



“Activity on General Banking of Premier Bank Limited”

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An Internship report submitted in fulfillment of the requirements for the degree of Bachelor of Business Administration.

Submitted To:

Suntu Kumar Ghosh

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Date of submission August, 2014

Letter of Transmittal

28th August, 2014
Suntu Kumar Ghosh
Assistant professor
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BRAC University
66 Mohakhali, Dhaka 1212.

Subject: Submission of Internship Report.

Dear Sir,

It is a great pleasure that you have given me an opportunity to submit the report on “**Activity on General Banking of Premier Bank Limited, Motijheel Branch**” which was assigned by you for the completion of my internship program. This report is intended to fulfill the essential requirement for the successful completion of BBA program.

Premier Bank Limited is one of the leading private commercial bank having distinctive corporate culture as most disciplined bank. With its firm commitment to the economic development of the country, the bank has already made a distinct mark in the realm of private sector banking through personalised services, innovative practices, dynamic approach and efficient management. I tried my level best to put my sincere effort for the preparation of this report.

I have done this project with my best possible effort. If any mistake remains I heartily apologize for those. I hope my mistakes will be forgiven. Thank you again for your patience.

Sincerely yours,

.....

Farhana Islam Khan

ID- 10104146

BRAC Business School

BRAC University

Acknowledgement

This is the final requirement of BBA program to get attached to an internship for three months to any organization. So as a student of the BBA department I got attached to and Premier Bank Ltd to complete my internship program at Motijheel Branch. At first of this report I am very grateful to Suntu Kumar Ghosh, Assistant professor of BRAC Business School, BRAC University as my supervisor. According to his valuable guidance and advice I have tried to prepare this report.

I am also very grateful to Shasuddin Chowdhury, Senior Executive Vice President of Premier Bank Ltd, Motijheel Branch for granting my internship in their organization. I am also very grateful to Syed Abdul Alim(senior Asst.Vice President), Md Rashedul Hasan Khan(EO), Nargis Khan(EO), Nishat Akhter(Senior Officer) and Shabnam Mahbuba Islam (Senior Officer)all of them really helped me a lot during internship.

During the preparation of the project work I have come to supportive, spirited and very experienced individuals who lend their ideas, time and caring guidance to amplify the report's contents. I would like to extend my cordial gratitude to all senior and junior officers and clients at General Banking Department of the Premier Bank Ltd. at this branch. Their guidance and suggestions helped me a lot in gathering knowledge and experience to complete the report finally.

EXECUTIVE SUMMARY

In the last term of final year of Bachelor of Business Administration (BBA) course, I was sent to Premier Bank Limited to have a practical exposure on banking activities under the program “Activity on General banking of Premier Bank Limited (A Study on Motijheel Branch)”. PBL is a leading private commercial Bank which starts its operation on under Companies Act, 1991 on October 1999. Through its countrywide 87 branch network, it is providing a comprehensive and competitive banking service to its clients .With the starting the operation of PBL, the main branch continue its operation .Through its three core departments, namely General Banking, Credit and Foreign Exchange, its provides all kinds of banking service to its customers. Throughout my overall study I have mainly tried to critically review the General Banking Activities of Premier Bank Ltd. Motijheel Branch. General banking comprises of account opening, bills, clearing cash. Through these sections it establishes Banker customer relationship, collects bills for customers, honoree cheques drawn on this branch. General Banking department provides these services in a faster and better manner.

First chapter Introduction of the report focus on background of the study, origin of the study, rational, Scope, objective of the study, limitation of the study etc. Second chapter of the report focused on overview of PBL contains history, vision, mission, objective, product and services of PBL and so on. The third section focused on departments of motijheel branch at Premier Bank Ltd. The forth section focused on job responsibility of mine at general banking department. The fifth section focused on comparison with another bank Prime Bank Ltd as a local bank and Standard chartered Bank as a multinational bank, as a project work in the report. Last but not the least Section focused my 3 months internship experience which I learned from PBL, Motijheel Branch as well as the some sort of problem which I have found from my observation. In this part I also try to recommend some solution to solve these problem and conclusion based on my study.

Through the report I mainly try to critically review the General Banking Activities Motijheel Branch of Premier Bank Ltd

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CHAPTER-1
INTRODUCTION

1.1 BACKGROUND OF THE REPORT

As a student of Bachelor of Business Administration (BBA) everyone has to conduct a practical orientation in any organization for fulfilling the requirements of the 12 weeks Internship Program. The main purpose of the program is to expose the students to the real world situation. This report is done as a partial requirement of the internship program for the BBA students. This report is prepared for the internship program consisting of a major in depth study of the total banking business of Premier Bank Lt. Practical knowledge is fundamental for the application of theoretical intelligence. Bearing this in mind and internship program was being included in the BBA curriculum. The goal of this analysis is to expose the student in the organizational work situation and also to provide an opportunity for applying classroom learning in practice. There are some difference between theories and practice.

1.2 ORIGIN OF THE REPORT

This report is done as partial requirement of the 3 months internship program for the BBA students of BRAC University, Bangladesh. During my internship period I joined Premier Bank Ltd. at Motijheel Branch. The chairperson of the Internship and Placement Committee advised to prepare reports on our assigned jobs after the completion of the Internship in the respective organizations. The title of the report is “General Banking Activities of Premier Bank Ltd”.

1.3. Rationale of the study:

Banks are in the business of managing risk. If done correctly, the bank will create economic value obviously. If done incorrectly real resources will be misallocated and the bank may fail.

Historically commercial banking has always depended upon the credit insights of the banker, his ability to measure the capacity & willingness of a borrower to repay a loan, his ability to sense, which risks appear to hedge others. These old fashioned concepts are still relevant in evaluating today’s commercial banking, even as we move toward sophisticated risk management techniques of risk reduction.

Indeed, modern banking is not inherently differently from traditional banking, except that there are many more financial products & services involved than before.

In brief the bank of the future will generate its profits not only from offering the technology of the future, due also using its knowledge & credit evaluation abilities to extend credits of profitable margins to customers with calculated risk.

However, The Premier Bank Ltd has been recognized as one of the leading private commercial bank in the banking sector of Bangladesh. Due to free market economy, competition is growing rapidly along with nationalized, foreign & private commercial banks. Each bank is trying to make their products & services more attractive to the customers.

In order to fulfill the requirement of the Internship program it has chosen Premier Bank Ltd, Human Resource Division (HRD) of Premier Bank Ltd placed me to at Motijheel. The overall topic of the report has been selected by discussion between me and course instructor .The topic of my report is “General banking Activities of Southeast Bank Ltd”.

1.4. OBJECTIVE

This report is aimed to provide valuable practical knowledge on a particular topic. The main objective is to gain practical knowledge on overall banking system of a reputed organization. The primary objective of the paper is to fulfill the partial requirement of the BBA program.

The other objectives are:

- To make a bridge between the theories and practical procedures of banking day-to-day operations.
- To present an overview of the Bank.
- To appraise the “General Banking” of Premier Bank Ltd.
- To find out the mechanisms of General Banking System.
- To assess the impact of General Banking on Organization Growth of The Premier Bank Ltd.
- To compare of General Banking of Premier Bank Limited with other private sector banks.
- To verify the scope of further improvement of GBS.

- To identify the problems of existing credit policy.
- To make suggestion for the development of general banking policy.

1.5. SCOPE

The report intends to assess the position of GBS finance and GBS promotional facilities, its procedure, types, problems etc. This study covers the period since incorporation of the Bank. The report is prepared with a view to provide a brief but complete idea about General Banking System. The readers will also understand the GBS procedures and performance of The Premier Bank Limited.

1.6. LIMITATIONS:

- Time constrains: the time frame for the preparation of the report was spare. It proved to be very much scanty to engage in detailed research.
- Inexperience: during the internship in many part of my inquiry, my performance was stuck by some lacking in experience.
- Lack of information due to confidential reason: the survey on General Banking was conducted in commercial banks but the response was not inspiring, on the pretext of confidentially. For having inadequate data, extensive statistical analysis e.g. hypothesis testing, inferences, time series analysis etc. was not possible.

Also as motijheel branch of Premier Bank is so much rush in every time even after the closing time of the bank, it was so hard to collect information from the officers

CHAPTER-2
ABOUT PREMIER BANK LTD

2.1.Foundation and Growth:

To light up the spirit of 21st century, The Premier Bank limited set off its voyage of success with a motto „Service First“ in 1999 to stand out from the crowd as a distinguished financial service provider. The motto reflects the Bank’s concern for customers’ satisfaction, flexibility, responsiveness and productivity. Service to the Premier Bank Limited is meant not only for clients but also for the community, not only for gain but also for governance and not only for delivery but to ensure dynamism, discipline and accountability.

The Premier Bank Limited is incorporated in Bangladesh as banking company on June 10, 1999 under Companies Act.1994. Bangladesh Bank, the central bank of Bangladesh, issued banking license on June 17, 1999 under Banking Companies Act.1991. The Premier Bank Limited launched its formal activities of banking business on 26 October, 1999 with an Authorized Capital of BDT 6000.00 Million and Paid up Capital of BDT 2242.30 Million. The Head Office of the Premier Bank Limited is located at Banani, one of the fast growing commercial and business areas of Dhaka city.

The Board of the Premier Bank Limited consists of 14 directors and Dr. H.B.M Iqbal is the honorable Chairman of the Board. The members of the Board of Directors of the Bank hold very respectable positions in the society. They are from highly successful group of business and industries in Bangladesh. Out of 14 members one is from Taiwan. Each member of the Board of Directors plays a significant role in the socio-economic domain of the country.

2.2.Principal Business Entities:

Vision of the Bank

The Bank has clear vision towards its ultimate destiny - to be the best amongst the top financial institutions.

Missions of the Bank

- To be the most caring and customer friendly of financial services provider, creating opportunities for more people in more places.
- To ensure stability and sound growth whilst enhancing the value of shareholders investments.

- To aggressively adopt technology at all levels of operations and to improve efficiency and reduce cost per transaction.
- To ensure a high level of transparency and ethical standards in all business transacted by the Bank.
- To provide congenial atmosphere which will attract competent work force who will be proud and eager to work for the Bank.
- To be socially responsible and strive to uplift the equality of life by making effective contribution to national development.

