a vendor's agreement signed on 15 November 2007 between the Ministry of Finance of the People’s Republic of Bangladesh & the Board of Directors of ABL with retrospective effect from 1 July 2007. | | |
| Legal Status | Public Limited Company (governed by the Bank Companies Act 1991) | | |
| Chairman | Khondoker Bazlul Hoque, PhD | | |
| Managing Director & CEO | Syed Abdul Hamid, PhD, FCA | | |
| Company Secretary | Badal Chandra Dey | | |
| Registered Office | 9/D Dilkusha Commercial Area Dhaka 1000 Bangladesh | | |
| Authorised Capital | Tk. 2500.00 Crore | | |
| Paid up Capital | Tk. 991.29 Crore | | |
| Operating Profit | Tk. 1400.00 Crore | | |
| Credit Rating | By CRISL (Rating declared on 26 September 2012) | | |
| | Entity Rating 2011 (As Government Guaranteed Bank) | Long Term AAA | Short Term ST- 1 |
| | Surveillance Rating 2011 (Stand Alone Basis) | A+ | ST- 2 |
| | Outlook 2011 | Stable | |
| Employees | 13,890 (9,917 officers and 3,973 staffs) | | |
| Branches | 902 | | |
| Subsidiary Companies | 6 | | |
| Phone | +88-02-9566153-4, +88-02-9566160-9, +88-02-9566074-5 | | |
| Fax | +88-02-9562346, +88-02-9563662, +88-02-9563658 | | |
| SWIFT | AGBKBDDH | | |
| Website | www.agranibank.org | | |
| E-mail | agrani@agranibank.org info@agranibank.org | | |



2.3 Vision

To become the best leading state owned commercial bank of Bangladesh operating at international level of efficiency, quality, sound management, customer service and strong liquidity.

2.4 Mission

To operate ethically and fairly within the stringent framework set by our regulators and to assimilate ideas and lessons from best practices to improve our business policies and procedures to the benefit of our customers and employees.

2.5 Motto

To adopt and adapt modern approaches to stand supreme in the banking arena of Bangladesh with global presence.

2.6 Values

We value in integrity, transparency, accountability, dignity, diversity, growth and professionalism to provide high level of service to all our customers and stakeholders inside and outside the country.

2.7 Strategic Objectives

1. Winning at least 6.50 percent share of deposits and 5.50 percent share of loans and advances of Bangladeshi market.
2. Gaining competitive advantages by lowering overall cost compared to that of competitors.
3. Overtaking competitors by providing quality customer service.
4. Achieving technological leadership among the peer group.



5. Strengthening the Bank's brand recognition.
6. Contributing towards the economic well-being of the country by focusing particularly on SME and agricultural sectors.
7. Strengthening research capability for innovative products and services.

2.8 Ethical Standards



1. Be Trustworthy: We believe in mutual trust and treat our customers in a way so that they can trust us.
2. Keep an Open Mind: For continuous improvement of our Bank we keep our minds open to new ideas. We seek opinions and feedback from both customers and team members through which our Bank will continue to grow.
3. Meet Obligations: Regardless of the circumstances, we do everything to gain the trust and confidence of customers and clients by honoring our commitments and obligations.
4. Be Transparent: We are transparent in our dealings with customers and all stakeholders. We ensure transparency by furnishing information through print and electronic media as well as in Bank's website, journals and reports.
5. Be involved with the Community: We remain involved in community-related issues and activities, thereby demonstrating that our business is socially responsible.
6. Be Respectful: We treat all stakeholders with utmost respect and courtesy regardless of differences, positions, titles, ages, or other types of distinctions.
7. Be Environment Conscious: We provide industrial financing decorously to keep the environment free from pollution and health hazard. We also ensure setting up ETP before installation of industries that may affect the environment. We are pro-active and foresighted for green office and green economy.



2.9 Product, Price, Promotion & Place (4p's of ABL)

In this section the product & services offered by Agrani Bank Limited along with the price is briefly discussed. Besides that, the place of the bank and the promotional activities the bank conducts in order to attract customers are also discussed.

Product & Price

The success of a company depends exclusively on the products & services it offers with a reasonable price compared to the competitor. It is the main source to attract customers. Banks are operating in the service industry & their business would become successful only when they can offer quality services to the customers within an affordable price. The savings rate in Bangladesh is one of the lowest in the world rate of domestic saving being 17.78 %. In order to improve the savings rate, financial Institutions responsible for mobilization of savings should offer attractive Savings Schemes so that the marginal propensity to save increases. The savings do not, of course, depend only on the quantum of income but largely depend on the habit of savings of the people.

Interest rate of Savings Deposit is 4.00%.

On retail banking service Agrani Bank Limited provides-

-Depository Products

-Loans Products

For different types of Depository Products and Loans Products price is different. The products have designed in such a way that upper class to lower class all people will be benefitted. For different types of depository products, according to schemes minimum size of monthly installment shall be Tk. 500/- and multiplies of Tk. 1000/-. Maximum installment size shall be Tk. 25,000/- . Basically their products are their service which they provide to the customers.



Place

The location of the organization plays a significant role in how the organization is performing. Before setting a location for, the organization should keep some important things in mind, especially the accessibility of the location, the target market, transportation facility, business prospectus etc.

In case of the Agrani Bank Limited., the Head Office is located in Motijheel commercial area. This is a very suitable place for business, has good transportation facility. The area is business oriented so it is possible to capture the target market. Lots of Industries & organization are located in that commercial area, so it is not too hard to attract clients.

Branch Networks:

Agrani Bank Limited has 902 existing branches and some other proposed branch all over the Bangladesh to provide better service to their valuable customers.

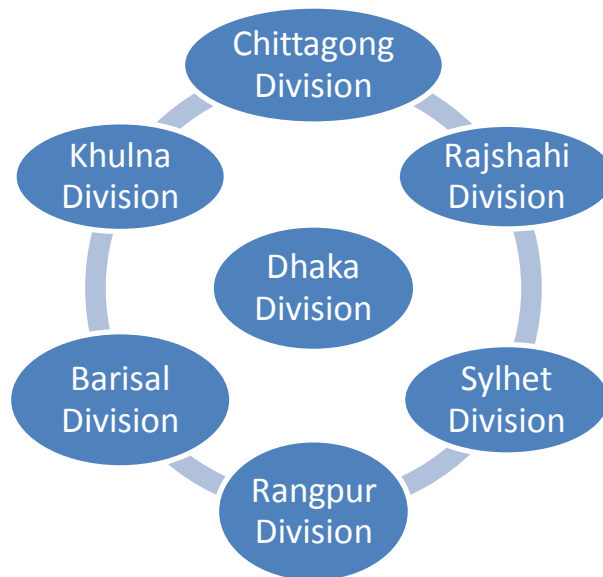


Figure: Branch Network of Agrani Bank Limited



Promotion

A broad range of product with attractive price and a suitable location is not enough for a business to survive. It is very important to make the people aware about the existence and operation of that organization. This is why the promotional activity is very vital. Agrani Bank Limited is engaged in various kinds of promotional activity. From time to time ABL sponsors cricket tournament in national level. The bank advertises on newspaper, TV, billboard etc. It also participates in social activities, for example, for the cold stricken poor people of North Bengal.

