



An Internship Report

On

“General Banking And Customer Service”

SHAHJALAL ISLAMI BANK LIMITED

SUBMITTED BY

SAFIA NUSRAT

ID # 12164074

MBA PROGRAM

**SUBMITTED FOR THE FULFILLMENT OF THE DEGREE OF MASTERS OF
BUSINESS ADMINISTRATION (MBA)**

BRAC UNIVERSITY

SUBMITTED TO

MR.ASPHIA HABIB

BRAC BUSINESS SCHOOL

BRAC UNIVERSITY

Table Of Contents

<u>Chapter</u>	<u>Particulars</u>	<u>Page No.</u>
Acknowledgement		i
Preface		ii
Letter of Submission		iii
Executive Summary		iv
<u>Chapter One</u>	<u>Orientation of the report</u>	
	1.1 Origin of the Study	4
	1.2 Objective of the Study	4
	1.3 Methodology of the Study	4
	1.4 Scope of the Study	5
	1.5 Limitation of the Study	5
<u>Chapter Two</u>	<u>Theoretical aspect of Islamic Banking</u>	
	2.1 Islamic Banking Concepts	7
	2.2 Objectives of Islamic Bank	7
	2.3 Islamic Banking Movement Through out the World	7
	2.4 Islamic Banking Movement in Bangladesh	8
<u>Chapter Three</u>	<u>SJIBL & Its Profile</u>	
	3.1 Historical Background of SJIBL	11
	3.2 An introduction about SJIBL for Ex. Branch	11

3.3 Objectives of SJIBL	12
3.4 Vision & Mission	12
3.5 Organizational Structure	12
3.6 The performance of SJIBL	15

Chapter Four

General Banking

4.1 General Banking Division	18
4.2 Depo sit Mobilization of SJIBL	18
4.3 Different type of Scheme	23
4.4 Total Account and deposit	25
4.5 Cheque book issue	26
4.6 Local remittance	27
4.7 Activities of clearing department	28
4.8 Activities of cash department	31

Chapter Five

Findings & recommendations

5.1 Findings	
5.1.1-Evaluation of Financial activities of SJIBL	35
5.1.2 Performance of GSA Branch (SJIBL)	39
5.1.3- Growth of GSA Branch (SJIBL)	40
5.1.4- Customer Satisfaction	41
5.2 Observations	44
5.3 Recommendations	44
5.4 Conclusions	45

Bibliography

46

CHAPTER # 01

Orientation of The Report

1.1 Origin of the Study

This report originated as an academic requirement of MBA Program of Brac University. After completion of the program a student must submit the report on the assigned topic to the department. The program is three months duration.

1.2 Objective of the Study

The main objectives of the study are:

- To know General banking activities of Shahjalal Islami Bank Limited (SJIBL)
- To evaluate Financial activities of Shahjalal Islami Bank Limited (SJIBL)
- To identify the customer service of SJIBL.

1.3 Methodology of the Study

I have used mainly secondary data sources for this report. But primary data has been collected in the form of interviews with various employees of GSA branch. The interviews are based on informal discussion. I asked questions based on the discussion and they shared relevant information about service, performance, strategies of SJIBL

I used the following sources for information

- SJIBL Annual Report 2012
- Annual report of Shahjalal Islami Bank Ltd.



- Statement of affairs.
- Bank Rate sheet.
- Daily, weekly report
- Bangladesh Bureau of statistics report.
- Different publications regarding banking function and foreign exchange operation.
- SJIBL website

1.4 Scope of the study

The scope of the report is the Gulshan south avenue branch of Shahjalal Islami Bank Limited (SJIBL) and its operation throughout the country.

1.5 Limitations of the Study

During the study, I have faced the following limitations:

- Three months time is not enough for such an extensive study. It is very difficult to collect all the required information in such a short period.
- Lack of availability of sufficient data



CHAPTER # 02

Theoretical Aspect of Islamic Banking

2.1 Islamic Banking Concepts

According to **Islamic Banking Act of Malaysia**, an Islamic Bank is “A company, which carries on Islamic Banking business. Islamic Banking business means banking business whose aims and operations do not involve any element which is not approved by the religion Islam.”

Dr. Ziauddin Ahmed says, “Islamic banking is essentially a normative concept and could be defined as conduct of banking in consonance with the ethos of the value system of Islam.”

2.2 Objectives of Islamic Banking

An Islamic Bank is a financial institution that operates with the objective to implement and materialize the economic and financial principles of Islam in the banking area.

The main objectives of Islamic Banking are:

- To conduct interest – free banking.
- To establish participatory banking instead of banking on debtor – creditor relationship.
- To invest through different modes permitted under Islamic Shariah.
- To accept deposits on profit – loss sharing basis.
- To establish welfare oriented banking system.
- To extend co-operation to the poor, the helpless and the low – income group for their economic enlistment.
- To play a vital role in human development and employment generation.
- To contribute towards balanced growth and development of the country through investment operations particularly in the less developed areas.
- To contribute in achieving the ultimate goal of Islamic economic system.

2.3 Islamic Banking Movement Throughout the world

The expansion and unfolding of Islamic banking along with traditional interest based banking is a recent phenomenon. Islamic banking is an inseparable part of Islamic economy. During fifties it was only a subject matter of research and was limited to the writings of scholars and philosophers. During the sixties actual experiments were made and in the seventies Islamic banking institutions started

gaining strength. The eighties and nineties are the period of consolidation and now Islamic banking is coming up as the only welfare banking system of the modern world.

Consequently, Islamic banking movement achieved steady progress and assumed significant dimension and role with the establishment of the Nasser Social Bank (1972) Faysal Islamic Bank in Egypt and Sudan (1977), Jordan Islamic Bank for Finance and Investment was established in Jordan in (1978), Turkey in (1983). Pakistan declared all banks as Islamic in 1978 and Iran declared in 1984. Emergency of development Bank as an International Financial Institution with a view to institutions was considered as a milestone in the history of Islamic banking.

As on today, more than 300 Islamic financial institutions in about 50 countries operation throughout the world covering both Muslim and non-Muslim countries of various socio-economic environment.

2.4 Islamic Banking Movement in Bangladesh

In August 1974, Bangladesh signed the charter of Islamic Development Bank and committed itself to recognize its economic and financial system as per Islamic Shariah.

Bangladesh government subscribed recommendation of Islamic Foreign Minister's conference held in Senegal in 1978 regarding systematic efforts to establish Islamic banks in the member countries gradually.

In January 1981, the then president of the People's Republic of Bangladesh while addressing the 3rd Islamic Summit Conference held at Makkah and Taif suggested, "The Islamic countries should develop a separate banking system of their own in order to facilitate their trade and commerce."

Earlier in November 1980, Bangladesh Bank, the country's Central Bank, sent a representative to study the working of several Islamic banks of different countries.

In November 1982, a delegation of IDB visited Bangladesh and showed interest to participate in establishing a joint venture Islamic Bank in the private sector. They found a lot of work had already been done and Islamic banking was in a ready form immediate introduction.



Two professional bodies Islamic Economies Research Bureau (IERB) established in 1976 and Bangladesh Islami Bankers Association (BIBA) established in 1980 made significant contributions towards introduction of Islamic banking in the country. They came forward to provide training on Islamic banking to top bankers and economists to fill-up the vacuum of leadership for the future Islamic in Bangladesh. They also held seminars, symposia and on Islamic economics and banking throughout the country to mobilize public opinion in favor of Islamic banking.

At last, the long drawn struggle to establish an Islamic bank in Bangladesh became a reality and Islamic Bank Bangladesh Limited was founded on 30th March, 1983 in which 19 Bangladeshi national, 4 Bangladeshi institutions and 11 banks, financial institutions and government bodies of the Middle East and Europe including IDB and two eminent personalities of the Kingdom of Saudi Arabia joined hands to make the dream a reality.

- Al Baraka Bank Ltd. (now recognized as the Oriental Bank) was established in 1987.
- Al Arafah Islami Bank and Social Investment Bank Ltd. were established in 1995.
- Shamil Bank of Bahrain (Islamic Bankers) has started its operation in 1997.
- Shahjalal Islami Bank Ltd. was established in 2001.
- Exim Bank Ltd. converted its entire banking operation into Islamic Banking from July 2004.

Nine conventional banks namely Prime Bank Ltd. Dhaka Bank Ltd. South East Bank Ltd. Premier Bank Ltd. The City Bank Ltd. Jamuna Bank Ltd. Arab Bangladesh Bank Ltd. Standard Chartered Bank and the HSBC have so far established Islamic Banking branches in some major cities.



CHAPTER # 03

Shahjalal Islami Bank Limited & Its Profile

3.1 Historical Background of Shahjalal Islami Bank Limited.

Shahjalal Islami Bank Limited is based on Islamic Shariah. SJIBL is named after the name of a saint Hajrat Shahjalal (R) who dedicated his life for the cause of peace in this world and hereafter served the humanity. It was incorporated as a Public limited company on 1st April 2001 under companies Act 1994. It started its Banking operation on May 10, 2005 with the 1st branch (main branch) opened at 58, dilkusha C/A, Dhaka obtaining the license of Bangladesh Bank, for enlistment of economic condition of its customers as well as to contribute sustainable economic growth and development in trade and industry of the country. Its corporate head quarter is situated at 2/B, Gulshan South Avenue, Gulshan-1.

3.2 An Introduction about SJIBL Gulshan South Avenue Branch

Gulshan South Avenue branch is the 24th branch of Shahjalal Islami Bank Ltd. This branch was established 20 Jun, 2010 it is situated at the 1st floor of Uday Sanz, Plot No. SE (A), 2/B Gulshan South Avenue, Gulshan-1, Dhaka.

