



Inspiring Excellence

INTERNSHIP REPORT ON BANK ASIA

The General Banking Activities of BANK ASIA

Submitted to
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“Activities of General Banking: An overview of Bank Asia Limited”

Corporate Branch

 **Bank Asia**



Letter of Transmittal

August 28, 2016

Mahreen Mamoon

Assistant Professor

BRAC Business School

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Subject: Submission of Internship report

Honorable Mam,

With great pleasure I am presenting my Internship report on the topic “**Activities of General Banking: An overview of Bank Asia Limited**”. While preparing this report, I have followed your instruction and guidelines as well as those given by my Bank supervisor.

This report has been completed by my experiences I have achieved during the Internship period at Bank Asia Limited, Corporate branch. I hope they will be quite helpful to enlighten my future career and knowledge well. I hope this report to be informative as well as comprehensive.

I express my special gratitude to you for dedicating your valuable time, expert guidance and support. I have tried my best to complete the report appropriately as much as possible. I shall be pleased to answer any sort of query you may have regarding this report.

.....
Nabila Nasir

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ACKNOWLEDGEMENT

At the beginning I am very much grateful to the Almighty Allah for giving me the strength to complete the report properly. Without his diving blessings, it would never be possible for me to complete both internship period and this internship report successfully.

A special thanks and gratitude goes to my Internship supervisor, **Ms. Mahreen Mamoon**. Without her valuable supervision and directions it would not have been possible to complete this report.

Then I would like to express my heartfelt gratitude to the **Bank Asia Limited, Corporate Branch** for giving me a chance to complete my internship program at their branch, for allowing me to gather information and helping me every possible way in preparing the internship report. My endless thanks to go **Mr. Md. Zahid Hossain, EVP and HOB**, for being patient and supporting my during my internship program. I was blessed to have an instructor like **Mr. Md. Abdul Quddus, SEO (GB In-charge)**. Without his support I would not be able to gain knowledge about General Banking and provide information in this report. I am also grateful to **Mr. Tazul Alam Mostazir, SO** and **Ms. Shafina Khan Ridi, Officer**, for helping me throughout the preparation of the report. I would also like to give my heartfelt thanks to **Md. Ariful Alam Khan, Banking Officer**, for teaching me all the General Banking activities. All the colleagues of the branch had been very helpful and they made my internship period more enjoyable and eventful one. Finally my sincere gratitude goes to **BARC University Authority** for arranging this internship program for students. It really makes student capable of doing official tasks before entering the corporate world.

Executive Summary

The Banking sector is always considered one of the most fundamental sectors for the economy to be able to function. In this economic era, In order to attain development in industrial and commercial division, there should be a sound banking system to support not only the economy but also the society.

This report focuses on the General Banking Department of Bank Asia Limited, Corporate Branch. General Banking department deals with customer service, remittance, cash, and accounts related activities. This unit plays an important role in providing quality service to its customers. Cash handling which is the most important and difficult department of a bank. Through this section it establishes Banker Customer relationship, collects bills for customers, remit funds of customers from one bank to another. General Banking provides these services in fast and better manner.

First chapter introduces the origin of this report, scope, rationale, objectives, limitations, methodology of this study. Second chapter is about the overview of the Bank, mission, vision, Objectives, branches, departments, product and services of the bank. Third chapter is the main chapter and it is all about the General Banking part. In this part, I mentioned and described all the activities those are undertaken in GB department. In the chapter four, I included my roles and responsibilities those I have completed in the Bank, and some critical observations. In chapter five, I analyzed the performance of this bank based on some factors like ROE, number of branches, Net profit, number of employees etc. Last chapter is the conclusion part. Here, I pointed out some findings of that branch and then recommended some solutions to those findings. Lastly, I gave the sources from which I took all the information and then the appendix part.

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Chapter-1

Project Description

Origin of the report

In the competitive global era, classroom education only serves to boost a graduate into a profession by conferring a degree but internship program makes the theories and learned examples concrete by placing the student in a real life work situation performing actual professional tasks, which the job encompasses. For this internship report has made compulsory for all Business graduates of BRAC University. As a part of the BBA program, all the students of this university have to experience an internship program with a purpose of gaining practical understanding about modern business world. The program covers a period of three months of organizational attachment. After the completion of internship program, each student has to submit an internship report mentioning the activities performed and learned during the internship period.

Objectives of the study

The core objective of this study is to gain realistic and practical understanding about banking structure and activities. The broad objective and specific objectives of the study are given below:

Broad objective:

- ❖ The broad objective of this study is to be familiar with the working environment of present institutions, know the internal culture of the corporate world and fulfill the requirements of BBA theoretical knowledge gained from the course work of the BBA program in a specific field.

Specific objectives:

- ❖ To understand and analyze the overall activities of Bank Asia Limited.
- ❖ To evaluate the existing activities and techniques of Bank Asia Limited.

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- ❖ To study the operational efficiency of Bank Asia Limited.
- ❖ To suggest the way and means for improvement on policy and techniques.
- ❖ To relate the theoretical learning with the real life situation.
- ❖ To gain knowledge about the activities and functions of General Banking: account opening, accounts section, cash handling.
- ❖ To formulate SWOT analysis of BA.

Scope of the study:

Worldwide economic situation continued to pose adverse impact on most developing countries including Bangladesh challenging the possibility of registering a positive growth. Banking system holds a significant position in a nation's economy. It plays a crucial role in the economic advancement of a country and shapes the central part of fiscal market in a highly developed country. Bank Asia Limited is doing a formidable job. So far researchers have a very specific scope to overview the whole system. The banking sector continued to make remarkable profit in the 2002.

The report covers the background, functions and mostly the General Banking part of Bank Asia Limited. The preparation of this report offers a great opportunity to have an in-depth knowledge of banking activities practiced by the branch. This report has been made based on the experience gathered during the period of 3 months' internship. It was a huge opportunity for me to practically learn and execute the entire process of General Banking activities. I was also developed a short knowledge on Foreign Exchange activities like: import and export trade, L/C, inward and outward trade and so on.

Methodology:

This part of the report contains which data sources I have used to gather all the related information about Bank Asia Limited and their activities.

There are two types of data sources:

- Primary data
- Secondary data.

Primary data:

- ✓ Discussion with the officials of Bank Asia Limited.
- ✓ Informal interview and individual conversation with employees.
- ✓ Face to face conversation with the clients.
- ✓ Direct involvement in the General banking activities of the bank.
- ✓ Personal observation on the procedure of banking activities.

Secondary data:

- ✓ Annual report of Bank Asia Limited [2011, 2012, 2013, 2014, 2015]
- ✓ Brochures, Manual and publications of Bank Asia.
- ✓ Online data from the website of Bank Asia Limited.
- ✓ Relevant Journals and research papers.
- ✓ Relevant file study as provided by the officers concerned.

Limitations of the study:

To provide recent information and to make this report read worthy, support from various sources is essential. In spite of having my wholehearted effort, I could not collect some information required at the time of the study. Therefore, this study is not free from limitations. Some limitations and problems have encountered which are as follows:

- ❖ Inadequacy and lack of accessibility of some preceding and latest data.
- ❖ Alike all other banking institutions, BA is also conventional and strict in providing some information. Since my major is Human Resource Management, I wanted to do my internship report on HR implications of BA but the HR department does not provide such information to anyone. This is very confidential. So, I had to change my topic.
- ❖ At times the concerned personnel did not provide enough time due to rush banking hours. So, I faced some problems to understand few points of specific tasks.
- ❖ As a matter of fact three months is too short to learn all the banking activities.
- ❖ There were some technical problems like data interpretation, transmission and data reservation.

Chapter 2

Overview of Bank Asia

The Company

The economy of Bangladesh has been encountering a quick development since the 90's. Modern and horticultural advancement, universal exchange, inflow of ostracize Bangladeshi laborers' settlement, neighborhood and remote interests in development, correspondence, power, sustenance preparing and benefit venture introduced a period of financial exercises. Urbanization and way of life changes simultaneous with the financial advancement made an interest for managing an account items and administrations to bolster the new activities. A gathering of exceedingly acclaimed agents of the nation assembled together to react to this need and set up Bank Asia Constrained in the year 1999.

The Bank Asia consolidated as an open constrained organization under the Organizations Demonstration. 1994. The bank began its business operation on November 1999 with an approved capital of Tk.800 million and paid up capital of Tk.218 million. The paid up capital of the bank remained at Tk.1116 million as on 31st December 2006.

Inside a limited ability to focus time Bank Asia has set up itself as one of the quickly developing neighborhood private banks. It has at present a system of 26 branches serving a significant number of the main corporate houses and is step by step moving towards retail keeping money. Its other huge conveyance channel is the mutual ATM System. Bank Asia has 25 ATMs as an individual from ETN alongside eleven different banks. Since its modest starting in 1999, it set turning point by securing the business operations of the Bank of Nova Scotia in Dhaka, first in the managing an account history of Bangladesh. It again rehashed the execution by obtaining the Bangladesh operations of Muslim Business Bank Ltd. (MCB), a Pakistani bank. A year ago the Bank again went to the spotlight with over membership of the First sale of stock of the shares of the Bank, which was a record (55 times) in our capital business sector's history and its shares summons respectable premium.

The benefit and obligation development has been surprising. By December 2006 the aggregate resource of the Bank developed to Tk. 30,478 million, increment of very nearly 30% contrasting

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with 2005. As of December 2006 stores expanded to Tk. 25,289 million, an expansion of 37% over that of 2005, and Advances achieved Tk. 22,255 million, an expansion of 25% over that of the year 2005.

Bank Asia has been effectively taking part in the nearby currency market and also outside coin market without presenting the Bank to powerless positions. The Bank's interest in Treasury Bills and different securities went up discernibly opening up open doors for improving salary with regards to an administration of steady loan fee decay.

Bank Asia is keeping up its aggressiveness by utilizing on its Web saving money Programming and current IT framework. It is the pioneer amongst the nearby banks in presenting inventive items like SMS managing an account, and under the ATM Organize the Stellar Web Keeping money programming empowers direct connecting of a customer's record, without the prerequisite for a different record.