2.3.Values of Premier Bank

□ **Service First:**

For Premier Bank “Service First” is not just an abstraction; it really does mean it. It holds a prime and central focus in the Bank’s operation. It believes discharge of quick and quality service is the hallmark for banking standard.

□ **Easier Banking:**

Premier Bank has made day-to-day banking easier than ever through state of the art facilities. The Bank tends to create a friendly atmosphere for the customers to feel free and go easy with banking. Premier Bank divides its clientage into least possible individuals to impart the best attention and its tailor made services to meet special needs.

□ **Better Relationship:**

As Premier Bank forms bondage with its valued clients, so the Bank develops it into a sustainable end. A good understanding with the customers while carrying out business transactions, help the Bank perceives their goals and thus, enable the Bank to respond pro-actively to their financial needs.

□ **Assured Confidentiality:**

Since The Premier Bank Limited deals in business in the form of financial loss or gain, its solemn promise remains intact with interest of its clients so much so that all banking transactions are done in a confidential and professional manner.

□ **Good Corporate Governance:**

The dynamic Board of Directors of The Premier Bank Limited hails from different disciplines of business and industry at home and abroad. They are well respected in the society for their contribution. The Bank is equipped with a highly competent management team who has long experience in domestic and international banking. The Bank upholds and strictly abides by good corporate governance practices and is subject to the regulatory supervision of Bangladesh Bank.

□ **Corporate Citizenship:**

The Premier Bank Limited is a compliant Bank and it pays due taxes. The Bank is eager to inspire eco-friendly investment. The Bank is also an abiding citizen in terms of all laws, rules, norms, sentiments and values of the land.

2.4.Strategies of Premier Bank

□ **Be Pro-Active:**

Premier Bank makes conscious endeavor to elevate the life and activities. There is no place for fun in “Reactive Management”. The Bank learns to anticipate and act.

□ **Begin with the End in Mind:** The every action of The Premier Bank Limited corresponds to its goal. The Bank sets its goal from what lies behind and beyond it and what lies within it. Premier Bank begins in earnest to finish in time to pursue that goal.

□ **Put First Things First:**

Premier Bank makes a choice for things that make an upbeat difference. Things that matter most are not put at the mercy of things that matter least.

□ **Think Win-Win:**

Win-win is a frame of mind and heart that constantly seeks mutual benefit in all human interactions. In this philosophy, The Premier Bank limited wants to see all parties an optimistic winner. A forward looking planning helps the Bank to engage in a win-win relationship.

□ **Seek First to Understand and Then Be Understood:**

The Bank prizes its ability to communicate over all other values. Most of the time, Premier Bank patiently hears people more than it is heard. It seeks first to understand how the Bank is expected- then it positions itself as befittingly as it can.

□ **Synergy:**

The effect of a combined whole is always greater than the sum of individual parts. The relationship which the parts have to each other is a part in itself. Premier Bank believes, every part is important and each can contribute. The Bank works together with others to build a team work that result in a better success.

□ **Care and Share Alike for the Society:**

Premier Bank cares for the feelings, needs and experience of the society and shares its interests equally. The Bank tries hard to provide for the less privileged and has-knots to ensure a better society and a more prosperous Bangladesh. It is an honor, duty and privilege for the Bank to be able to serve the nation in more ways than just providing banking services.

2.5.Premier Bank is What Premier Does:

Premier Bank believes that it really does premier for the customers. Real time online banking equipped with state of the art technology is the part and parcel of its service. Wherever in the country the customers will go they can bank with any of the branches as a premier customer. The bank offers optimum return on savings investments. Premier Bank is the first local bank to offer unique benefits on “premier 50 plus” and “premier genius” savings accounts designed for the senior citizen and students. Premier Bank was recognized by Visa International as the first local bank to receive the principal membership of Visa

International to issue and acquire Visa-Credit and Debit Cards in Bangladesh. The belief of Premier Bank Limited is that it excels in devising new products and services. In the variant choices of its clientele, its services are tailored and streamlines.

2.6.Products of Premier Bank Limited:

Deposit or Liability Products:

□ **Fixed Deposit (FDR):** FDR is meant for those investors who want to deposit a lump sum of money for a fixed time period; say for a minimum period of 30 days to 1 year and above, thereby earning a higher rate of interest in return. The prevailing rates of interest are shown below:

□ **Savings Account (SB):** Premier Bank offers competitive interest rate (6.00% P.a) on Savings Account. In addition, all account holders will get VISA Debit Card and ATM facility for 24 hours banking convenience.

□ **Current Account (CD):** The current account is probably the most useful bank account that the customers will ever have. It is a non-interest bearing cheque account. Current account saves the hassle of carrying around cash every month.

□ **Premier Genius Account:** Intellect and perseverance will lead customer to success and saving will guide customer to an enriched future. Premier Bank Genius Account offers easy and modern banking facilities to the students who are up to 25 years old. Wherever the customer's possibility may lie, be it in the country or abroad, Premier Bank will always be beside with customer as he builds his future. Genius Account offers highest profit (7.00% P.a) on monthly minimum balance and payable on every six months. It also offers discount on VISA Debit Card and other attractive facilities.

□ **Premier 50+ Account:** If the customer is above fifty years of age, he will appreciate the Bank's unique Premier 50+ Account with a number of extra benefits such as higher rate of interest (5.75% P.A) on daily closing balance, priority service and no service charge.

□ **Double Benefit Scheme:** Under this scheme, any deposit becomes double after 6 years. It accepts deposit in multiples of Tk. 10,000. A specially designed instrument shall be issued for the deposit under this scheme in the same manner as issued in case of Fixed Deposit. The instrument is not transferable and renewable. In case of premature encashment after 3 months, benefits may be allowed on the deposit amount at prevailing savings rate. Loan facility may be allowed up to 80% of deposit against lien or pledge on such instrument at Bank's prescribed rates.

□ **Monthly Income Scheme:** The savings of customers are always precious. Deposit a certain amount at the opening and earn monthly profit till the tenure completes. Customers will get back principal amount on maturity.

□ **Monthly Savings Scheme:** A regular savings pays off when customers really need it. Save small amount in their account each month and let their savings grow with time through the Monthly Savings Scheme.

□ **Special Notice Deposit Account:** Individuals or corporate bodies can open Special Notice Deposit Account for short time period. However, 7 days' notice is required to withdraw money from the account with interest.

□ **Premier Esteem Savers:** "Premier Esteem Savers" is a savings account that will offer the most attractive benefits, flexibilities and other values to the top income level customers than any other savings account offered by the Premier Bank yet.

□ **Premier Excel Savers:** "Premier Excel Savers" is a savings account that will offer the second most attractive benefits, flexibilities and other values to the upper mid to top income level customers than any other savings account except "Premier Esteem Savers" offered by the Premier Bank.

:

Interest rate of deposits is shown by a table:

Product	Duration	Interest
Savings	N/A	4%
FDR	1-2 months	6.25%
	3 months	9.50%
	6 months	9.25%
	1-2 years	9%
	2 > years	9%
Short Term Deposit	N/A	4%

*Special Note that above 5 corers the interest rate is 10%

2.7.Loan or Asset Products:

Personal Loan: The Personal loan of Premier Bank is any purpose loan for customers. The purpose could be anything valid from buying household appliances to emergency medical needs. Some of these could be: purchase of electronic goods, house or office renovation, marriages in the family, advance rent payments, travel expenses and payment of taxes etc. This product is best suited for salaried executives who are working as confirmed employees in established organizations.

Consumer Credit Scheme: Premier Bank has introduced consumer credit scheme to extend credit facilities to limited and fixed income group to improve their standard of living. The loan is repayable in easy Equal Monthly Installments (EMI) stretching from 12 to 60 installments.

Housing Loan: Realizing the importance of having one's own place to live, Premier Bank has introduced Housing Loan at a competitive interest rate. The Bank provides this loan for both residential and commercial purposes.

Doctor's Loan: This scheme is designed to financially assist registered doctors and medical practitioners for availing up to 100% finance for medical equipment, motor car, ambulance etc. Loan for rental advance for chamber, office decoration are also available

under this loan scheme. Registered doctors and medical practitioners, eye specialists, heart specialists, child specialists, surgeon, dentist are eligible for this loan. Also hospitals, clinics and diagnostic centers owned and operated by the registered doctors may apply for this loan.

□ **SME Finance:** Bangladesh, as a developing country, has been trying for its overall economic growth. The development of small and medium enterprises would be the key element in this regard. Recognizing this fact, Premier Bank has strongly started to finance SMEs. The SME products are- project finance, working capital finance, lease finance or hire purchase, work order finance etc.

□ **Women Entrepreneur Finance:** Women Entrepreneurs Finance is an asset product offered to women entrepreneurs to expand their businesses. As the name implies, this scheme is exclusively tailored for women in businesses to give them extra edge and success to meet their financial freedom through their innovative entrepreneurship. This is more than a loan, a financing solution for their businesses.

□ **Student Credit Program:** Premier Bank is proud to introduce a credit scheme which is being first of its kind whereby the meritorious students in the country shall enjoy credit facility in each month to defray educational expenses. The loan is to be disbursed in a lump sum amount or as monthly installments basis where necessary. Parents or guardian may apply along with estimate of education expense in a prescribed form to any branches of the Bank duly recommended by the Head of the Department or Head of the Education Institution.

□ **Lease Finance:** Premier Bank offers lease finance to facilitate customer's funding requirement for the procurement of assets in order to grow their business. Meet up financial need without out flowing own fund. Customers can acquire the lease assets keeping their capital intact. Thus, leasing helps to build up customer's fund raising capacity. Premier Bank offers Lease Finance for capital machinery, medical equipment or office equipment, heavy construction equipment, lifts, elevators, power generators, air conditioners, machinery for agro based industry etc.

□ **VISA and Master Card Credit Card:** The VISA and Master Card international credit card of Premier Bank Limited are accepted globally and VISA and Master Card local credit card is accepted at more than 3500 outlets across the country. Customers will get free credit facility up to 45 days without any interest. They can draw cash up to 50% of the credit limit of local credit Card. Customers can also pay only 5% of their billing amount every month. A customer may apply for supplementary cards for any person over 18 years of age. If customers lose the card, they just inform the Premier Bank Card Division without any delay and they will be protected against misuse of the card. Rates and other facilities are highly competitive in the market.

