

**Selection & Recruitment Process
of Bangladesh Krishi Bank**





BRAC University

**Internship Report on
“Selection and Recruitment Process
of Bangladesh Krishi Bank”**

Course Code: BUS-699

Submitted To

Shamim E. Haque

Assistant Professor

BRAC Business School

Submitted By

Sharmila Kundu Shanta

ID-13164036

MBA PROGRAM

ACKNOWLEDGEMENT

First of all I am very much grateful to God as I have become successful to complete my internship program.

Completion of anything requires supports from various sources. I am very fortunate to get the sincere guidance and supervision from a number of people.

Foremost; I would like to convey my sincere gratitude to Assistant Professor, **Shamim E. Haque** for his encouragement and cooperation in writing this report. I am also indebted to him for his constant guidance.

My family and friends also assist me in every step of my work. Whenever I need them, I found them beside me.

I am very much grateful to the official of Bangladesh Krishi Bank who extended their enthusiastic cooperation during my internship period. Their disciplines in work inspired me a lot.

I am also thankful and acknowledged to my supervisor **Arun Kumer Das**, Assistant General Manager, Bangladesh Krishi Bank, without his direct help, suggestion, and support it was impossible for me to complete this report as well.

I would also like to thank the authority of BKB for helping me by giving an opportunity to work with them.

Letter of Transmittal

31 August 2015

Shamim E. Haque

Assistant Professor

BRAC Business School.

BRAC University, Dhaka.

Subject: Submission of report on Selection and Recruitment Process of Bangladesh Krishi Bank

Dear Sir,

With great pleasure I am submitting my Selection and Recruitment Process report on “Bangladesh Krishi Bank” that you have assigned to me as an important requirement of BUS-699 course. I have found the study to be quite interesting, beneficial & insightful. I have tried my level best to prepare an effective & creditable report.

The report contains a detailed study on Selection and Recruitment Process and a look at how it is done in the practical world. Here I have gathered information through primary and secondary sources such as websites and actual interviews from my Supervisor of “Bangladesh Krishi Bank”.

I also want to give thanks to you for your support and patience for me and I appreciate the opportunity provided by you through assigning me to work in this thoughtful project.

Thank you.

Sincerely yours,

Sharmila Kundu Shanta

ID-13164036

MBA Program.

Letter of Acceptance

This is to certify that Sharmila Kundu Shanta ID: 13164036 is a student of the Masters of Business Administration Program of BRAC University. She has prepared her internship report under my supervision which is a basic requirement of her MBA degree. She is dutiful and amiable.

I wish her success at every step of life.

.....

Shamim E. Haque
Assistant Professor,
BRAC Business School
BRAC University

EXECUTIVE SUMMERY

As a part of academic requirement and completion of MBA program, I have been assigned to complete internship report on “Selection and Recruitment Process of Bangladesh Krishi Bank” under the guidance of Shamim E.Haque.

“Selection & Recruitment Process” is a segment of Human Resource Management. As such I have selected this topic to make it perfect. I have divided this report into several sub sections. As a young intern in a company like BKB I have tried my paramount best to know their Selection and Recruitment process within little term of three months.

The report starts with a general introduction on “Bangladesh Krishi Bank (BKB)” as well as its purpose, scope and limitation. Then this report proceeds onto the introductory part. Bangladesh Krishi Bank (BKB) has been established under the Bangladesh Krishi Bank order 1973 (President's Order No 27 of 1973).BKB is Banking Company under the Banking Company Act-1991.The primary objective of BKB is to provide credit facilities to the farmers for the development of agriculture. The Bank is guided in accordance with the policies and principles of the Government of the Peoples Republic of Bangladesh. BKB has an authorized capital of Tk. 15,000 Million (Taka Fifteen thousand Million) only and paid up capital of Tk. 9,000 Million (Taka Nine thousand Million) only which is fully paid by the Government. I have shown the objectives and values of it. Afterward report proceeds with the job part, where the job which is done by me is discussed.

After that I continue my main focus on the report “Selection and Recruitment Process” describing the different steps of it. The first part is manpower requisition and its submission to HR Department. After getting approval advertisement is given to at least two national daily.

Following steps are arranging written exam, taking interviews, and finally the medical checkup. A detail elaboration of selection of best candidate has been added and the contribution of HR department for selecting the most eligible employees has been highlighted. In this report, some other important topics of their HR division are also discussed like HR hierarchy, the environment within the organization, allowances etc. After completion of this report it can be easily said that efficient, competent and active part Selection and Recruitment Process take a company to the peak of the success.

Table of Content:

Topic	Page No.
Acknowledgement	
Letter of Transmittal	
Letter of Acceptance	
Executive Summary	
Introduction	11
Origin of the Report	11
Objective of Report	11
Methodology	11
Scope of the Report	11
Limitation	11
<u>Chapter 1</u>	
Description of Bangladesh Krishi Bank	12-13
An Overview on Banking Sector of Bangladesh	14-15
Objective of BKB	16
Management of BKB	16
An Overview of BKB	17-22
A Salient Feature of BKB's ongoing Micro-Credit Programs under Poverty Alleviation	22-27
Services of BKB	28
Core Business	29
BKB Double Profit scheme & BKB Monthly Profit Scheme	29
Corporate Financing	
Credit Program	29
Deposit Scheme	30
International Banking	30
Products & Services	31

Import Finance	32
Export Finance	32
Foreign Remittance	32
S.W.I.F.T.	33
Dealing Room	33
Foreign Exchange Activities	33
Branches Dealing Foreign Exchange Transaction	33-34
Nostro Accounts are maintained with the following Banks	35-36
<u>Chapter 2</u>	
Theoretical Analysis of Selection and Recruitment Process	37
<input type="checkbox"/> Introduction	37
<input type="checkbox"/> Selection and Recruitment	37-38
Aim of Selection and Recruitment	38
<input type="checkbox"/> Recruitment	38
<input type="checkbox"/> Selection	38
External Recruitment	39
The recruitment process	40
<input type="checkbox"/> Advertising the role	41-43
<input type="checkbox"/> Selling the job to potential applicants.	44
Undesirable consequences of poor recruitment	44
Effective Recruitment Steps	44
Overview of Selection Techniques	45
<input type="checkbox"/> Curriculum Vitas / Resumes and written Applications	45
<input type="checkbox"/> Conducting Interviews	45
<input type="checkbox"/> Reference checks	46
Induction and orientation of new workers	46
Employer CV	46
Information packs	47
Phone or written replies	47
Size	47-48
Cost	
Acknowledging applicants	48
The selection process	

Setting selection criteria and selection techniques	48
<input type="checkbox"/> Structured interviews	49
<input type="checkbox"/> Practical work tests	49
<input type="checkbox"/> Reference checks	49
<input type="checkbox"/> Role play	49
<input type="checkbox"/> Personality tests	49
<input type="checkbox"/> Notifying applicants of an interview	50
Interviewing	50
<input type="checkbox"/> One or two interviews	50-51
Training	
<u>Chapter 3</u>	
The Selection and Recruitment Process of BKB	52
<input type="checkbox"/> Types of Recruitment	52
<input type="checkbox"/> Recruitment Sources and Methods	52
Selection Process	53
<input type="checkbox"/> Receipt of Applications	53
<input type="checkbox"/> Sorting out of Applications	53
<input type="checkbox"/> Informing Candidates	54
<input type="checkbox"/> Written Tests	54
<input type="checkbox"/> Interview	54
<input type="checkbox"/> Final Approval by Competent Authority	54
<input type="checkbox"/> Physical Examination	54
<input type="checkbox"/> Joining and Placement	54
Characteristics to Look for in Different Stages of Recruitment	55
Appointment	55
<input type="checkbox"/> Classification of the post	55
<input type="checkbox"/> Nationality	55
<input type="checkbox"/> Age	55
<input type="checkbox"/> Physical Fitness	56
Termination of services	56
<input type="checkbox"/> Termination	56

<input type="checkbox"/> Resignation	56
<input type="checkbox"/> Retirement	57
Performance Appraisal, Provident fund and Gratuity	57
<input type="checkbox"/> Performance of BKB	57
<input type="checkbox"/> Future fund	57
<input type="checkbox"/> Gratuity	57
<input type="checkbox"/> Records and Service	58
<input type="checkbox"/> Working Condition	58
<input type="checkbox"/> Loan Facilities	58
Performance Bonus and Other Bonus	58
<input type="checkbox"/> Allowances	58
<input type="checkbox"/> Medical Facilities and Health Insurance	59
<input type="checkbox"/> Employee Feedback	59
<u>Chapter 4</u>	
Accumulated Findings of our Survey	60
<input type="checkbox"/> Human Resources Planning	60
<input type="checkbox"/> Job Analysis	60
<input type="checkbox"/> Job Evaluation	60
	60
The Selection and Recruitment Policy of BKB	60
<input type="checkbox"/> Recruitment Procedure	60-63
Restriction on Appointment	64
Strengths, Weaknesses of Recruitment & Selection Process	65
Identification of main problems and findings	66
<u>Chapter 5</u>	
Recommendation	67
Conclusion	68
Reference	69

Introduction

The recruitment and selection processes of an organization are two of its most important HR planning activities. The basic purpose of recruiting is to ensure a sufficient pool of applicants from which the most qualified individuals may be selected. Effective recruiting is important because sufficient number of qualified applicants is needed to ensure that selection can be successfully accomplished.

Origin of the Report

This report is a requirement of the internship program which is an important part of the MBA degree requirement. As the supervisor has advised me to develop a thorough understanding of the recruitment and selection processes of Bangladesh Krishi Bank (BKB), this report will be prepared on those aspects of the HR practices of BKB.

Objectives of the Study

- To evaluate the current selection and recruitment policy and process of BKB.
- To find out the weaknesses of the current policy.
- To suggest improvements to the policy.
- Theoretical analysis of selection and recruitment process.
 - . To find relation between classroom study & real life situation.
- To analysis current selection and recruitment process of Bangladesh Krishi Bank.
- To give recommendations regarding the selection and recruitment of BKB.

Methodology

To preparation the report, data has been collected from both primary and secondary sources. In-depth interviews of some of the employees of the HR Division of Krishi Bank have been conducted to gather necessary information. Also, the Recruitment and Selection Policy of BKB has been consulted in preparing this report. Moreover text books, internet, the annual report of BKB etc. have been used to collect information.

Scope

The scope of this study is the recruitment and selection policy and processes of BKB.

Limitation

The major limitation of this report is that some confidential information was not available for the purposes of this report.

Chapter One

Description of Bangladesh Krishi Bank:

Bangladesh Krishi Bank (BKB) is a 100% government owned specialized Bank in Bangladesh. “Krishi” means Agriculture. Since its inception, BKB is financing in agricultural sector remarkably. BKB also performs commercial banking. People working abroad can easily send money home through Taka Drawing Arrangement.