Bank Asia has effectively settled a straightforward procedure of enrollment looking for the best ability. In its endeavors towards consistent improvement of the HR of the Bank, it masterminds preparing programs consistently.

Vision-

Bank Asia's vision is to have a poverty free Bangladesh in course of an era in the new thousand years, mirroring and establishing the national dream to the full extent. The vision is to fabricate such a society where human nobility and human rights get the most elevated thought alongside lessening of destitution.

Mission-

The Core Missions of Bank Asia are-

- To help with conveying excellent support of our clients and to take part in the development and extension of our national economy.
- To set elevated expectations of honesty and convey all out fulfillment to our customers, shareholders and workers.

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- To turn into the most looked for after bank in the nation, rendering innovation driven creative administrations by our devoted group of experts.

Objectives-

The pivotal objectives of Bank Asia are given below,

- To mix in its operations conventional managing an account with present day worldwide administrations.
- To encourage its partners with elevated requirement and quality managing an account.
- To conduct outside trade business, for example, universal cash settlement administration thus on and in national.
- To degree credit office to the customer.
- To give standard and speedy administrations into the customer.
- To degree custodial administrations, for example, locker.
- To degree general saving money administrations to the customers.
- Buying and offering of remote monetary standards.

Policies-

Bangladesh is making a decent attempt and putting its soul to try to be a productive player in the worldwide business sector as far as business. As needs be, Bank Asia Constrained will as an issue of arrangement, assembled its money related, non-monetary and human asset in congruity with global standards, principles and practices.

In the residential monetary field Bank Asia Restricted has set its sight on giving its customer base the edge of keeping money and fund which will empower them to run their undertakings benefit. Bank Asia Constrained give a hand the client with its innovation, know how preparing and specialization, and will give world class managing an account framework.

Company Profile-

The head office of Bank Asia Limited is arranged in Tea Board Bhaban (Ground Floor) - 111-113 Motijheel C/A, Dhaka-1000, Dhaka, Bangladesh. It is at present working with its twelve branches in Dhaka City, three in Chittagong, one in Sylhet and one in Munshigonj and one in Tarail Kishorgonj. Soon they are going to extend their branches in different parts of the regions in Bangladesh. Keeping in mind the end goal to guide universal saving money administrations toward their profitable customers, it has set up a wide journalist association with various neighborhood and remote banks.

Description of the Principal Office Branch-

To adapt the business sector to its quality administration and to achieve the doorstep of the general population of the nation, Bank Asia Ltd includes new branches in urban and in addition country regions in consistently. What's more, by along these lines, on 29th of April 2000 it opened Main Office Branch in city's business center point Motijheel, situated in Tea Board building. From the induction these branches concentrate on the corporate customers and perform extremely well. Also, from that point it executes as the focal clearing branch in Dhaka Zone and goes about as the encouraging branch for other branch in Dhaka Zone. In the year 2004 it contributes BDT 98.73 million as benefit to banks all out procuring. Also, in the year 2004 it gains most elevated of taka one center in the year June. Be that as it may, shockingly in the late months it's acquiring tumbles down forcefully because of moderate state of mind of the branch to stretch out new credit offices to the business group. Furthermore, the administration underlines to enhance benefit procuring limit with soundness and supportability. Furthermore branch administration concentrate on the minimization of expense to augment the benefit.

In the month April 2005 the branch earned BDT 3.42 million and aggregate store as on 30th of April 2005 is BDT 2037 million where as aggregate advances is BDT 2411 million. In spite of the fact that the branch is confronting negative development in its benefit execution, the activities of branch administration will enhance the situation in a short time. 82 percent of aggregate store is high cost store. Consequently the branch administration drives to channel more cost free and minimal effort store that will liven up the benefit situation of the branch. Normally a bank tries to bolt up its asset for transient and cut more pick up. What's more, at present

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41percent of the aggregate advances of this branch is in term advance and staying as ceaseless and interest advance. The branch tries to exchange off between term advance and spinning credit to amplify its acquiring.

At present this branch is contains with twenty-two authorities and headed by branch trough Mr. M.A.M. Moquit, an unmistakable financier in the business. Unquestionably with in a brief timeframe the branch will ready to recapture its status as one of the most noteworthy gaining branches of Bank Asia Ltd with it's very much fulfilled client bunch.

Management and Organizational Structure-

The organizational organogram of Bank Asia is given below,

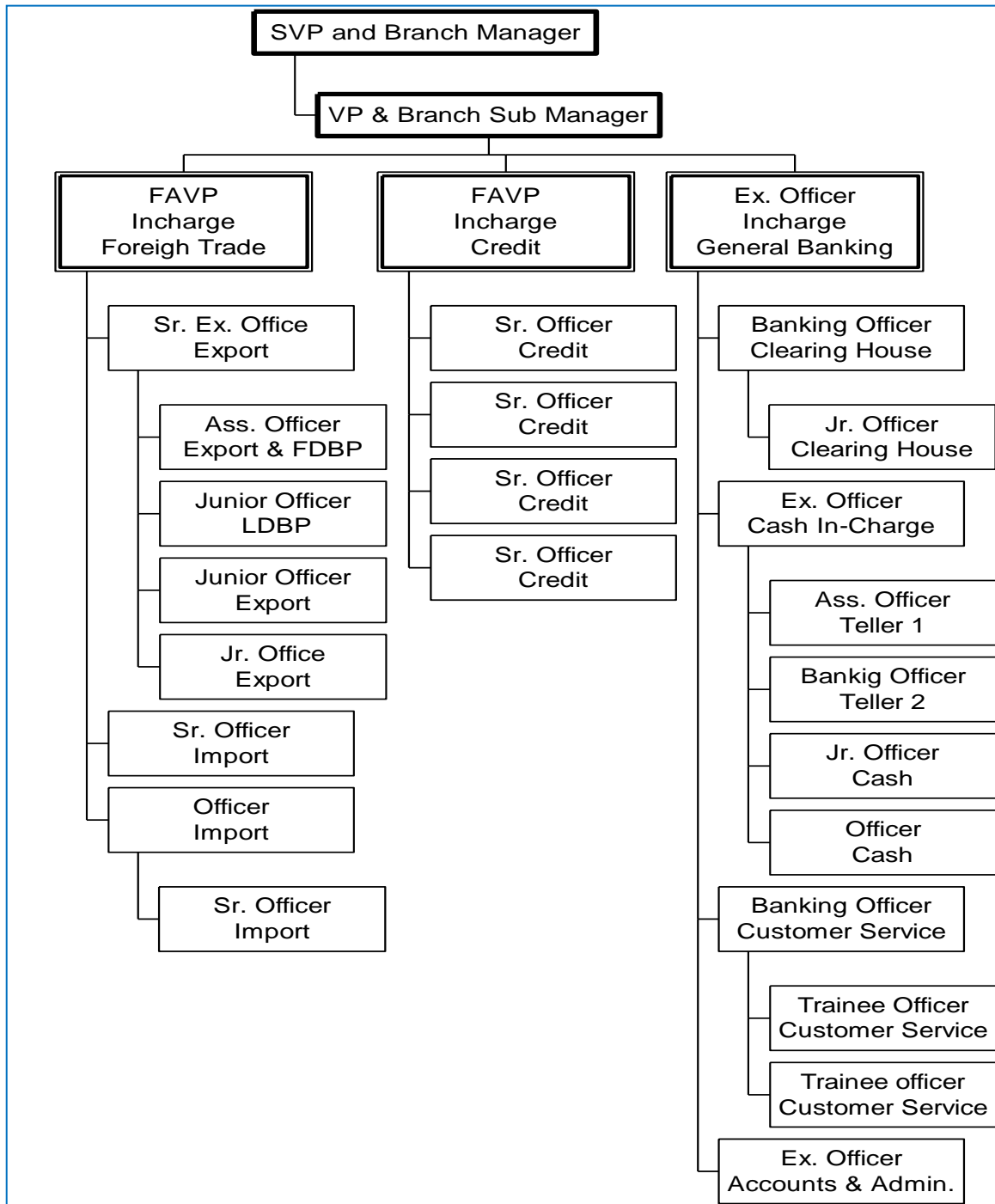


Figure 01: Company Organogram (Annual Integrated report 2015, Bank Asia Limited)

Divisions of Bank Asia-

Operations, Credit & IT

The primary motivation behind the operation division is to keep up and guarantee free stream the general organizational exercises.

HR& Company Secretary:

In the creating keeping cash field headway and specialization will be the best approach to keeping up centered edge. A clear system to select the best capacity is viably settled through the Human Resource Division. The human resource office goes on different get ready and change programs all through in an effort towards determined progression of the HR Interactions of the bank. Both inside and external coaches conduct in-house planning programs and these tasks are tenaciously updated to reflect the latest progression in the dealing with a record furthermore information advancement territory. Prior to the end of 2005 forms the work quality extended to 397 from 331 toward the end of the prior year.

Marketing

The Marketing Department is in charge of the coordination of all promoting exercises of the Bank; guarantees promoting exercises are in consistence with state and government controls; creates different advertising ideas, targets, materials, commercials, programs, public statements, and other uncommon occasions endorsed by senior administration and the Top managerial staff. The division gives direction and directions execution endeavors concerning the establishment of new or existing items and administrations. The Office is likewise in charge of being the essential contact of advertising and media contacts, publicizing, and certain business advancement exercises that advance the soul, reasoning, commitment, and general course of the Bank.

International Division

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International Division creates and benefit far reaching individual budgetary connections inside Global target market through an expert deals exertion and distinguish qualified potential foreign customers. The office start contacts survey need; introduce a variety of items and administrations, and close deals. This office is in charge of the administration and aggregate overhauling of the global customer relationship, and for the development and gainfulness of the biggest, most mind boggling and beneficial connections in the unit.

