



Internship Report on Evaluation of Investment Procedure of Social Islami Bank Ltd

PREPARED FOR,

Saif Hossain
Senior Lecturer
BRAC Business School
BRAC University



PREPARED BY,

Saba Sagir
ID: 14264054
MBA Program
BRAC University

DATE: 29.08.16



Letter of Transmittal

29 August, 2016

Mr. Saif Hossain

Senior Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship Report on “Evaluation of Investment Procedure of Social Islami Bank Ltd”.

Dear Sir,

With best respect and honor, I would like to inform you that I have completed my internship report on “**Evaluation of Investment Procedure of Social Islami Bank Ltd**”. It is an immense pleasure for me to place the same before you.

I made every endeavor to prepare this dissertation and tried my level best to accumulate relevant and insightful information. It is a great experience for me to work on this topic. I have tried to make the report vivid and comprehensive within the scheduled time and limited resources

I sincerely hope that this report will help you to evaluate me. I will be obliged to clarify any matter or to provide any further information regarding this report.

Thanking you for your kind supervision

Sincerely yours,

Saba Sagir

ID No: 14264054

MBA Program

Major in Finance

BRAC University



Supervisor's Certificate

This is to certify that the Internship Report on “**Evaluation of Investment Procedure of Social Islami Bank Ltd**” is the authentic record and the report has been done by **Saba Sagir**, under my direct supervision as a partial fulfillment of the requirement of Master's of Business Administration (MBA) degree from the Department of Finance, BRAC University

So far I know, **Saba Sagir** has prepared this report by her and is not copied or borrowed from anywhere without proper acknowledgement.

I wish her every success in life.

Mr. Saif Hossain
Senior Lecturer
BRAC Business School
Brac University



Acknowledgement

First of all, I would like to express my deep gratitude to the almighty Allah for fruitfully preparing this internship report.

It was a great pleasure to prepare an internship report on the various aspects of banking activities focusing on “**Evaluation of Investment Procedure of Social Islami Bank Ltd**”. I would like to thank and convey my gratitude to honourable supervisor, Mr. Saif Hossain, Senior Lecturer, Brac Business School, Brac University, for letting me to prepare this report. I would also like to express my sincere appreciation to him for his wholehearted support and guidance

I am also grateful to Mohammad Amzad Hossain, Assistant Vice-president (my organizational supervisor) and my colleague who helped me by providing informative instructions.

I am also grateful to all officers Specially Fatema yeasmin Khan (FAVP), Dalia Labib (AO) & Ummay Salma (AO) for their valuable Co-operation, guidance, direction, and continuous support throughout the internship period.

I was closely attached with them during my internship tenure. Without them this project would have been very difficult. I must mention the wonderful working environment and group commitment of this organization that has enabled me to deal with a lot of things.

And finally I express my sincere gratitude to all those participated to prepare the report. Most of them were busy employees of Social Islami Bank Limited.



Executive Summary

Social Islami Bank Limited (SIBL) was incorporated on 5th July, 1995 as a result of dedicated effort of a group of established Bangladeshi entrepreneurs and internationally important personalities. The bank started commercial operation on 22nd November, 1995 with a clear manifesto to demonstrate the operational meaning of particularly economy, banking and financial activities as an integrated part of Islamic code of life. Currently the bank has 119 branches in all over the Bangladesh. The bank under takes all type of banking transaction to support the development of trade and commerce in the country.

The main objective of this report is to analyze and focus on the overall investment operations of SIBL. This report gives an idea about investment operation, policies and investment performance of SIBL. Trend analysis, ratio analysis has been used for preparation of this report. The officials and executives of the SIBL, Dhanmondi Branch has been interviewed for finding the approximate data which has been used in this report. Secondary data has also been collected from the annual reports and business development conference reports of SIBL, SIBL's website, and annual reports of SIBL. To analyze and present the numerical data and values column chart, bar chart, line chart, pie chart, has been used in Microsoft Excel. To start with the investment trend and different investment and investment risk related ratios of the bank reveals that SIBL has proven to be quite mature and financially strong over the past five years. Here, all sorts of analysis have been executed, in order to analyze how efficient, liquid, secure and desirable the bank is in terms of its finance. Finally some findings have been shown from the qualitative and quantitative analysis. It has been found that the SIBL's investment management policies are effectively shaped with all rules and regulations of the Bangladesh Bank and the Islamic Shariah. The Investment Risk Assessing and Granting Policies of SIBL are prepared by following the manual of Bangladesh Bank. From the analysis it can be concluded that overall investment performance of SIBL from 2011 to 2015 has been reasonably well.