The bank is designed under one floor. It has been providing Islamic banking services for the customers of Gulshan area. The name of the present branch Manager is **Mustaque Ahmed, Senior Executive Vice President**. The overall banking operation of Gulshan South Avenue branch can be divided into three broad categories. These categories or divisions are:

Department of the Branch

- Account opening and Customer Service Department.
- Cash Department.
- Accounts Department.
- Investment Department.
- Foreign Exchange Department.
- Clearing Department.

Objectives:

- To provide banking service to the people within the commanding area.
- To expand business based on Islami Sharia.
- To keep position in the competitive market.
- To contribute in profitability of SJIBL

3.3 Objectives of Shahjalal Islami Bank Limited

The prime objective of Shahjalal Islami Bank Limited is to promote, foster and develop the application of Islamic principles, law and tradition to the transaction of financial, banking and related business affairs. It has also been looking forward to promote Investments Companies, Enterprise and other related concerns engaged in such business that is acceptable and consistent with Islamic principles, law and tradition. The objective of Shahjalal Islamic Bank Limited in the context of its role in the economy may be enumerated as follows:

- To offer contemporary financial services in conformity with Islamic Shariah.
- To contribute towards economic development and prosperity within the principles of Islamic Justice.
- To facilitate efficient allocation of resources.
- To help achieving stability in the economy.

3.4 Vision Mission

Vision:

- To provide quality services to customers.
- To set high standards of integrity.
- To extends customers innovation services acquiring state-of-the-art technology blended with Islamic Principles, and being total satisfaction to our clients and employees.

Mission:

- To expand Islamic banking throughout welfare oriented banking system.
- Ensure equity and justice in economic activities.
- Extend financial assistance to poorer section of the people.
- Achieve balance growth and equitable development.

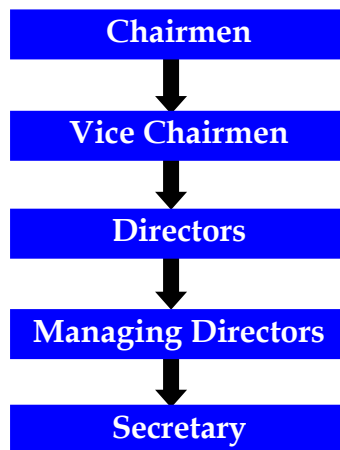
3.5 Organizational Structure

There are five different wings to consist the organizational structure of SJIBL. They are

- Board of Directors
- Board Committees
- Executive Committee
- Policy Committee
- Management Team

3.5.1 Board of Directors

The Board of Directors of 13 members. The Board of Directors is the apex body of the bank.

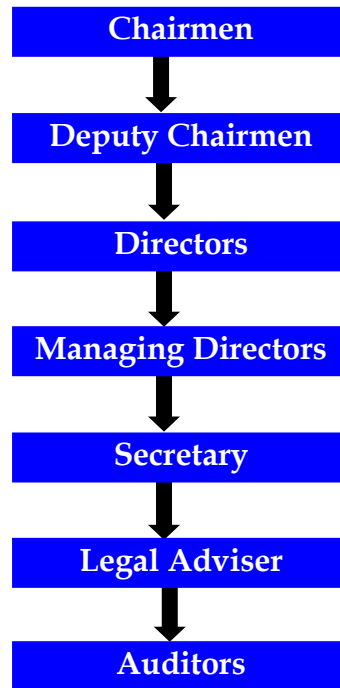


3.5.2 Board of Committees

The Board of Directors also decided the composition of each committee and determines the responsibilities of each committee.

3.5.3 Executive Committee

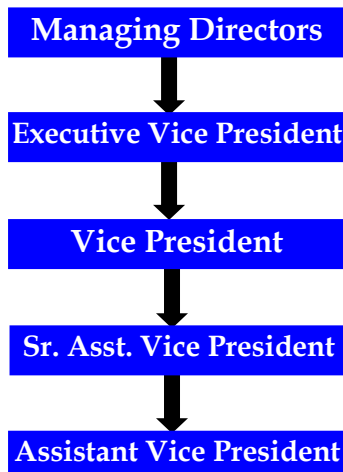
All routine matters beyond delegated powers of management are decided upon by or routed through Executive Committee, subject to ratification by the Board of Directors.



3.5.4 Policy Committee

All matters relating to the principles, rules and regulations, ethics etc. operation and management of the Bank are recommended by the Committee of the Board of Directors.

3.5.5 Management Team





CHAPTER # 04

General Banking

Introduction:

Shahjalal Islami bank limited is a commercial bank and it plays a very important role in our economy; in fact it is difficult to imagine how our economic system would function efficiently without the help of commercial bank. They are heart of our financial structure since they have the ability, co-operation with the Bangladesh Bank to add to the money supply of the nation and thus create additional purchasing power. These characteristics set commercial banks apart from other financial institution. In addition to issuing deposits payable on demand they accept time deposit. By lending and investing these resources and by transferring funds throughout the nation and even between countries, they make possible a more complete utilization of resources of the nation. Although banks create no new wealth, their lending. Investing and related activities facilitate the economic process of production, distribution and consumption. There are mainly three sections in SJIBL via General Banking Division, Investment Division and Foreign Exchange Division. These Divisions have small departments or units under them.

4.1 General Banking Divisions:

There are four sections working together to fulfill the target of the organization.

- Account opening and Customer Service Department
- Remittance Department
- Cash Department
- Accounts Department

4.2 Deposit Mobilization of SJIBL:

Bank account is a contractual relationship between a bank and the customers. It is the best way for a customer to build relationship with the bank. Like interest-based conventional banks, the main function of Shahjalal Islami Bank Limited (SJIBL) is to mobilize saving and provide financial support to the entrepreneurs. Depositors receive interest in a predetermined rate for their deposits make with an interest based banks, where SJIBL neither pay not receive interest and mobilizes saving of the common people in line with Islamic Shariah.

Deposit account can take in a various forms such as:

- Al – Wadiah Current Deposit (AC)
- Mudarabah Savings Deposit (MSD)

- Short – Notice Deposit (SND)

4.2.1 Al – Wadiah Current Deposit (ACD)

Shahjalal Islami Bank Limited receives deposits in its Al – Wadia Current Account. It has some similarity with the current account of conventional bank. Banks being trustee preserves and keeps or in safe custody of what is deposited. Depositors feel safe in keeping their money with the bank and take transaction facilities. Bank provides assurance of returning money to the depositors on demand. In the process of opening Al-Wadiah Deposit, the bank gets approval of the depositors regarding the use of the deposited money and earns profit out of their development. Any losses incurred by way of such investment are totally borne by the bank. Thus, the depositors don't take the risk of losses with Al-Wadiah Current Deposit; they also don't expect any profit from it. Depositors are provided with chequebook. They can withdraw or deposit any amount as and when they like. Bank may charge a fee in the account. Al-Wadiah Deposit are short terms and very uncertain, thus banks have to be very useful in the investment of money from this account.

4.2.2 General Documentation requires for opening a (ACD):

a) For an Individual Customer:

- Copy of passport, if available or Employer's Certificate or Commissioner's Certificate or Letter of Introduction by a person accepted to the Bank.
- TIN Certificate, if applicable.
- Two recent passport size photographs duly attested by the Introducer.

b) For Sole Proprietorship:

- Copy of Trade License.
- Two recent passport size photographs of the proprietor/Signatory duly attested by the Introducer.
- Copy of the passport the proprietor/Signatory, if available Commissioner's/Chairman's Certificate or Letter of Introduction by a person accepted to the Bank.
- TIN certificate.

c) For Partnership:

- Copy of Partnership Deed of the Firm.
- List of Partners with their address and phone number.
- Copy of Trade License.



- Extract of Resolution of the Partners of the Firm for opening the account and authorization for its operation duly certified by the managing Partner of the Firm.
- For Registered Partnership, Certificate of Registration of the Firm along with duly certified copy of the Partnership Deed.
- Two recent passport size photographs of each Partner/Signatory duly attested by the Introducer.
- Copy of Passport of each Partner/Signatory, if available or Commissioner's/Chairman's Certificate or Letter of Introduction by a person acceptable to the Bank.
- TIN Certificate.

d) Private & Public Limited Company:

- Certified true copy of the Memorandum and Article of Association of the Company.
- Certified true copy of Certificate of Incorporation of the Company.
- Certified true copy of Certificate of Commencement of Business of the Company in case of Public Limited Company.
- Latest list of Directors with address and phone number along with Form XII.
- Extracts of duly adopted Resolution of the Board of Directors of the Company for opening the Account and authorization for its operation duly certified by the Chairman/Managing Director of the Company.
- Copy of Trade License.
- Two recent size photographs of each signatory duly attested by the introducer.
- Copy of the passport of each signatory, if available or Commissioner's/Chairman's
- Certificate or Letter of Introduction by a person acceptable to the Bank.
- TIN Certificate.

4.2.3 Opening a Mudaraba saving Deposit (MSD):

Mudaraba Saving Deposit (MSD) is open by the lower and middle class people who wish to save a part of their incomes to meet their future need intend to earn an income from their savings. It aims at encouraging savings of non-trading persons(s), institution(s), society, etc. by depositing small amount of money in the bank.

Payment of Profit:

Shahjalal Islami Bank Limited is providing 5.5% profit on Mudaraba Saving Deposit.

Opening a saving account:

For Operating a Mudaraba Saving Deposit following documentation are required

- Two copies of passport size photographs.
- Introductory reference.
- Commissioner's/Chairman Certificate.

General Precautions of opening an MSD Account:

After opening an account and before issuing a Chequebook the authorized officer should check the account operating form for the complete information, which is given by the customers.