Credit

The Credit Division is in charge of social event and investigating credit data on present and potential borrowers; decides the suitability of giving acknowledgment for broadened sorts of advances Obligations additionally incorporate helping advance officers in composing advance solicitations; advancing business for the Bank by keeping up great client relations and alluding clients to fitting staff for new administrations.

Audit & Internal Control

The Audit and Inner Control Department is liable of creating, executing and imparting Treasury Bank Review's vision, mission, objectives and systems. To guarantee that basic business and administrative procedures are set up and working, this office creates and keeps up a powerful association with business accomplice administration, helps business accomplices adjust their business system with proper danger administration controls and urges specialty unit administration to self-evaluate its business surroundings and create activity arranges around "holes" that could affect sound danger administration or accomplishment in meeting marketable strategies. The division additionally guarantees that staff comprehends and is fittingly adjusted to the organization's targets/values, and stay side by side to strategies utilized by Review and the specialty units they survey. Different obligations incorporate guaranteeing that satisfactory assets and preparing are given to staff, adequate to guarantee full consistence with every single administrative necessity.

Financial Control Department

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This division is in charge of the greater part of the Bank's financial working results, for example, cost bookkeeping, spending plans, administrative office and government reports guaranteeing the shield of Bank resources. The Money related Control Office likewise advises senior administration on monetary control and benefit; gets ready, exhibits and translates budgetary reports to senior administration; sticks to duty laws and administrative consistence to appropriately mirror the budgetary position of the Bank.

Information & Communication Department

The Data and Correspondence Division is in charge of the Bank's electronic and money administration based items and tasks, including the advancement, arrangement and upkeep of Bank's Website; helps record and business improvement officers in the offers of related items and administrations. The division likewise performs direct supervisory obligations of office staff; organizes staff for scope in every single related range of the office; guarantees different office exercises or activities run easily and effectively.

Branches of Bank Asia Limited-

	Branch	Address
1	Corporate Office	Tea Board Bhaban (1 st Floor) 111-113, Motijheel C/A, Dhaka-1000 Tel: (02) 7160938, 7177031-2, 7177034, 7164311
2	Corporate Branch	Noor Tower (1 st Floor) 110, Bir Uttam C.R. Datta Road Dhaka-1205, Bangladesh Tel: (02) 9674501, 9674502, 9677031
3	Principle Branch	111-113, Motijheel C/A

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		Dhaka-1000, Bangladesh Tel: (02) 9563651-52, 9571450-51
4	Gulshan Branch	Bay'a Galleria (ground Floor) 57, Gulshan Avenue, Gulshan Dhaka-1212, Bangladesh Tel: (02) 8828103,8828387, 9889268-9
5	Agrabad Branch	69, Agrabad C/A Chittagong, Bangladesh Tel: (031) 714665, 714703, 724876
6	Malkhanagar Branch	Taltola Bazar, Malkhanagar Munshigonj, Bangladesh Mobile: 01711-831040
7	Scotia Branch	32, Kazi Nazrul Islam Avenue Karwan Bazar, Dhaka-1215 Tel: (02) 8110161, 8125011-2
8	Sylhet Main Branch	60, Niloy Darge Gate Airport Road, Sylhet, Bangladesh Tel: (0821) 712256
9	MCB Dilkusha Branch	4, Dilkusha C/A Dhaka-1000, Bangladesh Tel: (02) 9568871-3
10	MCB Sk. Mujib Road	Ayub Trade Center, 1269/B, Sk. Mujib Road

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	Branch	Agrabad C/A, Chittagong, Bangladesh Tel: (031) 715125-7
11	Tarail Branch	Tarail Bazar, Tarail Kishoreganj, Bangladesh Tel: (09434) 75099, 01711-403322
12	MCB Banani Branch	24, Kamal Ataturk Avenue, Banani Dhaka-1213, Bangladesh Tel: (02)9885610, 9889104, 9894699, 9899833
13	Khatungonj Branch	Asia Center, 273/268, Khatungonj Chittagong, Bangladesh Tel: (031) 610036, 638013-4
14	Mitford Branch	Bismillah Tower (1 st & 2 nd Floor) 147/148, Mitford Road Dhaka-1100, Bangladesh Tel: (02) 7320620, 7320621
15	Uttara Branch	House-79/A, Road-7, Sector-4 Uttara Model Town, Dhaka-1230, Bangladesh Tel: (02) 8957427-9
16	Ashulia Branch	Chowdhury Plaza (1 st Floor) Zamgara Chourasta Ashulia, Savar, Dhaka, Bangladesh Tel: (02) 7790447-8

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17	North South Road Branch	89, Shaheed Syed Nazrul Islam Shoroni North South Road Dhaka-1100, Bangladesh Tel: (02) 9563768-69, 9563219
18	CDA Avenue Branch	665, CDA Avenue, East Nasirabad Chittagong, Bangladesh Tel: (031) 843428, 843640, 2850091-2
19	Sylhet Uposhohor Branch	Rahim Tower, Subhanighat Bishwa Road, Sylhet, Bangladesh Tel: (0821) 815844, 815866
20	Lohagara Branch	Mostafa Center, Post & PS: Lohagara Chittagong, Bangladesh Tel: (03034) 56304
21	Dhanmondi Branch	House-13/A, Road-5, Dhanmondi Dhaka-1205, Bangladesh Tel: (02) 8624874-5, 9675918
22	Station road Branch	Mohiuddin Market (1 st Floor) 170, Station Road, Chittagong, Bangladesh Tel: (031) 2850934-5
23	Bashundhara Branch	House-25, Block-A, Avenue Road, Bashundhara R/A, Dhaka, Bangladesh Tel: (02) 8835321-2

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24	Rajshahi Branch	182, Alu Patti, Choramara Rajshahi-6100, Bangladesh Tel: (0721) 812503-4
25	Khulna Branch	Al-Mashah Complex, 44 Mojib Sarani KDA, Khulna-9100, Bangladesh Tel: (041) 2830134-7
26	Chatkhil Branch	Khilpara Road, 3147 Chatkhil Bazar Chatkhil, Noakhali, Bangladesh Tel: (03222) 75179
27	EPZ Branch	Zone Services Complex (Ground Floor) CEPZ, Chittagong, Bangladesh Tel: (031) 800406
28	Mohakhali Branch	82, Mohakhali C/A Dhaka-1212, Bangladesh Tel: (02) 8857236, 8857420
29	Mirpur Branch	NISHI Plaza, Plot#1, Avenue-4 Block-C, Section-6, Pallabi Mirpur, Dhaka-1216 Tel: (02) 9013814, 9013841
30	Anderkilla Branch	184, J.M. Sen Avenue, Anderkilla Chittagong, Bangladesh Tel: (031) 2854556-7, 2854882, 2854883

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31	Bank Asia KIOSK	Sirajdikhan Bazar Munshiganj, Bangladesh Tel: 04495010353, 01730024510
32	Rohitpur Branch	Rohitpur, Keranigonj, Dhaka Tel: (02) 7766677
33	Bogra Branch	Jamil Shopping Centre Borogola, Bogra Tel: (051) 51642-4
34	Jessore Branch	Jess Tower, 1 st Floor 39,/MK Road, Jessor Tel: 0421-67748, 0421-67783-4
35	Shantinagar Branch	Opening Soon

Figure 02: Addresses of all the Branches of Bank Asia Limited (2016)

Product & Service Offerings of Bank Asia Limited-

Bank Asia is another participant in the Private Banking segment of Bangladesh. It is resolved to give adaptable administrations to its clients for their most extreme advantage and higher fulfillment. Step by step Bank Asia builds its item list for the significant clients which are mentioned forth a few offerings and plans been stated underneath,

- Savings account
- Foreign Currency account
- DPS- Deposit Pension Scheme
- Current account
- MB+

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- FDR
- STD- short term deposit
- DB+
- TRPLE Benefit PLUS

Since initial set up, its product rundown is solid and incorporates generally includes. At whatever point, the bank dispatches an item, it looks profoundly in its specialized issue and acknowledgment to the overall population.

Savings Account

This is an interest bearing account and only individual person can open this sort of accounts. Loan cost may vary from bank to bank. At present, Bank Asia is putting forth 6% interest on its SB accounts. This might be considered as minimal effort store for bank. Interest is charged to the record on quarterly premise.

Components of Savings Account are,

- o Interest bearing record
- o Provide sensible interest. Rate is presently 7 %
- o Customer can Store any sum and no. of store is not confined
- o No. of withdrawal is limited
- o Deposit underneath tk15000.00 charges tk100.00 on half yearly premise
- o Better for the little salary bunch

Current Account

It is well known as Present Account. Any individual, organization, firm, may open this sort of record in its own name. This is non-interest bearing account. So it is a cost free stores for bank,

Then again, clients appreciate the privilege to withdraw cash the same number of times as they wish.

Features of Current Account:

- 1) Non interest bearing Account
- 2) Running Account
- 3) No. of withdrawal or store is not confined
- 4) Worked any number of times excluding a working day
- 5) For the most part keep running by various business association

Short Term Deposit (STD) Account

This is opened and worked for fleeting and for particular reason. It is additionally an interest bearing account and where rate of interest is for the most part underneath the reserve funds rate. Regularly, intrigue is paid on day by day item premise. People, Firms, Organizations, and Affiliations may open this account. Current Loan cost of Bank Asia for this store is 5%.

Fixed Deposit Receipt (FDR) Account

People, Firms, Organizations, and Affiliations may open this record. The store is taken for a particular altered timeframe, for example, 1 months, 2 months, 3 months, 6months, 1-year and so forth. Loan fee relies on upon sum and period and reaches from 8% to 10.70%. If there should be an occurrence of untimely encashment for the most part no premium is honored. In uncommon thought interest at sparing rate or STD rate might be permitted. It is considered as high cost store for banks.