Table of Contents

Abbreviations	1
Introduction	2
Origin of the Study	3
Scope of the Study	3
Objectives	4
Limitations	4
Methodology.....	5
Overview of SIBL	6
Overview of SIBL Bank	7
History of Bank.....	7
Journey with New Logo.....	8
Overall Operational goals	9
Mission of SIBL	9
Vision of SIBL.....	10
Objectives of SIBL.....	10
Functions of SIBL.....	11
Products & Services	11
Investment assessment practice Guideline of Social Islami Bank Limited	14
Auto Finance (Retail Investment)	15
SIBL Home Loan (Retail Investment).....	16
Islamic Consumers Finance (Retail Investment)	18
Security loan & Scheme Loan (QTDR)	20
Required permission from Director Authority	20
Required Documents	21
Common Documents	21
Salaried individuals	21
Businessmen	21
Self-Employed	21
Land Lord.....	21
Evaluation of Investment Procedure	22
Investment	23



Investment Risk faced by SIBL.....	24
Investment Risk Management Policies	25
Investment policy.....	25
General Policies.....	26
Investment Caps	26
Investment pricing	27
Investment Assessment	27
Approval Authority.....	28
Organizational Structure and Responsibilities.....	29
Loan Sanction and Approval Procedure.....	30
Branch Responsibility.....	31
Branch Organogram of SIBL	31
Investment Administration Department	31
Disbursement Cell.....	32
Custodian Cell	32
Monitoring or Recovery Cell	33
Compliance Cell.....	33
Investment Disbursement Procedure.....	34
Geographical Location-wise Investments	37
Analysis of Investment Performance of Social Islami Bank Ltd	38
Deposit and Investment Trend	38
Investment as a percentage of Total Deposits	39
Analysis of Investment Risk of SIBL.....	39
Risk Weighted Capital Adequacy Ratio	39
Classified Investment to Total Investment	40
Net Investment Income of SIBL.....	42
Operating Profit trend of SIBL.....	43
Findings	44
And.....	44
Conclusion.....	44
Findings	45
Conclusion.....	46



Reference 48

Appendix 49

 Job duties and Responsibilities 50

 Internship in Social Islami Bank Ltd 50

 My work in General Banking 50

Abbreviations

SIBL - Social Islami Bank Limited

CIB - Investment Information Bureau

IRM - Investment Risk Management

CPV - Contact Point Verification

RID – Retail Investment Department

PDC – Post Date Cheques

UDC – Undated Cheques

EMI – Equal Monthly Installments

FI – Financial Institutions

DSE – Direct Sales Executives

AWCD – Al-Wadiah Current Deposit

CASA – Current Account Saving Account

BB – Bangladesh Bank

EC – Executive Committee

BOD – Board of directors

CF – Consumer Finance

ICF – Islami Consumer Finance

MSD – Mudaraba Saving Deposit

AF – Auto Finance

HF – Home Finance

RO – Relationship Officer

RM – Relationship Manager

Introduction

Introduction

In Bangladesh the strength of the banking system is very vital because the capital market is little developed here. As the banks are still the major sources of credit and exercise great influence on the financial system, it is extremely important that the country's banking systems should be in good health in the interest of investment activities meeting the needs of all kinds of finance and related matters. Investment management is a dynamic field where a certain standard of long-range planning is needed to allocate the fund in diverse field and to minimize the risk and maximizing the return on the invested fund. For a bank, it is the main source of profit and on the other hand, the wrong use of Investment would bring disaster not only for the bank but also for the economy as a whole. In addition, the ability to allocate Investment efficiently of a banking sector is expected to have positive implications for economy as a whole.

Origin of the Study

The current world is changing rapidly. To face the challenge of competitive free market economy, to keep pace with the trend of every organization who demanded executive with modern knowledge and to provide fresh graduate with modern theoretical and professional knowledge in banking as well as all other different institutions, BRAC University has assigned the internship program for the students to help them out to have a practical knowledge to work in a real office environment. Under this program the students are sent to gather practical knowledge about the working environment and activities. The report is a requirement of the internship program for my MBA degree. My University supervisor Mr. Saif Hossain suggested me that the topic of my report would be '**Evaluation of Investment Procedure of Social Islami Bank Ltd**'.