The major occupation of the people of Bangladesh is "Krishi" or we can say "Agriculture". About 85% of the population depends directly or indirectly on agriculture which contributes a significant portion to GDP. Bangladesh Krishi Bank (BKB) has been established under the Bangladesh Krishi Bank order 1973 (President's Order No 27 of 1973). BKB is a Banking Company under the Banking Company Act-1991. Its Head Office is located at Krishi Bank Bhaban, 83-85 Motijheel Commercial Area, Dhaka-1000, Bangladesh. The primary objective of BKB is to provide credit facilities to the farmers for the development of agriculture. The Bank is guided in accordance with the policies and principles of the Government of the Peoples Republic of Bangladesh. BKB has an authorized capital of Tk. 15,000 Million (Taka Fifteen thousand Million) only and paid up capital of Tk. 9,000 Million (Taka Nine thousand Million) only which is fully paid by the Government. The Bank started commercial functioning since 1977 to generate more loan able fund from the idle rural and urban savings and invest them for the betterment of our economy. The Bank operates its function through its 987 branches (except Rajshahi Division). It has 16 foreign exchange (Authorized dealer) branches. In the field level the Bank has 9 Divisional, 29 Chief Regional and 24 Regional offices for close supervision of the branch activities. For smooth operation, as a part of internal control and compliance system, the bank has also 63 field level audit offices of which 9 at Divisional and 54 at Regional levels. It has 7 corporate branches located in Khulna, Chittagong, Agrabad, Sylhet, Karwan Bazar, Banani, Narayanganj. In the Head Office the Bank has 4 Divisions headed by General Managers, 37 Departments and a Training Institute headed by Deputy General Managers. Local Principal Office of BKB is headed by a General Manager. The existing strength of Bank's manpower is 10444 against the approved strength of 15442 as on 30 June, 2015. The Bank has a Board of

Directors comprising of 11 members. The Board is headed by the Chairman. The Board Chairman is generally an experienced professional/ex-professional who has wide acceptability and rapport. The Directors represent both public and private sectors and are appointed by the Government. The Managing Director is the Chief Executive of the Bank. He is appointed by the Government. The Bank has two posts of Deputy Managing Directors and they are appointed by the Government. The Bank has 14 posts of General Managers. They are also appointed by the Government. The characteristics and the evolution of the agricultural sector around the world are diverse and finance is a key issue in the evolution of the agricultural sector. Agriculture is a key sector of the economy in many developing countries. Strengthening this sector requires, amongst others, better accessibility to financial services. Majority of people in developing countries live in rural areas and are involved in agriculture activities. In these countries, agriculture is the pillar of the economy and the other sectors of activity such as industry, commerce, and public and private services largely depend on it. Agriculture first provides for families subsistence needs. Any surplus generated provides cash income to cover other essential needs. The surplus is sold in the market to meet domestic demand for food crops. Cash crops such as cotton, peanuts, coffee, tea, jute, tobacco, vanilla and so on are mainly aimed at export markets. Raising livestock such as poultry, goats, pigs and sheep whether for meat, milk, eggs, leather or as draft animals or for religious or cultural rituals is also a major agricultural activity. Exported agricultural products represent a major source of foreign currency for several countries. Jobs in the public sector and jobs in commerce and other services are also largely dependent on the primary sector. In Mali, for example, the cotton sector contributes significantly to export revenue, employs nearly 3.5 million individuals, and generates considerable income in rural areas which has made possible investment in the physical and social infrastructure. Despite this major contribution from the agricultural sector to the economy, the rural sector in developing countries only has modest means to fulfill its task. Agricultural finance should be integrated as much as possible into an overall development approach based on support for agricultural production, the marketing of agricultural products, improvement in management capacity, protection of the environment and risk management. The major occupation of the people of Bangladesh is "Krishi". Krishi is a Bengali word which means "Agriculture". About 85% of the population depends directly or indirectly on agriculture. Agriculture is the single largest producing sector of the economy since

it comprises about 30% of the country's GDP and employs around 60% of the total labor force. The performance of this sector has an overwhelming impact on major macroeconomic objectives like employment generation, poverty alleviation, human resources development and food security. So the proper development of the country cannot be thought of without the proper development of its agricultural sector. In this respect, the banking system acts as a major contributor for the development of this agricultural sector. In a developing country like Bangladesh, the banking system, as a whole, plays a vital role in the progress of its economic development. A bank, as a matter of fact, is just like the heart in the economic structure and the capital provided by bank is just like the blood in it. As it is mentioned already that the economy of Bangladesh is mainly dominated by agriculture, that is why if the finance is not provided to the agricultural sector, the growth of the economy will be slowed down. Loan facility provided by the bank works as an incentive to the producer to increase production. Keeping this in mind, for the purpose of the development of agricultural sector, the Government of Bangladesh (GOB) has established two specialized banks –namely: Bangladesh Krishi Bank (BKB) and Rajshahi Krishi Unnayan Bank (RAKUB). But our main concern will be Bangladesh Krishi Bank (BKB) .

An Overview of Banking System in Bangladesh

After Independence of Bangladesh the banking sector was restructured as a fall out of war of liberation. Banking grew primarily in the public sector with main emphasis development needs of the war-torn economy. With gradual liberalization in subsequent years, it was increasingly felt that banks should be allowed in the private sector for giving a fillip to development process on the basis of private initiative. In the 80's for the first time a number of banks in the private sector were allowed. Subsequently in the mid 90's some more banks in private sector commenced operations. In 1999, 3rd Generation of private sector banks was given permission to operate. Finally in 2001 4th Generation of private sector banks commenced operation. As a result while up to 80's financial sector was dominated by public sector banks, banks in the private sector were given increased responsibility with the passage of time. The share of deposits of Nationalized Commercial Banks (NCBs) in total deposits which stood at 89% in 1980 gradually declined over years to reach the level of 55% in 2000. Simultaneously, Private Commercial Banks (PCBs) which were responsible for only 18% of deposits in 1985 this share increased gradually over the

years to constitute about one third of the total deposits of the country by the end of the millennium. But market share of deposits of FCBs did not change much during the last twenty years. In the early 80's the share was 6% and it stood at 7% by the end of the century with a relatively small branch network in the country. Bangladesh economy has been experiencing a rapid growth since the '90s. Industrial and agricultural development, international trade, inflow of expatriate Bangladeshi workers' remittance, local and foreign investments in construction, communication, power, food processing and service enterprises ushered in an era of economic activities. Urbanization and lifestyle changes concurrent with the economic development created a demand for banking products and services to support the new initiatives as well as to channelize consumer investments in a profitable manner.

The commercial banking system dominates Bangladesh's financial sector. Bangladesh Bank is the Central Bank of Bangladesh and the chief regulatory authority in the sector. The banking system is composed of four state-owned commercial banks, five specialized development banks, thirty private commercial Banks and nine foreign commercial banks. The Nobel-prize winning Grameen Bank is a specialized micro-finance institution, which revolutionized the concept of micro-credit and contributed greatly towards poverty reduction and the empowerment of women in Bangladesh. The Bangladesh banking sector relative to the size of its economy is comparatively larger than many economies of similar level of development and per capita income. The total size of the sector at 26.54% of GDP dominates the financial system, which is proportionately large for a country with a per capita income of only about US\$370. The non-bank financial sector, including capital market institutions is only 3.22% of GDP, which is much smaller than the banking sector. The market capitalization of the Dhaka Stock Exchange was US\$1,025 million or 2.19% of GDP as at mid-June 2002. In contrast, the size of the total financial sector in India, including banks and non-banks as well as the capital market is 150% (March 2002) of its GDP, with commercial banks accounting for 58.3% of GDP. Access to banking services for the population has improved during the last three decades. While population per branch was 57,700 in 1972, it was 19,800 in 1991. In 2001 it again rose to 21,300, due to winding up of a number of branches and growth in population. Compared to India's 15,000 persons per branch in 2009, Bangladesh is not far behind in this regard. This indicates that access to the banking system in the country is not a significant problem. So, The financial system of

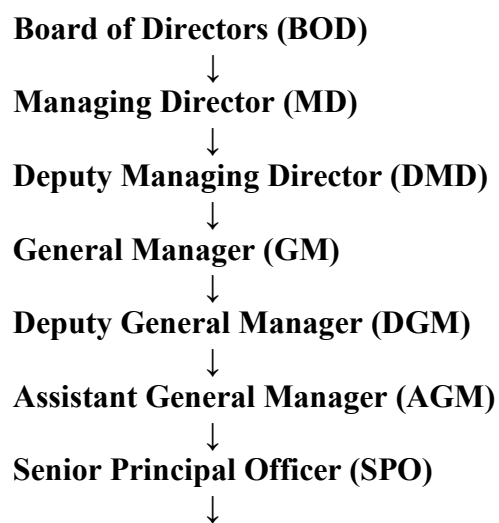
Bangladesh consists of Bangladesh Bank (BB) as the central bank, 4 State Owned Commercial Banks (SCB), 5 government owned specialized banks, 30 domestic private banks, 9 foreign banks and 29 non-bank financial institutions. Moreover, MRA has given license to 298 Micro-credit Organizations. The financial system also embraces insurance companies, stock exchanges and co-operative banks.

Objective of BKB:

The primary objective of BKB is to provide credit facilities to the farmers for the development of agriculture i.e. Crop production, Fish culture, Animal Husbandry etc, entrepreneurs engaged in development of agro-based and cottage industries. They are continuously trying to provide support for the advancement and development of the agricultural sector of the country. First of all, they are promoting savings, mostly from middle and lower middle class of urban and rural people. Secondly these banks promote investment in different sectors of agriculture, industry and trade. They either invest directly or advances loan to the investors. They are continuously helping the disadvantaged people to become self-sufficient by providing them micro credit.

Management of Bangladesh Krishi Bank:

The Board of Directors is the top of Management, which is constituted in teams of the Bangladesh Bank's Nationalization Order 1972. Management hierarchy of Krishi Bank is given blow:



Principal Officer (PO)

↓
Officer

Senior Management:

Chairman: Mohammad Ismail

Managing Director: M.A. Yousoof

Directors:

Alhaz Mahabubur Rahman Bhuyan

Shahabuddin Ahmed

Mamataz-Ala-Shakoor

Md. Abdul Jalil Mian

Md. Moshiur Rahman (Humayun)

Khandaker Morad Hossain

Mohammad Shafiqul Azam

Md. Abu Hanif Miah

Dr. Gauranga Chandra Mohanta

A T M Anisur Rahman

An Overview of “Bangladesh Krishi Bank” (BKB)

BKB is providing credit facilities to the farmers for the development of agriculture and entrepreneurs engaged in development of agro-based and cottage industries. BKB is guided in accordance with the policies and principles of the Government of the People’s Republic of Bangladesh. BKB gives importance to accumulation of rural small savings through its branches. Bangladesh Krishi bank offers different deposit banking facilities like Current Deposit Account, Short Term Deposit Account, Savings Bank Account, Fixed Deposit Account and other Time Deposits. The Bank provides loans and advances to different sectors, namely crop and fisheries, agro based industry (which includes large and medium industry, small and cottage industry),

poverty alleviation, retail business and services like transportation, communication, insurance, working capital loan etc. BKB finances production of all the summer and winter crops, horticulture and nursery etc. The Bank attaches importance to use scientific method and modern technology in fish cultivation. It extends adequate credit support for excavation and re-excavation of ponds, round the year cultivation of species, which have rapid growth, cultivation of sweet water prawn and other fishes. The Bank makes use of expertise of the concerned government agencies for bringing more ponds or water bodies under cultivation and increasing productivity. As an agricultural country different types of crops and fruits are produced here. The Bank also pays due importance to setting up agro-industries for preservation, processing and marketing of agricultural produces having backward linkage with basic sub-sectors of crop, fishery, livestock and forestation. Manufacturing and marketing of agricultural implements are also encouraged. Moreover, there is enough scope for export of these items through processing mechanism and value addition. Considering the needs of the target groups since late seventy's BKB has been implementing a series of Micro-Credit programs out of which 10 programs have recently been completed and 31 programs are in operation at present.

Bangladesh Krishi Bank as friend of Farmers and Rural People Crop Loan:

Out of total annual allocation of Loan portfolio, 60% is earmarked for Crop financing. The Credit program covers all the seasonal crops produced in the country. The loan is disbursed as per norms set by the Bangladesh Bank. The rate of interest for this sector is 10%. The rate of interest may however, vary from time to time. Both the landowner and sharecroppers are normally the target group for this loan. Marginal farmers are also eligible for the loan.

- Crop loan is sanctioned on annual basis.
- Credit passbook is issued to each borrower.

Fisheries Loan:

To accelerate fish production BKB provides loan for excavation and re-excavation of ponds, development of marshy lands, establishment of fish hatcheries and new fisheries projects. The Loans are given in the following sub sectors:

- Fish culture in existing pond/tank

- Fish culture by re-excavation of old/derelict tank/tank
- Fish culture by excavation of new tank/tank
- Shrimp culture by excavation of new tank/tank
- Shrimp culture in traditional system (Bagda or Tiger Shrimp)
- Shrimp culture in scientific system
- Shrimp culture in semi-intensive method
- Prawn culture in sweet water (Galda) This loan is given mainly in coastal areas for developed technology based shrimp culture. Fish & Shrimp hatchery (fingerlings production):
- Fingerlings production in sweet water
- Shrimp fingerlings production (fingerlings of commercially profitable technology).

Live Stock Loan:

Livestock sector plays an important role in the development of agriculture. BKB provides loan for Bullock, Milch Cow, Goatery, Beef fattening and other draft animals. It is basically Medium Term Loan. Under Livestock head BKB provides loans for Bullocks, Milch cow, Goatery, and Beef Fattening job. Aim of the projects is creation of self-employment. In beef fattening program one person gets Tk. 25,000 for purchasing five calves. The calves are to be nourished and brought up in scientific way to sale them, healthy cows. This is a collateral free, supervised loan

Beef Fattening Program: With a view to creating self-employment for the poor and un-employed people of the country the bank has introduced a new program titled "Beef Fattening".

Objectives of the program:

- Create self-employment opportunity for poor and un-employed people.
- Meet national deficit of animal protein.
- Bring positive change in the attitude of the people through training.
- Ensure participation of bank officials in the program and increase their sense of duty and consciousness.