2.8. National and International Services of Premier Bank:

□ **Islamic Banking Service:** Islamic Banking system has now-a-days became a reality all over the world. It is widely accepted and liked not only by the Muslims but also Non-Muslims. The Premier Bank Limited has launched Islamic Banking Operation through its two branches which are Islamic Banking Branch Mohakhali, Dhaka and Islamic Banking Branch, Laldighirpar, Sylhet.

□ **Evening Banking Service:** A unique service of The Premier Bank Limited for receiving cash and documents beyond transaction hours till 8 o' clock in the evening. This service is attractive for those like shopkeepers who accumulate cash as sales proceeds in the afternoon when counters of Bank Branches usually remain closed. The service is available at selective branches of the Bank.

□ **Remittance Service:** Premier Bank's Remittance Payment procedure is very safe, simple and fast. The Bank has signed a good number of long term deals with a group of well-connected remittance partners across the globe such as MoneyGram, Dolex, Xpress Money Services and Western Union etc. The Bank also has agreement with GrameenPhone (1, 40,000 outlets) to use its mobile technology and wide distribution outlets around the country.

□ **SME Service Centre:** In order to facilitate the investors of Small and Medium Enterprise, Premier bank has opened several SME Service Centers at different locations –

Banani SME Centre, Bangla Bazar SME Centre., Kawran Bazar SME Centre, Mohammadpur SME Centre , Malibagh SME Centre.

□ **Premier TC:** "Premier TC" is prepaid foreign currency card denominated in US dollar available over the counter of the branches that makes customers foreign trip totally hassle-free and convenient. Customers can load this prepaid card with foreign currency in Bangladesh which gives them a 24-hours access to their money.

□ **Premier SMS:** Customers can check their account balance from anywhere by using Premier SMS service.

□ **Debit/Credit Card and ATM:** Premier Bank is offering Premier VISA and Master Card Debit/Credit Card Service as well as own Automated Teller Machine (ATM) facility to electronically debit money from customer's account. In addition to Premier Bank's own ATM Booth, customers can also use Premier VISA and Master Card Debit/Credit Card in other Bank's ATM where VISA and Master Card is accepted.

□ **Brokerage House:** Get delight from the excellence services of Premier Bank Brokerage House. Share trading, BO account opening, margin loan facilities and more.

□ **International Service:** The International Division is looking after correspondent banking relationships, treasury back office and international trade settlement. In order to smooth global operation of international business Premier Bank has correspondent banking relationship with 430 foreign banks around the globe and maintain 19 Nostro accounts in 9 currencies to service the customers. Bank is providing the facility of letters of credit, handling of import bills, issue of shipping guarantees, acceptance of bills, financing of imports. Advising of export letters of credit, confirmation of letters of credit, assistance in preparation of export documents, negotiation of letters of credit, handling export bills on collections, purchase or discount of export bills, pre-shipment facilities are extended for both domestic and foreign trade. The requirement of letters of guarantee, bid bonds, performance bonds, advance payment bonds for infrastructure projects in Bangladesh, participating in tenders or any other need basis, could be channeled through the Bank for speedy delivery at competitive tariffs.

□ **Call Center:** The Premier Bank Limited has setup its own "Call Center" at Head Office under the direct supervision of the Managing Director. If customers have any queries,

suggestion or complain, they can talk to the Bank's Call Center during business hour. Customers will also find complain and suggestion box at every branches for their valuable input. The Call Center is open from Sunday to Thursday to accept customer's call in working hours from 10:00 a.m. to 6:00 p.m. except on Saturday from 10:00 p.m. to 3:00 p.m. Dialing; numbers are: 02-9887581-4.

2.9.SWOT Analysis of Primer Bank:

Strengths	Weakness
<ul style="list-style-type: none"> <input type="checkbox"/> It has well reputation in the market <input type="checkbox"/> Not engaged in unfair business practice. <input type="checkbox"/> Concentrated market. <input type="checkbox"/> Officers are highly skilled. <input type="checkbox"/> Executives are highly qualified and experienced. <input type="checkbox"/> Bank has many attractive deposit schemes. <input type="checkbox"/> Efficient management practices in the Bank. <input type="checkbox"/> Well diversified credit portfolio. <input type="checkbox"/> Deposit mix is very sound. 	<ul style="list-style-type: none"> <input type="checkbox"/> Short time experiences in banking industry. <input type="checkbox"/> Training programs are not frequent for the employees. <input type="checkbox"/> Complex credit policy. <input type="checkbox"/> Small market shares on individual investors. <input type="checkbox"/> Few number of ATM booths.
Opportunities	Threats
<ul style="list-style-type: none"> <input type="checkbox"/> Per capita annual income is increasing. <input type="checkbox"/> Private Banks are becoming more reliable to local public. <input type="checkbox"/> New ideas are coming in this industry. <input type="checkbox"/> Foreign trade is increasing day by day. 	<ul style="list-style-type: none"> <input type="checkbox"/> There are many competitors in the market. <input type="checkbox"/> Competitors have more deposit. <input type="checkbox"/> Govt. imposes Tax on profile. <input type="checkbox"/> Govt. pressures to reduce interest rate on loans. <input type="checkbox"/> New banks are coming in the market. <input type="checkbox"/> Govt. rules and regulations are becoming strict day by day.

2.10. Corporate Structure of the Premier Bank Limited:



Source: Annual report 2013

2.11. The Premier Bank at a Glance:

Registered Name of The Company	The Premier Bank Limited
Legal Form	A scheduled Commercial Bank incorporated on June 10, 1999 as Public Limited Company under companies act, 1994 and Bank Companies act, 1991.
Incorporation Certificate	C- 37922 (2222)/99, dated June 10, 1999
Commencement of Business Certificate	Ref. no. 16370, dated June 17, 1999
Date of Starting Formal Activities of Banking Business	On 26 October, 1999
Registered Office	Iqbal Centre (4th Floor), 42 Kemal Ataturk Avenue Banani, Dhaka- 1213, Bangladesh
Telephone	9887581-4
Fax	8815393, 9889153
SWIFT Code	PRMRBDDHUTT
Corporate Website	www.premierbankltd.com
Auditors	Howladar Yunus & Co. Chartered Accountants 67, Dilkusha Commercial Area (2nd Floor) Dhaka-1000, Bangladesh.
Chairman	Dr. H.B.M. Iqbal
Branches	87
Nostro Accounts	19
Banking Software	Bank Ultimas
Number of Employees	1183
Slogan	Service First

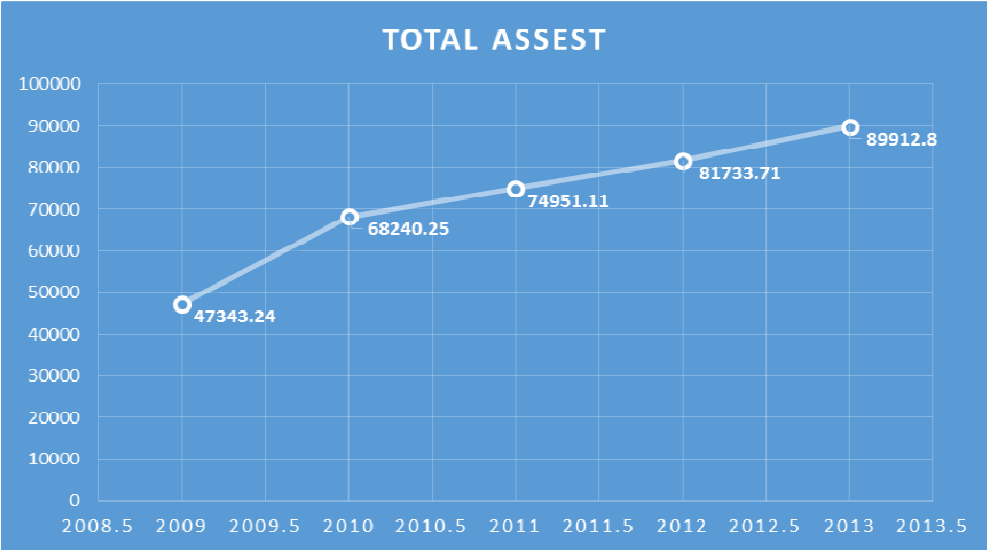
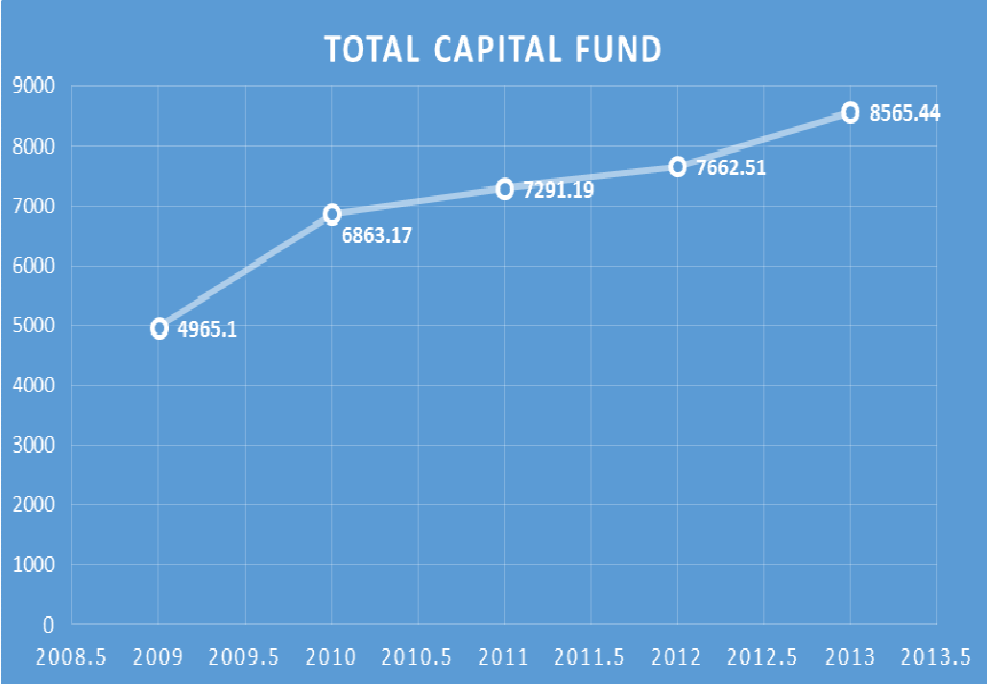
Source: Annual report 2013