Scope of the Study

The scope of the organizational part covers the organizational structure, background, products and services and the financial performance of Social Islami Bank Ltd as a whole and the main



part covers analysis of investment procedure of SIBL. This report helps us to understand the clear real-time experience about the investment business operations of IBBL. It also helps us to understand how they deal with the investment clients alongside the way of managing investment and investment risk. This report is only done for gathering information about investment procedure of SIBL by focusing on the performance and management of investment business alongside investment risk of SIBL while ignoring any other department of the bank

Objectives

Broad objective

The broad objective is to analyze the Investment operation of Social Islami Bank Limited (SIBL)

Specific Objective

- To have better orientation on credit management activities of Social Islami Bank Limited (SIBL)
- To know different Governmental and SIBL policies, terms and conditions regarding the Credit Policy
- To analyze the investment performance of Social Islami Bank Limited (SIBL)

Limitations

It is obvious that every study has some limitations. The study I have made is of great importance and required me huge work. Those limiting factors that hampered my smooth workings in bank and finally in preparing this report are as follows:

- The organization maintains strict confidentiality about their financial and other information. They are afraid of any type of information leakage to their competitors. So there was always difficulty to have appropriate information from them.
- Large scale analysis is not possible due to constraints & restrictions posted by the banking authority
- Duration of the study was too short to have a sound understanding of the overall banking activities.
- This study completely dependent on official records and annual reports
- Lack of information

Methodology

- To analyse the Investment procedure of the bank face-to-face conversation has been done with the respective officers and staff of the Investment department Dhanmondi branch as well as relevant journals & articles available in website of Social Islami Bank has been utilised.
- To know different Governmental and SIBL policies, terms and conditions regarding the Credit Policy the published documents by Social Islami Bank, Bangladesh Bank, and Bangladesh Bank's website has been used.
- To analyse the investment performance of the SIBL audited financial statement and the annual reports of the bank has been utilised.

Overview of SIBL



Overview of SIBL Bank

Social Islami Bank Limited (SIBL) was incorporated on 5th July, 1995 as a result of dedicated effort of a group of established Bangladeshi entrepreneurs and internationally important personalities. The bank started commercial operation on 22nd November, 1995 with a clear manifesto to demonstrate the operational meaning of particularly economy, banking and financial activities as an integrated part of Islamic code of life. Targeting poverty, SIBL is indeed a concept of 21st Century participatory several sector banking mode. The formal corporate sector, this Bank would, among others, offer the most up-to date banking services through opening of various types of deposit and investment accounts, financing trade, providing letters of guarantee, opening letters of Investment, collection of bills effecting domestic and international transfer, leasing of equipment and consumer durables, hire purchase and installment sale for capital goods, investment in low-cost housing and management of real estates, participatory investment in various industrial, agricultural , transport, educational and health projects and so on. In the Non-formal non-corporate sector, it would, among others, involve in cash WAQF Certificate and development and management of WAQF and MOSQUE properties, and Trust funds.

History of Bank

Social Islami Bank Limited (SIBL) is a banking company registered under the companies Act 1994 with its head office in 15 Dilkusha C/A, Dhaka-1000. The bank operates as a scheduled bank under a banking license issued by the Bangladesh Bank, Central Bank of the country. The Bank started its operation from 22, November 1995. SIBL is a capitalized new generating Bank with an authorized capital and paid up capital of Taka 585 million in 2007 and also 585 million respectively as of December 2006.

Currently the bank has 119 branches in all over the Bangladesh. The bank under takes all type of banking transaction to support the development of trade and commerce in the country. SIBL services are also available for the entrepreneurs to set up new venture and BMRE of industrial units. To provide clientele services in respect of international trade it has established wide corresponded banking relationship with local and foreign bank stride and financial interest home and abroad. Since the very inception, Social Islami Bank Ltd. is working with the Philosophy of serving the nationals as an ideal and unique financial house. Every organization has some objectives of its own. The prime



objective of Social Islami Bank Ltd. is to earn profit through undertaking the responsibility of providing financial help for the development of the country's commercial and industrial sector.