- Name of the account holder.
- Photos of the account holder.
- Date of opening
- Types of account.
- Present and permanent address
- Name of the nominee and their address.
- Initial deposit
- Specimen signature in the form in the "Specimen signature card".
- Name, address and the account number of the introducer.

4.2.4 Mudaraba Short Notice Deposit (MSND):

Shahjalal Islami Bank Limited also receives term deposit from the clients. The SND account is different from the interest-based banks. It is also a Time Deposit account. The formalities for opening of this account are similar to those required for Al-Wadiah Current Account. The only difference is that seven (7) days notice is required for withdrawal of any sum and profit is paid. The rate of profit for this account is 5%. If the withdrawal on demand is desired, it may be paid subject to the for-feature for the period of notice or the expired of notice.

4.3 Different Types of Scheme:

The Shahjalal Islami Bank Limited (SJIBL) is containing some Deposit Scheme, which are the really profitable for bank and customer. The Bank maintains Shariah –based transaction with their customer by different Scheme those are:

1. Monthly Deposit Scheme (MDS)
2. Mudarah Term Deposit Receipt (MTDR)
3. Monthly Income Scheme (MIS)
4. Double Profit Deposit Scheme (DPDS)
5. Millionaire Scheme.
6. Hajj Palon Scheme.

4.3.1 Monthly Deposit Scheme (MDS/DPS)

This account open very easy and there are no fixed day to open. Account holders do not need any savings account if he/she directly pays their monthly installment. Account holders carefully complete the MDS form and attests two copies passport size photograph of nominee and applicant. Account holders can pay advance to continue their installment or can give permanent instruction from his/her savings account. In this term, the account holders are bound to pay Tk.50 for transfer charge and Tk.5/- for service charge. If the account is close before the maturity then profit will be calculate according to saving rates. If a depositor fails to pay calculate as Savings rate. But for the first six-month no profit will be calculate. Nominee will enjoy the profit will in absence of the accountholder. Depositor will get the profit after the matured according to following table:

Install. Period	Tk. 100	Tk. 250	Tk. 500	Tk. 1,000	Tk. 2,000	Tk. 5,000	Tk. 10,000	Tk. 25,000	Tk. 50,000
5 years	8025	20065	40125	80250	160500	401250	802500	2006250	4012500
8 years	15500	38750	77500	155000	310000	775000	1550000	3875000	7750000
10 years	22200	55500	111000	222000	444000	1110000	2220000	5550000	1110000

Mudaraba Term Deposit Receipt (MTDR):

It is like a fixed deposit in the conventional banking system but it does not receive or accept interest, this account give profit and collect deposits. In this mode less than that Tk.1 crore or Tk.1 crore and above can be deposited against client will get non-transferable instrument of equal amount. If a customer withdraw his/her money before one month than he/she will not get any kind of profit. On the other hand, after the maturity if client don't withdraw his/her money than it will be auto renewed with imposed profit for the next days. If a depositor would like to withdraw his profit after six months he/she will get the profit accordance with previous years profit rate. After the announced yearly profit or loss, if bank felt in loss posting then the depositor bound to incur the loss. In absence of account holder the selected nominee will get the money. Account holder bound to bear any kind of tax or excise duty according to government circular. The profit rates of this account are:

Time of Deposit	Up to Tk. 1(one) crore
1 Month	10.00%
2 Months	11.00%
3 Months	12.00%
6 Months	12.00%
1 Year	12.00%

4.3.3 Monthly Income Scheme (MIS):

This scheme is very popular in our country, job retreat people opens this scheme. And which people are not able to do business than they are wanting to safe from risk and they open it. It is the scheme for profit earning. In this account depositor can deposit minimum of Tk. 50,000/- and above. Depositor will get Tk500/ against Tk. 50,000/-. And it is the fixed deposit for 3 (three) years. If the accountholder to want to close his/her account before maturity date than he/she will get profit accordance with savings rate that is 5.5%. In the absence of accountholder, the specified nominee will get the whole benefit. The profit rates of this account are:

Period of Scheme	Taka Per month	Provisional Rate	Remarks
3 Years	Tk.1000/- for one lac	12.00%	Credit Account Number is required

4.3.4 Double Profit Deposit Scheme (DPDS):

The Shahjalal Islami Bank gives the facility to the client by the Islamic Shariah Mudaraba rules and regulations. In this scheme depositors can deposit more than Tk.10, 000 for 6 years and after the maturity date account holder will receive double than his/her deposited amount. Depositor will get 80% investment facility by deposit the deposit receipt. Bank can invest this amount any sector by the Islamic Shariah rules and regulations. Account holder are bound to pay any government tax. For opening this account applicant need recent one copy photograph and one copy photograph of nominee. The profit rates of this account are:

Period of Scheme	Provisional Rate
6 Years	11.61%

4.3.5 Millionaire Scheme:

Its maturity is longer than other scheme. Generally this account is designed for children. Here, applicants are the selected people for operating the account on behalf of the account holder. The depositor should to deposit the account within first 15 days of the month; neither will he/she be designated as debtor to the bank. If 15th date is the off day then the next working day will be schedule date. Account holder can open more one account this Branch. Depositor will get 80% loan facility against the deposit money. No chequebook will be issued for this account, but the bank will provide deposit book.



4.4 Total Account and Deposit

**Shahjalal Islami Bank Limited
As on 30-12-2012
Gulshan South Avenue Branch**

Application Type	Total Account	SCHEMES	
DEMAND		708 - MUDARABA MILLIONAIRE DEPOSIT SCHEME 05 YEARS	16
111 - AL-WADIAH CURRENT DEPOSIT ACCOUNT	264	709 - MUDARABA MILLIONAIRE DEPOSIT SCHEME 10 YEARS	28
121 - MUDARABA SAVINGS DEPOSIT ACCOUNT	1008	710 - MUDARABA MILLIONAIRE DEPOSIT SCHEME 12 YEARS	77
122 - Mudaraba Savings School Banking Account	9	711 - MUDARABA MILLIONAIRE DEPOSIT SCHEME 15 YEARS	90
123 - MUDARABA SAVINGS DEPOSIT ACCOUNT (STAFF)	55	712 - MUDARABA MILLIONAIRE DEPOSIT SCHEME 20 YEARS	81
124 - Mudaraba Savings Money-Spinning Account	20	713 - MUDARABA MILLIONAIRE DEPOSIT SCHEME 25 YEARS	54
131 - MUDARABA SPECIAL NOTICE DEPOSIT	22	716 - MUDARABA LAKHOPOTI DEPOSIT SCHEME 3 YEARS	2
Total :	1378	717 - MUDARABA LAKHOPOTI DEPOSIT SCHEME 5 YEARS	6
TIME		718 - MUDARABA LAKHOPOTI DEPOSIT SCHEME 8 YEARS	2
531 - MUDARABA TERM DEPOSIT RECEIPT 3 MONTH	462	720 - MUDARABA DOUBLE BENEFIT SCHEME	81
532 - MUDARABA TERM DEPOSIT RECEIPT 6 MONTH	40	721 - MUDARABA MULTIPLE BENEFIT SCHEME	15
533 - MUDARABA TERM DEPOSIT RECEIPT 1 YEAR	109	735 - MUDARABA MONTHLY INCOME SCHEME 6	107
536 - MUDARABA TERM DEPOSIT RECEIPT 1 MONTH	288	736 - MUDARABA MONTHLY INCOME SCHEME 7	16
537 - MUDARABA TERM DEPOSIT RECEIPT 2 MONTH	34	741 - MONTHLY DEPOSIT SCHEME 5 YEARS	579
541 - MUDARABA TERM DEPOSIT RECEIPT BANK	3	742 - MUDARAB MONTHLY DEPOSIT SCHEME 8 YEARS	55
Total :	936	743 - MUDARABA MONTHLY DEPOSIT SCHEME 10 YEARS	420
INVESTMENT & ADVANCE		744 - MUDARABA MONTHLY DEPOSIT SCHEME 03 YEARS	118
323 - MURABAHA - POST IMPORT (TR)	12	746 - MUDARABA EDUCATION DEPOSIT SCHEME 10 YEARS	3
341 - BAI-MUAZZAL (COMMERCIAL/GEN.)	151	747 - MUDARABA EDUCATION DEPOSIT SCHEME 15 YEARS	1
343 - BAI-MUAZZAL (REAL ESTATE)	1	748 - MUDARABA EDUCATION DEPOSIT SCHEME 20 YEARS	1
346 - BAI-MUAZZAL (TERM)	3	760 - MUDARABA HAJJ PALON SCHMEM	11
347 - SME BAI-MUAZZAL (TERM)	1	770 - MUDARABA HOUSING DEPOSIT SCHEME	2
363 - HPSM - Real Estate	7	Total:	1765
364 - HPSM - Transport	3	Grand Total:	4355
365 - HPSM - EQUIPMENTS	2		
367 - HPSM-HOUSE BUILDING (STAFF)	3		
368 - HPSM-CAR (STAFF)	4		
369 - HPSM-HOUSE HOLD ITEMS (STAFF)	3		
370 - HPSM-HHD SCHEME	29		
406 - BAI-SALAM (COMMERCIAL/INDUSTRIAL)	6		
441 - QUARD AGAINST MTD R	4		
443 - QUARD AGAINST MMDS	1		
451 - QUARD AGAINST MS	5		
471 - INLAND DOC. BILL PURCHASED	7		
482 - INV SCHEME FOR EDUCATION (HPSM)	1		
484 - INV SCHEME FOR EXECUTIVE (HPSM)	31		
487 - INVESTMENT SCHEME FOR MARRIAGE (HPSM)	2		
Total:	276		

TOTAL INVESTMENT & ADVANCES	2,664,717,098.82	:
TOTAL DEPOSITS	3,851,259,156.61	:
DEMAND DEPOSITS	85,221,288.88	:
TIME DEPOSITS	3,765,490,817.73	:

4.5 Cheque Book Issue

Cheque Book is a material to withdraw money from the bank. It is a very convenient way to transact money from one place to another without any accident. If any one opens an account then she/he will apply for a Chequebook on requisition slip. After verifying the signature of the account holder by the officer issues Cheque. Then we will assign numbers to the leaves of the Chequebook and account number in the register book. The account number and branch seal will also be written on every leaf of the Chequebook. Two officers initialize the account number and leaf numbers the issuing officer will also check the register book and initializes it also. Then the Chequebook is delivered to the party after taking the signature on the register book from the party.