Main Aspects:

- Purely supervised credit.
- The bank officials giving guarantee are responsible for recovery of loan.
- Each borrower will get maximum Tk. 25,000/-for 5 calves (each Tk. 5,000/-)

- Loan is collateral free.
- Repayable within one year.

Continuous Loan:

- The bank is providing continuous loan for different types of activities as cash credit/working capital loan on short term basis.
- Continuous loan is given for processing, preservation and marketing of agricultural products.

Agro Equipment & Farm Machinery Loan:

With the Changing scenario the traditional agricultural system is being replaced by mechanized one. In order to meet up the changing demand of this sector, BKB offers credit facilities both for production and marketing of different agricultural equipment and farm machinery including irrigation equipment. All sorts of irrigation equipment's like LLP, HPTW, STW, DTW are eligible under the sector. Bangladesh Krishi Bank presents loans for mechanizing cultivation and irrigation. People are interested now to switch from traditional machinery and system to modern ones. So this is a timely approach. If someone eager to apply modern techniques in farming can visit a BKB branch. Well, BKB also patronize manufacture and marketing of farm equipment. Besides the bank offers credit for poultry and dairy farms and for export oriented food and fish processing plants.

Agro Processing Industries:

As an agricultural country different types of crops and fruits are produced here. Moreover recently sectors like poultry, dairy, fisheries have flourished enormously. There is enough scope for export of these items through processing mechanism and value addition. The agro based industries are – Poultry firm, Dairy firm, Food processing plant, Fish freezing/Processing Industries etc. Reputed local businessmen and prospective foreign investors are highly acceptable and encourage to the bank for establishment of any sorts of agro-processing industries in Bangladesh. Project under joint venture as well as direct foreign investors are specially taken care of.

Poultry farm: Poultry broiler farm, Poultry layer farm, Poultry (broiler/layer) hatchery.

Poultry farm related/dependent project Dairy farm: Milk production, Milk collection, Milk processing (ghee, butter, and pasteurized milk etc. production) and marketing.

Food processing project: Fruit based food preparation, processing, preservation & marketing, Flour, bread & biscuit vermicelli, noodles, chips, chanachur, corn flakes, potato flakes, French fry, popcorn, baby food, starch etc. Juice, jam, jelly, tomato ketchup, sauce, pickle etc. production & marketing, Spices processing, Different type's oil mill, dal mill etc. Small processing industry at farm level, Dehydrated fruit canning, packaging, preservation & marketing Exportable items: Fish processing, Freezing plant, Dehydration plant (for dry fish processing), Salting and Dehydration of Jew fish, Leather process & leather based products item. Vegetables Import substitutes: Leather and Leather Goods, Fish net/net thread production, Garments accessories (garments allied industry like washing plant, packaging etc.), Organic fertilizer, mixed fertilizer, urea super granules etc. production & marketing, Insecticides production, Bio-pesticide, neem based pesticide production.

Poverty alleviation Programs or Projects:

In consideration of the importance of Micro-Credit and with the objective of generating employment as well as encouraging social development BKB has undertaken several Micro-Credit programs of its own and also in collaboration with local and foreign agencies. The programs have been designed to cover all segments of poor population whether skilled or unskilled such as small and marginal farmers, landless laborers, destitute women, disabled, unemployed youth and rural artisans etc. About 1417047 beneficiaries have been provided with Tk. 14469.90 million since its inception (up to 30 September, 2009). Considering the needs of the target groups since late seventy's BKB has been implementing a series of Micro-Credit programs out of which 10 programs have recently been completed and 31 programs are in operation at present. These diversified micro-credit programs are being implemented by BKB to achieve the following objectives:

- To create employment opportunities through income generating activities.
- To empower the rural women to establish their own rights.
- To improve the living standard of the rural people.

- To alleviate poverty of the poor people.
- To make easy access to institutional credit facilities and resources.
- To mobilize rural savings.
- To make optimum utilization of rural resources.
- To engage inactive human resources of the rural areas in productive/economic activities.
- To engage rural people in development process of the country.
- To eliminate exploitation done by the money lenders.

A Salient feature of BKB`s ongoing Micro-Credit Programs under poverty alleviation for the landless farmers and the poor rural people is given below:

A Salient Feature of BKB`s ongoing Micro-Credit Programs under Poverty Alleviation is Given Below:

Credit program for the landless and Marginal Farmers:

This program has been launched with BKB`s own fund in 1992-93 financial year through its all branches. Landless and marginal farmers get short term credit under this program. Persons/ Peasants having not more than 1.50 acres of cultivable land and annual income of highest Tk 25000/- are eligible for getting credit under this program. After formation of groups and obtaining training the group members get credit without any collateral security. But they have to hypothecate the goods and assets created by the loan. In lieu of collateral they have to take responsibility as guarantor for the recovery of loan within the group. The present interest rate is 10%. 52 equal weekly installments are fixed and the recovery will be taken place accordingly. About 474181 beneficiaries have been provided with Tk. 4698.40 million since its inception (up to 30 September, 2008).

Beef fattening Joint Program:

This is a bank`s own financed program. Bank launched this program in 1994. The main objective of this program is to fill up the deficiency of animal protein in the country as well as creation of self-employment for poor and unemployed people living in the villages. Under this program a person can get a loan amounting up to Tk.25000/- for 5 calves against guarantee of a bank official or local elite. The rate of interest is 10%. The loan is to be repaid with interest in one

installment within one year. About 89025 beneficiaries have been provided with Tk.1481.30 million since its inception (up to 30 September, 2008).

Swanirvar Credit Program:

Bank has been implementing Swanirvar credit program without collateral security since 1979. Employment creation for the landless and marginal farmers, increasing their standard of living, creation of social and ethical values, eradication of illiteracy, providing creation of health and family planning services etc. are the objectives of this program .The beneficiaries under the program are landless, rural poor & destitute having maximum 0.40 acres of cultivable land and maximum annual income is Tk.20, 000/-. 212 branches of 31 districts (regions) are involved in this program. The beneficiaries have to form groups (each Consisting 5 members) and a center (consisting 5 groups). BKB & Swanirvar Bangladesh is operating this program jointly. The credit is collateral free but Group guarantee for each other is needed. Maximum loan amount is TK.15, 000/- per beneficiary. It is Short term credit (to be recovered in 52 equal weekly installments within one year). Disbursement of loans to the beneficiaries is made duly recommended by Swanirvar staffs. Swanirvar Bangladesh is responsible for group formation, giving training to the beneficiaries and recovery of loan. Rate of Interest is 16%. (6% Service charge for Swanirvar, 10% Interest for BKB). About 274115 beneficiaries have been provided with Tk.1577.80 million since its inception (up to 30 September, 2008).

Small Farmers & landless Laborers Development Project (SFDP):

This project is being implemented jointly by BARD & BKB from 1995 through 21 branches under 6 Regions (districts) of Bangladesh Krishi Bank. The objectives of the project are to increase production, employment creation and increase income of the small landless farmers & laborers through formation of small groups, generation of own capital and provision for capital support for undertaking various income generating activities. Under this project Tk. 19.80 million has been disbursed to 2710 beneficiaries on average per year and recovered Tk. 15.80 million per year. Cumulative recovery rate is 97%. The beneficiaries under this program are small farmers having maximum 0.50 acres of cultivable land & landless laborers having 0.51-1.50 acres of cultivable land. Selection of target family, group formation, and supervision of

group activities, supervision of loan utilization and all kinds of field works are done by BARD. Opening of group account, sanctioning and disbursement of loan & maintaining savings account etc. are done by BKB. Bank provides credit from its own source after formation 5-10 members group. The loan is collateral free, but assets and goods derived from credit are hypothecated. Lien of group savings & group pressure replace the collateral. Loan is disbursed for any recognized items which is accepted by bank & identified by members of group. Interest rate is 15% of which 10% for BKB, 5% for BARD. Chairman or secretary of the group recovers the loan. Loan is recovered in weekly/fortnightly/monthly installments within maximum 18 months. About 28266 beneficiaries have been provided with Tk.215.20 million since its inception (up to 30 September, 2008). This program terminated on 30th June, 2006. South Asia Poverty Alleviation Program: This program was launched on the basis of Dhaka conference of SAARC countries in 1993. This is a joint venture program with UNDP. But it is banks own financed program. UNDP organizes the beneficiaries, trains them and recommends the loan. The responsibility of credit realization lies with the managers of village organizations. This is an area based credit program. Only Kishorganj (a district) sadar upazilla is the command area of this program. The maximum credit limit is Tk. 25000/- per beneficiary. 25 beneficiaries form a group. Rate of interest is 15% (BKB 10% and the manager of village organization 5%).The loan is collateral free and is recovered in weekly installments within one year. About 53723 beneficiaries have been provided with Tk.445.70 million since its inception (up to 30 September, 2008).

United Nations Capital Development Fund (UNCDF):

This program started in 1983 with the objective of financing rural & cottage industries. Now it is running on revolving fund. This is a joint venture program with BKB, BSCIC & UNCDF. UNCDF provides one third of fund while BKB provides two thirds. BSCIC selects borrower and provides extension services. The program covers 29 districts. BKB provides credit from joint fund and maintains account. Rate of interest is 10% - 14%. This is a collateral free credit. Raw materials, finished goods and capital asset created out of credit are kept as hypothecation against credit provided to the beneficiaries. About 24837 beneficiaries have been provided with Tk.136.70 million since its inception (up to 30 September, 2008).

Rural Women Employment Creation Project ADB Loan No 1067 BAN (SF):

This is a joint project started in 1993 for experimenting with the idea of co-participation of government Organizations (GOs) and Non-Government Organizations (NGOs) aiming at employment creation for poor women in the rural areas. Department of women Affairs (DWA), 19 NGO`s in 12 thanas (upazilla) and BKB jointly implementing the project. NGOs organizes individuals into groups, train them under the supervision of DWA and recommends for credit funded by ADB. This is also a collateral free credit. Interest rate is 12%. About 67402 beneficiaries have been provided with Tk.154.70 million since its inception (up to 30 September 2008). This program terminated on 30th June, 2007.

BKB-NGO Micro Credit Program:

This program is a replication of Rural Women Employment Creation Project (RWECP).NGOs organizes individuals into groups, provides them training and recommends for credit. BKB provides credit from its own fund. This is also a collateral free credit. Interest rate is 12.5%. About 16636 beneficiaries have been provided with Tk. 136.00 million since its inception (up to 30 September 2008).

Credit under National Poverty Alleviation Program through Goat Rearing:

This program has been introduced in 2002 aiming to eradicate poverty through goat rearing. Directorate of livestock provides with extension service while BKB provides credit from its own fund for a period of 4 years term. This is a collateral free credit provided from all branches of BKB. Interest rate is 10%. About 24354 beneficiaries have been provided with Tk. 236.50 million since its inception (up to 30 September 2008).

Milching Cow Credit Program for the Women:

The program launched in the year 1997. The main objectives of the program were proper utilization of the unemployed women increasing milk production and helping the up-lift of the condition of the women folk. Under this program one village of a branch area is selected. One woman from each family of the selected village is eligible to get this credit facility. An applicant gets maximum Tk. 10,000/- to purchase a calf. Interest rate is 8%. The loan is realized within

one year in weekly installments. This is a collateral free supervised credit. An officer or field worker of the branch is engaged in supervising the credit under the direct control of the branch manager. Livestock officers help the beneficiaries in treatment and rearing the cow. About 612 beneficiaries have been provided with Tk. 8.20 million since its inception (up to 30 September 2008).

Special Micro Credit Program for the Disabled:

This program has been introduced in 2002 aiming to income generation & development of socio-economic condition through employment creation for the disabled persons. Department of Social Welfare and Disabled Foundation provide extension services. This is a collateral free credit provided from all branches of the bank. Interest rate is 10%. About 530 beneficiaries have been provided with Tk. 5.60 million since its inception (up to 30 September 2008).

Manipuri Small Traders Credit Program:

This program have been introduced in 2003 aiming to provide working capital to handloom industry operated by the Manipuri women living in the greater Sylhet areas. Bank officials organize the Manipuri women having handloom and training/education/experience of operation. Eligible women are organized into 5 member groups. This is also a collateral free credit provided from the bank`s own fund. Interest rate is 10%. About 684 beneficiaries have been provided with Tk.21.50 million since its inception (up to 30 September 2008).

Special Credit Program for the Rakhains under the district of Cox`s Bazar:

This program has been launched in 2003 aiming to provide working capital credit for producing handloom and cottage industrial products and marketing. The loan is disbursed to the Rakhain community living in the district of Cox`s Bazar. Bank officials organize Rakhains into 5 member groups. This is a collateral free credit programmer from banks own fund. Interest rate is 10%. About 469 beneficiaries have been provided with Tk. 15.10 million since its inception (up to 30 September 2008).