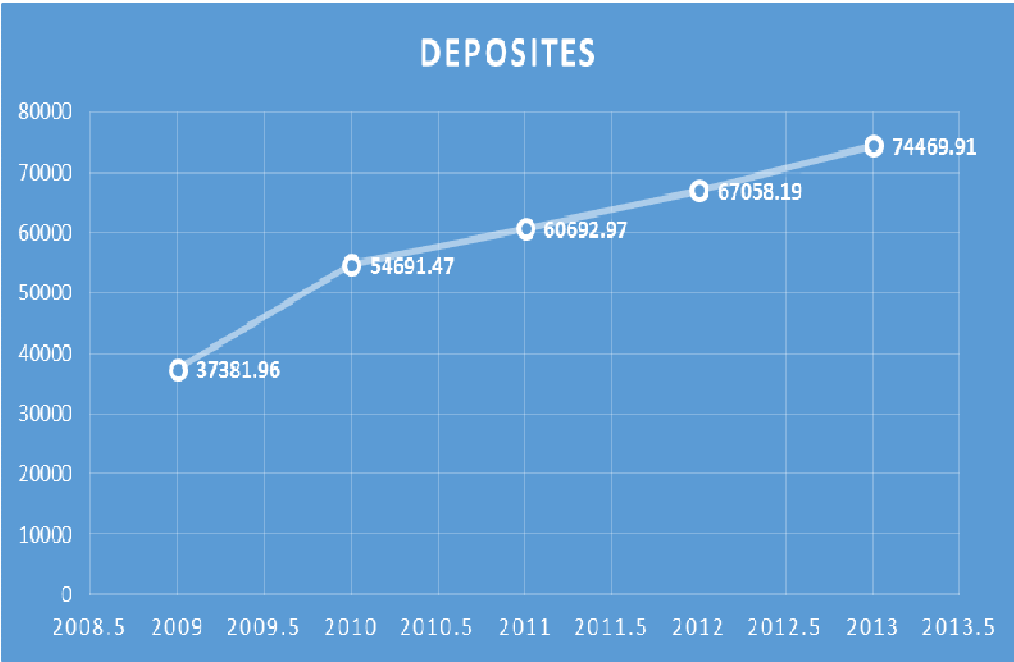
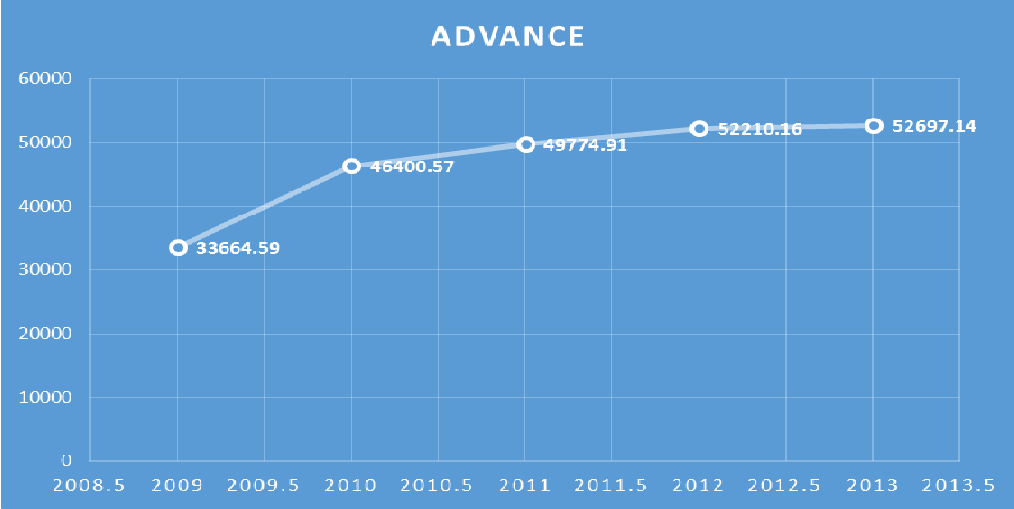
2.12. Performance at a glance

Particular	2013	2012	2011	2010	2009
Authorized Capital	6000.00	6000.00	6000.00	6000.00	6000.00
Paid up Capital	5124.58	4658.71	3818.61	2914.97	2242.28
Reserve Fund	22.38	1964.90	1800.27	1651.25	1148.59
Total Capital Fund	8565.44	7662.51	7291.19	6863.17	4965.10
Deposits	74469.91	67058.19	60692.97	54691.47	37381.96
Advance	52697.14	52210.16	49774.91	46400.57	33664.59
Investment in Govt. securities	13755.40	8727.47	9239.80	7289.20	5872.65
Foreign trade business	58805.80	65649.40	76287.53	79381.60	56470.03
Foreign Remittance	5302.20	4689.60	4745.12	2669.50	2223.20
Income	11150.70	10500.04	1003.68	8250.78	5762.92
Expenditure	9627.41	9676.56	9186.38	5390.79	4371.06
Operating Profit	1523.29	823.48	817.30	2859.98	1391.87
Fixed Assets	1599.67	1423.41	1220.87	652.52	529.55
Total Assets	89912.80	81733.71	74951.11	68240.25	47343.24
Book Value per share(tk)	15.59	15034	16.99	20.50	187.51
Earning per share (tk)	1.53	1.30	1.34	6.08	48.54
Dividend	10%	10%	22%	30.00%	30.00%
Non performing loan as % of total loan	5.73%	5.39%	4.28%	4.66%	1.83%
Capital Adequacy Ratio	11.46%	11.04%	10.55%	10.01%	15.14%
No of Foreign corresponding	476	473	473	454	439

Source: Annual report 2013

*To identify the growth of the bank I chose last 5 years performance at a glance as a sample.





2.13. Balance Sheet

The Premier Bank Limited

Consolidated Balance Sheet as at December 31, 2013

		Amount in Taka	
		2013	2012
PROPERTY AND ASSETS			
Cash	3(a)	5,408,387,754	5,222,245,038
In hand (including foreign currencies)	3.1(a)	1,138,229,783	922,814,100
Balance with Bangladesh Bank and its agent bank(s) (including foreign currencies)	3.2	4,270,157,971	4,299,430,938
Balance with other banks and financial institutions	4(a)	4,713,754,510	4,651,796,950
In Bangladesh		3,450,916,389	3,055,815,837
Outside Bangladesh	4.3(a)	1,262,838,121	1,595,981,113
Money at call on short notice	5	1,710,000,000	2,000,000,000
Investments	6(a)	20,033,108,701	12,614,020,040
Government securities	6.1	13,755,395,043	8,727,471,382
Others	6.2(a)	6,277,713,658	3,886,548,658
Loans, advances and lease/ investments	7(a)	52,697,135,148	52,210,156,853
Loans, cash credits, overdrafts, etc		49,662,742,133	47,596,741,980
Bills purchased and discounted	7.9	3,034,393,015	4,613,414,873
Fixed assets including premises, furniture and fixtures	8(a)	1,599,669,560	1,423,410,554
Other assets	9(a)	3,750,739,358	3,612,075,686
Non-banking assets		-	-
Total Assets		89,912,795,031	81,733,705,121
LIABILITIES AND CAPITAL			
Liabilities			
Borrowings from other banks, financial institutions and agents	10(a)	3,019,246,099	3,545,254,611
Deposits and other accounts	11(a)	74,469,913,481	67,058,187,264
Savings bank/ Mudaraba Saving deposits		3,844,823,504	3,471,352,994
Fixed deposits/Mudaraba term deposits		49,043,039,622	45,130,397,497
Current deposits and other accounts		20,516,980,133	17,487,842,139
Bills payable		1,065,070,222	968,594,634
Other liabilities	12(a)	4,436,903,003	3,981,911,823
Total Liabilities		81,926,062,583	74,585,353,698
Capital/ Shareholders' Equity			
Paid-up capital	13	5,124,576,082	4,658,705,532
Statutory reserve	14	2,238,797,814	1,964,895,747
Other reserve	15(a)	100,935,214	58,268,261
Retained earnings	16(a)	522,401,890	466,460,465
Minority interest		21,448	21,418
Total Shareholders' Equity		7,986,732,448	7,148,351,423
Total Liabilities and Shareholders' Equity		89,912,795,031	81,733,705,121

Source: Annual report 2013

CHAPTER-3
STUDY ON GENERAL BANKING

3.1.Premier Bank Motijheel Branch

After submission of my CV to the Premier Bank I got opportunity to complete my internship in Motijheel Branch, which address is 81, Motijheel, Dhaka. In the branch there is 29 employees who are working in 4 departments oof the branch. Departments are-

- Cash Department.
- General Banking Department.
- Foreign Exchange Department.
- Credit Department.

3.2.General banking department at Motijheel branch:

General Banking is an operational function of the bank which consist the management of Deposit, cash, clearing house, bill, account opening, security instrument handling, customer service, locker facilities and other ancillary services of the bank. If any one wants to take services from bank he has to come on at general banking department at first. At premier Bank ,Motijheel branch which activities are involve in general banking are given bellow-

- Account opening section
- Deposit section
- Bill and clearing section
- Local remittance section

By these section officers are always try to satisfy their respective customers with diligent and hard working. In this department six respective officers are working and giving service to the client. Respective officers' name, designation their job descriptions are given bellow:

Mohammad Rashedul Hasan Khan

EO & GB In-charge

1. Supervision and monitoring all works of the General Banking Department relating to cheque book issuance, account opening, deposit, clearing, HRD, remittance, accounts and returns/ statements.
2. Cancellation of cheque-exceeding **Tk. 50,00,000.00** up to **Tk.10,000,000.00** with Cash-In-Charge & exceeding **Tk.10,000,000.00** with Deputy Manager and Branch

Manager.