Duplicate Cheque Book issue:

When a party loses his/her Chequebook, then he/she applies for duplicate Chequebook. Bank stop payment order for that lost Cheque book series in the respective ledger. Then client needs guarantor's certificate and guarantor must be an account holder of that branch with sufficient balance. In this case, the party will apply to the branch manager for duplicate Chequebook. The party must give indemnity bondage referring that he/she will liable for any fraud-forgery by the lost Cheque. After the formalities Bank issue of new Chequebook for client.

Return of the Cheque:

A Cheque may be returned by the following reason:

- Account Closed.
- Insufficient funds.
- Payment stopped.
- Refer to drawer.
- Drawn against uncollected funds.
- Amount in words and figure differ.
- Drawer's signature differs.
- Alternation requires draw's full signature.
- Cheque postdated.
- Date incomplete/missing.
- Clearing house stamp missing.

Examination of the Cheque:

The official must examine the followings:

- Whether the instrument presented is related to the branch.
- The instrument is not undated/anti-dated/post-dated.
- The instrument is not crossed since crossed instruments are not payable over the counter.
- The amounts in words and figures are written and do not differ.
- There is no alternation anywhere on the instrument.
- In case of order Cheque the proper identification of the payee ensure to the satisfaction of the Bank.
- The instrument bears the signature of the drawer.
- The number of the instrument along with preceding series if any, conform to the number/series issued and recorded in the relative account particulars.
- The instrument bearing similar number was not been paid earlier.

4.6 Local Remittance

Local Remittance means sending money from one place to another for the customers and it is very important service system in our country. For this service, our country business sectors are get facility by transfer funds from one place to another. Some of the instrument that Shahjalal Islami Bank Limited, Gulshan South Avenue Branch provides are immense beneficial to the clients. These are:

1. Demand Draft (DD)
2. Pay Order (PO)
3. Telegraphic Transfer (TT)

Demand Draft (DD):

Demand Draft is an order of issuing bank in another branch of the same bank to pay specified sum of money to the payee on demand. It is generally issued when customer wants to remit money in any place which is out of the clearing house area of issuing branch payee can be purchaser himself or another. Bearing money may be risky. It is a negotiable instrument and it can be crossed or not. For payment of DD, paying branch first has to be confirmed that the DD is not forged one.

First bank Cheques the “Test Code” mentioned on the draft. If “Taste Code” agrees then believe that DD is not forged and makes payments. For further

confirmation, the issuing bank sends an advice about the DD to the paying branch. For DD, Commission is taken in the following way:

Particulars	Changes
Issuance	@ 0.15% Minimum Tk. 25.00
Telex Charge	At actual/Minimum Tk. 50.00
Issuance of Duplicate	Tk. 150.00

Pay Order (PO):

This is very important instrument of the Bank. Pay Order gives the payee the right to claim payment from the issuing bank. It can be en-cashed from issuing bank only. Unlike Cheque, there is no possibility of dishonoring pay order because before issuing pay order banks takes out the money of the pay order in advance. Pay order cannot be endorsed or crossed and so it is not negotiable instrument. Pay order commission is like this:

Pay Order Amount (Taka)	Commission And Vat (Taka)
Up to 1.00 Lac	50+8=58
Up to 5.00 Lac	100+15=115
Above 5.00 Lac	150+23=173

Telegraphic Transfer (TT):

Telegraphic Transfer is the quick service system than others. By this method money is transfer to another place by telegraphic message. Generally for such kind of transaction payees should have account with the paying bank. Otherwise it is very difficult for the paying bank to recognize the exact payee. Test code is also furnished on the TT message for the protection of it. When sending money is urgent then the bank use telephone for remittance. This service is only provided for valued customers who is very reliable and have long-standing relationship with bank, TT commissions are:

Particulars	Charges
Issuance	@ 0.15% or minimum Tk. 25.00
Cancellation	Tk. 100.00

4.7 Activities of Cleaning Department

On behalf of the customer bank receives their proceeds of instruments such as Drafts, Cheques, Pay Order and sends for collection through these methods: Outward Bills for Collection (OBC) and Inward Bills for (IBC) within the cleaning houses area.

Clearing

Clearing Department works are classified in two ways:

- Outward Clearing
- Inward Clearing

4.7.1 Outward Clearing:

This instruments drawn on other banks, within the clearinghouse area, are deposited through our clients are sent for collection is called outward clearing.

Procedure for Outward Clearing:

- Instrument received
- Check these items in the instrument: a) date, b) branch, c) amount in words and figure d) signature
- Special crossing seal, clearing seal, endorsement seal as “Payees A/C credited”
- Entry in the Outward Clearing Register.
- Preparation for Clearing House: a) Schedule making, b) send to principal office.

The amount in party A/C in the clearing part is not in the available balance part of the computer program. If the instrument is honored then the amount merges are available balance. This is done by customized software prepared by SJIBL OT Department.

4.7.2 Inward Clearing:

When we receive cheque drawn on our branches within the clearinghouse area presented by other banks is known as inward clearing:

Procedure for Inward Clearing:

- Instrument (DD/Cheque/PO) comes from principal office
- Entry in “Inward Register”
- Cheque – in computer
- DD – DD payable
- Pay Order respective register
- Sign in the register by authorized officer
- Cancellation of instrument
- Send IBCA to Local Office for honored instrument
- Send Return memo, showing cause, to Local Office for dishonored instrument.

4.7.3 Transfer Delivery:

Transfer delivery is of two types:

- Outward
- Inward

Outward Transfer Delivery:

Instrument send for collection to other branches is outward transfer delivery. Its procedure is like this:

- Receive instrument
- Special crossing seal, transfer delivery seal, endorsement as “payees A/C will credit”
- Entry in “Outward transfer delivery” register
- Schedule enclosed
- Receive IBCA and credit the party A/C

Inward Transfer Delivery:

When instrument come to our branch for collection then it is called inward transfer delivery. Its procedure is as follows:

- Receive instruments
- Verification of following items are taken.
- Branch
- Date
- Amount in words and figure
- Signature
- Serial number
- Entry in “Inward transfer delivery” register
- Voucher
- IBCA issue

4.8 Activities of Cash Department

Cash department is the most vital department of a bank and it is call blood of a bank. It is a platform to communicate with customers. Cash department receives & pays cash directly.

In the cash department there are following register:

- Vault register
- Cash receive register
- Cash payment register
- Cash balance register
- Rough cash balance book
- Cash remittance register
- Key register
- Cash position memo

There is a procedure of cash in and cash-out from the vault. Also a systematic procedure is maintained for receiving cash through different vouchers and payment against different cheques and vouchers.

Vault Opening:

The vault opened with two different keys of two respective authorized officers. The officers are:

- Manager of the Branch
- Cash – in – charge Officer

Strong room has two keyholes opened by two officers respectively by two keys of cash. Generally Deputy manager of the Branch bears authority absence of manager. Grill door one keyhole opened by – two keys of two officers and bring out following thing: Cash, Vault register, Receive register, Payment register, Balance Book, security station. Enter the amount of cash withdrawal from the vault register.

Cash Receive Procedure:

Cash is the life of a bank. Different types of from are use for cash deposits for different types of accounts. Cash may be received by the following ways:

- Current of Savings account pay-in-slip
- Credit voucher
- Different types of instrument remittance (TT, DO, PO etc.) are received by respective forms.
- Bills like National Life Insurance Co. Ltd.
- Share collection
- Different types of scheme

Cash payment:

Cash is paid in payment counter against the following instrument:

- Cheques
- Cash debit voucher
- Pay-in-slip
- Pay Order, DD etc.
- Bank's expense also paid to outsider through cash debit voucher.

Procedure:

Receive of the cheques with a signature behind it.

1. Scrutinize it by an authorized officer.
2. Submit to computer-to-computer section for checking the available balance.
3. Cancelled & seal up "Pay in Cash" and cancellation through sign up.
4. Again submitted to computer section for debiting the party A/C and seal up "Posted".
5. Send to cash counter – payment officer.
6. Cash officer checks the cancellation, seal and seal up "Cash Payment"
7. Entry the payments register.
8. Take another signature of payee behind the cheque and pay cash.

Cash Remittance:

Requisition letter, which must be authorized by the Manger, is sent to Principal Officer for Cash Remittance.

Inward Cash:

- Counting the cash.
- Prepare simple credit voucher
- Prepare IBCA
- Entry in the cash receipt register

Outward Cash:

- Car requisition (Call through phone)
- Taking counter part of forwarding (Including name & specimen) signature of authorized Officer and Guard.
- Remit the cash Prepare simple debit voucher

Cash Balance:

At the end of the transaction:

- Sum of total received
- Sum up total payment
- Total receiving + Opening balance – Total payment = Closing balance for that day & opening balance for the next day.
- Check it with computer sheet.
- Counting cash.
- Entry the cash balance register.
- Write cash position memo with denomination.