Components of Fixed Deposit Receipt (FDR) Account are,

- o Provide high intrigue
- o Premature encashment gives just investment funds rate
- o It is renewable before the date of development

The General Banking Activities of BANK ASIA

	Tenor	Interest Rate
1	1 month	10.00%
2	2 months	11.00%
3	3 months	13.50%
4	6 months	13.00%
5	12 months	13.00%
6	1 year (1 Crore & above)	13.50%
7	Above 1 Year	12.50%

Figure 03: Rate of interest on FDR account

Deposit Pension Scheme Plus (DPS+):

The details of this package is stated below,

Monthly Deposit	After 3 years	After 5 years	After 7 years	After 10 years	After 12 years
500/-	21,500/-	41,000/-	65,500/-	1,15,000/-	1,60,000/-
1,000/-	43,000/-	82,000/-	1,31,000/-	2,30,000/-	3,20,000/-
2,000/-	86,000/-	1,64,000/-	2,62,000/-	4,60,000/-	6,40,000/-
3,000/-	1,29,000/-	2,46,000/-	3,93,000/-	6,90,000/-	9,60,000/-
4,000/-	1,72,000/-	3,28,000/-	5,24,000/-	9,20,000/-	12,80,000/-
5,000/-	2,15,000/-	4,10,000/-	6,55,000/-	11,50,000/-	16,00,000/-
8,000/-	3,44,000/-	6,56,000/-	10,48,000/-	18,40,000/-	25,60,000/-

The General Banking Activities of BANK ASIA

10,000/-	4,30,000/-	8,20,000/-	13,10,000/-	23,00,000/-	32,00,000/-
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Figure 04: The detail of the Package of (DPS+)

- Installment will be naturally kept from your Investment account.
- Loan office will be accessible up to 90% of the saved sum.

Double Benefit Plus (DB+)

DB+ is a 6 years term store plan. Store the cash in this record and it gets double the amount of cash in 6 years.

Elements of this item are:

- Only individuals can open this record.
- Money stored in this record will be multiplied in 6 (six) years.
- Deposit sum will be least Tk. 1, 00,000/ - or it's various, and most extreme store will be Tk. 25, 00,000/ - under single name and Tk. 40, 00,000/ - under joint name.
- Loan office will be accessible up to 90% of the kept sum.

The main data regarding this scheme are,

Tenure	Initial Deposit	Value at Maturity
6 years	Tk. 1,00,000/-	Tk. 2,00,000/-

Figure 05: Amount of deposition and maturity value of (DB+)

Triple Benefit Plus (Triple+)

Features of this product are,

The General Banking Activities of BANK ASIA

- Only individuals can open this record.
- Money kept in this record will be Tripled in 9 (nine) years 6 (six) months.
- Deposit sum will be Tk. 1,00,000/ - or it's numerous, and most extreme will be Tk. 25,00,000/ - under single name and Tk. 40,00,000/ - under joint name.
- Loan office will be accessible up to 90% of the kept sum.

Tenure	Initial Deposit	Value at Maturity
9 ^{1/2} years	Tk. 1,00,000/-	Tk. 3,00,000/-

Figure 06: Amount of deposition and maturity value of Triple Benefit plus

Monthly Benefit Plus (MB+)

Elements of this item are:

- Only individuals can open this record.
- The people must have an investment account with the bank in which the month to month advantage will be credited consequently.
- Deposit sum will be least Tk. 1, 00,000/ - or it's various, and greatest store will be Tk. 25, 00,000/ - under single name and Tk. 40, 00,000/ - under joint name.
- Depositor will get month to month advantage of Tk. 975/ - or it's various for store measure of Tk. 1, 00,000/ - or its different for a long time term store.
- Depositor will get month to month advantage of Tk. 1,000/ - or its different for store measure of Tk. 1, 00,000/ - or it's different for a long time term store.
- Loan office is accessible against the saved sum.

The General Banking Activities of BANK ASIA

Deposit amount (In Taka)	Monthly Benefit (In Taka)	
1,00,000/-	3 years	5 years
	975/-	1,000/-

Figure 07: Deposit amount and monthly benefit from (MB+)

Non Resident Foreign Currency Deposit (NFCD) Account:

This account is opened by the Non Occupants. For the most part NRB's or outside subject can open this kind of records. What's more, this record is opened and administered by the outside settlement related guidelines and directions. Here the store is held in remote money in designated coin for say FC dollar a/c or FC Euro A/c and so on.

Resident Foreign Currency Deposit (RFCD) Account:

This account is opened by the inhabitants who require keeping outside coin in it's own particular record to pay some particular future consumption continues upon legitimate authorization from the legislature on sum and reason.

Chapter 3

General Banking

General Banking is the heart of all banking activities. It is the introductory department of the bank to its customers. Since this is a banking organization, this organization earns profit through selling services to its customers. This department assists in taking deposits and simultaneously provide some necessary services. In, Bank Asia skilled people are allocated for providing such services and for the purpose of deposit mobilization. The general banking department of Bank Asia consists of following activities:

- Account Opening and Lockers Services
- Cash management and teller operations
- Remittance Department
- Clearing Section
- Financial Control & Accounts Department (FCAD)



Figure 08: Activities of General Bank of Bank Asia Limited

Account opening

Account opening is the very important part of general banking. Bank Asia offers different types of account to their customers: Current Deposits, Savings Bank Deposits, Fixed Deposits, Short Term Deposits, Monthly Term Deposits, and Any other deposits as may be approved / advised by Head Office.

General Instructions for account opening

- Firstly the customers have to collect the account opening form from their convenient branch prescribed by Bank Asia Limited.
- Account opening officer will be equipped with Transaction profile (TP) form, Customers risk assessment form, Spicemen signature card, Requisition for issuance of Cheque book, Money laundering form and guideline for account opening.
- The officer will interview the prospective customer politely and in a decent manner regarding his opening a bank account. The officer will verify the customers by using this method. If the customer resides at distant location but deserves to open an account with the branch, then reason shall be asked and in no circumstances provide him/her any account opening form until fully satisfied. What type of account he/she wants to maintain.
- Account opening officer will take personal information form the prospective customer to fill up the KYC (know your customer) and TP form.
- S/he will help the customer to fill up and complete the account opening form as far as possible.
- The customers are required to provide 2 copies of PP size photographs of the applicants attested by the introducer and 1 copy of passport size photograph of the nominee attested by the applicant.
- The customers are asked to provide the photocopy of their Passport/ National ID card/ Voter ID card/ Union Perished Certificate.
- Card for ATM and SMS service duly signed.
- In case of, Joint Account, operational instructions should be confirmed with the signature of applicants jointly.

PROCEDURES OF ACCOUNT OPEENING IN FLOW CHART:

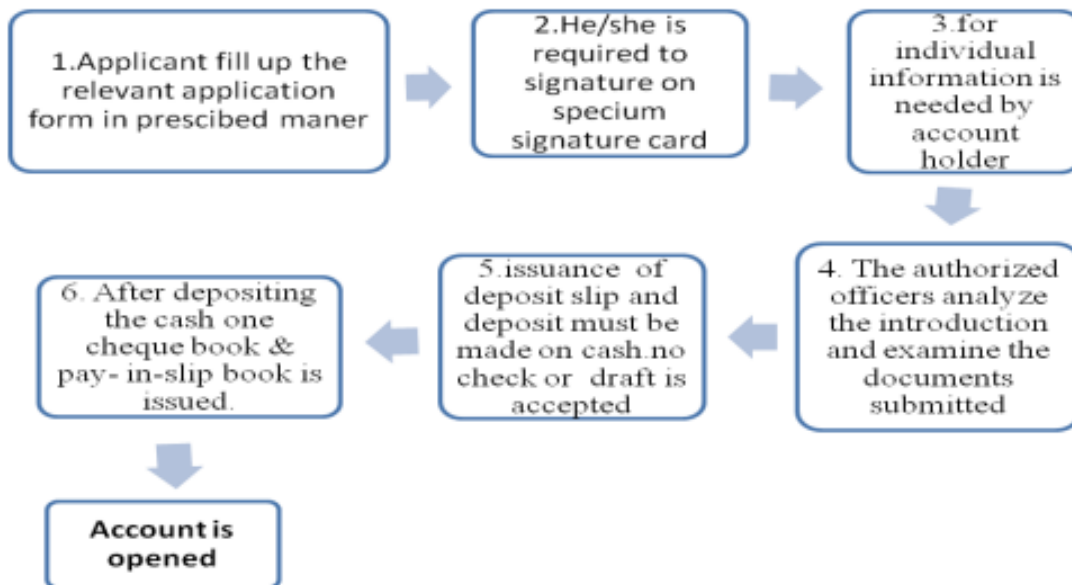


Figure 09: Procedures of account opening

Issuance of cheque book:

- A. At the first of opening an account, the first cheque book should be issued to an account holder on the basis of first requisition slip signed by him, obtaining approval from the HOB/ MOB as applicable. The cheque books are to be obtained from the central clearing department of the corporate office as per the system of MICR cheque book issue.
- B. All subsequent cheque books should be issued against cheque book Requisition slips from the cheque book previously issued. It is noted that no cheque issuance over Telephone or Fax will be accepted.
- C. Before issuing the new cheque book, the Branch should consider the following:
 - i. Letter of thanks is received by the customer & returned acknowledgement copy to Branch in case of new account opened.
 - ii. A satisfactory average balance is maintained.
 - iii. The account is not inoperative.
 - iv. Cheque book issued earlier have been fully utilized.