ABL also has souvenirs for example, wallet, key ring, diary, desk calendar, wall clock etc. that work as promotional activity. To attract and retain corporate clients, the Head Office maintains personal relationship with the clients; arrange party or events in various occasions. These are the main promotional activity conducted by Agrani Bank Limited.

2.10 SWOT Analysis of ABL

As a financial organization, Agrani Bank Limited has some strengths, weakness, opportunities and threats, to identify the strengths, weakness opportunities and treats a tool is used by me that is SWOT analysis. Here, S represents to strengths, W refers to weakness, O denotes to opportunities and T indicates to threats.

STRENGTHS:

- State owned bank
- Wide image
- Unlimited trustiness about ABL to rural people
- High commitments for customers.
- Qualified and experiences personnel etc.



WEAKNESS:

Technology: One of the major weaknesses of Agrani Bank Limited is the technology used by the bank. With the change of time, technological advancement is essential to survive in the competition. Hence, ABL is lagging far behind in this area. Most of the branches are not well equipped.

Promotion: When an employee gets a promotion to the next level, he/she gets more compensation. ABL is regular in giving promotion, but the employees get late effect of this promotion. Often there is a long gap, for example a six month to one year gap in getting the effect.

Deposit Amount: Agrani Bank Limited has acquired high amount of deposit till now. By the end of 2012, the deposit amount was 2,92,420 million. Most of this deposit amount remains idle in the bank. Not even half of this amount is used as loan and advance. The lending rate has been lowered by the government, so the interest rate from banks cannot cover the interest given on deposit. The high amount deposit bears high cost. To reduce this cost, most of the deposit schemes have been discontinued. This has a negative effect on clients who expects a broad range of deposit services from the bank.

Training: Agrani Bank Limited has its own training Institute ABTI (Agrani Bank Training Institute) to strengthen the capabilities of human resources. However, it is not always possible to give thorough training. Especially, there is a lack of specific training for specific jobs. As a result, the employee has to learn things from the job by doing it practically.



OPPORTUNITY

- High demand of credit.
- High demand of small enterprise financing.
- High demand of remittance facility.
- High demand of investment by depositing.

THREAT

Level of Competition: Competition is always a major threat for any organization. In recent years, the number of private bank is increasing. These banks always pose a threat for others by coming up with new product line, innovative technology, quality services etc. Thus the level of competition raises and creates threat for Agrani Bank Limited.

Technological Advancement: With time, technology is getting advanced. However, Agrani Bank Limited is lagging behind. As the technology is getting advanced, most of the banks, especially private banks are upgrading their operating system to survive in the industry. ABL is still mostly dependent on manual work rather than technology. With time, the advancement of technology is posing a threat for the bank.

Compensating Package: Compared to other private banks of Bangladesh, the compensation package of Agrani Bank Limited is not attractive. Though the employees of ABL gets fair financial and other benefits, the base pay is not sufficient (dependent on national pay scale). This poses a threat of switching banks as other private banks are giving lucrative offer.

Political Unrest: The political unrest as well as the law and order situation of Bangladesh is always a threat for banking industry. Especially, the events of recent years, the corruption level of our country, the poor infrastructure are affecting the national



economy. The current economic situation is very likely to worsen further. In this case, the whole banking industry is facing a big threat.

Hierarchy Of Agrani Bank



2.11 Hierarchy of ABL

The Bank is being managed and operated by a group of highly educated and professional team with diversified experience in finance and banking. The Management of the bank constantly focuses on understanding and anticipating customers' needs. The scenario of banking business is changing day by day, so the bank's responsibility is to devise strategy and new products to cope with the changing environment. Agrani Bank Ltd. has already achieved tremendous progress within only two years. The bank has already ranked as one of the quality service providers & is known for its reputation.



Chapter-03

3.1: General banking section of ABL (Principal Branch)

Every branch has some section for performing particular operational function. That's why, every section perform some particular functions so that the potential customer, present customer can get service from particular section of Agrani Bank Ltd (ABL), Principal branch has also some sections that are mentioned below:

3.2 Cash Section:

- ☐ Cash receive
- ☐ Cash payment

Cash section is the core department for any branch of bank. The main task of cash section is to receive cash from different types of parties as well as to pay cash to different types of parties.

Sources of cash receive:

- ☐ Deposit collection from different account holders
- ☐ Receive for P.O; TT; DD
- ☐ Money receives for share application.
- ☐ Receive from PSS holders.
- ☐ Receive from FDR holders.
- ☐ Receive by selling prize bond
- ☐ Receive for DESA and WASA bills

Sources of cash payment:

- ☐ Interest payment to different account holders
- ☐ 2. Int. payment of PSS and FDR
- ☐ 3. Meet internal disbursement (Office rent, T&T bills, WASA bill for office etc.)



- ☐ Payment against valid cheque.
- ☐ Payment for PO, TT, DD.
- ☐ Payment for purchasing prize bond.

Register that are used in cash section:

- ☐ Payment Register.
- ☐ Receipt Register.
- ☐ Vault Register.
- ☐ Rough Vault Register.
- ☐ Balance Statement Register.
- ☐ DESA Bill Register.
- ☐ WASA Bill Register etc.

3.3 SB,CD, SNTD, FDR Section:

- ☐ Provide information about account opening and account closed
- ☐ Enrolled new account
- ☐ Posting
- ☐ Signature verification
- ☐ Recording of information of new accountholders
- ☐ Providing account statement etc.

Account Opening is a part & parcel of SB,CD,SNTD & FDR Section. Several types of activities are done by these sections, such as:-

- (a) Counseling about different types of accounts and procedure of accounts opening.
- (b) Providing the new cheque book.
- (c) Providing different deposit slip.
- (d) Performing the interest payment activities of National Saving Certificate
- (e) Performing the activities of account opening.

General Procedure of opening bank a/c:

The procedure of opening bank a/c differs based of the type of a/c. But a general procedure that most of time, use at the time of account opening is given below:-



Step-1:Determining the type of account that will be opened by customer.

Step-2: Collection of application form.

Step-3: Fill-up application from.

Step-4: Introduction.

Step-5:Enclosing necessary document with application form.

Step-6: Submitting of application form.

Step-7: Collection, filling-up and submitting of SS card respectively.

Step-8: Collection deposit slip.

Step-9:Paying initial deposit.

DOCUMENTS COMMON TO ALL FOR OPENING AN ACCOUNT:

- a) A/c opening Form duly filled in and signed. Proper introduction is a must for opening an account. Signature of the introducer must be verified before opening of the a/c.
- b) Signature Card (2 copies) - duly filled in and introduced.
- c) Photographs (2 copies for each individual) duly attested by the introducer.