Position of the Cash Department:

The position of the cash department is very important. The cash department should be at a safe place. It should be at the middle position of the branch. The cash position of the Gulshan South Avenue Branch is in the front side of the branch and its safe and vault is at the behind.

Counter Limit:

Everything has its limitation. Cash counter of a branch also has limitation. The cashier should take cash within the limit of his counter. If the cash exceeds its counter limit, the cashier should take the excess cash to safe. Counter limit of the Gulshan South Avenue Branch is Tk. 1 (one) Crore.

Vault limit:

Vault is the very secret place to keep money in the bank. Usually vault is made of very hard material like iron or steel, generally it is fireproof, damp-proof. The vault has a fixed limit too. The limitation depends on the regular transaction of the branch. If the amount exceeds its limit, the extra money should be sent to the Bangladesh Bank. The vault limit of the Foreign Exchange Branch is Tk.1.5 (one and half) crore. If the amount exceeds its limitation and accident occur, then the branch will be liable and the insurance company will not compensate for that.

Sorting and Stitching:

Sorting:

At the end of the day, the amount of cash has to be sorted out in order to identify the different types of notes, say-500, 100,50,20,10,5 and so on. Hundred pieces of any type note create a packet and ten packets make a bundle. In this way, the cash is actually sorted out.

Stitching:

After sorting out the cash, packets are stitched along with a slip bearing the name of the bank, total number of notes and the signature of the cash-in-charge. Two round seals are given at both sides of the packet.

Vault Closing:

Before vault closing concern officer will –

- Cheque receive, Payment, Cash balance, Vault register signature.
- Signature of the computer sheet.
- Count physical cash.
- Keep cash in safe.
- Bundle in safe.
- Loose peak of the tray.
- Loose cash notes & coins on the tray.
- Keep different registers.
- Keep security stationeries.
- Close Safe.
- Check the rifle & cartage.
- Count cartage & entry in register.
- Close Grill door & Vault room's door.



CHAPTER # 05

Findings And Recommendations

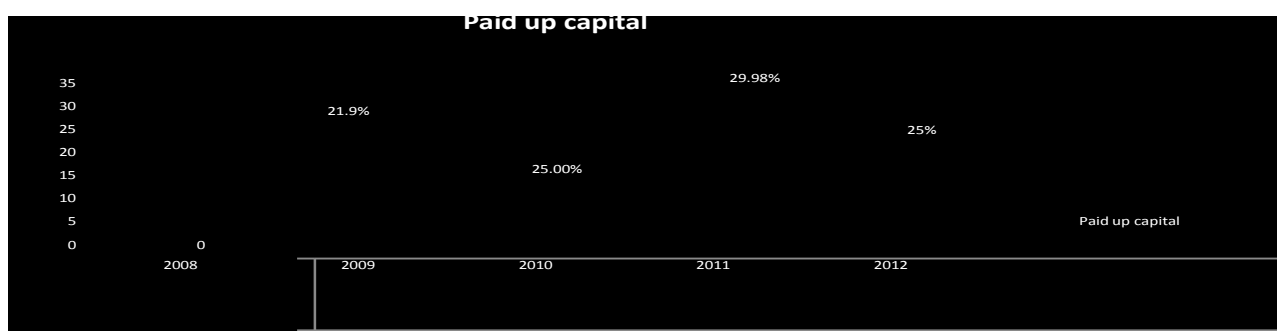
5.1 Findings:

5.1.1-Evaluation of Financial activities of SJIBL

Growth of Paid Up Capital of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Paid Up Capital (Taka in million)	2,246	2,740	3,425	4452	5566
Growth		21.99%	25%	29.99%	25.02%

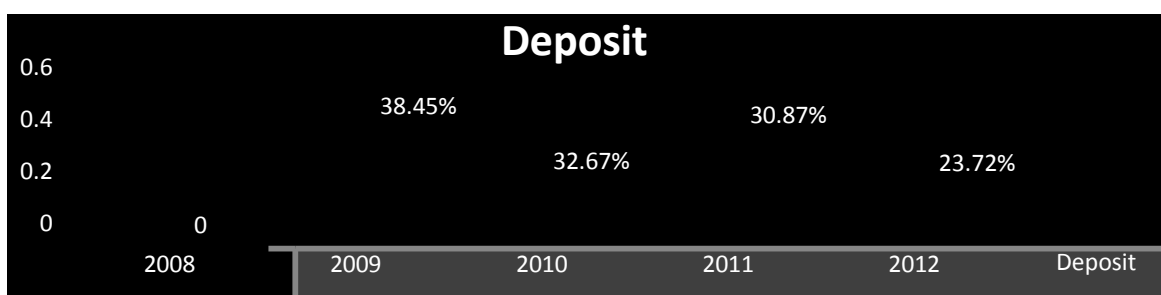
From the figure below the observation is the growth rate of paid up capital was highest in year 2011 after that the growth rate is increasing slowly.



Growth of Deposit of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Deposit (Taka in million)	62,965	47,459	62,965	82404	101955
Growth		38.45%	32.67%	34.37%	23.72%

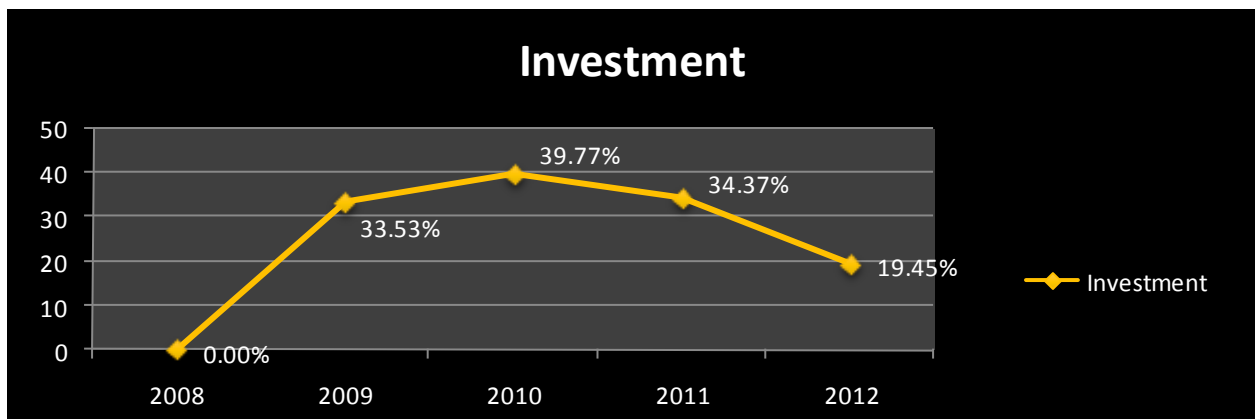
From the figure below it is outlined that the SJIBL has an declining trend in deposit from year 2008 to year 2012, which means the competition has increasing day by day.



Growth of Investment (Loans & Advances) of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Investment (Taka in million)	32,919	43,958	61,440	82557	98617
Growth		33.53%	39.77%	34.37	19.45

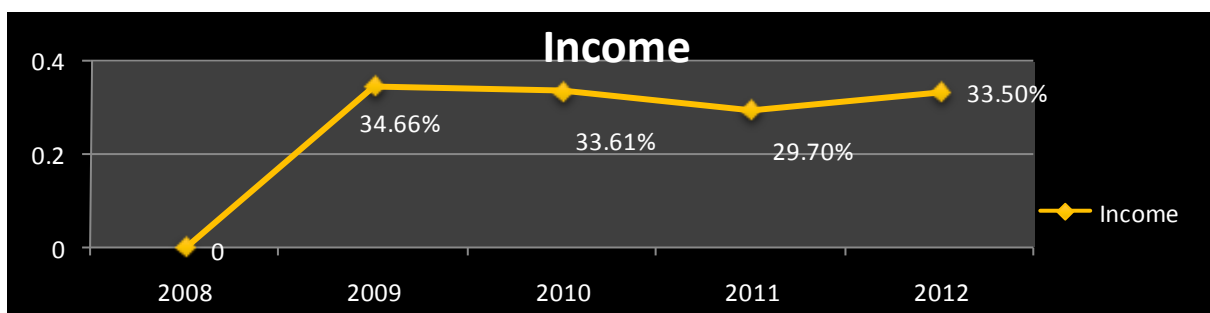
Form the figure below the observation is that SJIBL has a good growth rate in 2009 and in 2010, but the rate starts declining from 2011 to 2012.