Tree Plantation Programs:

In 2002 and 2003 BKB has launched 8 Tree Plantation Programs-viz: All types of tree nursery including herbal, Horticulture Development, Fruit and forest tree plantation, Bamboo production,

Herbal gardening, Coconut gardening, Patipata (a plant used in making mat) production, Cane production. These programs have been introduced in all branches of the bank to grow more and more trees aiming to eradication of poverty, proper use of fallen land, increase of tree production facilitating herbal treatment and development of environment. Credit under these programs is collateral free up to Tk. 25,000/-. Interest rate is 8%. About 20043 beneficiaries have been provided with Taka 203.50 million since its inception (up to 30 September 2008).

Establishment of Breeding Farm of Black Bengal Goat Program:

This program has been taken to ensure supply of kids of Black Bengal Goats in order to support the national program of poverty alleviation through goat rearing. Under this program a farm comprising 50 she goats is considered as a small farm and a farm comprising 51-200 she goats is considered as a big farm. The loan is medium term. Credit limit is Tk. 30,000/- for a small farm consisting of 10 she goats (with a he- goat). This credit limit is calculated for making up goat-shed, purchasing of she-goats & he-goat and initial feed cost. This limit is proportionate for a small farm having up to 50 numbers of she-goats. For a medium farm credit limit is to be calculated deducting the cost of goat shed. This cost is borne by the entrepreneur. About 304 beneficiaries have been provided with Taka 14.60 million since its inception (up to 30 September 2008).

Poverty Alleviation through Production and Improvement of Sheep:

This is a government directed program which has been launched in the last part of the fiscal year 2004-05. Primarily this is to be implemented throughout the selected 22 upazilla under selected 11 districts of BKB` s jurisdiction. Directorate of livestock provides with extensive services while BKB provides credit from its own fund. Under this program credit amount up to taka 50,000/- is collateral free. Interest rate is 8%. This loan is to be repaid within four years in 6 equal installments including one year grace period. About 360 beneficiaries have been provided with Tk 3.80 million since its inception (up to 30 September 2008).

Services of Bangladesh Krishi Bank:

বাংলাদেশ কৃষি ব্যাংক কর্তৃক প্রদত্ত গ্রাহক সেবার চারিত্রিকা (Citizen Charter)

<div style="background-color: #000080; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">ঋণ কার্যক্রম</div> <div style="background-color: #FF0000; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">বৈদেশিক ব্যবসা</div> <div style="background-color: #008000; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">আমদানি হিসাব</div> <div style="background-color: #FF0000; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">বিবিধ সেবা সুবিধাসমূহ</div> <div style="background-color: #FFD700; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">অর্থ স্থানান্তর সুবিধা</div> <div style="background-color: #800080; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">ইউটিলিটি বিল করা</div> <div style="background-color: #000080; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">পেবসন/ভাতা পরিশোধ</div> <div style="background-color: #000000; color: white; border-radius: 50%; padding: 10px; margin-bottom: 10px;">সরকারের পক্ষে প্রদত্ত সেবাসমূহ</div>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>১. শস্য ঋণ ৩. পশু সম্পদ ঋণ ৫. ক্ষুদ্র ও মাঝারী প্রকল্প (SME) স্থাপনের জন্য ঋণ ৬. কৃষি ভিত্তিক শিল্প/প্রকল্প স্থাপনের জন্য ঋণ ৭. চলমান ঋণ (কৃষি পণ্য বিপণন ও বাজারজাতকরণের জন্য ঋণ) ৮. যাইক্রেডিট (ক্ষুদ্র ঋণ) ৯. মেয়াদী আমদানি ও বিভিন্ন সঞ্চয় কীমের বিপরীতে ঋণ</p> </div> <div style="width: 45%;"> <p>২. মূল্য সম্পদ ঋণ ৪. সেচ ও খামার যন্ত্রপাতি ঋণ</p> </div> </div> <p>সকল প্রকার বৈদেশিক বিনিময় ব্যবসার সুবিধা</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>১. চলতি আমদানি ৩. এস টি ডি আমদানি ৫. বিভিন্ন সঞ্চয় কীম</p> </div> <div style="width: 45%;"> <p>২. সঞ্চয়ী আমদানি ৪. মেয়াদী আমদানি</p> </div> </div> <p>১. সরকার প্রবর্তিত বিভিন্ন প্রকার সঞ্চয়পত্র ক্রয় ২. প্রাইজবন্ড ক্রয়/বিক্রয়</p> <p>১. ডি. ডি. এম. টি. টি. টি এর মাধ্যমে দেশের অভ্যন্তরে অর্থ স্থানান্তর ২. প্রবাসী বাংলাদেশীদের অর্থ প্রেরণের সুবিধা ৩. পেমেট অর্ডার ক্রয়</p> <p>১. পল্লী বিদ্যুৎ সমিতির বিদ্যুৎ বিল * ২. বাংলাদেশ ভার ও টেলিফোন বোর্ডের টেলিফোন বিল * ৩. গ্যাস বিল জমা * ৪. পি. ডি. বি. ডেসা, ডেসকো, গুজোপাড়িকোর বিদ্যুৎ বিল *</p> <p>১. অবসরপ্রাপ্ত সামরিক বাহিনীর সদস্যদের পেনশন ২. বিধবা ও স্বামী পরিত্যক্তা দুঃস্থ মহিলা ভাতা * ৩. বয়স্ক ভাতা * ৪. অসচ্ছল (অক্ষম) প্রতিবন্ধী ব্যক্তিদের ভাতা *</p> <p>১. প্রাথমিক শিক্ষার জন্য উপবৃত্তির অর্থ বিতরণ (খুলনা বিভাগ) ২. ভূমি উন্নয়ন কর আদায় * ৩. সরকারী খান/চাউল/বাদ্য সংগ্রহের বিল পরিশোধ * ৪. সরকারী ব্যবস্থাপনার হজ্ব গমনেচ্ছুদের হজ্জের টাকা জমা গ্রহণ।</p> <p style="text-align: center;">* নির্বাচিত শাখা</p>
---	---

গ্রাহকপন কর্তৃক সার্বিক বিষয়ে ব্যাংক প্রদত্ত সেবা গ্রাহকের ব্যাপারে আরো বিস্তারিত তথ্য জানার জন্য ব্যাংকের শাখা ব্যবস্থাপক অথবা ব্যাংকের নিয়ন্ত্রণকারী কার্যালয়ের সাথে যোগাযোগ করার জন্য অনুরোধ করা হলো।
সেবা না পাওয়ার ক্ষেত্রে গ্রাহকপন ফোকাল কর্মকর্তা হিসাবে উপ-মহাব্যবস্থাপক ডি.জি.এল. সোহাগ ও ব্যবসা উন্নয়ন বিভাগ, বিকেবি, প্রধান কার্যালয়, ৮৩-৮৫ মতিঝিল বাণিজ্যিক এলাকা, ঢাকা-১০০০ (ফোন : ৯৫৬০০৩৬) বরাবরে অভিযোগ প্রেরণ করতে পারেন।

বাংলাদেশ কৃষি ব্যাংক
কৃষি অর্থায়নে দেশের সর্ববৃহৎ রাষ্ট্রীয় ব্যাংক

আদেশক্রমে-
ব্যাংক কর্তৃপক্ষ

Core Business

BKB Double Profit scheme & BKB Monthly Profit Scheme:

Corporate Financing

The Bank has started financing to renowned corporate bodies of the country for the last 2/3 years. This has opened a new arena of utilizing agri-product marketing channel of the companies in easy terms and at a lower interest rate. Such companies are:

- PRAN GROUP (Agriculture Marketing Company Ltd.)
- SQUARE GROUP (Square Consumer Products Ltd.)
- PARTEX GROUP (Partex Furniture Ltd.)
- SUPREME SEEDS
- PADMA GROUP
- P.H.P GROUP
- T.K. GROUP
- ISPAHANI GROUP
- SA GROUP
- K.D.S GROUP
- CITY GROUP
- S. ALAM GROUP
- MEGHNA GROUP
- M. M. AGA LTD
- NAVANA GROUP (NAVANA FURNITURE)

Credit Programs

BKB finances the following 7(seven) priority sectors, namely:

- Crop
- Fisheries
- Live Stock
- Farm and Irrigation Equipment
- Agro based Industrial Project
- S M E
- Continuous Loan (Working Capital and Cash Credit)
- Micro Credit (Small Loan)

Deposit Scheme:

Name of Account	Period	Rate of Interest
Current Deposit Account	---	0.00%
Special Notice Deposit (SND) Account	---	--
(a) For less than 100.00 Crore	---	4.00%
(b) For 100.00 Crore and above	---	5.00%
Savings Bank Account	---	Urban 5.00%
	---	Rural 7.00%
Fixed Deposit Receipt (FDR) Account	From 3(three) months and above Maximum 1(one) year	8.00%
	From 6(six) months and above but less than 1(one) year	8.50%
	From 1(one) year and above Maximum 3(three) years	9.00%
Monthly Sonchoy Scheme (MSS)	3 yrs	11.00%
	5 yrs	10.50%
* Deposit Pension Scheme	10 yrs	9.50%
	20 yrs	15.00%
	5 yrs	15.00%
	10 yrs	10.00%
	10 yrs	12.00%
Time Deposits (BKB own products)	Teachers Savings Scheme	5 yrs 6.50%
	BKB Savings Scheme	7yrs 9.00%
	** Hajj Deposit Scheme	1-12 yrs 0.00%
	Small Savings Scheme	5 yrs 6.00%
Krishan-Krishani Deposit Scheme	---	1.00% Higher than Savings Rate
	---	5 yrs 5.00%
Education Savings Scheme	Monthly Contributory Deposit	7 yrs 5.50%
	---	10 yrs 6.00%
	Monthly Benefit Deposit	7 yrs 6.50%
---	10 yrs 7.00%	
---	15 yrs 7.25%	

- * Information are furnished for existing customers who opened their DPS account before 1994 and SPS Account before 2001-02 respectively. Opening opportunity of Both the accounts had already been discontinued.
- ** Bangladesh Krishi Bank shall bear source tax/excise duties against Hajj Deposit Scheme Account on behalf of the individual depositor.

International Banking

Bangladesh Krishi Bank (BKB) has been engaged in Foreign Exchange Business since 1980. It deals in all kinds of export, import, remittance and other sorts of foreign exchange business. BKB has got 200 major correspondent banks globally and maintain sufficient number of Nostro accounts in various foreign currencies with different leading banks in important business centers of the world. BKB has taken a massive foreign exchange programmes to increase business. Import of capital machinery and raw materials for agro-processing industries and export of agricultural products, foreign remittance & all sorts of foreign exchange transactions and services are being provided by BKB.

Products and Services:

- Letter of Credit (LC)
- Bill purchase/Discount
- Export Credit (Pre Shipment & Post Shipment)
- Remittance (Inward, Outward)
- Collection, Purchase and Sale of Foreign Currency and Travelers Cheques.
- Maintenance of Student education file
- Guarantees in Foreign Currency.
- Foreign Currency accounts.
- NFCD (Non-Resident Foreign Currency Deposit) A/C.
- RFCD (Resident Foreign Currency Deposit) A/C.
- Forward Contracts.
- Correspondent Banking Relations.
- Taka Drawing Arrangement.
- Dealing Room.
- S.W.I.F.T. (Society for Worldwide Interbank Financial Telecommunication)

Import Finance

BKB deals in all kinds of Documentary Credit operation under different credit Lines/Aid/Loan/Grants/cash etc. BKB finances the following import sectors of the economy:

Products and Services:

- All kinds of Capital Machineries for the development of economy giving special emphasis on Agro based industries/Ready made Garments industries and imports substitute industries.
- Import of all kinds of industrial Raw Materials for the industries.
- Any other improved items and specially items directed by the government.

Export Finance

BKB supports exports of any kind giving special emphasis on the following

- Financial assistance to all kinds of export oriented industry and other products specially export of fruits & vegetables.
- Offers Concessional rate of interest for Export Finance.

Does all activities in exports, such as:

- Export bill negotiation /Purchase/Collection.
- Helps the export firms for getting export incentive.
- Financial support for materializing the export order.

Foreign Remittance

BKB plays an important role in the field of foreign remittances. Most of the BKB branches located at the remote areas of rural Bangladesh. The Bangladeshi people working abroad and their relatives in the country maintain bank accounts with BKB branches. Bank has an arrangement to allow Bangladeshi people working abroad to send their foreign currencies to their relatives at home. Necessary steps have been taken to widen this sector so that the Bank can serve more people and collect more remittances.