- v. Cheques are not frequently returned for want of funds.
 - vi. Payments of cheques are not frequently stopped.
- D. A fresh cheque book should be issued to the account holder once the HOB/ Authorized officer is satisfied about the conduct of the account and has verified the signature of the account holder.
- E. If a cheque book is requested against a letter signed by the account holder without production of the Requisition slip from a previous cheque book, care should be taken to establish the genuineness of this request, particularly when the address of the account holder has recently been changed.
- F. Issue of fresh cheque book to a customer whose account has been transferred to a dormant account ledger shall be allowed only when the account holder calls on personally at the branch for identification purposes and fill up cheque requisition slip duly signed and the HOB has fully satisfied.
- G. The cheque book will be issued in a following manner:**
- i. The branch name, the account number, and the name of the client shall be printed or written on each cheque leaf and requisition slip.
 - ii. The leaves of the cheque book under issue shall be counted to ensure that all the leaves and bank requisition slip are in-tact.
 - iii. The name and account number should be entered in the cheque book issued register against the relative cheque book series. The client or his representative shall acknowledge the receipt and initialed by the Desk officer.
 - iv. The Cheque Book Requisition slip and cheque book issued register should be signed by the Authorized Officer and each leaf shall be initialed by a Dealing officer.
 - v. Cheque book delivered to the account holder at the counter should be acknowledged by them overleaf on the requisition slip.
 - vi. An account holder may send a written authority to deliver a cheque book to his authorized representatives. In that case signature of bearer must be attested by the account holder.

- vii. In special cases cheque books may be delivered by the bank messengers. But in such case letter of acknowledgement must be sent to the customer along with the cheque book.
- viii. After issuance of the cheque book, the details of cheque numbers issued should be recorded in computer program.
- ix. The entries made in the computer shall be checked and signed by the Authorized officer.
- x. All requisition slips against which cheque books have been issued, should be counter checked with the cheque book issue Register, stitched with other vouchers at the end of each business day, and will hand over to the officer in charge of vouchers for safe custody.
- xi. For issue & delivery of cheque book the issuing officer must tally the cheque book register, previous issuance date, serial number of cheque leaves with the help of stelar.
- xii. At the close of office stock of cheque books shall be placed in the safe or inside the store room under the supervision of the authorized official.

PROCEDURES OF ISSUANCE OF CHEQUE BOOKS:

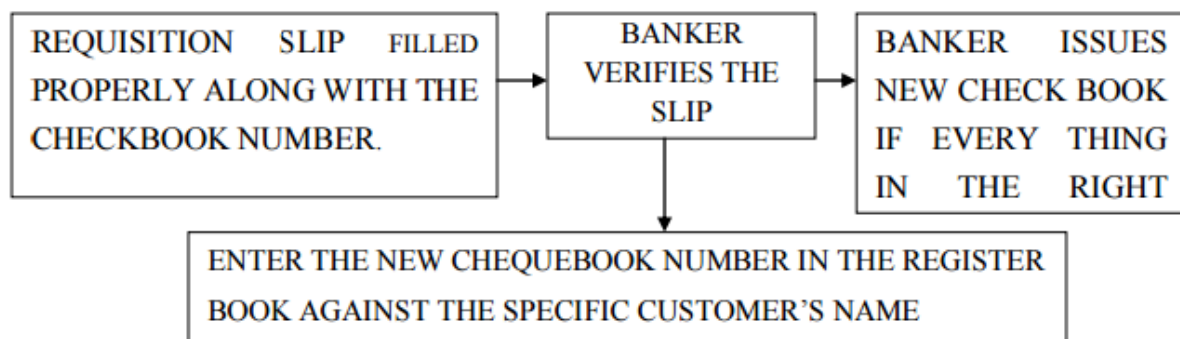


Figure 10: Procedures of Cheque book issuance

MICR PRINTED CHEQUE BOOKS

- A. Under the MICR cheque system, the cheques are designed to have names, account number, name of the branch printed on each cheque leaf.
- B. All requests for MICR cheques are received in a day are to be entered into the MICR cheque requisition Module of Stelar and sent to the Corporate office Central Clearing Department who on their turn, arrange printing of the cheque books with name of the account holder, name of Branch, account number, cheque serial number form the approved vendor and send the cheque books to respective Branches in accordance with the laid down procedure by Corporate Office from time to time.

Cancellation of cheque books

- A. A cheque book can be cancelled for various reasons in which the unused cheque book should be cancelled immediately after consultation with HOB/MOB. In other cases, efforts shall be made to collect all unused cheques and Cheque requisition slips from the Account holders when they intend to close accounts.
- B. All unused cheques shall be returned only to the Officer-in-charge of the Department.
- C. In case of, error and return of unused cheque books where cheques are entered into systems, should be stopped as per stop payment procedure.
- D. The Particulars of the closed account, with the unused cheques returned by the party, shall be recorded in Account Closing Register.
- E. The unused cheques and Requisition slips returned by a party shall be destroyed by Officer-in-charge/ HOB/ MOB in the same day and a not to be mentioned in the Account Closing Register and Cheque Book Issue Register.
- F. When an account closing request is received without surrendering the active cheque leaves and the customer informed that the remaining cheque leaves have been lost, the active cheque leaves would be cancelled before closing of the account after deducting required charge, which is minimum TK. 200 and maximum TK. 2000 before closing the account.

CASH MANAGEMENT AND TELLER OPERATION

A teller is one who is the most important representative of the Bank who should build good relationship with the customers. She/he has a direct personal role to play in handling deposits of the customers. A major portion of a Teller's work day is spent in receiving deposits encashing cheques, drafts, pay orders etc. The majority of the customers come in contact solely with the tellers. This presents a special challenge to the Teller, for it she/he has to maintain a good customer relationship through personal contact daily with the customer.

CASH MANAGEMENT/ VAULT CASH & RESERVE CASH

Cash management is very important function of a Branch. Excess/short of cash leads to a Branch in a risky position. Another risky position is transportation of cash & other valuables through local transport including traveler's cheques, prize bonds and security papers are regular job for Branch. Corporate Branch will lay down the limits for the transportation of cash and valuables under the custody of Bank employees covered by insurance policy. In no case, cash should be transported beyond insurance limit. Cash handling without Branch is also a risky matter, the teller should retain cash counter within counter limit. In every case, while cash exceeded counter limit of insurance teller should transfer the cash into vault for safe custody.

Cash Remittance from Branch to Principal Office

- A. If cash in hand of any Branch exceeds the limit given by the Corporate Office as per insurance limit of vault, Branch shall inform Principal Office/ Main/ Feeding Branch in the area to collect the excess cash within cash in-transit limit in one lot.
- B. The sending Branch shall prepare a letter on depositing mentioning details of the cash denomination.
- C. Cash should be entered into vault control register as well as cash-in-transit register duly signed by vault custodian and HOB/MOB.
- D. An officer accompanies remittance along with Guards sent from Principal/Main/Feeding Branch. The amount will be received by the cash officer accompanying remittance letter.

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- E. Then the officer shall receive the bundles, packed in a trunk under lock and key and send for other Branch escorting armed guard with Bank's vehicle.
- F. The Principal/ Main/ Receiving Branch will verify and check the denomination mentioned in the denomination slip and letter of sending Branch in front of the Authorized officer.
- G. The receiving Branch shall receive amount entering into "Inward Cash Received Register" and preparing voucher signed by two officers and by putting "Cash Received" seal.
- H. The acknowledgement of cash receipt shall be checked by authorized officer and voucher will be posted by the teller.
- I. Principal Office upon receipt of the cash issue IBCA passing the following journal entry:
Cash in hand: Dr.
Bank Asia General Account (Remitting Branch) –Cr.
- J. Receiving the IBCA, sending branch will respond the IBCA as follows:
BA General A/C Principal Branch- Dr.
Cash in hand A/C- Cr.

Cash Remittance from Principal office/ Main Branch to other Branch:

- A. If a Branch is in need of cash, Principal Office/ Main Branch is informed in advance to arrange cash, vehicle and security guards for remittance.
- B. The requisition should be made on the previous day of the requirement.
- C. Getting the requisition, cash-in-charge of the Principal Office/ Main Branch will get it signed by the HOB.
- D. The cash-in-charge then arrange to remit the cash properly entering into the vault register.
- E. The remittance shall enter into cash remittance register and shall be counter signed jointly by joint custodians and cash-in-charge.
- F. The receiving Branch shall receive the cash at their counter, enter the same into cash receipt register.
- G. The receiving Branch then issue IBCA to Principal Office Branch after passing necessary journal entry.

Receipt of cash

Cash Receipt against Customer's Accounts

Receiving cash teller follows the steps and check points:

- A. The deposit slip shall be filled in and signed by the client for depositing cash to the cash counter. The officers count then by cash counting machine & later manually the notes/coins.
- B. The cash receiving Officer shall count the cash and compare total with amount shown in the deposit slip both words and figures.
- C. If the amount still differs return the cash to the depositor for him to recount and correct the amount in the Deposit slip.
- D. The officer writes the amount with red ink on the face of the deposit slip.
- E. The cash receiving officer must be confirmed about the account number deposited the amount and the name of the account holder. The cash receiving officer shall sign and affix a "Cash Received" seal on the deposit slip and on the carbon copy after confirming name and account number.
- F. Teller shall pass the entry into iStelar Module and affix "Posted" seal along with transaction number.
- G. Then the clients get the deposit slip signed by the cash-in-charge.
- H. In case of beyond teller limit slip should be sent to authorizer and authorizer shall sign on the deposit slip as well as authorized the transaction.
- I. In case of cash receipt in credit vouchers originated from the department, the same shall be signed by two authorized officers before depositing the same with the cash receiving counter.
- J. Cash teller can balance his/her physical cash position with system drawer's position at free time of the day. At the end of the day teller must generate batch journal report and cross cheque with cash receiving vouchers.

Payment of cash

➤ **Cheques:**

A person wishing to withdraw funds from his/her account must use printed cheques supplied to him by the Bank. The cheques may be printed, written or typed. Cheques are of two type:

- i. ORDER CHEQUES
- ii. BEARER CHEQUES.

If the words “**OR BEARER**” appear after the name of the payee, it is called bearer cheque. If the words “**OR ORDER**” appear after the name of the payee, it is called order cheque. A bearer cheque can be converted into order cheque by striking the word “**BEARER**” and writing the word “**ORDER**”. No authentication of the drawer is necessary for such cutting. If an Order cheque is to be converted into Bearer cheque, then the word “**ORDER**” is to be scored and the word “**BEARER**” is to be written. In this case, cutting must be authenticated by the drawer with his/her signature.