ISSUANCE OF CHEQUE BOOK:

- a) Take requisition slip and verify the signature from the competent authority (Custodian of Specimen Signature Card).
- b) Be cautious that the receiver is the right person to take delivery of the cheque book.
- c) Write: Title of the account and account number in the Cheque Book Issue Register. Take a Cheque Book on the basis of the series mentioned in the Cheque Book Issue Register.
- d) Record Account number on each leaves and on the requisition slip write Title of the Account, issuing date and put a round Seal and get it signed by an authorized signatory.
- e) Record cheque series number on the requisition slip.
- f) Deliver the Cheque Book after receiving signature on the register.
- g) Requisition slip is sent to the Computer department for POSTING.
- h) After posting be kept in the concerned file as per serial number of the cheques.



3.4 Clearing Section:

A bankers clearing house is an autonomous institution having its own rules and regulations for admission of members and sub-members for the conduct of clearing. Clearing is a mechanism through which claims and counter claims of the clearing house members (banks) on account of cheque, drafts, bills, pay orders etc. drawn on each other and deposited by their customers for collection are settled daily. In other words, a clearing house provides a mechanism by which various bankers exchange local cheques, drafts etc. drawn on each other, which are received by them from their customers for collection. Under the clearing system, reciprocal claims of one bank against others are off set and only the net balance or difference between receipts and payments are settled by drawing on the account of the debtor bank maintained with the Central Bank.

COMMON FUNCTIONS:

a) Check : See that the Cheque series number, date, amount, payee, Bank and branch are same as mentioned in the deposit slip.

b) Seal : "Agrani Bank Limited (Special Crossing) Principal Branch" (On the face of the instrument) OUTWARD CHEQUES:

Other Bank's Cheques received by us for clearing

a) Clearing Seal on the face of the Cheque with next clearing day's date.

☐ Posting to Outward Clearing Register.

☐ Posting to computer for next clearing days operation

b) Endorsement Seal on the overleaf of the cheque/PO/DD as under: When the beneficiary is :

a) M/s./Personal Name : Payee's A/c credited

b) Cash/Self cheque : Received Payment for Agrani Bank Ltd. (can be a/c payee)

c) ABL : Received payment for ABL

d) ABL, Mr. _ABL Br. A/c : Received payment & Payee's A/c credited.

e) Mr./M/s_ A/c_ ABL.,Br : Payees A/c Credited f) P.O. if deposited : Purchaser's A/c credited. (Duly released by the beneficiary)

g) Date Change for clearing. : "Date cutting in clearing stamp confirmed"

h) Withdrawal of Cheque: "All our clearing stamp and crossing cancelled"



PRE-REQUISITE FOR SENDING CHEQUES FOR CLEARING:

- a) Sort-out the cheques on Bank-wise and branch-wise
 - Prepare Schedule on branch-wise
 - Prepare a global schedule on bank-wise on their local office.
- b) Clearing Summary Sheet be prepared for clearing house (Bank-wise).
 - a) Record the cheque series number, a/c number, bank's name and the amount in the clearing Register.
 - b) In the Summary Statement record total number of cheques and amount against concerned banks name in the "Delivered" column.
 - c) Distribute the cheques to the respective banks' tables.
 - d) Cheques received by us be posted in our "Received" cheque column of summary statement.
 - e) Column "To Pay" or "Delivered" is our CR side.
 - f) Original copy of Summary statement be delivered to the House Superintendent of Bangladesh Bank in the clearing house.
 - g) Entry in the Inward Register (received instruments).
 - h) If the amount of "To Pay" or "Delivered" side is higher than the amount of "To Receive" side then we can say that the house is in our Favour i.e. our a/c with Bangladesh Bank be credited, if not, our a/c with Bangladesh Bank be debited.

3.5 Sanchaypotra Section:

Agrani Bank Limited works under the guideline of Bangladesh Bank. So Principal Branch has separate section for issuing and payment of different types of sanchaypotra such-Paribar, 3 month profit basis etc.

3.6 Fund Management Section:

This section collects fund from Bangladesh Bank and Sonali Bank Limited on demand of their other branches and sends issue TT of this.



3.7 Account Section:

General functions:

- a) Sorting of vouchers
- b) Audit of daily transactions.
- c) Preparation of Extracts (daily) to send H.O.
- d) Preparation of Thursday position.
- e) Preparation of Daily Statement of Affairs.
- f) Preparation of Consolidated Statement of Condition - Profit & Loss (Monthly)
- g) Preparation of Statement of SBS - 01 (Monthly to H.O.)
- h) Preparation of Statement of SBS - 02 (Quarterly to H.O.)
- i) Preparation of Voucher for depreciation:

3.8 TT, PO, DD (Bills Section):

Remittance of fund means transfer of money from one place to another place or one city to another city of the same bank within the country is called local remittance and fund transferred to outside the country through correspondent agent is called foreign remittance. This facility is extended to its customers to enable them to avoid risk arising out of theft, loss etc. in carrying of cash money from one place to another for making payment to someone at some other places or to utilize themselves at some other places.

Considering the urgency and nature of transaction the method of remittance may be categorized as under:

- a) Payment order (PO)
- b) Demand Draft (DD)
- c) Telegraphic Transfer (TT)

PAY ORDER

Payment Order is an instrument issued by a bank with an undertaking to pay the beneficiary on behalf of the client. It is also known as Managerial Cheque and more reliable than cheques. The issuing branch is the paying branch. Pay order is usually issued within the clearing area. There are also some exceptional cases. In that case that the proceeds of Pay Order is collected on collection basis.



PO against Cash:

Fill up the Pay Order application form in Duplicate (First copy treated as CR voucher: 30315006 and Second copy for the use of customer) by the applicant duly signed by him.

Fill up the Commission part of the application form meant for Bank's use and prepare the following single CR voucher on the basis of commission amount and arrange to deposit both the vouchers over the counter:

CR - Other Fees & Commission : 40207009

Amount realized against commission of P.O. No.

DR - Cash

Commission rate:

10000 : Tk. 30/-

10,000 - 1,00,000 : Tk. 75/-

100,000 - 5,00,000 : Tk. 100/-

500,000 - 10,00,000 : Tk. 150/- Above 10 lac : Tk. 200/-

With VAT @ 1.5% on commission

Issuance of Pay Order :

Cash department on receipt of cash will deliver the above two vouchers to the concerned officer and his function will be to -

- ☐ make entry in the P.O. Issue Register duly authenticated and will record Register serial number (control number) on the face of the Application Form.
- ☐ Issue Pay Order and write the Register serial number (Control Number) after the block series number on it.
- ☐ Ensure that Pay Orders are crossed "A/c Payee" and get it signed by two authorised signatories.
- ☐ Receive applicant's signature on the counter-foil of Pay Order and handover the Pay Order to the purchaser.

Register : a) Pay Order Register b) Balance Book - Balancing on daily/weekly & on monthly.



Encashment of Pay Order:

- a) Paid through clearing.
- b) Paid cash (subject to Manager written concurrence Pay cash on the PO duly signed)
- c) Payee's a/c credited (a/c maintained in our Bank)
- d) Purchaser's a/c credited (subject to Release of the P.O. by the Payee/beneficiary on the overleaf of the PO).

Payment of Pay Orders:

As the Pay Orders are crossed A/c Payee they are not transferable/not negotiable. The Pay Orders are required to be presented to the issuing Branch for payment either through clearing house or for credit to the Payee's A/c.