Growth of Income of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Income (Taka in million)	5,285	7,117	9,509	12333	16478
Growth		34.66%	33.61%	29.70%	33.61%

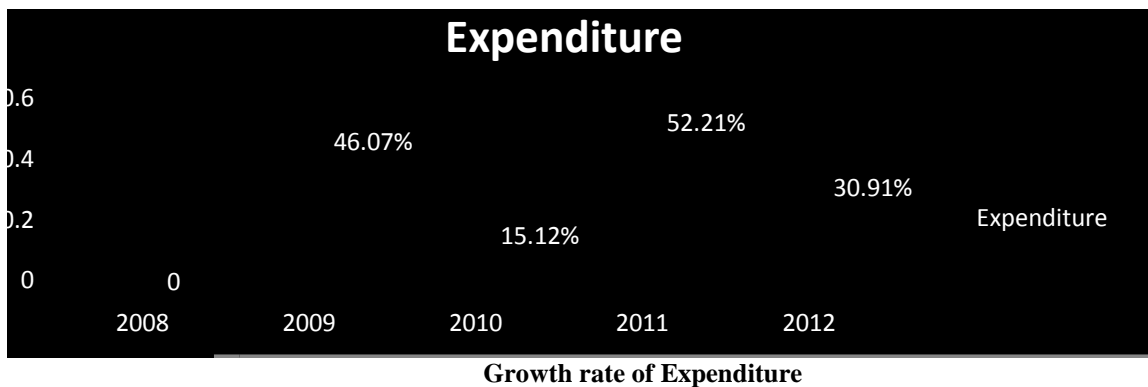
SJIBL has an overall sound growth rate in case of income from 2008 to 2012 the growth rate is good and is not fluctuating much. Which means SJIBL income is growing regularly



Growth of Expenditure of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Expenditure (Taka in million)	3,475	5,076	5,980	9102	11915
Growth		46.07%	15.12%	52.20%	30.91%

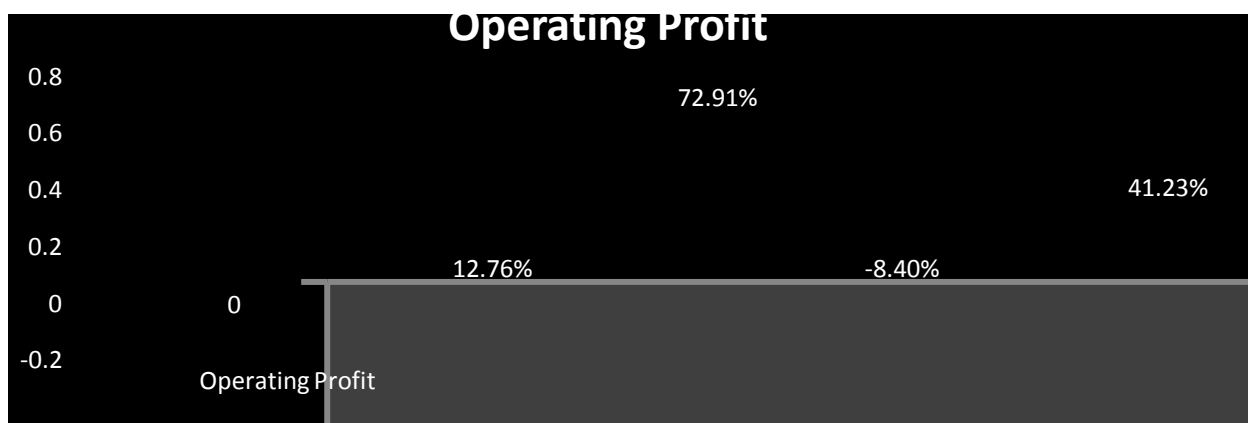
From this figure it has observed that in year 2009 and 2011 the expenditure growth rate was high but in 2010 and 2012 SJIBL has able to reduce the growth rate, which is a good indication for the bank.



Growth of Operating Profit of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Operating Profit (Taka in millions)	1,810	2,041	3,529	3231	4563
Growth		12.76%	72.91%	-8.44%	41.23%

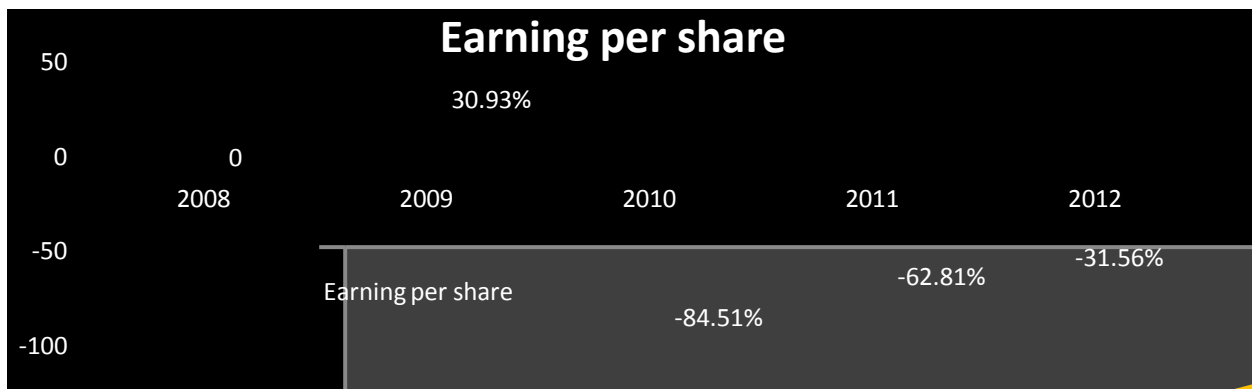
From year 2008 to 2009 the operating profit growth rate was increasing and the operating profit of SJIBL is highest in 2010 which is 72.91%. , but in year 2011 SJIBL had a sharp decline. In 2012 SJIBL has done excellent business despite of global economic crisis.



Growth of Earning per share of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Earning per share (Taka)	29.84	39.07	6.05	2.25	1.54
Growth		30.93%	-84.51%	-62.81%	31.55%

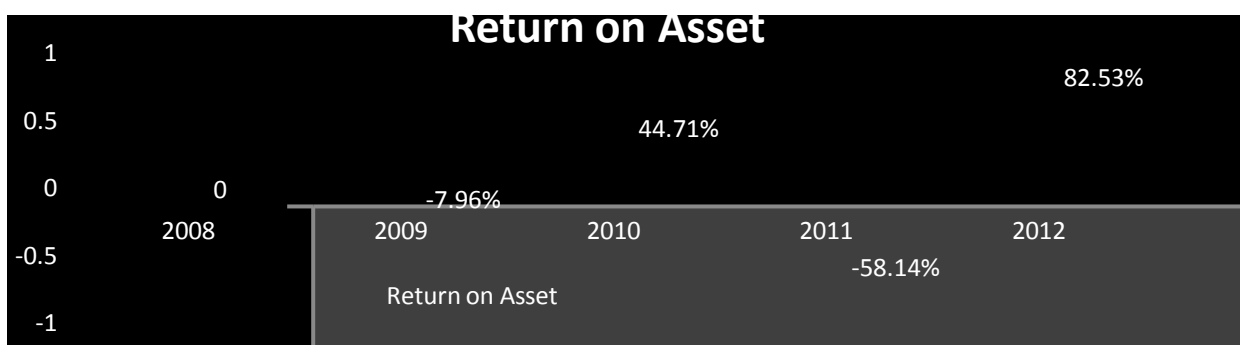
The figure below shows that the growth rate of earning per share is relatively satisfactory of SJIBL. The trend of growth rate is increasing from 2010 to 2012 year. So it will be a good news for the stock holders of the company.



Growth of Return on Assets of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Return on Assets (%)	2.26	2.08	3.01	1.26	2.3
Growth		-7.96%	44.71%	58.14	52.54

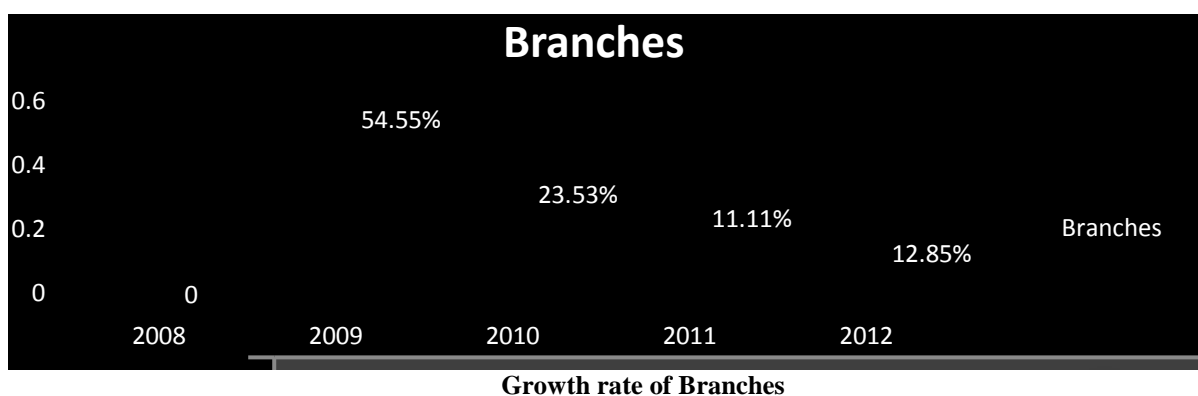
From the figure it is summarized that the growth rate of return on asset is relatively not satisfactory for SJIBL. The growth rate is negative for year 2009 and 2011, which implies that the management of SJIBL is not using its assets efficiently to generate profit. Although in year 2012 the growth rate is amazingly high then last four years which indicate that SJIBL is recovering the problems related to this issue.



Growth of Branches of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Number of Branches	21	26	33	70	79
Growth		54.55%	23.53%	11.11	12.86

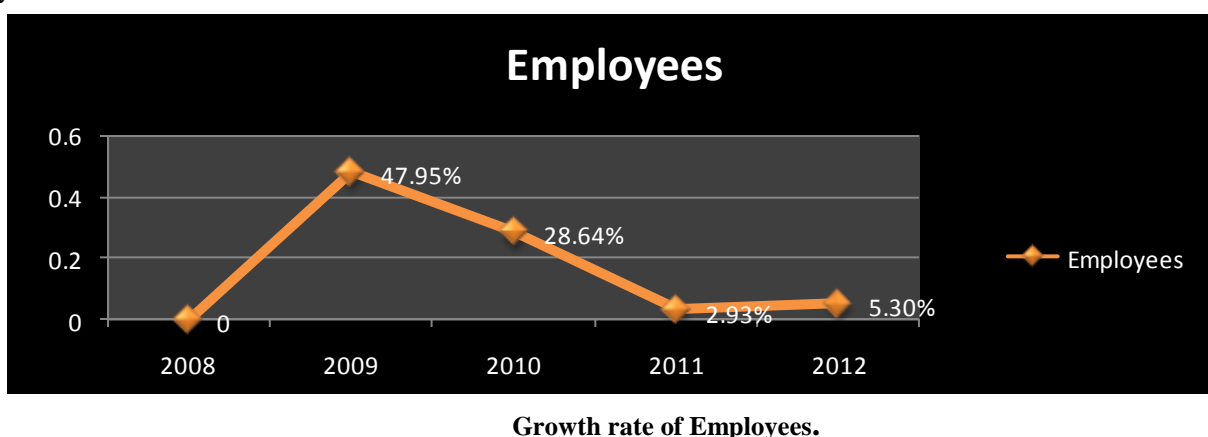
The growth of branches is quite satisfactory for SJIBL, from year 2008 to 2012 the trend of growing branches is continuous.