S.W.I.F.T.(Society for Worldwide Interbank Financial Telecommunication)

Bangladesh Krishi Bank is now a proud member of SWIFT. It is connected with modern international financial tele communication system. L/C advising/transferring and quick transfers of remittances as well as other financial correspondences have become very easy & speedy with the installation of SWIFT. Bangladesh Krishi Bank's SWIFT BIC IS "BKBABDDH".

Dealing Room

BKB is actively operate treasury operation i.e. dealing room operation in its International Department, Head Office, Dhaka to transact foreign currency trading in Inter Bank FC market both at home and abroad

Foreign exchanges activities

BKB extends its service to the travelers by endorsement of cash FC/TC in passports. BKB renders Hajj services to the pilgrims which is 3rd highest in the banking sector. BKB deals in spot and forward sale and purchase of foreign currency in local inter-bank market.












Branches dealing in Foreign Exchange Transactions are:

Sl.no.	Branch	Address
1	Bangladesh Krishi Bank Local Principal Office, Dhaka	83-85 Motijheel Commercial Area Dhaka-1000, Bangladesh. Tel: 88-02-9550325, 9551067, 9552996 Fax: 88-02-9556903 SWIFT: BKBABDDH
2	Bangladesh Krishi Bank Kawran Bazar Corporate Branch, Dhaka	50, Kazi Nazrul Islam Avenue Dhaka-1215 Bangladesh. Tel: 88-02-9111048
3	Bangladesh Krishi Bank Chawk Bazar Branch, Dhaka	16 Water Works Road Rahamat Ganj (Dalpatty) Dhaka, Bangladesh. Tel: 88-02-7316588
4	Bangladesh Krishi Bank, Narayanganj Branch, Narayanganj	159 B B Road Narayanganj 1400, Bangladesh. Tel: 88-02-7634715 Fax: 88-02-7634717

Sl.no.	Branch	Address
5	Bangladesh Krishi Bank Agrabad Corporate Branch, Chittagong	Noor Mansion(1st Floor) 15 Agrabad Commercial Area Chittagong, Bangladesh. Tel: 88-031-810038, 88-031-810070, 88-031-723600 Fax: 031-715729
6	Bangladesh Krishi Bank Chittagong Corporate Branch, Chittagong	61, Jubilee Road Chittagong 4000, Bangladesh. Tel 88-031-614088, 88-031-614628, 88-031-2852319 Fax: 88-031-626477
7	Bangladesh Krishi Bank Chalpatty Branch, Chittagong	New Chaktai Chittagong, Bangladesh. Tel : 88-031-637651
8	Bangladesh Krishi Bank Khulna Corporate Branch, Khulna	16 Sir Iqbal Road Khulna 9000, Bangladesh. Tel: 88-041-723617, 88- 041-723282 Fax: 88-041-721495
9	Bangladesh Krishi Bank Kushtia Branch, Kushtia	Bangabandhu Market 65, NS Road Kushtia 7000, Bangladesh. Tel 88- 071-62070
10	Bangladesh Krishi Bank Sylhet Corporate Branch, Sylhet	Zindabazar Sylhet 3100, Bangladesh. Tel: 88-0821-714464 Fax: 88- 021-713520
11	Bangladesh Krishi Bank Haluaghat Branch, Mymensingh	Haluaghat Mymensingh 2260, Bangladesh. Tel: 88-09026-56020
12	Bangladesh Krishi Bank Sharsha Branch, Jessor	PO. Sharsha Jessore, Bangladesh Tel: 88-0421-75204
13	Bangladesh Krishi Bank Tea Board Branch, Chittagong	Bayezid Boistami Road, Bayezid Chittagong, Bangladesh. Tel: 88-031- 2580112, 2580202, Fax: 031-682549
14	Bangladesh Krishi Bank Banani Corporate Branch, Dhaka	46 Kemal Ataturk Avenue Banani, Dhaka Tel: 88-02-9888913 Fax: 88- 02-9862529
15	Bangladesh Krishi Bank Sholo Shahar Branch, Chittagong.	Krishi Bank Bhavan CDA Avenue, Sholo Shahar Panchlaish Chittagong-4203, Bangladesh. Tel: 88-031-653646 Fax:88-031- 654374









Sl.no.	Branch	Address
16	NalitaBari Branch, Sherpur	PO & PS: Nalitabari, Dist: Sherpur, Manager: 09324-73013, E.mail: mgrnalitabari@krishibank.org.bd

Nostro Accounts are maintained with the following Banks:

Sl.no.	Country	Currency	Address
1		USD	Al Rajhi Banking and Investment Corp, Riyadh, SWIFT/BIC:RJHSARI, Account No:0407520067161
2		USD	Habib American Bank USA NA, New York, SWIFT/BIC:HANYUS33, Account No:20729204
3		USD	JP Morgan Chase Bank National Association, New York, SWIFT/BIC:CHASUS33, Account No:001-1-041894
4		USD	Mashreq Bank PSC, New York, SWIFT/BIC:MSHQUS33, Account No:70002574
5		USD	Standard Chartered Bank, New York, SWIFT/BIC:SCBLUS33, Account No:3582-021618-001
6		USD	Sonali Bank (UK) Ltd. 29-33 Osborn Street London E 6TD, London, SWIFT/BIC:BSOGB2L, Account No:02000 00424600
7		ACUD	Arab Bangladesh Bank Limited, Mumbai, SWIFT/BIC:ABBLINBB, Account No:5001-000010-155
8		ACUD	Summit Bank Limited, 23 – M.T. Khan Road, Karachi, SWIFT/BIC:SUMBPKKA, Account No:1-2-1-20315-931-120549
9		ACUD	Habib Metropolitan Bank Ltd, Karachi, SWIFT/BIC:MPBLPKKA, Account No:6-1-52-20110-931-1
10		ACUD	ICICI Bank Limited, Mumbai, SWIFT/BIC:ICICINBB, Account No:000 406 000 306
11		ACUD	Sonali Bank Limited, Kolkata (Calcutta), SWIFT/BIC:BSOINCC, Account No:ACUD-06

Sl.no. Country Currency

Address

12		ACUD	Standard Chartered Bank, Kolkata (Calcutta), SWIFT/BIC:SCBLINBB, Account No:22205381878
13		ACUD	Standard Chartered Bank Nepal Ltd, Kathmandu, SWIFT/BIC:SCBLNPKA, Account No:15-1390236-51
14		GBP	Sonali Bank (UK) Ltd. London, SWIFT/BIC:BSOGB2L, Account No:0100000424600
15		YEN	The Bank of Tokyo-Mitsubishi UFJ Ltd, Tokyo, SWIFT/BIC:BOTKJPJT, Account No:653-0411248
16		EUR	CommerzBank AG, Frankfurt am Main, SWIFT/BIC:COBADEFF, Account No:400 8714628-01 EUR
17		EUR	BAYERISCHE HYPO-UND VEREINSBANK AG-HYPOVEREINS MUENCHEN DE, SWIFT/BIC:HYVEDEMM, Account No:69103723
18		CAD	Bank of Montreal, Toronto, SWIFT/BIC:BOFMCAT2, Account No:31691-1057197
19		CHF	Habib Bank AG Zurich, Switzerland, SWIFT/BIC:HBZUCHZZ, Account No:1-1-1-20110-1-144601

Chapter Two

Theoretical Analysis of Selection and Recruitment Process

Introduction

Bangladesh is the ninth largest country of the world as regards its population not for its area of land. It has almost 16 core people. So the main thrust could be given on the development and management of human resources. In the country some large medium sized and a large number of business and industrial organization have been established and a significant number of human resources are employed in the organizations. Though more than 70% of its total population is still involved in cultivation of land, but no remarkable attempt has been made to manage the agriculturists for the national purpose. That is why Bangladesh is still a poor country. In Bangladesh, many public and private businesses, non-business and industrial organization has been emerged.

Selection and Recruitment

Employee Selection is the process of putting right men on right job. It is a procedure of matching organizational requirements with the skills and qualifications of people. Effective selection can be done only when there is effective matching. By selecting best candidate for the recruited job, the organization will get the quality performance of employees. Moreover, organization will face less of absenteeism and employee turnover problems. By selecting right candidate for the required job, organization will also save time and money. Proper screening of candidates takes place during selection procedure. All the potential candidates who apply for the given job are tested.

Recruitment refers to the process of attracting, screening, and selecting qualified people for a job at an organization or firm. It is undertaken by recruiters. It also may be undertaken by an employment agency or a member of staff at the business or organization looking for recruits.

Having good people in a team gives a competitive advantage to a business. Employing the right person for the role will positively influence the performance and productivity of the work team as a whole. Selecting the wrong person can result in lower performance, higher operating costs, reduced morale and increased turnover among other staff members.

The only way to get good people on a team is to attract applicants through a well thought out recruitment process and then finding the best person for the role using sound selection techniques.

The recruitment and selection process also provides a window into a business for job seekers.

Having a professional approach to these processes reflects positively on the farm business.

This fact sheet will cover:

- Preparation required being successful
- The recruitment process
- The selection process
- Examples
- Templates

Preparation required being successful before recruiting and selecting; an employer should complete a job analysis, job description and person specification. These documents will help to fully clarify the role as the employer sees it. A clear description is important so it can be communicated to the potential employee. When an employee knows what is expected of them they can assess whether or not the position is right for them. Knowing what is expected allows the employer to select staff much more objectively, reducing the risk of failure in the selection process. Recruitment and selection is also important in performance management, as illustrated below, because performance expectations are shared at the start.

This fact sheet will cover:

- Preparation required being successful.
- The recruitment process.
- The selection process.
- Templates.

Aim of Selection and Recruitment

Recruitment

To ensure that a pool of suitably experienced and qualified people apply for the job.

Selection

To identify one candidate who is likely to perform better in the position than the others. This combines aspects of the person's knowledge skills and experience as well as their place in the

culture of an established team. This is a two-way process and the applicant is also trying to establish for themselves if the role and the team meets their own needs.

The Advantage of Internal Recruitment is that:

- Considerable savings can be made. Individuals with inside knowledge of how a business operates will need shorter periods of training and time for 'fitting in'.
- The organization is unlikely to be greatly 'disrupted' by someone who is used to working with others in the organization.
- Internal promotion acts as an incentive to all staff to work harder within the organization.
- From the firm's point of view, the strengths and weaknesses of an insider will have been assessed. There is always a risk attached to employing an outsider who may only be a success 'on PAPER'.

The Disadvantages of Internal Recruiting is that:

1. It will have to replace the person who has been promoted
2. An insider may be less likely to make the essential criticisms required to get the company working more effectively.
3. Promotion of one person in a company may upset someone else.

External Recruitment

External recruitment makes it possible to draw upon a wider range of talent, and provides the opportunity to bring new experience and ideas in to the business. Disadvantages are that it is more costly and the company may end up with someone who proves to be less effective in practice than they did on paper and in the interview situation. There are a number of stages, which can be used to define and set out the nature of particular jobs for recruitment purposes: Job analysis is the process of examining jobs in order to identify the key requirements of each job. A number of important questions need to be explored: the title of the job to whom the employee is responsible for whom the employee is responsible simple description of the role and duties of the employee within the organization.

Job analysis is used in order to:

1. Choose employees either from the ranks of existing staff or from the recruitment of new staff.
2. Set out the training requirements of a particular job.

3. Provide information which will help in decision making about the type of equipment and materials to be employed with the job.
4. Identify and profile the experiences of employees in their work tasks (information which can be used as evidence for staff development and promotion).
5. Identify areas of risk and danger at work.
6. Help in setting rates of pay for job tasks.

Job analysis can be carried out by direct observation of employees at work, by finding out information from interviewing job holders, or by referring to documents such as training manuals. Information can be gleaned directly from the person carrying out a task and/or from their supervisory staff. Some large organizations specifically employ 'job analysts'. In most companies, however, job analysis is expected to be part of the general skills of a training or personnel officer.

The recruitment process

The recruitment process involves:

- Advertising the role
- Selling the job to potential applicants.

Advertising the job

Advertising is the shop window that attracts a potential applicant to find out more about the job. It should provide enough information to make the job sound appealing and encourage a potential applicant to take action.

Types of advertising

Traditionally, advertising has been done through the local newspaper or rural media. Other forms of advertising may include:

- Word of mouth through friends and associates
- Referrals from other team members
- Direct approaches to a potential applicant
- Job sections on websites such as www.bdjjobs.com
- Internet job search sites
- Signs on notice boards at local businesses (supermarkets, farm supply stores etc)
- Agencies such as Work and Income or Student Job Search

- Local school or club newsletters
- Print advertising in industry publications
- Listing with farm consultants or an agricultural employment agency.