After presentation of the pay order for payment the concerned officer of the remittance department will enter the date of payment of that particular payment order in the Pay Order Issue Register duly authenticated by an authorized officer. The instrument itself is treated as debit voucher. The related entries are:

Dr - Instrument - 30315006

(Just write A/c No.30315006 on the face of the Pay Order)

CR - Payees A/c

Exceptions:

Purchaser may deposit the P.O. to another bank for clearing and if that bank satisfies about the purchaser's identity and endorse on the overleaf of the P.O. "Purchaser's A/c Credited". In that case all liability goes to that bank and we should not dishonour the Pay Order.

Spoiled Pay Order instrument - Cancellation:

Pay Order instrument spoiled while preparing the same, should not be destroyed but should be clearly marked as "CANCELLED" and be retained with the counter foil for record purpose.

PO against A/C DR:

Use PO application form in TRIPLICATE in case client instructs to debit his account (First copy treated as DR voucher & 2nd copy treated as CR voucher and 3rd copy for the customer). In this case, get the signature of the account holder verified by the Head



Teller/Remittance In charge and confirm that the amount is available to his credit with posting and prepare the following single CR voucher:

DR - Client's A/c (through PO Form)

CR - Pay Order A/c : 30315006 (PO Form)

CR - Other Fees & Commission: 40207009

Amount realised against commission of Pay Order.

PO against Cheque:

In case PO through a cheque bearing "Yourselves" with following instruction on the overleaf:

"Please issue a Pay Order for Tk. favouring ."

In this case get the signature of the account holder verified by the signature verifying authority and confirm that the cheque amount is available to his credit with posting and duly cancelled.

Prepare a separate DR Voucher (with advice) in case cheque amount do not cover PO amount plus Other Fees & Commission subject to client's written concurrence.

DEMAND DRAFT (DD):

an instrument in writing containing an order of the issuing Branch upon its another Branch known as drawee Branch for payment of a certain sum of money to the payee or to his order on demand by the beneficiary presenting the draft itself. DD's never become stale.

PROCESSING INSTRUCTIONS FOR DD:

- 1) On approach by a customer for issuing a DD, get the application form properly filled up & signed by the applicant.
- 2) Complete the lower portion of the application form meant for Bank's use.
- 3) Calculate the total Taka amount payable including Bank's commission/charges etc.
- 4) If the purchaser desires his account with the Branch to be debited for the amount of DD, get the A/C number & the A/C holder's signature verified properly from Signature Card on record of the Branch and debit client's account for the total amount including commission/charges etc.



- 5) If a cheque is presented payment for the DD, get the cheque duly passed for payment by the competent authority and record the particulars of DD of the bank of the cheque.
- 6) If cash deposit is desired, request the purchaser to deposit the money at the Teller's counter.
- 7) The Teller, after processing the application form, cash or cheque will validate the application form.

The first copy of the DD application form is treated as "Credit Voucher" to credit Head Office General Account: 10802007 while the second copy is treated as customer's copy.

All the required particulars of all DDs issued should be entered in the DD issue Register duly authenticated. Separate folios should be opened for each drawee branch in the DD issue register.

Each branch should use a running control serial number of their own for issuance of DD on each drawee branch. This control serial No. should be introduced at the beginning of each year which will continue till the end of the year. A fresh number should be introduced at the beginning of the next calendar year & so on.

While issuing Local Drafts of Tk.50,000/= and above, Branch shall put a TEST NUMBER in RED INK on the upper portion of the drafts so that the drawee Branch can immediately make payment of the DD on presentation after getting the test agreed, if otherwise found in order.

Issue of Drafts, must be followed by issue of credit advice (IBCA) by the issuing branch to the drawee branch.

Fill up the Commission part meant for Bank's use as per rates prescribed by your Head Office from time to time and arrange to deposit the DD amount through DD application form, Commission and Telex/cable charge through two separate CR vouchers over the cash counter/transfer:

CR : Income A/C - Remittance : 40205007

amount realised against commission of DD. No. drawn on Br.

CR : Income A/C - Telex/Postage : 40205007

Amount realised against Telex charge/Postage charge against DD drawn on Br.

Remittance Charges : 0.15% of the total DD amount but not less than Tk.50/-

& Postage/telex/cable charge : Tk.50/-.



ISSUANCE of DD:

On getting the above vouchers duly received by the Cash Department, arrange to do the following:

Keep a record in the DD Issue Register on branch-wise mentioning full particulars of the DD. Provide a Issue Number (DD Number, Register Sl. Number & Current year) from the DD Issue

Register on branch-wise.

Give a TEST NUMBER on the Application Form in case DD amount is \geq Tk.50,000/-. Do not provide test number on the face of the DD.

Issue DD and HANDOVER the instrument to the purchaser duly received by him on the overleaf of the perforated portion meant for Banks use.

Inform through Telex/Letter to the responding branch giving full particulars of the DD issued with Test Number on the same day duly signed by two authorised signatories.

Issue IBCA to responding Branch (the branch on which DD was issued) on the DD amount only

(excluding Commission and Postage charge) giving full particulars of DD except test number. DD placed for payment after receipt of IBCA:

Record the date of payment in the column payment against advice of the DD payable

Register duly signed by an authorized signatory. DR : DD Payable : 30316007 : Tk.1,00,000/- (Simply write: 30316007 on the DD instrument)

CR : H.O. Gen. A/c : 10802007 (Voucher prepares by Clearing Department) Amount of cheques/DDs drawn on us and honoured.

Or

CR : Payees A/c (in case of transfer)

DD placed but IBCA not received:

Record the date of payment in the column payment without advice of the DD payable

Register duly signed by an authorised signatory.

DR : DD paid without advice: 10730009 (write the a/c number on the instrument)

CR : Party a/c (Voucher prepares by Clearing Department)



On subsequent receipt of the credit advice (IBCA) from the issuing branch the following entries should be passed:

DR : HO Gen. A/c (Against IBCA) : 10802007

CR : DD Payable : 30316007

Amount responded against IBCA No. dated for onward payment against
DD No. favouring .

DR : DD Payable : 30316007

CR : DD paid without advice : 10730009

(G-006) Amount paid from DD Paid Without Advice on now reversed on receipt of
IBCA No. dated against DD No. .

DD against party A/c Debit:

Use DD application form in TRIPLICATE in case client instructs to debit his account (First copy treated as DR voucher & 2nd copy treated as CR voucher and 3rd copy meant for customer). In this case, get the signature of the account holder verified by the Head Teller/Remittance In charge and confirm that the amount is available to his credit with posting. Other formalities are as usual.

DD against Cheque:

In case DD through a cheque bearing "Yourselves" with following instruction on the overleaf:

"Please issue a DD for Tk. Favouring Branch, CD Account No. with your

Prepare a separate DR Voucher (with Advice) in case cheque amount do not cover DD amount plus charge and commission subject to clients written concurrence.

CANCELLATION of DD:

Only the purchaser can request the issuing branch for cancellation of a DD. The drawee branch cannot cancel a DD. The drawee branch can accept cancellation instructions only from the issuing branch. When a draft is cancelled by the issuing branch the relative entry is reversed on receipt of IBCA from the drawee branch.