3. Custodian of Safe-in & Safe-out documents signatory departmental vouchers.
4. Custodian of controlled stationeries.
5. Review & maintenance and accounting of the deed stock/assets.
6. Signatory for ‘Online Transaction Authority’ for encashment of cheques.
7. Arranging lien mark for the internal and external credit facilities against FO/FDR as requested with.
8. To Act as member of the Branch Anti-Money Laundering Committee.
9. Maintenance & Payment of DD Payable register, TT Issue register, TT Payable register, DD Balancing register etc.
10. Providing account information to NBR, Anti Corruption Commission, Bangladesh Bank etc.
11. Signatory of general banking related vouchers.
12. Review of suspicious transaction being compliance officer of STR & CTR.
13. Custodian of all seized accounts forms & its reporting.
14. Supervision for proper responding of IBCA & entry in register.
15. Monthly Balancing of DD payable & DD paid without advice.
16. Statement of outstanding of Government Payment Order.
17. Proper maintenance of DCFCL formalities.
18. Preserve BB/HO circulars properly.
19. Compile the Audit reports both from Central Bank & Head Office.
20. Maintain Zero tolerance Audit objection.
21. Review TP & KYC of clients.
22. Monitoring of daily H.O. Extract.
23. ATM vault password holder.
24. Exercising mandate of stop payment, withdrawal restrictions, lien marking etc. as per instruction of the customer/Branch Management Committee
25. Others task as and when required by Branch Manager/Deputy Manager.

Nargis Khan

E.O

1. Daily Position to Head Office.
2. Monthly, Quarterly & Weekly statements of Accounts Department.
3. Disbursement of staff salary and remuneration.
4. Balancing of Sundry Creditors & Sundry Debtors accounts.
5. Maintain/update fixed assets register of the branch.
6. Respond of TT from different branches and collect fund from Sonali Bank.
7. Preparation of daily expenditure vouchers and reconciles of all GL accounts properly.
8. Respond of IBCA & IBDA in due time and accomplish reconciliation accordingly.
9. Maintenance of HO General A/C and proper reconciliation.
10. Provision of monthly expenditure and depreciation of assets of the branch.
11. Preservation/Maintenance of acknowledgement [POD] of courier service checking its bill properly.
12. Payment and reconcile all vendors related bills.
13. Preparation of Expenditure Statement and necessary approval.
14. Processing Leave Application of the employees and maintain/update Leave record.
15. Monthly statement of Leave Position.
16. Weekly Bangladesh Bank Position and Manager's Meeting Position.
17. Monitoring & review of corporate deposit position of the branch.
18. Preserve Daily Affairs in the file.
19. Maintenance & custodian of printing & supply stationery.
20. Rectification reversal of Sundry entries.
21. Maintenance of Security printing register.
22. Issuance of Income Tax Certificate.
23. Maintenance of CCTV of the Branch.
24. Islami banking related desk.
25. Others task as & when required by GB-In-Charge & Deputy Manager.

Shabnam Mahbuba Islam

S.O, account Opening Officer

1. All types of Account opening and closing of a/cs.
2. Provide thanks letter to clients for opening all types of accounts.
3. All account transfer related activities.
4. Provide account information of clients' as per Head Office instructions as & when required.
5. Update Signature Card, Transaction Profile (TP) & Know Your Client (KYC).
6. Maintain all regulatory guidelines and internal circulars while opening account and liability products.
7. Maintenance and preservation of account opening form.
8. PABX operations.
9. Maintain Zero tolerance of Audit objection.
10. Assist GB-In-Charge for seeking on-line Authorization of cheque encashment.
11. Preserves all liability related PPG and circulars.
12. Others task as & when required by GB-In-Charge & Deputy Manager.
13. SBS-1 (Monthly), Sector wise statement of deposit (monthly), SBS_2 (quarterly).
14. Issuance, encashment & payment of Savings Certificate/Sanchay Patra.
15. Settlement of Proceeds / claims & commission of Savings Certificate, Sanchay Patro from Bangladesh Bank.

Nishat Akter

S.O

1. Issuance of Pay Order, Debit card, Cheque book maintenance & related activities.
2. Issuance of FDR, Payment Order and all liability products and encashment [Pre-Mature & Mature Instruments].
3. Provide services to client for issuance of credit card [Local] and related task [such as maintain file, application form, acknowledgement slip, record register, communication with Head Office, any issues etc.].
4. Solvency Certificate, Income TAX certificate, Account statement requisition,

- Statement Verification, balance confirmation etc.
5. Assist GB-In-Charge for seeking on-line Authorization of cheque encashment.
 6. Others task as & when required by GB-In-Charge & Deputy Manager.
 7. Prepare DCFCL on daily, monthly & quarterly basis.

Shagorika Paul

Officer

1. Receiving Cheques from customers for collection through normal clearing house.
2. Receiving cheques from customers for Quick collection through Same day clearing house within a short span of time.
3. Posting cheque and Credit voucher in Bank-Ultimus.
4. Processing outward cheques for Same Day & Normal Day clearing house with endorsement.
5. Preparation & posting vouchers for cheques returned from clearing housing.
6. Intimating customer regarding return of cheques & ensure proper return of the instrument.
7. Returning unpaid cheques with return memos stating proper reasons within due time of clearing house.
8. Preparation of cheque returns charge voucher and posting it.
9. Monitoring & checking of suspicious transactions.
10. Others task as & when required by GB-In-Charge & Deputy Manager.

Dina Afroz

E.O

1. Receiving Cheques from customers for collection through normal clearing house.
2. Receiving cheques from customers for Quick collection through Same day clearing house within a short span of time.
3. Inward cheques from clearing house for payment - shorting the cheques, posting and provide result to Main Branch.
4. Preparation of cheque returns charge voucher and posting it.
5. Monitoring & checking of suspicious transactions.
6. Related works of OBC/LBC.

7. Related works of Dispatch.
8. Others task as & when required by GB-In-Charge & Deputy Manager.

CHAPTER-4

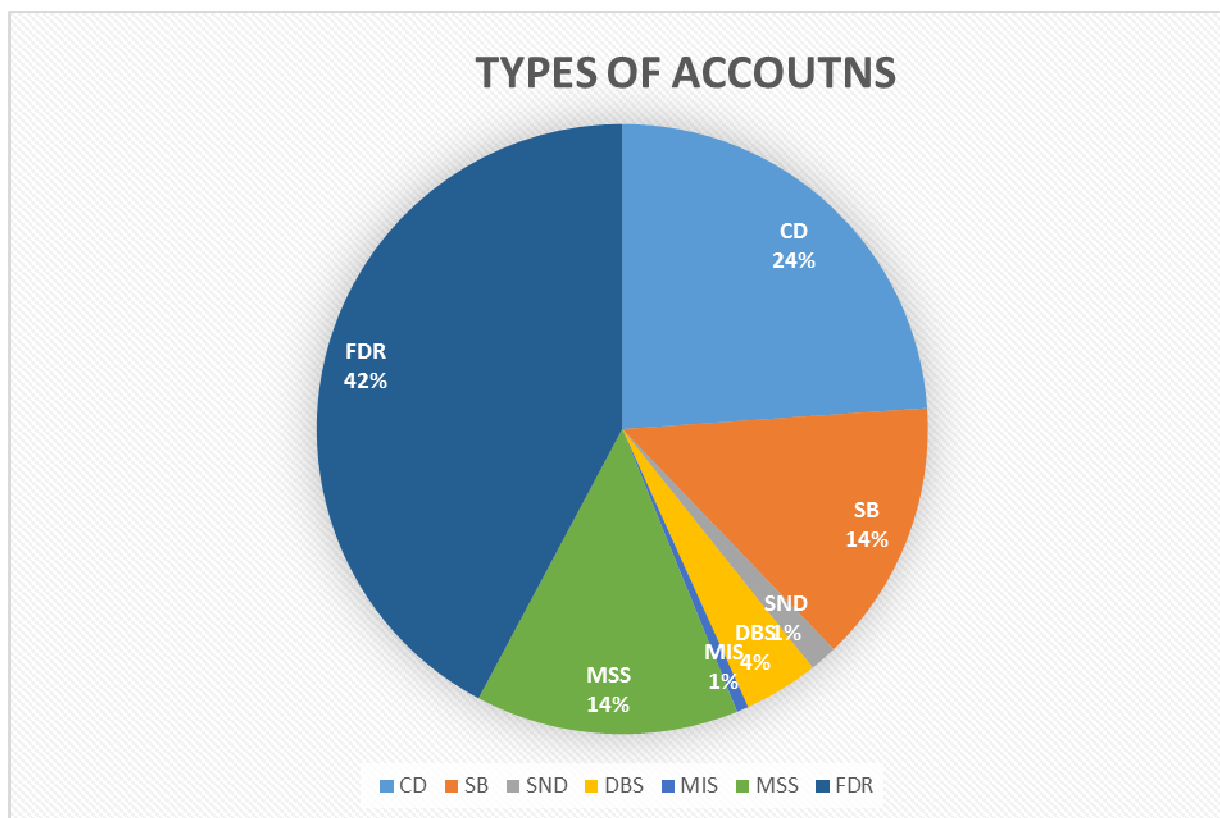
MY JOB RESPONSIBILTY

In general banking division there are a lot of activities has been carried out by me. Every day I had to maintain the office time. So I had to come on office within 9.30 am and it was end at 6 pm. Within this time period I had to complete different type of job. It is important to know that as an intern I had no right of using their server. Without using the server my activity bellow-

4.1.Account Opening

For any bank their first activity is to open account and providing services to their customers. Account opening is the most important issues in GB. By this service bank always try to satisfy their client. The targeted customers may be individual, trustee/club, associates and different types of institutions. It is important to know what type of account wants to open a customer and what the reason to open the account is. in motijheel branch if anyone wanted to open an account I asked to him what type of account want to open then I provide form and told him what is the necessary document should be attached with the form. From May 6, 2014 to August 11, 2014 different types of account opened. In this period how many account were opened are given bellow-

- CD -115 Account
- SB-67 Account
- SND -7 Account
- DBS-19 Account
- MIS-3 Account
- MSS-67 Account
- FDR -203 Account