Growth of Employees of Shahjalal Islami Bank Limited

Year	2008	2009	2010	2011	2012
Total Number of Employees	878	1,299	1,671	1720	1811
Growth		47.95%	28.64%	2.93%	5.29%

The figure for employee growth rate is in declining phase after year 2009. The rate is highest in year 2009 is 47.95%.



5.1.2 Performance of GSA Branch (SJIBL)

(Figure to the nearest Taka)

Sl. No.	Particulars	Balance as per Affairs		Difference
		2012	2011	
1	Core Deposit	2,869,105,329	2,337,902,011	23%
2	Bills Payable	22,912,258	18,876,732	21%
3	Bank Deposit	900,000,000	900,000,000	0%
4	Profit Payable	61,921,384	57,789,960	7%
5	Compensation Account	140,613	63,962	120%
6	Adjusting Account Credit / Outstanding Expenses	547,050	-	
7	Others Payable		234,992	
	Total Deposit including Bank Deposit	3,854,626,634	3,314,867,657	16%
8	Total Investment	2,664,631,073	1,094,141,636	144%
9	Profit Receivable	292,326,935	246,307,281	19%
	Net Investment (8-9)	2,372,304,138	847,834,355	180%
10	Operating Profit/ (Loss)	125,020,798	69,952,541	79%
11	Cash in Local Currency & Cash in Foreign Currency	28,823,982	15,512,809	86%
12	Cumulative No. of L/C (Foreign)	142	69	106%
13	Cumulative Amount(Tk.) of L/C (Foreign)	654,678,323	191,525,436	242%
14	Cumulative No. of L/C (Local)	89	55	62%
15	Cumulative Amount(Tk.) of L/C(Local)	58,246,278.00	87,215,876.00	311%
	Total Cumulative Amount of Import	1,012,924,601	278,741,312	263%
16	Cumulative No. of Export (Foreign)	72	28	157%
17	Cumulative Amount (Tk.) of Export Foreign)	302,593,032.00	98,223,235.00	208%
18	Cumulative No. of Export (Local)	67	17	294%
19	Cumulative Amount(Tk.) of Export (Local)	256,123,471.00	139,873,264.00	83%
	Total Cumulative Amount of Export	558,716,503	238,096,499	135%
20	Cumulative Amount of Foreign Remittance	15,741,682	12,889,865	22%
21	No. of Accounts (Deposit & Investment):			
	(a) No. of ACD	264	171	54%
	(b) No. of MSD	1,085	668	62%
	(c) No. of SND	22	15	47%
	(d) No. of MTD	932	711	31%
	(e) No. of Scheme Deposit A/cs	1,763	1096	61%
	(f) No. of Foreign Currency Deposit A/Cs	-		
	(g) No. of Investment A/Cs	275	276	0%
	Total A/Cs (a+b+c+d+e+f+g)	4341	2937	48%

5.1.3- GROWTH OF GSA BRANCH (SJIBL)

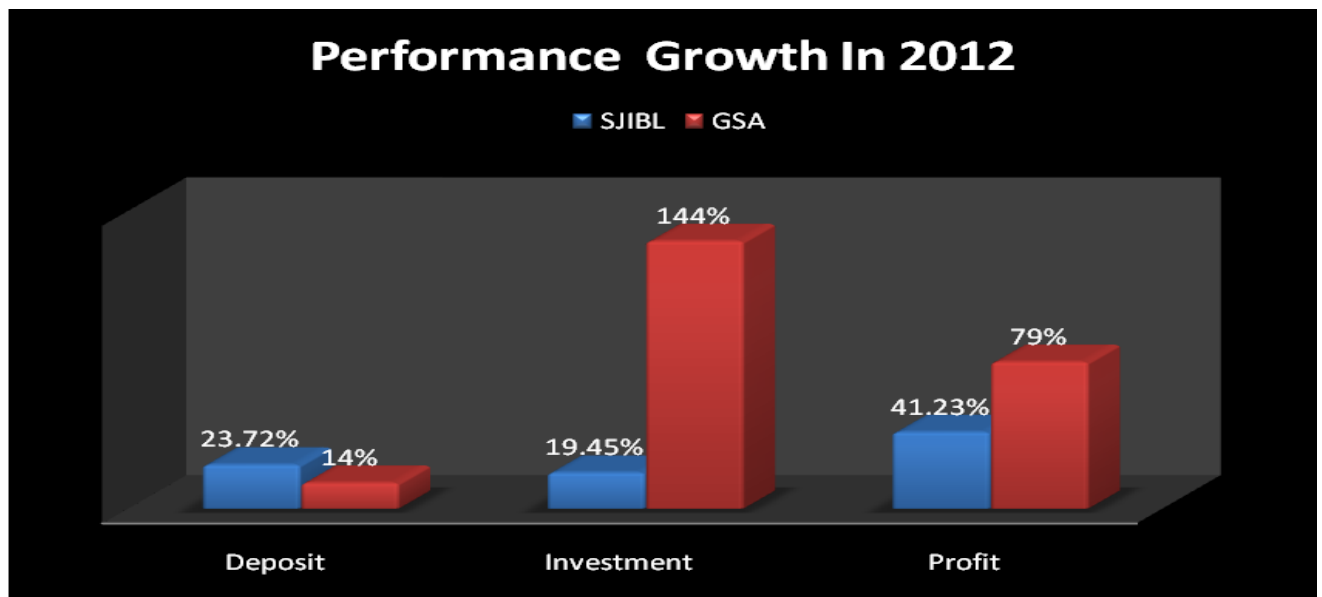
I evaluate the performance of GSA branch in 2012 by comparing the growth in Deposit, investment and profit with SJIBL, which has shown below.

Growth of SJIBL in 2012

Particulars	Amount in 2012	Amount in 2011	Growth
DEPOSIT	101955	82404	23.72%
INVESTMENT	98617	82557	19.45%
PROFIT	4563	3231	41.23%

Growth of GSA branch (SJIBL) in 2012

Particulars	Amount in 2012	Amount in 2011	Growth
DEPOSIT	3855	3314	16%
INVESTMENT	2665	1094	144%
PROFIT	125	69	79%



Analysis:

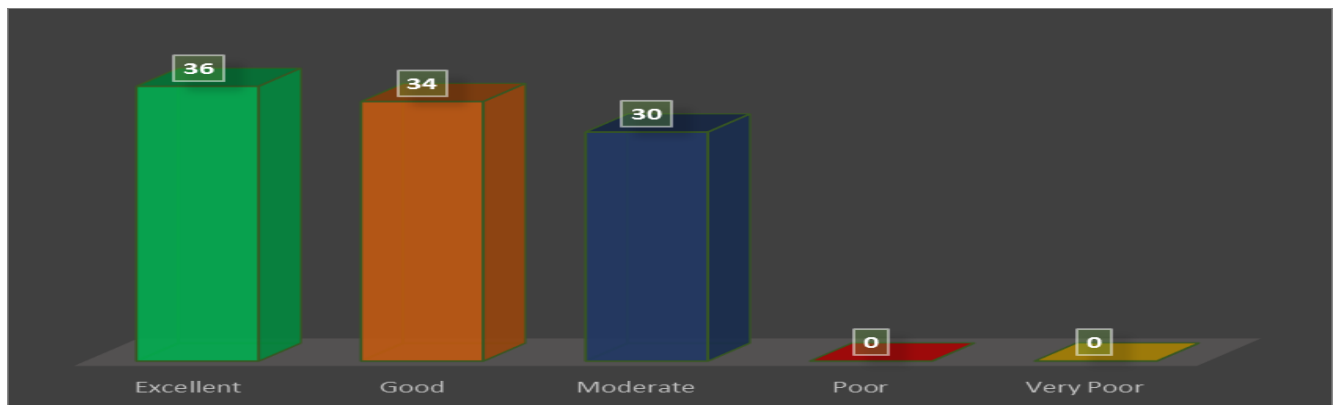
In 2012 the growth in Investment of GSA branch was seven times higher than SJIBL, also the growth in profit was double of SJIBL. The Deposit growth was 14% compared to SJIBL growth of 23.72%. So from the diagram I can say the performance of GSA branch (SJIBL) in 2012 was excellent.

5.1.4- Customer Satisfaction:

I have done a questionnaire method and face to face interview to collect the following data.

How do you rate the quality of services of SJIBL?