At the request of the purchaser, issuing branch can request the drawee branch for cancellation of DD with a request to issue an IBCA. Here Principal Branch is the issuing branch and Agrabad branch is the responding (drawee) branch.

STOP PAYMENT OF A DRAFT:

Normally the payment of a draft cannot be stopped by the bank as it goes against its own commitment in favors of a third party. However, stop payment instructions can only be issued by the issuing branch in special circumstances at the request of the purchaser or payee in case of a lost or stolen draft only. In such cases extreme caution should be exercised both by the issuing and the drawee Branch.



Chapter 04:

Job Part:



TT is an order from the issuing branch to the drawee branch for payment of certain some of money to the beneficiary. The payment instruction is sent by Telex/Telephone and funds are paid to the beneficiary on verification of the test number through his account maintained with the drawee branch. It is the quickest method of transferring fund from one place to another.

TT can be made - a) against cash, b) against Cheque & c) against client's a/c debit.

a) PROCEDURE - TT Against Cash :

- 1) Fill up the TT Application Form .
- 2) Fill up the Commission part. Here respective officer helps the customers to deposit Charges such as Postage Charge=20/-, Telephone Charge=25/- Commission=100/- out of sending 100000/- i.e 0.001%

4.1 Issuance of TT:

On getting the above vouchers duly received by the Cash Department, arrange to do the following:

- 1) Entry in the TT issue register-Date, Beneficiary Name & A/C, Amount, Total Charge.
- 2) Issue a TT Serial No. based on branch name. Write Branch code on voucher.
- 3) Provide a Test Number on the TT Application Form.
- 4) Authorized the posting voucher.
- 5) Send the message over phone/Telex.

Issue a TTICA (TT Issuing Credit Advice) on the same day to the responding/drawee branch mentioning full particulars of the TT including the Test number for their confirmation.



4.2 Responding TT :

Suppose we have received a TT from our Agrabad branch for Tk.10000/- with Test No i.e advice No.614236 to credit favoring Mr. X, SB A/c No.86316. In that case prepare the voucher:

DR- H.O. N.G. A/c : BDT128200001 : Tk.100000/-

CR- Party A/c : 86316, Tk.10000/-

For giving payment 1) Matching the Test No.

2) After matching test no.entry is given in TT Payable Register responded against Br. TT No._ dated fvg. Mr./ X, SB A/c: 86316

3) Writing the voucher

4) Posting the voucher

5) Authorized the voucher

b) TT Against Cheque:

In case TT through a cheque bearing "Yourselves" with following instruction on the overleaf duly signed by the a/c holder(s):

"Please transfer by TT an amount of Tk._ favoring_ CD Account No. _ with your Branch_

In this case get the signature of the account holder verified by the Head Teller/Remittance In charge and confirm that the cheque amount is available to his/their credit with posting and the cheque duly cancelled.

DR : Client cheque amount

CR : Income A/C - Remittance (Voucher) : 40205007

Amount realized against commission of TT.

CR : Income A/C - Telex (Voucher) : 40205007

Amount realized against Telex charge of TT.

Prepare a DR Voucher in case cheque amount do not cover T.T. amount plus charge and commission subject to client's written concurrence.



4.3 My Responsibilities & Experience:

I have worked last 3 months i.e 12 weeks (from dated 26/01/2014 to 27/04/2014) in Agrani Bank Limited at Principal Branch. Specifically my activities or responsibilities were limited to General Banking (T.T Section) activities. Such as-

- ☐ Receive TT voucher from cash section
- ☐ Verify the voucher and whether it is properly signed and cash payment seal is given or not
- ☐ Write cost memo of TT for the customers
- ☐ Observing TT Issue register how to entry the particulars of the customers
- ☐ Observing TT Payable register how to entry the particulars of the customers
- ☐ How to write a voucher
- ☐ Posting Procedure
- ☐ Authorizing Procedure

Moreover, I had to do extra activities according to the order of manager, assistant general manager and other senior officers.

As a state owned bank for providing banking service, Agrani Bank Limited has many branches located all over the country. At present it has 903 branches in total and 876 branches are located outside Dhaka. 183 branches are providing live online facilities for money transfer. It is a matter of fact that still in 693 branches traditional TT service is operated. TT customers are not getting quality services.

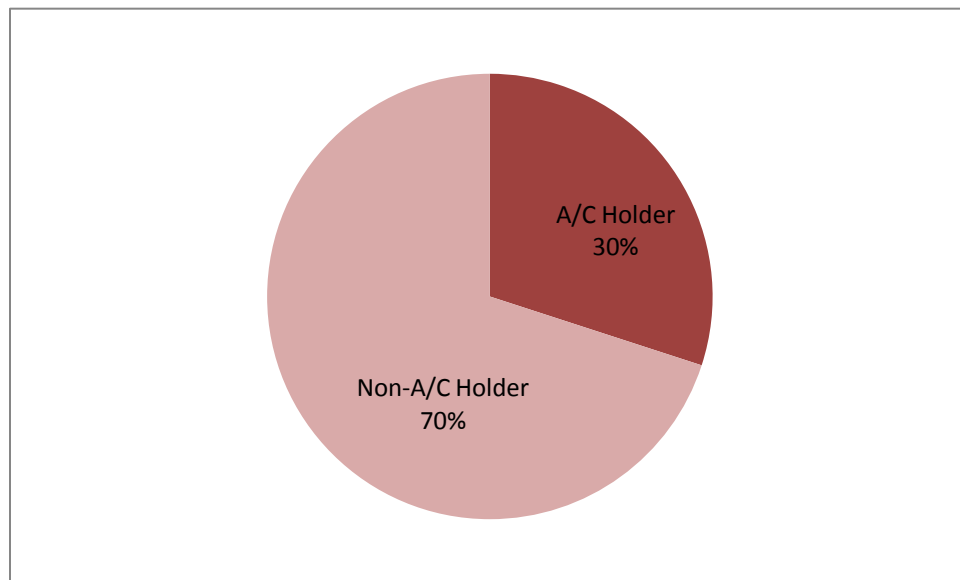
During my internship in Principal Branch, I made questionnaire (see appendix) through which I tried to find out major problems that hinder for providing better services in TT section. As an intern I found three main problems that are discussed below:



Promlem-1: “Non A/C holder customers’ have to face many formalities”

Analysis: In existing TT sending & receiving procedure non A/C holder customers have to face many formalities by the desk officers and so they feel bored. Actually the management of GB follows certain procedures according to the direction given by Head Office. As per guideline of BB for prevention money laundering KYC (Know your customer) & TP (Transaction Profile) fill up by customers are mandatory but in Principal Branch through questionnaire I found 70% customers who generally come to take this service have no savings/current deposit A/C i.e there is no record of specific official contract & information of the customers to the bankers. So often bankers feel no interest for sending TT and a large number of customers don’t get service.

Type of TT Customer



On the other hand, there is no strict rule by Bangladesh Bank that senders must have bank a/c for sending TT. For this, a desk officer has nothing to do maintaining formalities by questioning a non a/c holder customer for minimizing risk and smooth transaction.