Source : Record from the Motijheel branch

For Individual Savings Account / Current Account in Personal Name -

- Two copies passport size photo of applicant (must be attested by introducer) and one copy passport size photo of Nominee (must have attested by customer)
- An introducer must (who have an account in Premier Bank Limited at any branch) verify with signature, and a/c name and number
- A photocopy of applicant's National ID card duly attested by the account opening officer after seeing the original copy.
- Special instruction (in case of Joint A/c) i. e. mode of account operation may be specified by customer

For Current Account in Business Name: -

Proprietorship business

- Trade license
- TIN number
- An introducer's (who have an account in Premier Bank Limited) verification
- Seal of the applicant required
- National ID card of the person who will operate the a/c

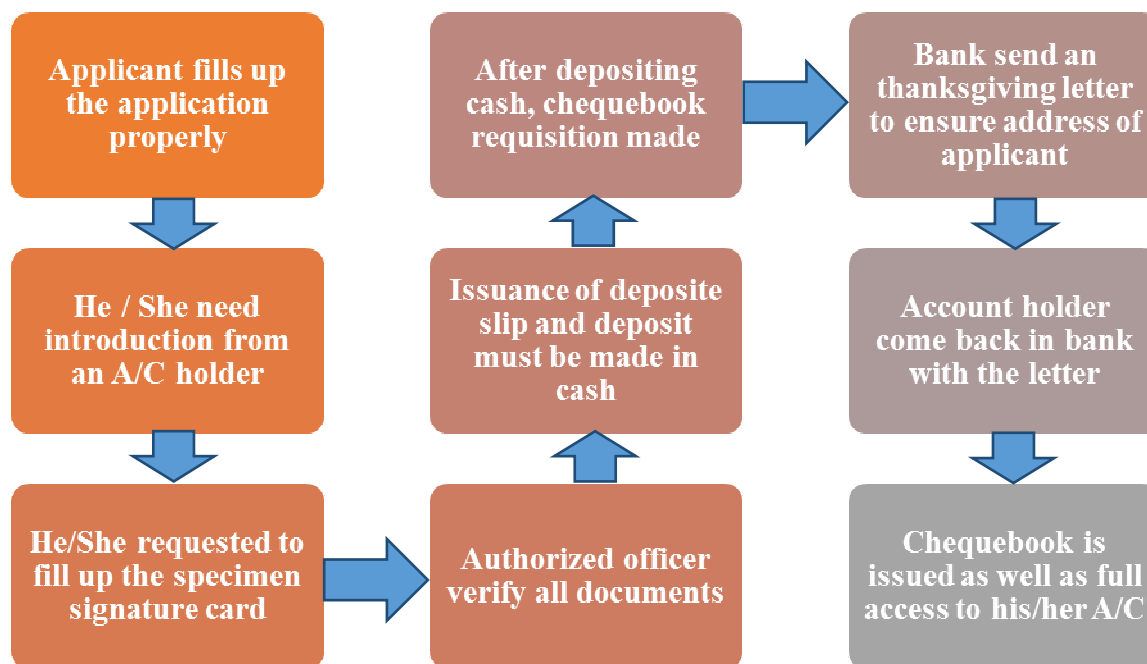
Current Account for Limited Companies: -

- Memorandum and articles of association of the company
- Power of attorney
- Resolution of the board of directors.
- Verification of the person/ persons who will operate the A/c

Following documents which is certified by the chairman of the company:

- List of directors
- Certificate of commencement of business
- Certificate of incorporation.

Account Opening Flow Chart



Throughout my intern period at motijheel branch of Premier Bank Limited I had to provide initial information to the customer that what the step have to follow for open an account and what type of documents are needed. Most of the time I had to complete the incomplete account opening form according to the documents which were given by the customers.

4.2. Receive cheque requisition slip:

In my daily activities, received requisition slip from the customers one of them. As we know that there are two way of withdrawal of deposited money from the bank. First one is by 24 hours service that is ATM, Master Debit Card. Another one is by cheque. For huge amount of withdrawal of deposited money from the bank, customer preferred to use cheque. Basically cheque requisition is for new cheque book. A format of cheque requisition slip is given below:

Premier Bank Limited	Date:
<p><i>Premier Bank</i> <i>service first</i> <i>CHEQUE BOOK ORDER</i></p> <p>MOTIJHEEL BRANCH (108)</p> <p>Name: _____</p> <p>From: _____ To: _____ A/C No: _____</p> <p>Please issue a new Cheque Book containing 10/25/50/100 cheques and hand it over to me/us to the bearer of this form whose signature is attested below.</p> <p>.....</p> <p>Bearer's signature Authorized signature</p>	

Premier Bank Limited	Date:
<p><i>Premier Bank</i> <i>service first</i> <i>CHEQUE BOOK RECEIPT</i></p> <p>I/we will acknowledge receipt of one cheque Book containing 10/25/50/100 cheques numbered</p> <p style="text-align: center;">_____ to _____</p> <p>.....</p> <p>Signature of Recipient</p>	

In the requisition slip account holder has to write account name, number. Also need authorized signature. If the cheque book is for any organization on that time seal of requisition slip is coming with the bearer, bearer signature is also needed on the slip. So I had to check all these things to receive requisition slip from the customer

4.3.Receiving the cheque book:

As an intern one of my jobs was to receive the cheque book from the bearer. At this moment I had to put receive seal on the office copy of the bearer in list of cheque book which is delivered. After receiving the cheque book I had to collect the requisition list and requisition slip which is already attached with the list from the requisition file. Then I arranged all the slip according to the cheque book which was received by me. Next I would like to record how many pages are in cheque book and numbers of pages had to write on the requisition slip. Then I put this slip with the cheque book. Next I had to entry this cheque book in the entry book. Also I wrote page number of the entry book on the back side of cheque book for easy searching. Afterward, it was time for placing the cheque book in the self-according to the alphabet.

4.4.Delivering of cheque book:

In order to get cheque book, every client must sign in two places. After taking out the cheque book from shelf, I had to verify both authorized and bearer signature. Then I had to take two signatures from the client Frist is on entry book and second is on requisition slip. If the client is not a person rather an organizational entity then additionally I had to take seal of that company or organization prior making delivery of cheque book to the client.



Picture: signature before delivering cheque



Picture: receiving signature before delivering cheque.



Picture: delivering of cheque book

4.5.Conversation over telephone:

As I seat at the front desk of the branch, every day I had to attend many call from the customer and also from other branches. Through telephone I always tried to give service to the customer like by giving phone number of other branches, customers' cheque book is ready to deliver or not etc. If customers like to talk with other department or specific officer of the branch I passed that call by extended number. Such as, for cash it is 107, for Foreign Exchange department it is 116,for credit department it is 206,209 etc.



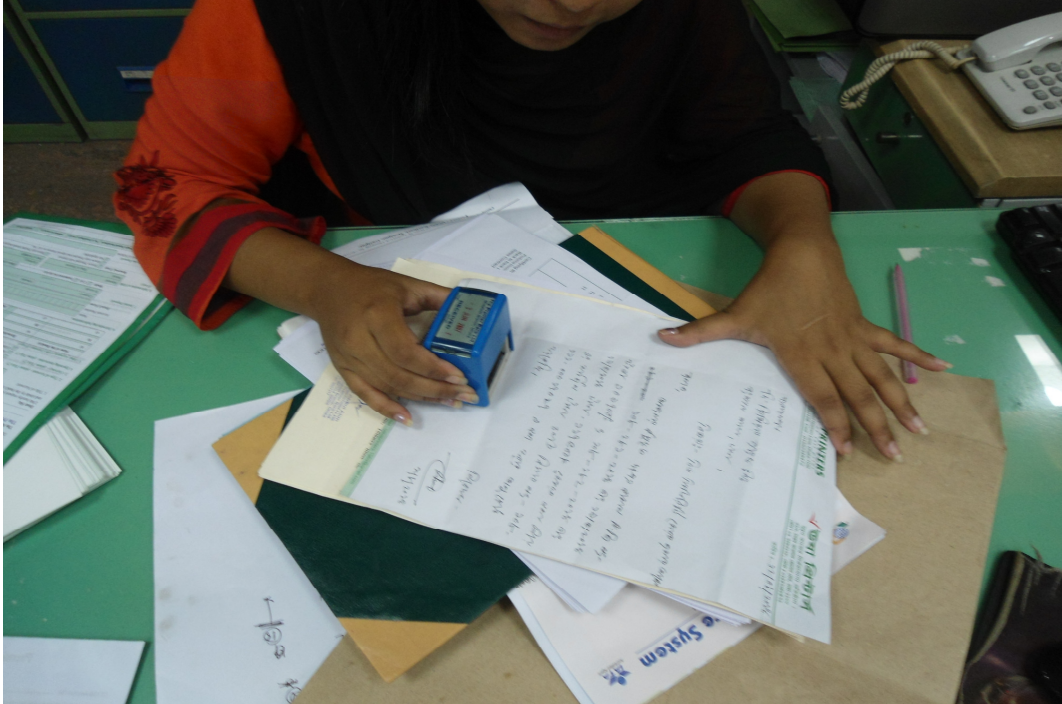
Picture: Conversation with customer over telephone

4.6.Maintaining Inward Dispatch:

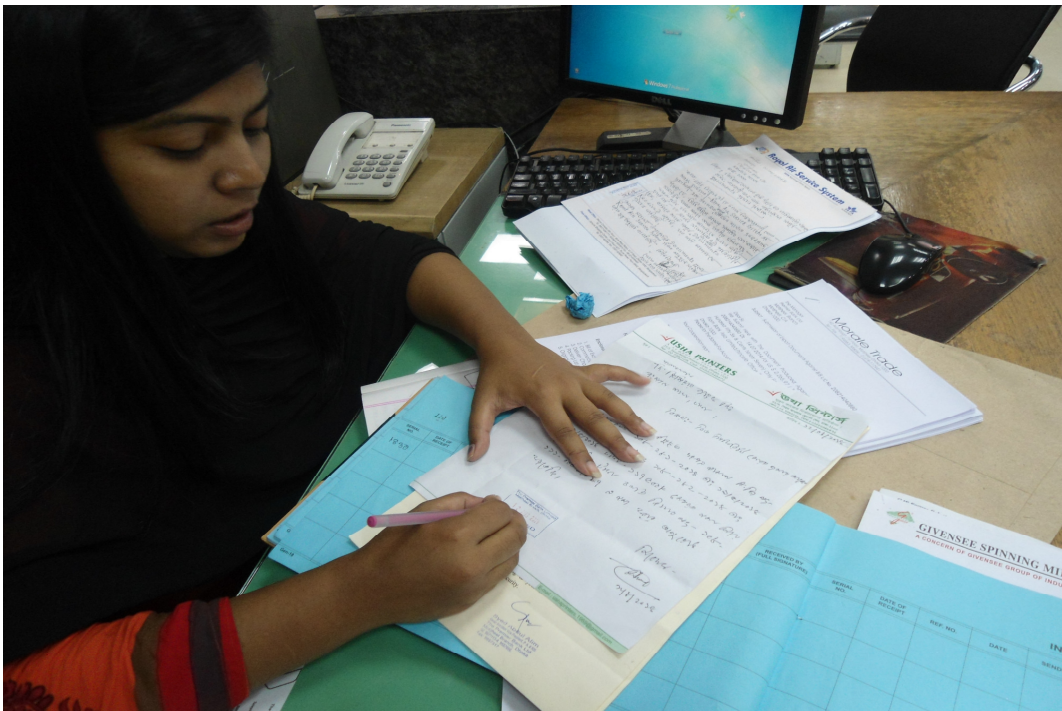
Everyday a lot of documents are coming in the bank from entities. I had to maintain those documents by recording in inward dispatch with serial number and date. Before recording in the inward dispatch I had to receive documents and papers by attaching received seal on the document. If bearer came with document and with office copy. I had to sign on it with received seal.

Then I recorded the documents in the inward dispatch with serial number, date, sender, subject, remarks. After preparing the inward dispatch I had to go for managers to mark on all documents who will receive it for official work. Then I took sign from the officer as it received by him.an example of inward dispatch are given below-

Serial no	Date of receipt	Ref no	Date	Sender's name	subject	remark	Received by(Full Signature)



Picture: Received seal on Inward Dispatch Document



Picture: Document recording on Inward Dispatch

4.7. Pay Order:

Pay order has been issued to serve the customer who wants send money not in cash rather in cheque. It reduces the cash carrying risk.in premier Bank one of my activity was preparing pay order. For issuing a pay order, I gave an application form which is prescribed by the bank to the client for submitting an application to GB. This form should be properly filled up and signed. The procedure of the issuing pay order is similar to that of the Local Draft. For issuing pay order PBL charges commission on the following rate-

Total amount of PO	INCOME	VAT	Total Charges
1 to 100000	100	15	115
100000 above	200	30	230

After depositing the amount of pay order amount and commission at the cash counter, the customer got a slip where received sill of the bank is placed. After getting the pay order form from cash I had write on pay order blog properly.in pay order blog I had to fill up all the mandatory things like on the favor on ,account name ,amount of money in number and in word. Also I had to mentioned account holder's name, account number, address. Moreover I had to mention pay order blog serial no on pay order form. After completing all this things I hand over the blog to any officer for authorization. After that i was responsible to provide pay order to the customer and took signature of the applicant in opposite of the office copy of PO and other two part was given to the applicant.



Picture: Issuing Pay Order



Picture:delivering of Pay Order

4.8. Debit Card :

Premier Bank VISA Debit Card can be used at any ATM displaying VISA Logo for withdrawal of cash and at any POS displaying VISA Logo for purchase of goods & services within Bangladesh. ATM transactions are to be secured by Personal Identification Number (PIN) known by the concerned customer only. POS transactions will not require PIN. However, all the transactions are to be authorized by the system electronically

PBL debit card is issued against any individual savings/ current account maintained with any branch of NCC Bank Limited. The designated savings/current account can be operated by using the debit card without using cheques 24 hours in a day, 7 days in a week, and 365 days in a year.

I had been work on debit card. After getting the debit card I had job to entry on the book, maintain a serial number with date. I also had to perform the delivery portion of the debit card. When Head office generate the card and send it to branch, first of all I have to call up all the customers whose card has arrived. When those customer came to collect the card I had to put input information regarding the card and had to took a signature of the customer on it and also had to collect the acknowledge slip with customer signature.



4.9.Other Job:

- Sometimes I worked in clearing section for collecting cheque from the customer throughout the day. And took a list of that with bank name, amount of the amount and number of the cheque. Also I had to put seal on the clearing cheque.
- Moreover I composed many letter for head office ,other branch and for other organization.
- Sometime I had to prepare voucher for branch purpose.

CHAPTER-5

PROJECT WORK

(Comparison with another bank)

As a part of this report I have to work on a project work which is a comparison between other bank's activities like Prime Bank Ltd and Standard Chartered Bank, Bangladesh with Premier Bank Ltd.

I chose number of branches of banks, number of ATM booth, total employee and other alternative services to compare which are not included in Premier Bank's activities.

5.1.Objective of the project work:

To know about other bank's activities and also know the comparison between a local bank like Prime Bank Ltd and a multinational bank Standard Chartered Bank, Bangladesh with Premier Bank Ltd.

5.2.Methodology of the project work:

In the organization part, most of the information has been collected different published articles, website, and internet. All the information in incorporated in this project work has been collected from the primary source and as well as from the secondary source.

Primary Source:

- Face to face conversation with the officers of competitive bank.

Secondary source:

- Annual report of Prime Bank and Standard Chartered Bank.
- Different articles.
- Internet.
- Websites.

5.3. Scope of the project work:

The scope of this project work is limited to the overall descriptions of the banks, its services, its position in the industry and its competitive advantage as a bank. The scope is also defined by the organizational set-up, functions and performances.

5.4. Limitation of the project work:

- Lack of information in website.
- The findings are not statistically validated.
- Limitation of time was one of the most important factors that shortened the study.

5.5.Reason of the comparison:

The reason behind this comparison is that Premier Bank always follows Standard Chartered Bank as a profitable, commercial multinational bank. On the other hand Prime bank is well-known private bank of Bangladesh and this bank is the one of the competitor of Premier Bank, because of these banks are contemporary bank of Bangladesh.

Here is the table of comparison of banks

Category	SCB Bank	Prime Bank	Premier Bank
Branches	26	120	86
ATM Booth	97	152	24
Total Employee	547	2163	1283
SMS Banking	Yes	Yes	No
Mobile Bank	Yes	Yes	No

5.7. Prime Bank

Prime Bank was created and commencement of business started on 17th April 1995. The sponsors are reputed personalities in the field of trade and commerce and their stake ranges from shipping to textile and finance to energy etc. As a fully licensed commercial bank, Prime Bank is being managed by a highly professional and dedicated team with long experience in banking. They constantly focus on understanding and anticipating customer needs. As the banking scenario undergoes changes so is the bank and it repositions itself in the changed market condition.

I. Branches:

Prime Bank has 120 branches all over the Bangladesh. In Dhaka division there is 58 branches, Chittagong division 25 branches, Rajshahi division 17 branches, Sylhet division 17 branches, Khulna division 6 branches, Barishal division 1, Rangpur division 2 branches.

II. ATM Booth:

Prime Bank has 152 ATM Booth branches all over the Bangladesh. In Dhaka division there is 78 booth, Chittagong division 29 booth, Rajshahi division 11 booth, Sylhet division 18 booth, Khulna division 12 booth, Barishal division 1 booth, Rangpur division booth.

III. Interest rate of deposit

Prime bank has many deposit like other private commercial bank but interest rate is not same, which is given below-

Product	Duration	Interest Rate
Saving		3%
FDR	3 months	8.25%
	6 months	8.50%
	1 year	8.75%
STD		3.75%

Source: Website of Prime Bank

IV. Alternative delivery channel of bank

➤ Prime Phone Banking:

Phone banking service provides 24/7 continuous support for their customer. The main services are:

- Balance Enquiry: customer will get account balance information.
- Change TIN: customer can change their TIN ((Telephone inquiry number)

- Activate ATM/Master Card: customer can activate ATM and Master Debit Card by dialing the service contact.
- Block ATM /Master Card: customer can block ATM and Master Debit Card by dialing the service contact.
- Credit Card available limit: credit card user can get current available limit.
- Credit Card total outstanding: credit card user can know Credit Card total outstanding bill account.
- Credit Card minimum payable amount: Credit card user can know minimum payable amount of last bill amount.
- Credit Card last statement generation date: Credit card user can know last statement generation date.
- Credit Card last date of payment: Credit card user can know last date of payment.

Service accessibility:

All account holders of prime Bank debit card and credit card can get this services. To access the service customer must fill up the Phone Banking Application Form and must acknowledge the terms & conditions for the services. For this service charge is 100+ vats per year.

➤ **Utility Bills Pay Service**

Utility Bills Pay service will enable for customer to pay post-paid cellphone bills flexibly. Customer can avail the service at Prime Bank ATM booths or Information Kiosks round the clock. There is no need to visit branches and bother standing in a queue not even need to carry cash to clear the bills. Prime Bank ATM/Master Debit Card holders can get this service.

The Services are:

- Grameen post-paid cellphone bills only.
- ROBI post-paid cellphone bills only.
- Banglalink post-paid cellphone bills only.
- Airtel post-paid cellphone bills only.

Benefits:

Utility Bills Pay Service provides 24/7 support and has the following features:

- Card holder can make payments anytime at any Prime Bank ATM Booth conveniently.
- Customer will receive auto-generated advice slip after the bills are paid
- It is secured and you will be needed the ATM Card and the relevant PIN to access the facility.

➤ **SMS Banking**

Prime Bank brings SMS Banking services to ensure instant access to your account information at any time. Any mobile phone user having account of Prime Bank can get the service through the mobile phone upon registration. SMS Banking is offering:

- Balance Enquiry
- Mini Statement
- Exchange Rate
- PIN Change
- Requesting Help

➤ **Prime Cash**

Prime Bank Ltd. and Dipon Consultancy Services jointly brings a banking service, a Biometric Smart Card based alternate banking service in the brand name "Prime Cash" for the un-banked rural and urban people to address banking needs and payment needs of the broader Bangladesh community. Most importantly, it will provide a fast, safe and simple mechanism for the un-banked men/women across Bangladesh in all municipalities and upazilas.