There are some characteristics of a cheque:

- It must be signed by the drawer
- The Payee must be indicated
- The amount must be written in figures and words
- The Drawee bank must be indicated
- Date of the cheque
- Cheque series numbers
- Material alterations in cheques

Endorsements:

The signature of payee or holder on the back of a cheque/draft is called an endorsement. It serves a threefold purpose:

- To transfer title of the cheque to some other person.
- To constitute a receipt if the cheque is cashed.

The General Banking Activities of BANK ASIA

- To identify the person who received the cash. Only ORDER cheques require endorsement.

Cheques can be endorsed by:

- Name misspelled:** The payee endorses by simply signing her/his name on the back of the cheques exactly as it appears on the face. If his/her name has been misspelled on the face, he/she should first sign. Then underneath, she/he should sign in the correct form.
- Individual payee:** If a cheque is drawn to the order of an individual payee, he/she may endorse it by merely signing his/her name.
- Joint payee:** If a cheque is drawn to the order of two persons with their names separated by the word “and” both must endorse it using full names.
- Bearer instrument:** Cheques payable to “Cash” or “Bearer” are usually negotiable without endorsement. Signature of the holder is required on the back of all such cheques.
- Business organizations:** Cheques payable to business or other organizations must be endorsed exactly as drawn. Tellers are only authorized to accept these cheques for deposit into business or organization’s account. If they are present for encashment over the counter, the holder should be referred to management.

Crossing the cheques:

In order to ensure the safe transmission of the money of the receiver, a cheque must be crossed by drawing two parallel transverse lines across its face with or without the words, “And company” (& Co) and/or “Not Negotiable”. Such crossing makes a cheque only payable through a Bank. A crossed cheque should be accepted for Deposit only and must not be paid over the counter to any person unless it is presented by a Bank through their authorized representative duly endorsed. A crossing may be written, printed or stamped.

➤ **Cash Payment:**

Payment of cash can be debiting any customer’s account with any of the Bank Asia Branches and to internal GL of posting Branch. Cash teller will receive service charge over the counter from the payee for paying cash against customer’s account of intercity Branches as per operation circular issued by Corporate Office time to time. Normally

cheques, drafts, Payment orders, FDR(s), Debit Cash Vouchers etc of clients and Various Department of the Branch are encashed in the Cash Counter.

Cash Payment against remittance:

- i. Cash teller can't directly process any remittance transaction.
- ii. The remittance officer will complete all the formalities for remittance and prepare a voucher for cash payment duly signed by the authorized operation of the Branch and handover the voucher to the teller.

Balancing and checking

At the close of the Banking hour the individual Receiving and Paying Cash Officers shall total their respective teller's Cash Proof sheet and tally the same with their respective balance held by the cash Officer. The total figure of all cash receiving and Payment Registers shall enter into the Cash Balance Book. The closing balance of individual book shall be written in both figure and words. The Register shall be signed by the Cash-in-charge and MOB. The cash balance book is checked with the closing figures of the preceding day of the book and closing figures of Teller Cash Proof. The Cash Position memo would be sent to the Accounts department. The account department will acknowledge receipts of the same on the duplicate copy of the memo and fill in the "Cash Position Memo" file. The vault Register shall be maintained properly.

PAY ORDER

A pay order is a written order, issued by a Branch of a Bank, to pay certain sum of money to a specified person or a Bank. It may be said to be Banker's cheque as it is issued by a Bank drawn upon and payable by itself. A pay order is issued and paid by the same branch of a Bank and as such, the drawer and drawee are the same. The person or the organization in whose favor it is issued is known as payee or beneficiary.

A pay order is divided into three parts:

- The actual pay order
- The second counterfoil to be retained by the payee
- The first counterfoil to be retained by the issuing Branch as record.

The purpose of the Pay order is to execute transfer of fund from one hand to another. Such transfer of fund should be for a specific purpose. A pay order may be issued to affect payment on its own account by one bank to another bank in settlement of cheques returned after clearing hours.

ISSUANCE OF PAY ORDER

- A. Block series number of PO must be booked into the system by the Remittance Officer before issuance of the PO.
- B. The pre-printed PO serial number has to be posted in the system and no controlling number is required to be entered in the system.
- C. Instrument has to be signed by two authorized signatories with PA number.
- D. Amount, Beneficiary, Currency, Name of issuing Branch is to be entered in the respective field in STELAR system on instrument tally.
- E. Particulars of the instrument matches with those entered into the system.

Applicant of the PO maybe existing customer or walk in customer of the branch. Issuance of PO should be debiting customer account in case of account holder and against cash in case of walk-in- customers.

PAYMENT OF PO:

- A. Payment will be made to Beneficiary's account.
- B. Payment may be made to purchaser's account only when beneficiary will release the PO.
- C. Collecting Bank's endorsement required in case of clearing payment.
- D. Cash payment against PO can only be made by PO issuing Branch observing necessary formalities.

DEMAND DRAFT:

It's an important instrument for remittance of funds payable on demand drawn by one branch to another branch of the same bank. In online banking environment of Bank Asia Limited, for remitting fund issuance of DD is not at all required. Parties of the DD:

- Purchaser

- Drawer
- Drawee
- Payee

ISSUANCE OF DD:

- A. Application in prescribed form.
- B. Cash deposit or cheque
- C. Writing DD without alteration
- D. Entry of DD in STELAR
- E. Write printed and serial no of DD on the application
- F. Write amount of DD with protectograph machine
- G. Handover to customer after duly signed with acknowledgement
- H. Apply accurate test key
- I. Checked and signed by two authorized officer.

PAYMENT OF DD:

- A. Confirm test key and advice
- B. Communicate with drawer branch if needed
- C. Make payment when IBCA is received
- D. Preservation of draft advice
- E. Check the DD and signature
- F. Check signature number.

SAFE DEPOSIT LOCKERS

Safe deposit locker facility is one of the subsidiary services provided by the Bank for keeping the valuable in the safe deposit locker. This provides safety to the belongings of the customers against theft. Bank provides specially designed lockers kept at specially built strong rooms for keeping the valuables of the hirer purchased from reputed manufacturers.

- A. The clients have the ownership of the lockers. She/he can use it as per condition of the deed. The client cannot handover or sublet the locker.
- B. The Bank has the right to close the Locker section for a certain period or forever if considered risky without serving any notice to the locker holder(s).

- C. If the locker holder does not serve notice for termination of the deed, this will be treated as renewed for the next year.
- D. Any change of the address of the hirer must be immediately notified to the bank.
- E. In any case loss of key by the hirer, the lock of the locker would be replaced by the Bank's designated technicians.
- F. Bank is not responsible for any kind of damage or loss of the things kept in the lockers.
- G. Locker can be surrendered by the hirers at any time during the contact period.

CLEARING

Introduction of BACH

BACH (Bangladesh Automated Clearing House) is a new dimension in Banking that has changed clearing operations in banking thoughts to redesign in digital form. It has increased bankers' service capacity and opened the multiracial e-com services to customers and contributing increase of 1% GDP in the economy. BACH started commercially on 7th October, 2010 from Dhaka and step by step captured all traditional clearing houses over the country (86 houses). Bank Asia Limited is recorded as core partner of implementation in all stages of the project very successfully.

INWARD & OUTWARD CLEARING

- **Inward clearing:** Handled by central clearing unit. Branch gets the report of inward cheque details and ensures positive pay confirmation to CCD.
- **Outward clearing:** BA follows decentralized module. Branch under checker system scan the cheque, put amount and beneficiary name and a/c maker, checker confirms the entry and saved.

Clearing house section

In a more extensive sense we may characterize clearing house as facilitator to the part banks to settle down their bank exchange i.e. checks for gathering from different banks. For all intents and purposes clearing house is a house (Floor) of Bangladesh Bank (BB), national Bank of Bangladesh, where each bank has its own particular work area with own name plate and all the approved authority of all banks come here inside working time to settle their bank exchange. At present there are 52 desks for 52 banks. Typically Bangladesh Bank gives clearinghouse offices to its part in various areas and where BB branch is not accessible, Sonali Bank, in the interest of BB, masterminds clearing house. Generally the approved authority of each bank go to clearing house floor in opening time with all accumulation checks in his grasp drawn on different banks and settle down their exchange by the plan of clearing house. Usually two houses sit for settlement named as:

- 1. First house:** Usually all the collection cheques are collected in this clearing house except those who enjoy facility of same day house. Normally this house takes sit at around 9:00 A.M. what's more, Return house sits at 5:00 P.M or as coordinated by the House Super. And after that we put the checks, gathered prior day, in clearinghouse today for settlement. And after 5 p.m they credit the collected amount to the customer account and the customer can withdraw money from his/her account on next transaction day or through evening banking facility if provided by the bank.
- 2. Same day house or high value house:** There is a special arrangement in Bangladesh Bank Dhaka clearinghouse for some preferential area and clients, to settle down their transaction within same day of placing the check in clearinghouse. Usually only Branches located at Motijhil enjoys the facility. The criteria to appreciate the offices of "Same Day House" is that the check must be drawn on and put by the banks where both of the banks are situated in Motijheel region and the check values increasingly that Tk 500,000. Usually same day house starts around 11 p.m. and return house for this takes place at around 2 p.m. Then they credit the money in customer account and customers withdraw the money on the same of placing the cheque in the house. Banks provide this facility only to valued clients and that is why another name of this house is High Value House.

OUTWARD CLEARING PROCESS

- Work preparation
 - I. Banks ensures the use of UV detector in cheques at receiving counters for detecting material alteration of any.
 - II. They remove pin, scotch tape, deposit slip cheque counterpart and any other foreign particles attached with the cheque.
 - III. Isolate the Fresh respectable check and re-satisfactory check in discrete bunch.
 - IV. Make bunch of 50 cheques.
- Scanning of cheque
 - I. They input the amount and beneficiary name correctly in the scanning machine.
 - II. One run should not contain more than 5 batches.
- Amount entry and balancing
 - I. They carefully do the amount entry to ensure the correctness.
 - II. If any batch is no auto balanced, they revisit amount entry d do it again.