Writing an Advertisement

Newspaper advertising is the most common form of recruitment; therefore this fact sheet will focus on that process.

Components of a Good Advertisement

There is clear evidence that qualified applicants are less likely to reply to vaguely worded or ill defined advertisements, whereas unsuitable applicants are more likely to apply.

A common advertising format is as follows:

- Advert Title
- Sales pitch
- Job title and property
- Description
- Description of the job
- Type of person required
- Contact details and closing
- Date

Title

The advert title may either be the job title or an eye-catching phrase. Other eye-catchers such as graphics or pictures (your farm logo) may also be added.

Job title and property description

The job title and property description tell the applicant what the position is and provides a context for the role by describing the location, size and facilities available on the farm

Description of the job

This section describes the appropriate responsibility areas, tasks or duties for the role. This can be taken almost directly from the job description previously constructed.

Realistic job previews: While selling the job is important, it can be a good sales ploy to point out any particular difficulties of the job, giving the applicant a more realistic idea about what the job entails. This should only be used where a direct compensation has been built into the package.

Job specification

A job specification goes beyond a mere description - in addition, it highlights the mental and physical attributes required of the job holder. For example, a job specification for a trainee manager's post in a retail store included the following:

'Managers at all levels would be expected to show responsibility. The company is looking for people who are tough and talented. They should have a flair for business; know how to sell, and to work in a team.

Job analysis, description, and specification can provide useful information to a business in addition to serving as recruitment instruments. For example, staff appraisal is a means of monitoring staff performance and is a feature of promotion in modern companies. In some companies, for example, employees and their immediate line managers discuss personal goals and targets for the coming time period (e.g. the next six months). The appraisal will then involve a review of performance during the previous six months, and setting new targets. Job details can serve as a useful basis for establishing dialogue and targets. Job descriptions can be used as reference points for arbitrating in disputes as to 'who does what' in a business. Selection involves procedures to identify the most appropriate candidates to fill posts. An effective selection procedure will therefore take into consideration the following: keeping the costs of selection down making sure that the skills and qualities being sought have been identified, developing a process for identifying them in candidates making sure that the candidates selected, will want the job, and will stay with the company. Keeping the costs of selection down will involve such factors as holding the interviews in a location, which is accessible to the interviewing panel, and to those being interviewed. The interviewing panel must have available to them all the necessary documentations, such as application forms available to study before the interviews take place. A short list must be made up of suitable candidates, so that the interviews do not have to take place a second time, with new job advertisements being placed.

The skills required should have been identified through the process of job analysis, description and specification. It is important then to identify ways of testing whether candidates meet these requirements. Testing this out may involve:

- interviewing candidates
- asking them to get involved in simulated work scenarios
- asking them to provide samples of previous work
- getting them to fill in personality and intelligence tests
- Giving them real work simulations to test their abilities.

Type of person required

In the person specification we may have identify some special characteristics like knowledge, skills or experience required in the person who fills the role. Any that are critical to the business should be detailed in this section. However, we need to be careful to avoid any characteristics that do not directly affect performance of the role, as this is discrimination.

Selling the job

Before an effective sale pitch can be designed, the employer should:

- Review the terms and conditions for the role
- Check the farm budget
- Prepare an information pack if one is to be sent out.

Sales points

Advertising should sell the job by highlighting the opportunities the role provides. These opportunities may include:

- Learning and growth opportunities (professional and personal development)
- The team on the farm
- Quality of accommodation
- Training provided
- Recreational opportunities
- Proximity to town
- Time off
- Leave provisions

- Level of salary
- Success stories of previous employees
- Farm facilities/infrastructure.

Employers should be careful not to oversell the role because if they can't come through on promises made, staff will be disappointed. It is also illegal under the Fair Trading Act. In all cases adverts should avoid overused words, such as "progressive", "self-starter" and "motivated". They are used with such frequency that they have lost their meaning and have become space fillers.

Undesirable consequences of poor recruitment

Poor recruitment choices (i.e., poor person-job fit) can have a range of undesirable consequences for the organization and the worker including:

- Higher rates of turnover
- Reduced performance effectiveness
- Lowered job satisfaction
- Reduced work motivation.

Effective Recruitment Steps

Three steps to develop an effective recruitment process are:

Step 1: Ensure an up-to-date job description which contains information related to:

- Specific tasks and activities required for a job
- The knowledge, skills and abilities required for effective performance by the job incumbent.

Step 2: Develop an effective recruitment strategy which considers:

- Appropriate sources of recruitment (i.e., advertisements, personal referrals, employment agencies, direct applications).
- Appropriate recruiters (e.g., supervisor or co-worker).

Step 3: Evaluate the recruitment strategy to determine its efficacy:

- Conduct a cost-benefit analysis in terms of the number of applicants referred, interviewed, selected, and hired
- Compare the effectiveness of applicants hired from various sources.

Overview of Selection Techniques

Evidence-based best practice for three of the most commonly used selection techniques is outlined below:

Curriculum Vitae / Resumes and written Applications

A curriculum vitae (CV) / resume provide valuable information relating to a person's professional qualifications and experience. All information in the CV should be verified where appropriate (e.g., asking applicants to explain gaps in employment history). Requesting job applicants to address specific selection criteria (i.e., essential and desirable) can improve the efficiency of reviewing CVs.

Conducting Interviews

Structured interviews are recommended. A structured interview involves asking each candidate the same set of questions and assessing their responses on the basis of pre-determined criteria.

Questions and assessment criteria should be based on accurate, updated job descriptions. It is also helpful to develop criteria to categories responses (e.g., as excellent, good, average and unsatisfactory). An interview panel consisting of a representative selection of people may also be helpful.

Two common types of structured interview questions are:

- 1. Situational questions** which ask candidates about hypothetical scenarios that may be encountered in the job and how they would respond in that situation.
- 2. Experienced-based questions** which focus on specific examples of the candidate's prior work experiences and their responses to past situations that are relevant to the job in question.

Reference checks

Referees are useful for identifying past employment problems and clarifying the accuracy of information presented in an interview or CV. Only a small percentage of all reference checks are negative, therefore, it is often difficult to differentiate between candidates on the basis of reference checks alone.

Induction and orientation of new workers

An effective induction helps new workers understand their role and where they “fit” within the organization. It also equips them with the tools they need to perform their work role. Two useful induction tools are:

1. Induction manual / kits which may contain:

- An induction checklist
- Organizational philosophy / ethics / history
- Strategic values of the organization
- An organizational chart / structure
- An employment manual on policies and procedures
- An orientation to the workplace (including parking and safety issues)
- Information about episodes of care, the duty system, supervision, staff meetings, etc.

2. Mentoring / “buddy” system

New workers can be paired with experienced workers from a similar area to “show them the ropes”. Alternatively, a more formal / structured mentoring system can be a useful induction strategy in which new workers are paired with a mentor who can assist them with their ongoing professional development.

Employer CV

When people apply for a job the employee may provide, the employer, with a CV outlining their vision, values, strengths and weaknesses, work history and references to check their story out. Providing them with a CV and the farm can aid the recruitment process by providing potential employees with details, the farm system and how they will fit in. The CV could be emailed or sent out to potential employees with a copy of the job description. In turn, helping potential employees self-select whether they would suit the job, long before have to go through the interview and selection process. An employer CV doesn’t need to be exhaustive. Have a think about the key information that could let potential employees know or ask other staff members what they would have like to have known.

What could include

- Key contact details
- Details of own history as an employer
- The type of training, skills and experience employer has
- Details about what past employees have gone on to do
- Referees from both current and past employees.

Information packs

As part of the sales pitch, employers sometimes send out information packs to people making enquiries. Information packs are designed to provide more detail about a job than can be included in an advertisement, as well as help to sell the job. A pack may contain things like a job description, a copy of your employer CV, performance checklist and description of farm policy as well as more detail on the sales pitches. The one issue surrounding distribution of information packs is timing. They need to be with the applicant immediately to keep the process rolling and therefore must be ready in advance. Using e-mail to distribute this information can help speed up the process.

Phone or written replies

Written replies can be in a number of formats. The most common being the completion of an application form or the preparation of a CV. Preparation of a CV can be a barrier to people applying for the job. Compilation is time consuming, and especially for lower level jobs, can put people off applying. This can be overcome to some extent by using an application form which requires set questions to be answered. Preparing an application form and getting each applicant to complete it at the start of the recruitment process has many benefits:

- The same information is supplied by each applicant, making comparison easier
- It allows to ask questions which are not comfortable asking people face-to-face
- People filling them out must declare they are doing so honestly
- It can be a means to testing if applicants can read and write.

Providing a phone number is the quickest way to get in touch with job applicants. However, this requires a higher level of organization on behalf of the employer. A template with phone interview questions should be kept handy to the phone so all applicants can be asked the same

questions. It may also be a barrier to potential applicants if they can never get in touch with the advertiser. To avoid this, employers should indicate times for applicants to call and make sure they are ready to answer the phone. An answer phone also helps avoid this problem.

A formal record of application is desirable and should cover off information such as referees and work history to provide evidence in case of misrepresentation of fact by a job applicant. This information may be gathered by way of CV application form or employer notes.

Size

Double column advertisements with borders stand out better than single column run-on advertisements and are more likely to attract responses.

Cost

Advertising in the newspaper is the normal approach for many farm positions. Following the above guidelines will be more expensive than may have historically been the case. However, need to remember that taking time to screen out unsuitable applicants is an expense, as is having to re-advertise if there are no suitable applicants.

Acknowledging applicants

Where CVs are requested, it is polite to acknowledge their receipt with an email, letter or a phone call

The selection process

The selection process has the following components:

- Initial screening of applicants
- First interview
- Reference checking
- Second interview
- Job offer.

Setting selection criteria and selection techniques

Selection criteria are the set of competencies or measures used to rank candidates. These measures should cover eight to ten of the most important requirements identified in the job description and person specification.

Example: If an employee will be required to carry out feed budgeting, their skill in this area would be one the selection criteria. Ability to work in a team may be another example. Applicants are rated against the selection criteria during the interview process. The selection criteria can weight depending on importance and the rating of the applicant multiplied by the weighting gives the applicant's score for those selection criteria. Selection techniques such as interview questions and tasks are designed around each of the eight to ten selection criteria so each candidate can be thoroughly tested for competency in that area. Ideally an applicant's competency should be tested in more than one way.

Example: For the feed budgeting example one test may be to get the applicant to carry out a feed budget (a practical work test) and the second test may be a discussion around how the results of the budget would be applied on farm (a structured interview).

Structured interviews

Structured interviews ask all candidates the same questions and set the same tasks. This ensures that the same information is gathered from all candidates and allows for a more objective comparison between applicants.

Practical work tests

Practical work tests ask an employee to demonstrate their competence. An example may be inviting an applicant to complete a feed budget.

Reference checks

Reference checks help to establish how a candidate has performed in the past. Both written and verbal references can be falsified, so information gained should be double-checked in another way.

Role play

Role play puts a person in a situation and asks them to act out how they would deal with it. This technique is especially useful to assess interpersonal and team skills.

Personality tests

Personality tests are good for understanding people and how they can be managed, but they are not good predictors of how a person will perform. If the job is described appropriately and the selection criteria are appropriate, the 'right' personality for the job is likely to be selected

anyway. Initial screening of applicants following successful recruitment, the aim of the screening process should be to cut the list of applicants to three or four people to be interviewed.

Screening should be done on the basis of the experience level and skills the applicant demonstrates through the CV or phone conversation, and how they match up with the selection criteria for the job. If there are a number of similar applications you may wish to make a phone call to their referees. Once a shortlist has been made it is polite to let the other applicants know they will not be required for an interview.

Notifying applicants of an interview

The applicants selected for an interview should be phoned to ensure they are still interested in the job and then offered an interview. This phone call should ideally be followed up in writing with details of the time, place and expected activities to be carried out at the interview and the expected duration so the applicant can plan their day.

Interviewing

One or two interviews

Some thought should be given to whether or not a second interview stage will be used. If a second interview is to be used the objective of the first interview is to identify two to three people to move through to the next stage. This allows for shorter interviews. If there will not be a second interview, sufficient time must be allowed to conduct the interview and give the candidate a full tour of the farm and accommodation. Accommodation and the farm sheep and beef should be shown on the first interview as they are often deciding points for a candidate.