- i) Do you have any national ID card with you? If the answer is no, then
- ii) Do you know any person who has an account in this branch?
- iii) Which branch do you want to send money?
- iv) How much money do you want to send?

Sometimes the customer becomes annoyed after listening such questions and complains to the manager. As he/she is a non a/c holder customer, it is difficult for the desk officers to handle him. Formalities are maintained for bankers' safety but ultimately it hampers customer-banker relationship as a whole.

Solution: Web based TT issue and respond software

- Its operational process is short and it will take less time than existing TT sending procedure.
- It will attract new customers to open A/C for getting quick service.
- For own customers, desk officers will feel interested to send money and so it will minimize risk in transferring money.
- Employees' effectiveness, efficiency in services will be improved.
- Better understanding and communication with customers will be built up.

Problem-2: “If there is no Full-test number arrangement with responding branch, TT is not issued”

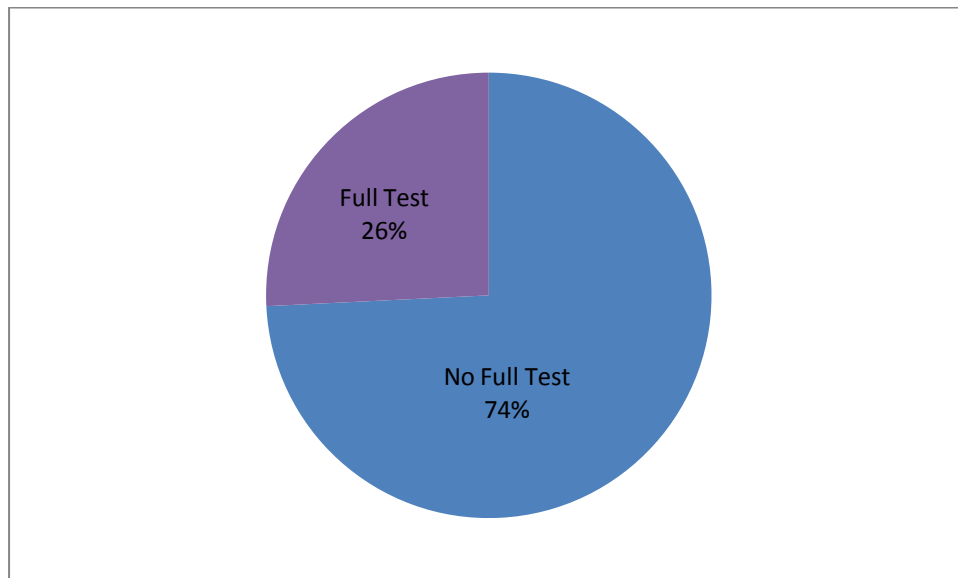
Analysis: Systematically, it is directed by the Head Office that full test no. arrangement is must to transfer more than 50000/= TK. If there is no Full test no. arrangement between two branches more than 50000/= will not be transferred. TT is an order from the issuing branch to the drawee branch for payment of certain some of money to the beneficiary. Funds



are paid to the beneficiary on verification of the test number through his account maintained

with the drawee branch. Full Test Advice No. has 6 (Six) digits. For giving full test no. the issuer branch has to take steps to collect secret no. sheet from the Head Office and corresponding branch will get the matching sheet automatically. Otherwise, they will not be able to issue/respond a TT message. It is a general practice that if regular or frequent TT is not issued, the issuer branch doesn't like to take steps for full test no. arrangement. From survey questionnaire I have found 74% branches have no full test arrangement. Though its responsibility goes to issuer branches but for the customers, even A/C holder customers can't send money to their desired branches. From the pie chart it is shown that the percentage of Full-test number arrangement among braches is very low.

Full Test No. arrangement % between two branches



Now, it is a big question, what is full test no. and why is it given?

Every branch has fixed number. For example- Principal Branch has 1170. On 22 June 2014 an A/C holder-customer want to transfer 200000/= to Sarishabari Branch to its beneficiary's SB A/C No. 3456. For passing the TT, Principal will first check if there is any arrangement of



secret sheet between two branches. If there is arrangement, the two desk officers will find out separate no. Suppose these are 54 and 16. The internal banking procedure of putting Full Test

Advice No. is like that:

A=For Date 22 unique no. is 4

B=For Day unique no is 12

C=For amount of 200000/= unique no. is 152

Z=For branch Fixed No. unique no is 1170

First Secret no. is 15- 54

Second Secret no. is 15- 13

Here 15 is serially passing TT no. to Sarishabari Branch. By adding all these no. it is found $(43+12+152+1170+54+13) = 1444$

So, the full test no./advice no. is now 15-1444.

This full test no./advice no. is given only for risk free money transfer between two branches. When this advice no. is passed through phone and matched only then money is credited to beneficiary's account.

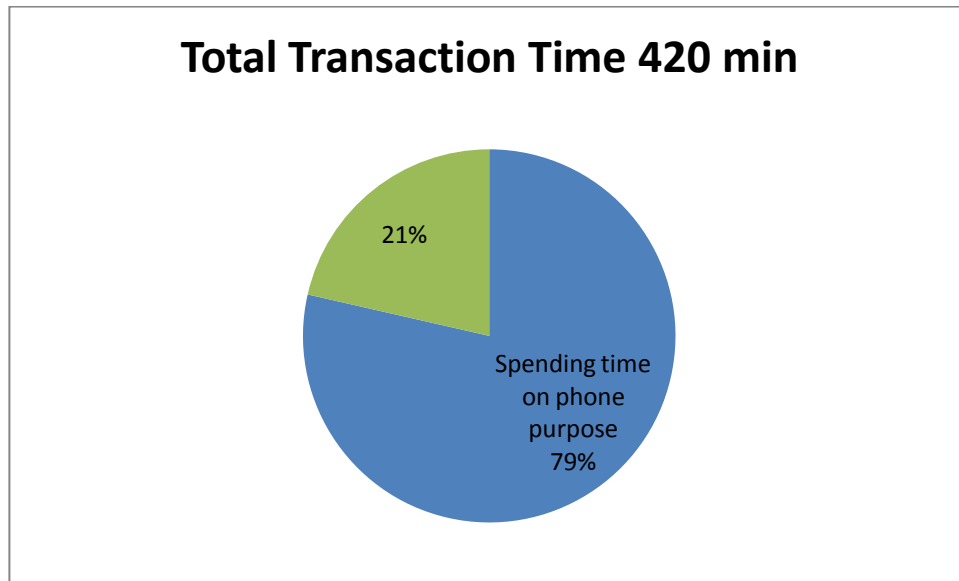
Solution: If web based software operated, there will be no need of full test arrangement. Through branch code and 4 digit ABCZ no. matching the origin of TT can be justified. On the other hand, ABCZ no. will be auto generated. There will be no need of opening given sheets supplied by the Head Office. Manual banking operational procedure will be changed.

- As this software will be operated in every branch, there will be no bar of FULL TEST ARRANGEMENT.