OUTWARD COLLECTION:

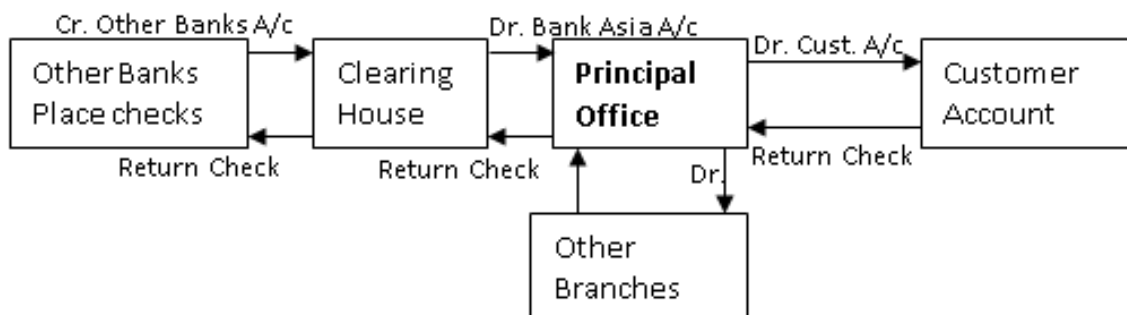


Figure 11: Outward collection process

Chapter 4

INTERNSHIP ROLE AND LEARNING

I did my three months internship program in Bank Asia Limited, corporate branch. I got the opportunity to work in different department of the branch. I found myself very fortunate for being able to associate with one of the renowned banks in Bangladesh.

Throughout my internship program, I was assigned under **Mr. MD. Abdul Quddus**, GB in-charge (Corporate Branch). I worked in customer service with **Mr. MD. Ariful Alam Khan**, Banking officer. I was a very pleasant and educative experience for me. I learned many new things about corporate life. Most importantly, I have learned how to perform a task responsively on time. This practical experience is crucial for the progress and preparation for oneself before entering into corporate world.

INTERNSHIP POSITION, DUTIES AND RESPONSIBILITIES

The report has been prepared on the basis of experience gathered during the period of internship. Within this period, I mainly worked with department namely General Banking, Accounts department. I also work with Foreign Exchange Department for a short time. Bank Asia does not follow any specific guideline for the internship students. Corporate Branch has to do a lot of work. They have huge pressures compared to other branch. The Branch treated me as one of their employees not just an intern. So, I had to do a lot of work.

Customer Service Department

In this department, I started my work learning how to open a Bank account, how to fill up the customers bank account opening forms. My immediate supervisor tried to give me a brief

description of his regular tasks before assigning me to any kind of activities. Later on through my personal observation and guidance of the superior officer, I came to know about different types of account like current account (C/A), savings account (SA), STD, FDR etc. He also assisted me on how to answer clients versatile questions regarding different account opening, what amount of interest they will get from different types of account, how to locate desired cheque books form the bundle according to customers requirement, how to receive phone calls and transfer them to other employee, how to keep patience and deal with the busy customers.

The following activities which had done by me:

- Giving the customers information regarding what type of documents are required to open an account. I used to tell them they need two copies of their PP size photographs and 1 copy PP size photograph of the nominee. They are also required to submit the photocopy of their passport/national ID card/TIN papers.
- I used to update the customer's account opening form.
- I provided product related information to the customers.
- Correction of uncompleted form which was detected by the internal audits. Like there were some forms which were filling up without putting account number, title number, nature of the organization the clients work in. Some forms were kept without proper address, TIN papers, National ID card number. My job was to complete those form.
- Filling up Know Your Customer (KYC) form for personal and corporate risk rating. My job was to find out risk level and risk rating of personal and corporate by considering TP form for the purpose of measuring of overall risk assessment.
- Making phone calls for collecting necessary photographs, photocopy of National ID cards or any other requires.
- Distribution of desired cheque books by asking them their name, account number and then verify them. Sometimes I made phone calls to the customers who did not collect their cheque books after passing 2-3 months.
- I used to do cheque book entries on register books and then keep the cheque books at safe place serially.

ACCOUNTS AND CLEARING DEPARTMENT

Accounts department is a sensitive part of a bank. This department is very busy department. In this department, tasks of all departments, all departments' transaction vouchers are maintained. The tasks I performed in this department are given below:

- Printed out the transaction listing of previous day for checking debit and credit vouchers.
- Voucher sorting, counting and filing by checking the number of accounts have been debited or credited, check the account holder signature, account number so on.
- Debit, credit voucher separation.
- Since this is corporate branch, they need to send lists of all the expenses along with the vouchers and supporting vouchers and a forwarding letter mentioning the exact amount they spent on that particular amount for the branch to the Head office. Those expenses are Conveyance expense, Pantry expense, Sundry expense, Entertainment expense and Business Development expense. I completed the project for 5 months (January, February, March, April, May).
- Stamping various kinds of documents like loan papers with authorization and endorsement seal.

ACTIVITIES UNDERTAKEN ON FOREIGN EXCHANGE DEPARTMENT

I worked very few days in this department. My activities are given below:

- **Opening foreign L/C:** Many local countries of our country import various kind of raw materials, machines, equipment and other accessories from overseas companies. In that case, I used to open a foreign letter of credit L/C.
- **Opening Back to Back L/C:** Back to Back L/C is a secondary L/C opened by the seller's bank based on the original/master L/C to purchase the raw materials for manufacturing of the export products required by the seller.

- **IMP posting:** At the end of each month, every commercial banks send a report to Bangladesh Bank based on their import payment during the whole month. This is called IMP posting.
- **Posting Bill of entry:** Bill of entry is a document contains all information about the products imported in Bangladesh. When a product is released from the port and goes to customs office, all the information are checked according to this document before releasing.
- **Entering data:** Entering data of Back to Back L/C to Microsoft Excel from registers.

CRITICAL OBSERVATIONS

Throughout my internship program, I have observed some aspects of this branch. Those are given below:

- ❖ Bank employees were very much co-operative and friendly. They were extremely patience while giving me guidelines before assigning me to any kind of task.
- ❖ The authority of Bank Asia Limited is very strict about punctuality. Each day a prayer is performed before starting the regular banking hour and it is mandatory for all the staffs to attend the prayer on time.
- ❖ Every Sunday there is a weekly meeting at sharp 9 A.M. On that day, women have to wear saree and it is mandatory for all.
- ❖ The manager of this branch has got a very good communication skill. He knows how to retain their valued clients. This branch sends cake and greeting to their every valued client on their birthday. They also maintain the festive culture on every occasion.

Despite all the positive responses I have also come across some negative issues. Those are given below:

- ❖ **Lack of manpower:** Since this is corporate branch, the workload of the branch is very high compared to other branches of Bank Asia. But they do not have enough workforce to manage the work pressures. If one employee is absent or on a leave, another employee

from same department has to look after the responsibilities of two people. This can cause lack of motivation.

- ❖ **Lack of dynamic and prompt customer service:** Since number of new banks is increasing and they are introducing a very competitive customer service. Now a days people have very little time to waste and want fastest and unique services in short time. But there are only two employees handling the overall customer service department. So, sometimes they do not get the time to satisfy all the customers and customers have to wait a long time and lost their patience.
- ❖ **Shortage of availability of machineries:** The branch needs more printers and photocopy machines. Employee's activities are hampered most of the time for maintaining serial as well as it creates gathering on their short space.
- ❖ **Lack of effective advertising and promotion:** Advertising and promotion is one of the weak points of Bank Asia Limited. They do not have any promotional activities.
- ❖ **Congested office area:** Due to congested area, most of the customers do not get seats on the pick hours.
- ❖ **Unsatisfactory software performance:** Bank Asia uses iSTELAR software to perform their tasks. But sometimes the server becomes very slow and the software does not work properly. If customers come or call to know their balance amount on that time, the employees cannot give them the information.

After finishing my internship from this bank, I have realized that the problems mentioned above can create obstacles for future prospect. Therefore, the management should be little more careful about their employees.

Chapter 5

SWOT and Performance analysis of BA

SWOT ANALYSIS OF BANK ASIA LIMITED:

In general, the assessment of strengths, weaknesses, opportunities and threats of an organization and its surrounding environment is referred to as SWOT analysis. The core purpose of the SWOT analysis is to identify strategies that align, fit or match a company's resources and capabilities to the demands of the background in which the company operates. To express it differently, the idea of the strategic alternatives generated by a SWOT analysis should be built on Company strengths in order to exploit opportunities and defend threats and to rectify company's weaknesses. During my internship period, I have found some aspects relating to Bank's strengths, weakness, opportunities and threats, which are affecting The Bank's overall performance. The SWOT analysis of Bank Asia Limited is given below:



Figure 12: SWOT analysis of Bank Asia Limited

Performance Analysis of Bank Asia Limited:

Deposits and advances:

Deposit strategies:

- Taping different government agencies e.g. Foreign missions, Roads and Highways, LGED, Bangladesh Bridge authorities etc and also other different corporate houses, e.g. Foreign airlines, Telecom companies, and maintaining regular intense social interaction.
- Cross selling of different products including retail to corporate customers.
- Exploiting the growing rural deposit basket setting up smaller size low cost rural branches, Agent banking etc.
- Offering cash management services e.g. collection of institutional accounts and effective use of EFTN service to secure and fast cash service
- Hajj deposits, campaign
- Exploit mobile banking services to tap huge low ticket domestic remittance and mobile wallet to facilitate retail shopping.

Advances strategies:

- New emerging sectors like power, ship building, ship breaking, ceramic, pharmaceutical industries to be more focused
- Existing thrust sectors like Agro based industries, leather, frozen food, textile industries to be more focused
- Backward linkage industries to be targeted which will provide a good source of SME business through availing the benefit of supply chain management
- More priority to export oriented industries to help increase cost fund of the Bank
- Special attention will be given to expand SME credit portfolio to achieve relatively higher yields and also reduce adverse effects of large volume default
- Risk management techniques to be effectively applied to ensure strong internal control over business operation
- Disbursement of loan to high yield generating business segments with calculative risk and maintain high quality asset portfolio.