Basically Prime Cash is a Biometric Smart Card where your thumb impression will work as authentication code.

PRIME CASH: It's Simple...

No more complicated mobile phone menus; No SMS, PIN numbers or cryptic codes to remember. Fingerprint and Prime Cash Card is all need to authenticate with the system. Working with electronic money can get no simpler!

PRIME CASH: It's Fast...

Swiping the card and authenticating with your fingerprint – everything is integrated into a single machine unit. It's a snap to operate customers' account from this single point-of-service. It's like mini-bank counter at every corner in locality.

PRIME CASH: It's Secured...

Mobile phones can get stolen or lost; SIM cards can be cheated; but with Prime Cash Card, where customers' very own hand is authentication element, there's nothing more secured. Money is kept in accounts under the best banking institution.

Services:

1. Account Opening
2. Deposit
3. Withdrawal
4. Local Money Transfer
5. Inward Foreign Remittance
6. DPS
7. Prime Bank ATM Facility
8. Mobile Recharge
9. Salary Disbursement
10. Balance Inquiry
11. Mini Statement

Benefits:

1. Day long banking hours (12 hours) through Prime Cash Service Point

2. Fingr Print Authentication System

3. Countrywide Network

How to Open a Prime Cash Account?

- Visit your nearest Prime Cash Service Point
- Fill up the customer opening form
- Enter the finger print and relevant information
- Successful customer enrollment with slip and SMS

Mandatory documents to open a Prime Cash Account:

- Photocopy of National ID card/ Driving License/ Passport (Attested)
- 01 (one) passport size photograph (Attested)
- 01 (one) passport size photograph of Nominee (Attested by account holder)

5.7. Standard Chartered Bank:

Standard Chartered Bank has been operating in Bangladesh for more than 100 years. Having been established in British Colonial Period, the bank has positioned itself as a unique business, serving the local business community with due professional and ethical fervor. The now bank has 27 branches in critical business places Bangladesh and intends to expand its presence all over the country to further penetrate the local customer and business segment. SCB is not only the leading foreign bank of the country but also one of the revolutionized the banking service industry through adoption of modern technology and process with a view to enhancing customer satisfaction. As a group the bank has cemented its position especially in the Asia and African region with more than 500 offices in 53 countries of the world. At present the bank has around 27000 employees on its regular payroll and will continue to further its commitment to local community through increased recruitment.

Today, Standard Chartered Bank is the largest international bank in Bangladesh with 26 Branches & Booths, 97 ATMs and 19 Financial Kiosks. We are the only foreign bank in the country with presence in 6 cities – Dhaka, Chittagong, Khulna, Sylhet, Bogra and Narayanganj; including the country's only offshore banking units inside Dhaka Export Processing Zone (DEPZ) at Savar and Chittagong Export Processing Zone (CEPZ).

i. Branches:

Today, Standard Chartered Bank is the largest international bank in Bangladesh with 26 Branches & Booths. In Dhaka division there are 16 branches, in Chittagong 6 Branches, in Bogra 1, Khulna 1 and in Sylhet 1 branch.

ii. SCB Alternative Banking Service:

Deposit Machine: Deposit Machines allows you to deposit your cash and cheques anytime you want, at your convenience.

- 46 Deposit Machine in key locations in major cities
- Bill payment for Standard Chartered Credit Card
- Cash Deposit to Standard Chartered Account
- Fund transfer instruction Standard Chartered account to Standard Chartered account
- DESCO and BTCL bill payment

Online Banking: Online Banking service allows to any other bank from anywhere, anytime with total security and confidentiality and its totally free.

- Instant Fund transfer from Standard Chartered account to Standard Chartered account (Daily transfer limit: BDT 5 lacs)
- Fund transfer from Standard Chartered account to any BEFTN member bank account.* (Daily transfer limit: BDT 5 lacs)
- Online Bill Payment for Standard Chartered Credit Card, Mobile Phones (GrameenPhone, Robi, Banglalink, Airtel, CityCell), Internet Service Providers (Qubee, Bangla Lion) and Insurance Premium (Metlife Alico)
- Placing instruction for a regular transfer of fund from your account at your preferred frequency.

- Place cheque book request.
- Download Statement of your Standard Chartered account

Breeze Balance: Breeze Balance is designed with simplicity and convenience of customers in mind. There is no need of having to remember complex SMS messaging or logging into Online/Mobile banking, all that is required is a one time setup and customers can perform a balance enquiry anywhere, anytime.

SMS Banking: Those who do not use iOS or Android mobile can still use our SMS Banking service like before.

SMS Banking gives the customer 24-hour access to the key financial information of the customer to Standard Chartered Credit Card or Account through Push and Pull services.

- SMS alert on financial transactions (ATM withdrawal: BDT 5K+ | POS: BDT 3K+ | Branch withdrawal: BDT 100K+ | Deposits Machine: Any amount)
- SMS alert on Salary deposit in your Employee Banking account.

Auto Bill Pay: SCB offered the customer an exclusive service of paying utility bills directly from your Account or Credit Card without waiting in long queues .

- Customers will subscribe once, they will do the rest throughout the year
- Standing Instruction for your bills by debiting your Banking account or Credit Card
- No more late payment charges, No queue for bill payment

eStatement: SCB eStatement enables to customer to receive monthly statement at customer's email for both Banking Account and Credit Card and its totally free.

- It's on time. It's paperless. It supports Green Banking.
- Enrol in eStatement for your Credit Card and win 300 Reward Points.
- It's secured and ensures your financial confidentiality

CHAPTER-6
LEARNING FROM THE
ORGANIZATION

As a part of BBA Program of BRAC University, they allow students for internship. It's a big opportunity for me to know the corporate world and what really done in that world. So it's a big chance to gather knowledge through practical experience. In these 3 months a lot of thing I have learned. It's a big experience to know about the banking system, it is overall activities, activities of specific departments and so on. These following things I learned from my Internship Program.

a. Learning Corporate Culture

Every organization has its own corporate culture. Just by studying from textbook does not give us the experience of it the way internship program offers. I have learned office behavior, working under pressure, time to work within office hour and how to handle clients according to situation.

b. Gathering Knowledge

It is a big opportunity for me to gather knowledge through practical experience. Before Internship knowledge was kept only within textbook. So this Internship program gives chance to enter in the corporate world. Where getting the practical knowledge not only the way of different work done is gained from this Internship.

c. Communication Skill

Throughout the internship program one of the most valuable and important thing I have learned is how to communicate with different type of people. This Bank highly emphasize on communication, they have advanced in different forms of communication. They quickly respond and that was the best part.

d. Time Management Skill

Time management skill is a very important one that is needed in corporate world. While working here I got the idea about it. Time management is all about for which work how much time should a person spend and do it on priority basis. This skill highly increases the efficiency and performance and reduces time wastage.

e. Professionalism Skill

Working at the bank gives me an idea of how to be a professional. They highly emphasize on professionalism. It is also one of the standards to fulfill job requirements. They are

formal and very professional on their jobs. The professionalism increases the efficiency and reduces the errors which ensure standard and quality service as a result maximum client satisfaction is received. It is all about being accurate, reducing mistakes, following standards and acting as situations demands.

f. Work Experience

Without any question I have achieved a big experience from my Internship Program. This experience leads me to the future career success. If I am appointed for the bank job, this work will help me to solve various problems which I learned from that experience. I am thankful to all employees who helped me and taught me all the work.

CHAPTER-7
OBSERVATION

In my Internship Program I have come across some problem which is related to General Banking Department of Premier Bank Ltd. These problems affect the growth of Premier Bank Ltd and it also creates negative effect to general customer. So in the following I have tried to interpret those problems and also suggest some recommendation about to remove from those problems. The problems are as follows-

- During my internship period had to face one problem all the time which is lack of space. Many clients come with different work but due to less space and insufficient officer they have to wait long enough for even a small inquiry.
- In case of opening a new account, the customers do not bring all necessary documents which sometimes create problem to the officers.
- Online Banking system of Premier Bank is not very fluent. Employees have to wait sometime after giving a command to the system which disappoints customers.
- The server of the bank goes down sometime. That create problem to the employees and customers who wants to know about their immediate accounts condition.
- Premier Bank Ltd does not follow motivating employee and customer the way it should.
- The branch does not have enough employees to serve customers properly. As a result it hampers on all kinds of General Banking activities.
- The bank does not have any developmental program or trainings for interns. Also the internship supervisor does not get enough time to communicate with interns
- ATM Booth is very limited.
- Delivery time of cheque book and debit card should be reduced.
- Bank should give a plastic card holder with every debit card for easy carrying.
- Sometimes ATM Booth machine is not work appropriately. As a result customer faces many problems at the moment withdrawing money.

CHAPTER-8
RECOMMENDATION

To improve the present customer service process and some other issues related to other department following recommendations has been proposed:

- The branch need to make space or desk for internship students therefore interns feel easy to work.
- Online Banking system of Premier Bank should be maintained properly therefore it does not kill valuable banking hours.
- Premier Bank should arrange program or event to motivate its employees and customers.
- Management should put more manpower to this branch because during peak hour it's become very crowding environment inside the bank.
- The bank should maintain computer and electrical equipment such as A/C and generator backup more efficiently.
- Mobile banking should be including in bank service.
- Scanner should be used on writing of Pay Order and FDR.

CHAPTER-9
CONCLUSION

The internship is designed to bridge the gap between theoretical knowledge and real life experience as a part of the Bachelor of Business Administration (BBA) program. This report is an outcome of a three months' internship at Premier Bank Ltd. The main focus of this report is the general banking procedure of deposit and bills & clearing department of bank. As a student of Accounting .I have to know the procedures related to banking. This report helps me to know about the banking service as well as General Banking Department related activities. I think this experience will also help me to develop my career. Although Premier Bank Ltd is one of the most promising banks in Bangladesh, since a very long time Premier Bank Ltd has been trying to run the business successfully. Within several years of its operation, the bank has grabbed a good position in the banking sector. The bank has already developed good image and goodwill among its clients by offering excellent services.

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