Who should be involved in the interview:

Using two people to conduct the interview is a good idea as they will both take different points from it. It is necessary to make sure roles of the interviewers are clearly defined. Where possible, the direct manager of the job applicant should be involved.

Training

New workers in a firm are usually given an induction programmed in which they meet other workers and are shown the skills they must learn. Generally, the first few days at work will simply involve observation, with an experienced worker showing the 'new hand' the ropes. Many large firms will have a detailed training scheme, which is done on an 'in-house' basis. This is particularly true of larger public companies such as banks and insurance companies. In

conjunction with this, staff may be encouraged to attend college courses to learn new skills and get new qualifications.

Training thus takes place in the following ways:

1. On the job - learning skills through experience at work
2. Off the job - learning through attending courses.

Promotion within a firm depends on acquiring qualifications to do a more advanced job. In accountancy for example, trainee accountants will be expected to pass exams set by the Association of Chartered Certified Accountants (ACCA). At the same time, a candidate for promotion must show a flair for the job. It is the responsibility of the training department within a business to make sure that staff with the right skills are coming up through the firm or being recruited from outside.

The Association of Chartered Certified Accountants has 300,000 members and students throughout the world. It is a professional body setting standards for the accountancy profession. To be properly qualified, accountants must have passed examinations that make them eligible for membership of one or more professional accounting bodies, such as ACCA. Typically accountants will improve their knowledge and experience by taking courses run and organized by ACCA during their professional training enabling them to develop and enhance their careers. Induction is the process of introducing new employees to an organization and to their work responsibilities in that organization.

Chapter Three

The Selection and Recruitment Process of Bangladesh Krishi Bank

To know the future demand of human resources, the HR division of Krishi Bank usually provides all the other divisions and branches with a general form at the beginning of the year.

From the information collected from these forms, the HR division gets an estimate of the human resource requirement for the year. No long term human resource forecasting is done in BKB. The following table illustrates the number of branches of the bank and manpower in different years:

The recruitment goals of BKB are to attract and retain highly qualified human resources who will perform best in their respective areas. The bank not only tries to attract well qualified candidates but also tries to identify and recruit people who are really interested to work in the bank for an acceptable period of time.

Types of Recruitment

BKB practices two types of recruitment

- Yearly recruitment: this is done each year, according to the HR plan
- Need-based recruitments: this is done when there is a sudden vacancy

Recruitment Sources and Methods

The external sources are:

- Different universities
- Competitors and other organizations
- Unsolicited applicants

Recruiting will be handled by the HR Division and the overall planning for this will be done based on the Annual Manpower Plan. However, the respective business department/function requiring the profiles should have the responsibility and mandate to short-list the candidates. The skill based recruitment will be done for entry level positions.

Therefore, the plan for campus recruitment will have to tie up with the placement season of various universities that are targeted for recruitment. The HR Division needs to identify a set of campuses based on the courses conducted there, any past experience of candidates from these campuses and the emerging requirements of the bank.

The HR Division will need to take a decision regarding the source of external recruitment considering variables like –

Available spread of candidates

Cost impact

Time needed

And the external recruitment methods include:

Advertising in newspapers, company website etc.

Employee referrals

Internships

Selection Process

The different steps of the selection process is described below in detail:

Receipt of Applications

This is the first selection hurdle to join BKB. Candidates either send their CVs in application for a specific vacancy, or they send unsolicited CVs for any suitable position. The HR division collects job applications against each job vacancy. In case of newspaper advertisements, the applicants are given at least 3 weeks to apply. After a specific period, each and every job is closed for applying. Now-a-days applicants are asked to fill-up online application forms.

Sorting out of Applications

The next step is the short listing of CVs. Usually the HR division is engaged in the short listing. But the HR division may delegate this step to the respective divisions (for which the selection is being carried out) to save time. To recruit experienced bankers, CVs may be sorted out from the collection of unsolicited CVs received. Or, another possibility is to find out experienced and competent bankers in other banks. Once potential candidates are thus found out, they are contacted and called for interviews.

Informing Candidates

After the applications are sorted out and a preliminary list is prepared, the candidates are informed and are called for a written exam (for entry level positions) or an interview (for experienced banker for mid level or senior level positions). For written tests, the bank issues admit cards through courier services seven to ten days prior to the exam.

Written Tests

The employment test is generally an aptitude test which measures the candidates' verbal ability, numerical ability, reasoning ability etc. The HR division contacts IBA/BIBM to design and conduct the recruitment tests on behalf of the bank. The HR division provides them with the desired academic qualification and the name of the vacant posts to construct the question paper for the test.

Interview

The interviews that are conducted are panel interviews and not structured. The interview board consists of the MD, DMDs, and the Head of HR. Even in the selection of fresh graduates for Trainee Assistant or Management Trainee positions, those top level and executive level managers are present. The interview board also consists external from Bangladesh Bank or Finance Ministry. Usually only one interview is conducted for selecting a candidate for a position. But in case of recruiting experienced bankers, sometimes more than one interview is conducted.

Final Approval by Competent Authority

After the interview is conducted and the interviewees are evaluated, the management committee decides who is to be selected and who is to be rejected. After this final decision, an 'Offer Letter' is made for each selected candidate. Once the candidates accept this offer, they are given the 'Appointment Letter'. The candidates that are rejected are not informed.

Physical Examination

After the appointment letters are printed, the candidates are given one month for joining. First, the candidates have to go through physical examinations. If the result of these physical examinations is satisfactory, then the candidate is eligible to join the bank.

Joining and Placement

After the physical examination, the candidate needs to bring the result of the medical tests along with all the necessary documents and academic certificates for joining. After going through the formal joining and placement process, the candidates are finally employees of Bangladesh Krishi Bank.

Characteristics to Look for in Different Stages of Recruitment

In different steps of recruitment, the following characteristics should be looked for:

Techniques used to gather data	Characteristics to look for
Preliminary screening	Age, academic qualifications and performance record
Critical analysis test	Meets minimum standards of mental alertness
In-depth interview	Necessary innate ability, ambition, loyalty and interaction skills
Verifying biographical data from references	No unfavorable negative reports on past performance
Personal judgment	Overall competence and ability to fit into the job position and the organization

Appointment

Classification of the post

The employees of the bank shall be classified designated as shown in the above illustration. Any change, addition, in the classification and designation shall required prior approval of the board.

An employee of the bank, other than an officer appointed to a particular category of the position shall continue in the same category. Provided that if he fulfills such condition as may be laid down in this behalf, he may be appointed to another category of posts by the competent authority.

Nationality

No position shall be appointed to any post in the service of the bank unless he is a citizen of Bangladesh. Provided that the board may in special cases, waive this condition subject to fulfillment of the condition regarded to employment of foreign nation in Bangladesh.

Age

A candidate shall not be less than twenty years and more than thirty years (except applicant of cottas) of age at the time of appointment direct recruitment as a Probationary Officer and not less than eighteen years and more than thirty years of age at the time of appointment by direct

recruitment as a probationary employees other than an officer in the service of the Bank. Provide than the board may in special cases, relax the upper age limit for reasons to be record in writing.

Physical Fitness

No person shall be appointed in the service of the bank unless he is declared physically fit by the Medical Officer of the bank or any other Medical authority specified by the bank in this behalf.

Termination of services

Termination

The service of provision or temporary employee shall be liable to termination by the competent authority without assigning any reason after giving him one months notice in writing or on payment of on more substantive pay in lieu of such notice and the probationary or the employees shall not be entitled to any form of composition for termination of services. The competence authority may terminate the service of a confirmed employee or call upon him to resign without assigning any reason, by giving him one month's pay in lieu of such notice and employee shall not be entitled be compensation the days salary each year of service of termination of service. The Bank shall have right to remove, dismiss or retire from service any of its employees as disciplinary measure or on medical ground and in such cases, the provision said before in the paragraph for termination of services.

Resignation

A confirmed employee shall not leave or discontinue service in the Bank without giving three months provision written notice of his intention to do so, and in case of breach by him of this sub-role; he shall be liable to pay for three months.

Neither probationer nor any temporary employee shall leave or discontinue his service in the bank without giving one month's previous notices in writing his intention to do so, and in case of any breach by him or his sub role, he should liable to pay the bank as compensation an amount equal to his pay for one month.

Before resigning from a post, an employee shall return books and other properties, if any borrowed from a bank and shall not later than the date from which the registration is accepted or he discontinue his service, hand over vacant possession of the residential accommodation, if any provided to the Bank. Notwithstanding anything contend to the rules written in the first paragraph under the head no employee against who to a disciplinary action has been started shall

resign from the service of the Bank. Provided that the bank may allow such an employee to resign on such term and condition as it may deem fit. The payment of amount in Lieu of notice by employee under the first paragraph of the topics may be waived by rather competent authority in special cases. Without prejudice to any other mode to any recovery, the bank may recover, as far possible, the amount payable by an employee under the first paragraph from any amount admitted by the Bank on the date of resignation.

Retirement

Every employee shall retire from the service of the bank at 60 years of age or 35 years after commencement of action service in the bank whichever occurs earlier. The period of service may be extended in the interest of the beyond 30 years of age or 35 years of service by the board. Every confirmed and full time employee shall be entitled to retirement and resignation. BKB follows Public Service Retirement Act 1974 (XII of 1974).

Performance Appraisal, Future Fund and Gratuity

Performance of Bangladesh Krishi Bank

Get a competitive salary with a wide range of fringe benefits. In order to sustain the employee performance in the job employee of the organization provide different facilities for modern life house rent allowances, medical allowances, transportations allowances, house utility bills. The Bank also gives various festive bonuses as well as other bonuses like performance bonuses, security bonuses etc. According to Annual Confederation Report (ACR) officers also give different cash awards and special increments. Promotion of employee is very regular like other recognizes commercial banks. Employees also get facilities of future fund, gratuity and annuity. Appraisal in this bank always provides according to the employees respective performances other than any prejudice.

General Future Fund

There is a fund which governed by same rules of Government employees fund rules. All payment employees keep a certain amount of money on the fund.

Gratuity

Every confirmed and full time employee who has rendered three year continual service in the Bank or more, a gratuity become a two months basic salary for each completed year of service. It

may be granted to him to retirement/resignation/termination or his families at the event of his death while his service. The dismissed employee shall not be entitled to any gratuity.

Records and Service

The record service shall be maintained separately for each employee. An employee may inspect his service book once in a year in the presence of the authorized office and after such inspection, he shall put his signature with date indicating that the entries are correct and complete. If an employee in course of his inspection discovers any inaccuracy or omission in the service book, he may point it out in writing to the authorized officer within 15 days of the inspection.

Working Condition

The offices of Bank situated in the heart of the city, generally in commercial surroundings.

Offices are centrally air conditioned and well decorated with modern furniture and sophisticated technical Banking equipment. With the advancement of technology, officers of the bank is now become paperless; most of the banking tasks are recorded are accomplished here with strong banking software. Inter and intra office communications are generally held by the telephone, fax, internet and cell phones. The interior of the office looks glorious. Employees do their task in a safe and healthy environment.

Loan Facilities

Employees of this organization enjoy various loan facilities like House building loan, car loan etc. under some schemes. Employees are in the higher post enjoy more amounts of loan facilities.

Performance Bonus and Other Bonus

Employees according to their performance and their position in the higher key get bonuses. Each year their basic salary increases in according to the inflation and market condition. As well as employees get festive bonus.

Allowances

Employees get house rent allowance; convenience allowance, lunch allowance, medical allowance, entertainment allowance etc.

Employees also get transfer allowance, visiting bill for work purpose visit, remuneration for special performances, bonuses etc. Employees receive allowance for doing extra duty for working more than 21 days in a similar or higher post.

Medical Facilities and Health Insurance

Officers of the bank enjoy health insurance policy. The bank pays the premium before starting their jobs as probationary officer. They should be certified from the banks recognized medical center as fit for successful performance. Staff welfare fund has been created for securing the employs accidental loss.

Employee Feedback

We have asked several employees about their satisfaction with the salary and other benefits. They all are satisfied with the regular promotion system of the bank and their basic pay is more or less similar with the other commercial Bank in the Market. According to our observation and their commitment they are satisfied with the certain passion and their salaries.

Chapter Four

Accumulated Findings of Survey

Human Resources Planning

The officers who work for the HR division has developed their effort and intelligence in order to the development of the employees work for the organization. They set goals, identify the current passion, develop plan to achieve the goal, identify their position and take corrective actions regularly.

Job Analysis

The total manpower positions, post, tasks, responsibilities of the organization are well-define and well-designed. According to the total tasks of a branch, several departments are established to sacrifices the jobs perfectly and create opportunity to sacrifices each and every position spontaneously by concerning authorities. Observation, interview question nary and functional job analysis method are followed for different job. Employees are entitled to modern Banking training.