Problem-3: “Telephonic message transfer is time consuming”

Analysis: TT means Telegraphic/Telephonic Transfer. For transferring message both sender & recipient have to present at a time. Sometimes on business hour making call/responding is challenging, as both the phones may remain busy. If we see the pie chart we will understand how much time is spent during transaction hour for sending/receiving TT.



Solution: If web based software operates, there will be no need of phone call. Using the software for sending and receiving message will save time and easily fulfill customers' expectations in this regard.

Actually for introducing and implementation this new method of operation, the top management should change their existing system and take steps so that Central Bank can agree with proposal and approve it for providing better service.



It is web based software. So Internet connection is must in TT issuing/responding computer.

The operation procedures are as follows:

1. To access the software :

- (a) Click Internet Explorer.
- (b) In Address Bar type---https://tt.agranibank.org/log_in/second.aspx
- (c) Press enter

Log In

User Name:

Password:

☐ Remember me next time.

(a).Log In screen.

User Name-----type first user ID.

Password--- type first user Password.

Click to button **Log In**

Log In

User Name:

Password:

☐ Remember me next time.



2. TT Issue & Navigation screen:

Wait till get the below screen.

tt.agranibank.org/og_in/position.aspx

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ONLINE CHEQUE, TT ISSUE & PAYMENT SYSTEM.

DEVELOPED BY IT & MIS DIVISION.

TT ISSUE ▶ TT PAYMENT ▶ TT ENQUIRY ▶ CHQ PAYMENT REQ ▶ CHQ PAYMENT ▶ CHQ ENQUIRY ▶ REPORT ▶ BEFTN ▶ CHANGE PASSWORD LOG OUT

Branch Code Beneficiary A/C No with A/C Type Beneficiary Name Sender Name & Mobile No Amount in BDT

Commit Cancel

Commission Vat

Issuing Branch Code: 4006
User ID: prbr01

ENTRY FOR ONLINE TT ISSUE

(b) TT Issue & Navigation Screen

TT ISSUE & PAYMENT

TT ISSUE:

TT ISSUE-----to entry TT message by first user

EDIT/DELETE-----to edit/delete TT message by first user

AUTHORISE-----to authorize TT message by second user.

TT PAYMENT:

TT ADVICE FOR PAYING BRANCH---IBCA for paying branch.

TT ADVICE FOR ISSUING BRANCH ---IBCA originated by issuing branch.



REPORT

DAILY TT ISSUED---Daily supplementary report for TT issuing branch.

DAILY TT PAYMENT-- Daily supplementary report for TT paying branch.

ADMINISTRATION

CHANGE PASSWORD----to change password of user.

LOGOUT-----to close the software.

3. Entry TT message by first user: Click to button **TT ISSUE to get the below screen.**

Branch Code Beneficiary A/C No with A/C Type Beneficiary Name Sender Name & Mobile No Amount in BDT

Commission Vat

Commit Cancel

Issuing Branch Code: 4006
User ID: prbr01

ENTRY FOR ONLINE TT ISSUE

- (a) Branch Code---Paying branch code
- (b) Beneficiary AC No with A/C Type---- Beneficiary account number
- (c) Beneficiary Name-----Beneficiary Name
- (d) Sender Name & Mobile No-----Sender Name
- (e) Amount in BDT-----amount to pay



Test, Commission, Vat are automatically generated. So no need to input.

Branch Code: 2412, Beneficiary A/C No: SB-7824/8, Beneficiary Name: G.M.Tofazzel Hossain, Sender Name & Mobile No.: Shohel Ahmed-01714236682, Amount in BDT: 12000.00

Commit, Cancel

Issuing Branch Code: 4006, User ID: prbr01

ENTRY FOR ONLINE TT ISSUE.

Commit—Click Commit button if all entry are correct otherwise correct the entry before click Commit button. After click Commit button data will be saved to server and screen will be ready for another entry.

Cancel---To clear all entry field of the current screen.

4. Edit/Delete TT message by first user: Click to button EDIT/DELETE to get the below screen.

| Serial | Branch Code | Branch Name | Zone Name | Beneficiary Name | Beneficiary A/C | Amount | Amount in word | Sender Name | Commission | Vat |
|--|-------------|-------------|--------------|----------------------|-----------------|-----------|---------------------------|--------------------------|------------|------|
| Edit Delete 4006140209101035 | 2412 | Chawkbazar | Barisal Zone | G.M.Tofazzel Hossain | sb-78248 | 12,000.00 | Twelve Thousand Taka only | Shohel Ahmed-01714236682 | 20.00 | 3.00 |



(e) Edit/Delete screen before authorization.

EDIT ----Click EDIT to correct the TT entry. Edit is possible only the user who give the entry.

| Serial | Branch Code | Branch Name | Zone Name | Beneficiary Name | Beneficiary A/C | Amount | Amount in word | Sender Name | Commission | Vat |
|--------------------------------|-------------|-------------|--------------|----------------------|-----------------|----------|---------------------------|---------------------|------------|------|
| Update Cancel 4006140209101035 | 2412 | Chawkbazar | Barisal Zone | G.M.Tofazzel Hossain | sb-78248 | 12000.00 | Twelve Thousand Taka only | Shohel Ahmed-017142 | 20.00 | 3.00 |

After click EDIT button only Box field can be edited. After correcting the entry click Update to execute the changes. To cancel the changes click Cancel button.

| Serial | Branch Code | Branch Name | Zone Name | Beneficiary Name | Beneficiary A/C | Amount | Amount in word | Sender Name | Commission | Vat |
|------------------------------|-------------|-------------|--------------|----------------------|-----------------|-----------|---------------------------|--------------------------|------------|------|
| Edit Delete 4006140209101035 | 2412 | Chawkbazar | Barisal Zone | G.M.Tofazzel Hossain | sb-78248 | 12,000.00 | Twelve Thousand Taka only | Shohel Ahmed-01714236682 | 20.00 | 3.00 |

Edit successful.



After Click **update** button.

DELETE—Click DELETE button to delete the entry by the user who give the entry.

5. AUTHORISE TT message by second (another) user: Click to AUTHORISE button to authorise TT message.

(f) AUTHORIZATION screen to authorization TT message.

Only after authorization tt message is payable by the paying branch. So be careful before authorization. After authorization user can't reverse the entry. It is done by another user means user can only authorize entry given by another user.

Delete-----Click **Delete** button to delete the entry. Deleted data needed entry again if necessary.