Result	Frequency	Percent	Cumulative Percent
Excellent	18	36	36
Good	17	34	70
Moderate	15	30	100
Poor	-	0	-
Very Poor	-	0	-
Total	50	100	

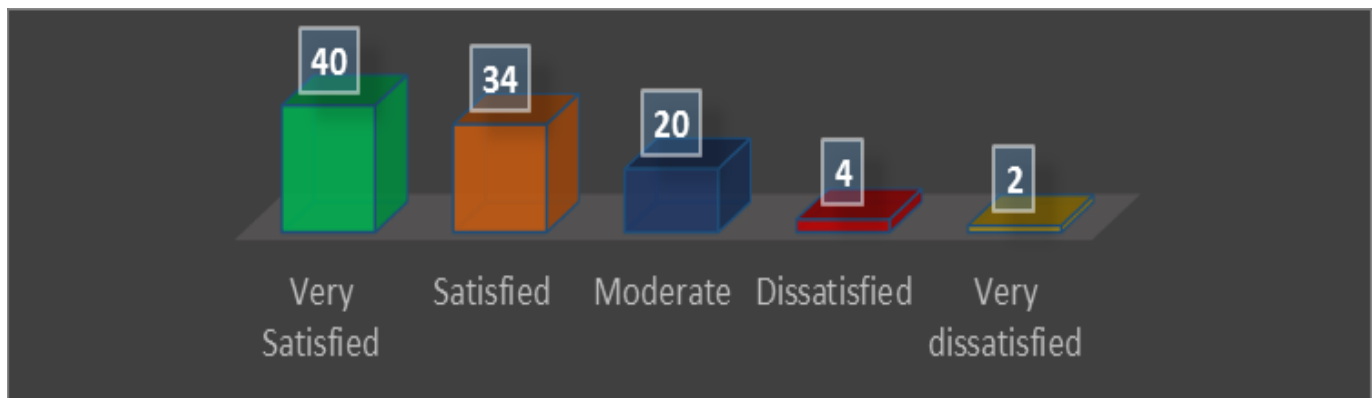


Analysis:

From the survey I found that 36 percent of the sample size found the quality of services SJIBL is excellent and 34 percent found good.

How satisfied you are by the customer service department of SJIBL?

Result	Frequency	Percent	Cumulative Percent
Very Satisfied	20	40	40
Satisfied	17	34	74
Moderate	10	20	94
Dissatisfied	2	4	98
Very dissatisfied	1	2	100
Total	50	100	

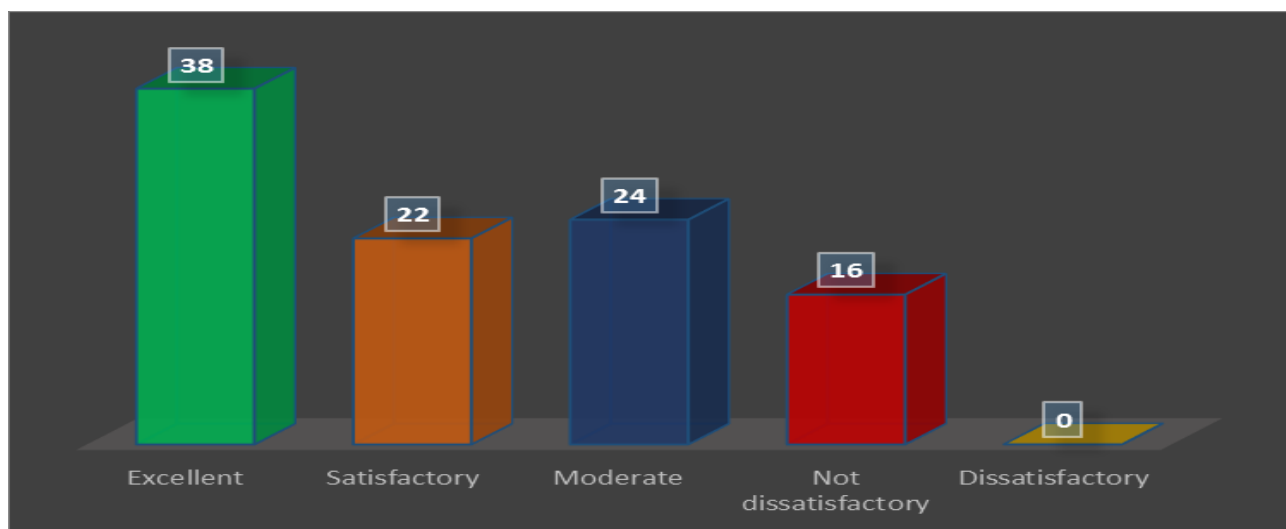


Analysis:

From the survey I found that 40 percent of the sample size is very satisfied with the customer service whereas only 2 percent is dissatisfied. The reason he wanted more time for installment but SJIBL did not accept it.

How would you rate quality of customer service department of SJIBL?

Result	Frequency	Percent	Cumulative Percent
Excellent	19	38	38
Satisfactory	11	22	60
Moderate	12	24	84
Not dissatisfactory	8	16	100
Dissatisfactory	-	0	
Total	50	100	



Analysis:

Here I found that almost 60 percent rate the service of customer service is excellent and satisfactory. It means customers are positive about the quality of customer service.

5.2 Observations:

- I observed that unskilled persons are available here.
- Limited space for customers demand. It has to refer to the head office. This is one of the reasons for delay of customer service.
- A very little manpower against the huge advance portfolio of GSA branch.
- Due to day operational activities there is a little scope for proper monitoring.
- Sometimes it has become burden for the officers to maintain the rules and regulations Imposed by the central bank.

5.3 Recommendations:

There are Differences between Islamic banking system and Conventional banking system. I have observed some shortcomings regarding operational activities of the bank. On the basis of my observation I would like to recommend the following suggestions:

- Shahjalal Islamic bank ltd is now an established bank of Bangladesh so Bangladesh Bank should formulate a separate policy for the Bank.
- Though the performance of general customer services is good, but their employees are not well trained. The department needs to recruit expert human resources to provide good customer service, which will bring effectiveness of the bank's operation.
- The employees are given deposit target, which creates extra pressure to them for that reason they cannot freely provide customer service. They had to spend most of their time to marketing to fill up their target. If the bank can reduce the pressure then they could be able to provide good service.
- In many cases, the foreign banks choose for a confirmation from other foreign banks, which is dishonour for the local bank. It proves the poor financial condition of our country. Bank should try to improve this situation.
- Shariah council should be more educative and adaptive with the present situation. So the shariah council should be consisted of taking both Islamic knowledgeable persons as well as modern educated persons.
- Customer service in more respects of GB should be more developed.
- Shahjalal Islamic Bank ltd should be organize various seminars and symposium so that both national and international people can be more familiar.



- Bank should offer more facilities to the customers such as Credit card, Visa card, Master card, ATM machine, etc.
- As soon as possible the bank should start more branches in Dhaka City as well country.
- One of the business strategies is promotion. Successful business depends on how they can promote their products or services to the customer. In this connection to improve the business status bank should introduce more promotional programs.
- As the clients are not familiar with introducing system, if possible the rule of introducing to open an account should be changed. Because many face in problem to arrange an introducer at the time of opening accounts.
- Finally various media mentioning if general banking mechanism so that people can be inspired should advise it.
- More branches/networks to be developed for greater coverage especially in rural areas.
- To encourage foreign remittances through correspondence overseas exchangers.
- To strictly follow the foreign currency regulations.
- More efforts to improve customer service.
- The government may fix up tariff rates to prevent over invoicing.
- Necessary incentives may be allowed to the exporters to upgrade the reserve position.
- The Bankers may pursue the financial authorities like Bangladesh bank, Ministry of finance, National board of revenue to liberalize the policy matters so that genuine importers do not suffer due to any adverse policy matter.

5.4 Conclusion:

From the practical implementation of customer dealing procedure during the whole period of my practical orientation in Shahjalal Islami Bank Ltd, I have reached a firm and concrete conclusion in a very confident way. I believe that my realization will be in harmony with most of the banking thinkers. Every bank has to survive amid a large number of banks including local and foreign. That's why to keep with expected profit margin of the time being and for the future every bank should try heart and soul to please the customers in a smart and trusty way. But quit regretful to mention that most of our bank face decreasing profit trend due to switch over of their present customers to those foreign with higher customer service facilities. So, timely decision for introducing sophisticated banking instruments should be taken as early as possible. After taking effective measures regarding efficient employees and instruments will help Shahjalal Islami Bank Limited to reach the pinnacle of success with high profit and productivity. As a new bank it should be strong in financial side because there is too much competition and new banks are growing up. If Shahjalal Bank adopts professionalism within the framework of Shariah, they will be able to earn handsome "Halal" profit and pay higher return to the depositors and share holders. Ultimately, public will get more confidence on this type of banking.

Now a day's Islamic banking is becoming more popular day by day as more people want to lead their life in terms of Islamic rule. Shahjalal Islami Bank Ltd is doing excellent job in terms of Islamic banking system. But in my point of view people do not have the clear idea about the difference between interest and profit as banks do not promote this in their marketing strategy. As Islamic banking becoming more popular to the people of Muslim countries, many multinational bank like HSBC, Standard chartered bank now a day's open Islamic banking section (like AMANAH) in their bank. Even many conventional banks in Bangladesh have already open Islamic banking section. It is become new marketing strategy for banks to attract new customer. Shahjalal Islami Bank Ltd is playing a leading role in economic development of the country along with maintaining standard level of services. It understands the needs of the customers and thus it understands the needs of the nation. Shahjalal Islami Bank Ltd and its contribution to the economy of Bangladesh along with high level of corporate social responsibility are providing it a way to move forward in faster than other banks in the country.



Bibliography

1. Annual Report, “Shahjalal Islami Bank Ltd” 2012.
2. “Brochure”, Shahjalal Islami Bank Limited.
3. Statement of Affairs 30-12-2012 SJIBL..
4. Website: www.shahjalalbank.com.bd
5. Training sheet, Shahjalal Islami Bank Ltd.
6. www.bb.org.b