Job Evaluation

Point's methods are used in cash of job evaluation. Higher authorities of the Bank are always concern about their fairness of the job evaluation. The bank establishes a competitive and standard pay structure according to the job evaluation. On this way the Bank use wages survey, wage curve and structure.

The Selection and Recruitment Policy of Bangladesh Krishi Bank

Personnel Management is by far the most important element of an organization. This is particularly true for a service organization like a commercial bank. Progressive companies pay special attention to recruitment, selection, training, orientation, evaluation, promotion and compensation of Executives, Officers.

Recruitment Procedure

The success of a commercial Bank depends largely on the quality of services rendered to the clients. Quality depends on the competence and the quality of the Officers and Executives. BKB

believes in paying competitive salary and emoluments to its employees and to get maximum services out of them. Therefore, the authority of the Bank has to be careful in recruiting the right person for the right job.

Every candidate who applies in response to the press advertisement shall have to appear at a written test & appear before the Selection Committee for an interview.

Candidates must not be over 30 years of age and should have asked educational qualification & no 3rd class/division in any examination. The candidate should also have minimum Computer knowledge on the following:

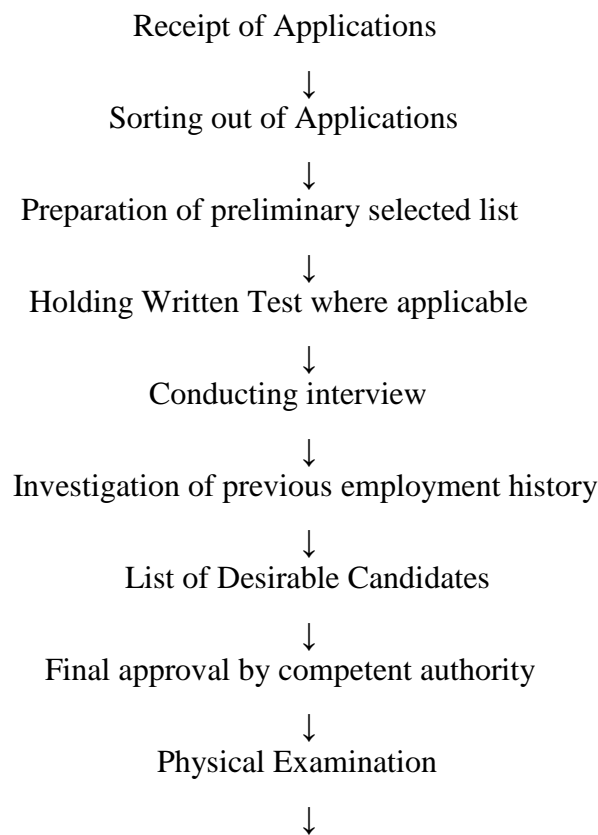
Operational system : Windows

Word Processing : MS Word

Spread Sheet : Excel

Flowchart of Selection Procedures against Press Advertisement:

The Human Resources Division will handle all matters relating to recruitment and selection as staff function. The following steps maybe followed for systematizing the selection procedure in case of selection through press advertisement:



Appointment & Placement

For example we can see the Bangladesh Krishi Bank job circular 2015:

Bangladesh Krishi Bank has released the notification for job the post of Senior Officer, Officer(cash), Programmer, Assistant Programmer, Assistant Engineer (Civil), Assistant Engineer (Electrical), Computer Operator, Data entry Operator. Bangladesh Krishi Bank has issued its applications for various posts with the aim to fill 1173 posts. Interested and Eligible candidates can apply for Bangladesh Krishi Bank recruitment 2015 through the official website www.krishibank.org.bd. Candidates satisfying eligibility can apply online date start 7th May (Thursday) 2015 at 10:00 am and date end 7th June (Sunday) 2015 at 6:00 pm.

Bangladesh Krishi Bank Recruitment 2015 Details :

Name of the Post : Senior Officer, Officer(cash), Programmer, Assistant Programmer, Assistant Engineer (Civil), Assistant Engineer (Electrical), Computer Operator, Data entry Operator.

Job Category : State Government

Job Location : Any District

Official Site : www.krishibank.org.bd

Post wise Vacancies :

Senior Officer : 172 Posts,

Officer: 704 Posts,

Officer(cash): 249 Posts,

Programmer: 03 Posts

Assistant Programmer: 07 Posts

Assistant Engineer (Civil): 10 Posts

Assistant Engineer (Electrical): 1 Post

Computer Operator: 03 Posts

Data entry Operator: 24 Posts

Eligibility for Bangladesh Krishi Bank Recruitment 2015:

Educational Qualification: Candidates interested in applying for this post should have graduation. Graduation/Four (04) year Honors Degree from any recognized university or institution.

Age Limit : Candidates interested in applying for this post should have hold age in between 18 years to 30 years, physical disable & son/daughter or grandson/granddaughter of freedom fighter it's 32 years old & only Programmer 35 years old.

Selection Process: Candidates will be selected based on the performance in the written examination conducted by BSPHCL.

Application Fee: Candidates have to pay the application fee of Data Entry Post 250 taka only and others post for 350 taka only.

SC/ ST of Bihar domicile, for whom it will be Rs.125/- Fee is to be deposited in the BSPHCL Current A/C No.- (Power Jyoti) 31963202219 in any State Bank of India branch.

Written Test and Interview Model

Content for the written test (100 marks) should be as follows:

- Ability to write both in Bengali & English
- General arithmetic
- General knowledge & Intelligence Test
- Test organized by bank management or outsourced (IBA/BIBM/Others)
- For officer & staff post 40% & 50% marks respectively will qualify a candidate to appear before interview/viva.

In the face-to-face interview, the following are taken into consideration:

- Verbal communication
- Appearance
- Spoken English (moderate)
- Attitude

- Etiquette & mannerism
- Family background & need
- General knowledge/subjective
- Personality
- Total marks for interview is 25.

Interview Committee and Interview Rating Sheet

An interview committee consisting of external (representative from Bangladesh Bank & Finance Ministry) & internal will conduct the face to face interview / Viva for final selection. Interview evaluation sheet in respect of each candidate will be in place considering all the factors above and will be put on record.

Requirement for all Employees

- (i) She/he must be a citizen of Bangladesh.
- (ii) Third division/class in his/her academic attainment shall not be considered for employment in the Bank.”
- (iii) She/he must be physically fit. All persons to be appointed by the Bank will have to undergo a medical test by the Bank’s approved Physician/ Medical Officer so as to ascertain that they are physically and mentally sound health. No person shall be appointed in the service of the Bank unless he/ she is declared physically and mentally fit by a medical officer of the Bank or by any other Medical authority specified by the Bank in this behalf.

Interview Committee, Evaluation and Final Selection:

Interview committee will conduct the face to face interview/viva for final selection.

Interview evaluation sheet in respect of each candidate will be in place considering all relevant factors and record will be maintained for reference.

Restriction on Appointment

The following categories of employees from other Bank/Organization shall not be employed:

- Employees against who there are pending charges or who are dismissed, discharged, terminated and forced retired.
- Employees who do not submit formal release order from the immediate past employee.
- However, an honorably retired person may be engaged for a particular assignment on a contractual basis.

The Strengths of Recruitment and Selection Process of BKB

- i) The management of BKB cares for the quality of service as well as the quality of its human resources.
- ii) The recruitment and selection is quite fair and square. Everyone at the HR Division is honest and impartial which promotes the environment of accountability.
- iii) Internal growth creates an attachment between the employees and the organization. Moreover, internal growth has increased the recruitment and selection efficiency of the HR Division, since it has better knowledge about the applicants' knowledge, skills, abilities and other qualifications.
- iv) The recruitment and selection process of BKB emphasizes more on who fits the organization, rather than who fits the job. Thus, it has created a unique organizational culture and the whole HR Division has ensures a friendly and caring working environment.

The Weaknesses of Recruitment and Selection Process of BKB

- i) BKB's HR planning can be made more effective if it is revised more often according to the change in this fast moving industry.
- ii) Statistical measures such as correlation analysis and regression analysis are not applied to predict and analyze the recruitment and selection requirements more precisely.
- iii) Quantitative methods are not practiced in determining utility in recruitment and selection. There is no feedback system established to find out the efficiency of the system and correct its drawbacks.
- iv) No study is conducted to justify the effectiveness of the recruitment tests.
- v) Regret letters are not sent to the candidates who are not selected after joining of the finally selected candidates.
- vi) BKB does not always check references properly, which may lead to a grave problem for the organization.

Identification of main problems and findings

Bangladesh Krishi Bank has been successful by increasing its revenues, deposit and branch in Bangladesh. Although there is no major problem in Krishi Bank., some of the problems observe as follow:

Technological advancements: BKB has equipped its branches with all major IT tools of the industry. However it has been observed that when it's time to work, there are many difficulties seen in the different devices.

Job Advancement: There is no advancement procedure for lower staff members. The lower staff should be trained about the operations of the bank.

Training and Developments: There are effective training centers of Bangladesh Krishi Bank. The problem with Training and Development is that it is not available for all the staff members.

Lack of employees in some departments: Although BKB is a very good employer of talent professionals at different branches, however it was observed that there were some departments in the bank lacked the number of professional in it that resulted in efficiencies in that department.

Amenities at Branch: Providing amenities like separate room for different departments also necessary.

Incentive Schemes: BKB could provide scholarship schemes for employees that want to go for higher education.

Chapter Five

Recommendations

Several recommendations for the existing selection and recruitment policy and procedure are described here.

- ✓ Krishi Bank follows the international Selection and Recruitment process system. The bank should try to arrange more training programs for their officials. Quality training will help the officials to enrich them with more recent knowledge of International Trade Financing.
- ✓ BKB should update its websites on regular basis. And the bank should adopt more advanced technology.
- ✓ BKB's employees work in some such branches where communication is very poor. Moreover, they are not getting competitive remuneration. In these situation employees need more motivation.
- ✓ BKB's must go full ahead for automation.
- ✓ Still all the branches of Bangladesh Krishi Bank are not introducing Online Banking. I think online banking could be helpful for customers; it makes all the transactions easy.
- ✓ Development of skilled workforce is very important. To overcome the shortage of workforce BKB must recruit new employees. The existing strength of Bank's employee is 10444 against the approved strength of 15442 as on 30 June 2015.

Conclusion

During the three months internship program at BKB almost all the desks have been observed more or less. This internship program has been arranged for gaining practical knowledge and to compare this with theoretical knowledge.

Profit and loss alone cannot measure the success of Bangladesh Krishi Bank. The success of BKB lies in its huge rural branch network through which it serves a large number of farmers and agribusiness. BKB serves in many areas where any other bank will not go due to lack of profitability. BKB proudly states it as “Gram bungler gonomanusher bank”. BKB is awfully state owned bank and established to finance agricultural activities including agribusiness. BKB disburses around 50% of total agricultural credit in the country. It brings villagers to the banking channel and helps them to create savings for future use. It also ensures payment of remittance through banking channel in rural areas. It helps government to disburse subsidies through banking channel in rural area such as subsidies on oil used for irrigation and fertilizer. Therefore, BKB is successful in attaining its objectives and Asian banking award is the recognition of its success.

The success of a commercial bank depends largely in the quality of service rendered to the clients. Quality of service depends on the competence and the quality of the employees of the organization. Therefore, the authority of Bangladesh Krishi Bank has to be careful in recruiting the right person for each job. As we have seen, the recruitment and selection process of BKB has rooms for improvement. The policy and process should be revised. Although the process they have been adopting so far has been somewhat effective, to adapt to the change with time, the process should be revised and streamlined.

References:

<http://www.asiatrادهub.com/bangladesh/banks.asp>

<http://www.krishibank.org.bd>

http://en.wikipedia.org/wiki/Agriculture_in_Bangladesh

<http://www.reportbd.com/articles/29/1/Banking-Sector-in-Bangladesh/Page1.html>

<http://www.papercamp.com/essay/40783/Krishi-Bank>

<http://www.papercamp.com/essay/40783/Krishi-Bank> www.ccsenet.org/ijbm

Caruth, Donald L and Gail D. Handlogten. *Staffing the Contemporary Organization: A Guide to Planning, Recruiting, and Selecting for Human Resource Professionals*. 2nd edition. Praeger Publishers, 1997.

Annual Report, Bangladesh Krishi Bank, 2009-10.

The Recruitment and Selection Policy of Bangladesh Krishi Bank.

Several Officer Orders of Bangladesh Krishi Bank.