The screenshot shows a web application interface for TT (Telegraphic Transfer) management. At the top, there is a navigation bar with links: TT ISSUE, TT PAYMENT, TT ENQUIRY, CHQ PAYMENT REQ, CHQ PAYMENT, CHQ ENQUIRY, REPORT, BEFTN, CHANGE PASSWORD, and LOG OUT. Below this is a table titled "AUTHORISE/DELETE TT ISSUE ENTRY." with columns: SL, Paying br. code, Paying br. Name, Paying Zone Name, Beneficiary A/C, Beneficiary Name, Sender Name, Amount, and Amount in Word. A row is highlighted with a blue background, showing details for SL 4006140209101035, Paying br. code 2412, Paying br. Name Chawk Bazar, Paying Zone Name Barisal Zone, Beneficiary A/C sb-7824/8, Beneficiary Name G.M.Tofazzel Hossain, Sender Name Shohel Ahmed-01714236682, Amount 12000.00, and Amount in Word Twelve Thousand Taka only. Below the table is a form for authorizing or deleting the selected entry. The form has two buttons: Authorise (highlighted in red) and Delete. It contains fields for Confirm Amount, SL, Paying br. code, Paying br. name, Paying zone name, Beneficiary A/C, Beneficiary Name, Sender Name, Amount, and In Word. The Confirm Amount field is set to 12,000.00. The In Word field is set to Twelve Thousand Taka only.

| SL | Paying br. code | Paying br. Name | Paying Zone Name | Beneficiary A/C | Beneficiary Name | Sender Name | Amount | Amount in Word |
|-------------------------|-----------------|-----------------|------------------|-----------------|----------------------|--------------------------|----------|---------------------------|
| Select 4006140209101035 | 2412 | Chawk Bazar | Barisal Zone | sb-7824/8 | G.M.Tofazzel Hossain | Shohel Ahmed-01714236682 | 12000.00 | Twelve Thousand Taka only |

| | | | |
|--------------------------------|---------------------------|-----------------------|----------------------|
| Authorise Delete | | Confirm Amount | |
| SL | 4006140209101035 | Paying br. code | 2412 |
| Paying br. name | Chawk Bazar | Paying zone name | Barisal Zone |
| Beneficiary A/C | sb-7824/8 | Beneficiary Name | G.M.Tofazzel Hossain |
| Sender Name | Shohel Ahmed-017142 | | 12,000.00 |
| Amount | 12000.00 | | |
| In Word | Twelve Thousand Taka only | | |

After one entry deleted by the authorizer.

Select----Click Select button to show details on the Panels.



Authorize-----Put Amount with decimal in Confirm Amount and Click Authorize button if all entries are correct. After click Authorize button entry will be clear and TT message will be ready for payment by the payee branch.

tt.agranibank.org/Log_in/GRIDVIEWSELECTION.aspx

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ONLINE CHEQUE, TT ISSUE & PAYMENT SYSTEM.

DEVELOPED BY IT & MIS DIVISION.

TT ISSUE ▶ TT PAYMENT ▶ TT ENQUIRY ▶ CHQ PAYMENT REQ ▶ CHQ PAYMENT ▶ CHQ ENQUIRY ▶ REPORT ▶ BEFTN ▶ CHANGE PASSWORD LOG OUT

AUTHORISE/DELETE TT ISSUE ENTRY.

There is no TT message to Authorise

Authorise Delete Confirm Amount

SL Paying br. code

Paying br. name Paying zone name

Beneficiary A/C Beneficiary Name

Sender Name Amount

Amount is not same.

Screen will be clear after Click Authorization button.

I can say that if web-based software is operated, all the above mentioned problems will be solved and definitely it will increase effectiveness and efficiency in providing quality service.



Chapter 05- Findings and Recommendation

5.1 Shortcomings of ABL in GB (TT Section)

- Management of GB practice excess formalities
- Absence of using IT application.

Existing TT issue and payment procedure is very lengthy. So customers feel bored and sometimes become annoyed with the officers for taking much time.

5.2 Recommendation

There are some recommendations towards concern authority for overcoming the shortcomings of ABL in below:

1. All banking activities should be performed using IT: Using modern technology in banking sector is must for facing global challenge and fulfilling Customers' demand.
2. Bank should neglect the manual based operation: Traditional banking procedures should be changed and computerized operation is mandatory now.
3. All branches should be well decorated: To attract more new customers and satisfying existing customers branch's beautification and decorated is needed. It is noted that modern private commercial banks are more furnished than state owned banks.



4. Staff and officers should communicate with customer properly: Management should focus on officers' behavioral pattern and motivate them so that they can handle the customers decently.
5. Bank should introduce new product: As a whole bank management should think to introduce new product that will attract more customers. For example-Mobile Banking service can be operated in Agrani Bank Limited.
6. Bank should provide appropriate training: Training facilities for staffs/officers should be increased. Computer/IT based training and skill development programs are very much helpful for this purpose.
7. Bank should take motivational effort: Motivational steps should be taken among employees through reward, award or even thanks letter by top management. It will directly or indirectly encourage the employees to fulfill the organizational goals.

5.3 Conclusion

Recently Agrani Bank Limited has taken initiative to introduce "Web Based Online Cheque TT Issue and Payment Software". As in all the branches of Agrani Bank have Internet facility, it will be a very effective measure for solving time consuming TT issue and payment procedure. It will create efficiency in Bill Payment. It will solve the problem of effective distribution of work.

Agrani Bank limited is a state owned commercial bank. It is committed to provide high quality financial services/ products to contribute to the growth of G.D.P. of the country through stimulating trade & commerce, accelerating the pace of industrialization, boosting up export, creating employment opportunity for the educated youth, raising standard of living of limited income group and overall sustainable socio-economic development of the country.



Chapter 06: BIBLOGRAPHY

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2. Annual report of ABL2012
3. Kotler, F. (2000) Marketing Management. 10th edition, New Delhi: Prentice Hall
4. Several Booklets & Newspapers from Agrani Bank Limited.
5. Different types of products of Agrani Bank Limited i.e. Leaflets, Brochures etc.
6. <http://www.agranibank.org/>
7. <http://www.bb.org.bd/>
8. Survey questionnaire (10 questions) based on T.T Section, Principal Branch, Agrani Bank Limited to find out the major problems for providing quality service.



Appendix:

1) What percentage of A/C holder customers comes to your Branch every day?

- a) More than 80%
- b) 60%-----80%
- c) 40%----60%
- d) Below 40%

2) What percentage of branches is under full test arrangement?

- a) 80% and above d) below 40%
- b) Below 80% but above 60%
- c) Below 60% but above 40%
- d) Below 40%

3) On an average how many T.T issue from your branch in a day?

- a) 60--70
- b) 50---60
- c) 40----50
- d) 30---40

4) On an average how many T.T messages are responded which come from other branches in a day?

- a) 50---60
- b) 40---50
- c) 30---40
- d) 20---- 30

5) Are you satisfied with the number of employees working in T.T section?

- a) Yes
- b) Not fully
- c) No
- d) No comment



6) Approximately how much time do you need to credit the amount on an account?

- a) More than 1 hr.
- b) More than 30 min
- c) More than 15 min
- d) Less than 15 min

7) What type of general comments you have to face by the customers mostly ?

- a) Please, send my TT quickly
- b) Is your Phone-line okay?
- c) Haven't full test no. with "X" branch?
- d) Sir, Have you send my TT, please assure me?

8) Have you attended any training program related to your present job in the T.T Section?

- a) Yes
- b) No
- c) Not sufficient
- d) Yes but 5 years ago

9) How long have you been working in this section?

- a) More than 2 year
- b) More than 1 year
- c) More than 6 month
- d) New-comer

10) It is said, "Customers are bankers' master?" what level do you agree to this saying?

- a) Fully agree
- b) Not fully agree
- c) Agree
- d) To some extent