The General Banking Activities of BANK ASIA

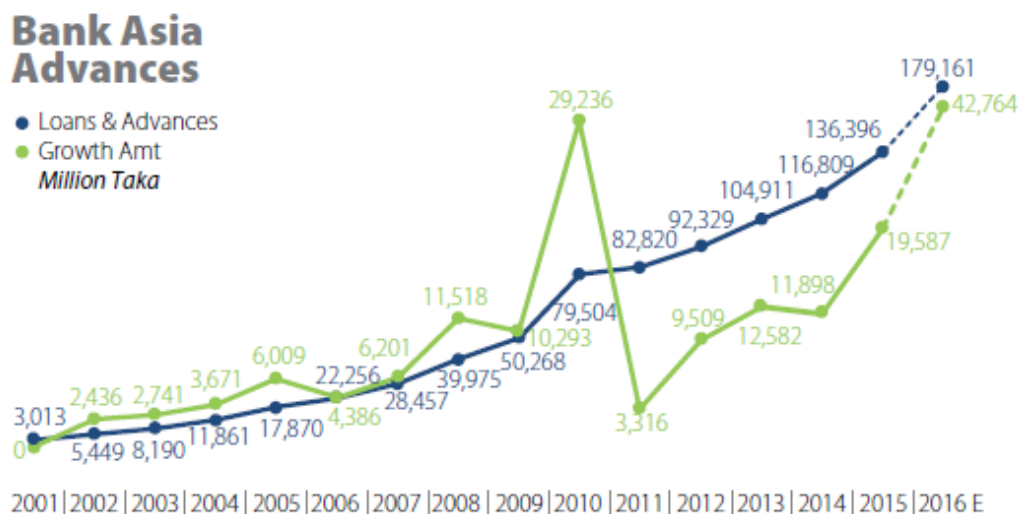


Figure 13: Graph of Bank Asia advances from year (2001-2016). (Bank Asia Annual Integrated Report, 2015)

From the graphical presentation, we can see the subsequent rises of Advances and loans year to year (2001-2016). In FY (Fiscal year) 2001, the amount of total Advances and loans was 3,013 Million and in 2002 it was 5,449 million, which means the growth amount was 2,436 million from the year 2001 to 2002. It increased by 2,741 million from 2002 to 2003. In 2003, total Advances were 8,190 million and in 2004 the amount increased to 11,861 million taka and the growth amount was 3,671 million. The growth amount was 6,009 million from 2004 to 2005. In 2005, the Advances amount was 17,870 million and in 2006, it was 22, 256 million that means, the amount increased by 4,386 million from 2005 to 2006. From 2007 to 2008 it increased by 6,201 million. In 2008 the Advances were 28,457 and in 2009 it was 39,975. The growth amount was 11,518 million. From 2009 to 2010 the amount increased by 10,293 million. In 2010, the Advances amount was 50,268 million and in 2011, the amount was 79,504 million and growth amount was 29,236 million which was the highest growth. From 2011 to 2012 the growth difference was 3,316 million. In 2012, the Advances amount was 82,820 million and in 2013, it was 92,329 million. The growth amount from 2012 to 2013 was 9,509 million. The growth difference from 2013 to 2014 was 12,582 million. In 2014, the Advances amount was 1, 16,809 and in 2015 it was 1, 36,396. The growth amount was 19,587 from the year 2014 to 2015.

The General Banking Activities of BANK ASIA



Figure 14: Graph of Bank Asia deposits from year (2001-2016). (Bank Asia Annual Integrated Report, 2015)

From the chart above, consistent rises in the Deposit amount of BA can be observed (2001 to 2016). From 2001 to 2002 the difference of growth amount was 3,159 million. It was 3,849 million of deposits in 2001 and 7,008 million of deposits in 2002. From 2002 to 2003 the growth amount was 3,423 million. In 2003 the deposit amount was 10,431 and in 2004 the amount was 13,471. The growth was 3,040 from 2003 to 2004. The amount increased by 5,029 million from 2004 to 2005. From 2005 to 2006 it increased by 6,789 million. In 2006, the deposit amount of BA was 25,289 and in 2007 it was 30,004. It increased by 4,715 from 2006 to 2007. The growth difference from 2007 to 2008 was 12,431 million. The deposit amount in 2008 was 42,435 and in 2009 it was 54,833 million. It increased by 12,398 million. From 2009 to 2010 it increased by 31,533 million which was highest growth compared to past years. The growth amount from 2010 to 2011 was 8,765 million. In 2011 the deposit amount was 95,131 million and in 2012 it was 1,10,062. The two years faced 14,931 million of growth difference. It increased by 23,427 million

from 2012 to 2013. In 2013 the deposit amount was 1,33,489 and in 2014 it was 1,40,869 million. The growth amount was 7,380 million. In last 2015 the deposit amount went higher which was 1,69,827. From 2014 to 2015 it increased by 28,958 million.

Chapter 6

CONCLUDING PARTS

Findings

While preparing the report and analyzing the data, I have identified some major findings. I have only worked at Corporate Branch of Bank Asia Limited. Therefore, if the practices and corporate culture of Bank Asia as a whole is believed to be the same as the Corporate Branch, then the followings are the findings of my report:

- There is a visible shortage in work force of General Banking department. Consequently, the workload is extremely high compared to other branches, as this is the Corporate Branch. This also leads to accumulation of work that the employees must complete within the deadline.
- Bank Asia Limited provides wide ranging facilities to its employees to develop their skills and knowledge about the entire banking system. However, with the existing workforce shortage, an employee is sent to training without any replacement. This increases the work pressures for other employees and leads to customer disappointment due to delay of work.
- The internet facility of Bank Asia is extremely poor. Recently this is a major issue because it is mandatory by Bangladesh Bank IMP and L/C information online as soon as they are issued. Due to slow internet connections, it becomes difficult for the employees to input the information online. This also adds to customer dissatisfaction because if the information is not entered into online monitoring system of Bangladesh Bank then the customers can not release or ship goods.

The General Banking Activities of BANK ASIA

- Sometimes due to poor internet server, employees cannot tell the customers their required amount of balance in their account. This also leads to customer dissatisfaction
- The employees of most departments are not satisfied with the management regarding the amount of work they have to do. Moreover they have to put up with a lot of difficulty to apply for the annual leave (LFA) even though they apply for the leave on du time.
- The employees are dissatisfied with some of the action taken by the management. For instance, an employee is transferred from the credit department to another within the branch. The transfer takes place within the span of one to two days, which is very short time for the credit department employee to train his/her replacement.
- There is lack of promotional strategies undertaken by Bank Asia Limited. This causes substantial unfamiliarity of the bank among the rural people. It may hinder its long term strategies in terms of reaching large number of customers.

RECOMMENDATION

Here in this part, I came up with the following recommendations which Bank Asia Limited can move forward towards progress:

Frequent market research: The management of Bank Asia Limited can regularly administer research activities every three months through structured questionnaire or through personal interview, in order to keep regular track of satisfaction levels. Regular research may also be conducted to find out customer satisfaction about various service aspects.

Establishment of more ATM booths: Sufficient number of ATM booth might be established in different location to reach out he customers even further and satisfying their demand.

Improved Customer service: Improvement in customer service is very much essential. To compete with other banks, customer service should be improved as online service, internet service, 24 hrs customer service etc. New technologies should be taken for effective services.

Handle complaints effectively: BA may give greater importance to manage the complaints of various customers and to encourage customers to give feedback about the services.

Improvement of online banking: Many major problems lied within the online service are preventing BA from getting more positive response from its customers. Thus, BA IT division still has several areas having some scopes for further improvement.

Recruitment of more employees: I have found that bank should increase their number of employees. Sometimes employees cannot give proper attention to their clients because of increasing work pressures. Bank can recruit more employees and divide their work equally.

Pursue an attractive advertisement campaign: BA should focus on advertising campaigns in order to build up a strong image and reputation among potential customers. TV ads may be aired to reach a wider array of customers.

Training program: Bank can arrange different training program on different banking rule and regulations set by Bangladesh Bank which will optimize the efficiency of employees.

Bigger office space: The bank authority should rent bigger office space in order to reduce the storage problem if required.

CONCLUSION

The roles of financial institutions have become exceedingly crucial with the increase in the economic development in Bangladesh. Bank Asia Limited is the third generation bank that is also contributes to the socioeconomic development of the country. Although Bank Asia Limited has some issues that are needed to be resolved, nevertheless it is progressing and has a greater prospect to develop further ones the problems are resolved.

Internship program is very important for every business student as we only have acquired theoretical knowledge. This program gives us the prospect to have the practical knowledge so that we can relate the theories to the reality. I am fortunate enough to complete my internship program at Bank Asia Limited, Corporate branch. Moreover, I got the chance to work in the General Banking department as well as in Foreign Trade department for some time. Although the internship period is very short to acquire in-depth knowledge, yet it gave me the taste of commercial world.

Bank Asia Limited is working tremendously to become one of the pioneers in banking. The management is well organized and about time the bank achieves the goals. However, the bank must launch advanced technologies and software to provide fastest service to its customers. If they can ensure their customers about the service quality, it will give them the opportunity to draw new and bigger clients.

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Contact number: 01199-819988, E-mail: zahid@bankasia.com.bd

Appendix

BA- Bank Asia

L/C – Letter of credit

PO- Pay of Order

DD- Demand Draft

SME- Small Medium Enterprise

BTB- Back to Back

KYC- Know your customer

DB- Double benefit

MB- Monthly benefit

TIN- TAX identification number

VAT- Value Added tax

FOB- Free on board

BACH- Bangladesh Automated Clearing house

HOB- Head of Branch

MICR- Magnetic Ink character recognition

GL- General Ledger

GB- General Banking

LFA- Leave fare assistance

BB- Bangladesh Bank

TP- Transaction Profile

FCAD- Financial control and Accounts department