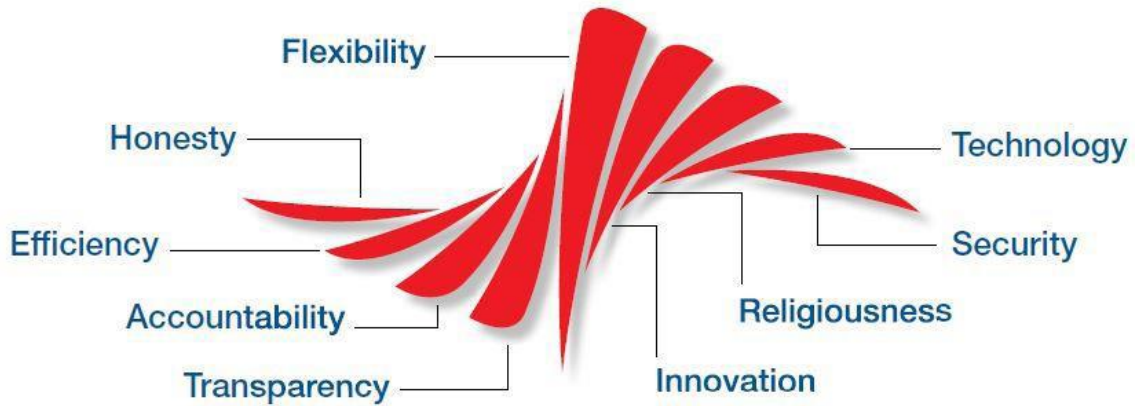
Year 2012 is envisaged as a golden year of SIBL. Adopting new strategic Business Policy, SIBL will leave no stone unturned to boost business in all areas of operation to achieve its corporate goals.

Journey with New Logo

SIBL has changed its brand logo through a colourful function at Cox's Bazar sea beach. Bank has passed a successful year 2011 through generating highest business growth in terms of profit amidst unfavourable market conditions and also set superior service delivery for its customers through implementation of real time on line state-of-the-art banking technology.

In its journey towards continuous excellence the bank has decided to change its logo, the new logo depicts bird's wing, 9(nine) feathers, to represent its comfortable and safe flying in the economic sky by passing the territorial Boundary. The wings are colored in red in a green background. Red symbolizes the vigour and enthusiasm of youth and the green symbolizes love for the dear motherland, Bangladesh is a country of greenery. Moreover 9(nine) feathers represent- Honesty, Transparency, Efficiency, Accountability, Reliability, Innovation, Flexibility, Security, and Technology flying towards continuous excellence. In SIBL journey towards Continuous Excellence it takes pride in their new Logo.

Figure: SIBL Core Values



Source: Annual Report 2015

Overall Operational goals

The key thrusts of the operational goals are as follows:

- Empowering the family of the poor by creating income opportunities as well as strengthening the family of the rich for a better future generation.
- Achieving sustainable participatory economy, Social Security, and peace for a society.

Mission of SIBL

- High quality financial services with the latest technology.
- Fast, accurate and satisfactory customer service.
- Balanced & sustainable growth strategy.
- Optimum return on shareholders' equity.
- Introducing innovative Islamic banking products.



- Attract and retain high quality human resource.
- Empowering real poor families and create local income opportunities.
- Providing support for social benefit organizations-by way of mobilizing funds and social services.

Vision of SIBL

In SIBL journey towards continuous excellence it is striving to become the Country's leading Islamic Bank offering one-step service of an wide range of value added products and services meeting the needs of its customers; conducting its business ethically in accordance with the laws of Shariah while optimizing best utilization of the most modern state-of-the-art technological solutions through creation of a pro-active organizational culture based on sound team spirit, fairness, mutual understanding and pragmatic leadership always remain open to new ideas and adaptable to the best practices in the market ensuring recognition and quality banking experience to its customers and deliver best value to all its stakeholders as well.

Objectives of SIBL

The objectives of SIBL can be described as follows:

The key objectives are:

- To humanize corporate finance in the formal sector through participatory market mechanism with collateral.
- To monetize voluntary sector through participatory financing mainly on joint ownership basis.
- To integrate these three sectors operational activities of the Bank to various will-conceived and well-planned "Social Assignment and Investment Schemes" or "Social Fund" for making them economically and ethically "transparent" and "revealed"

Overall Operational goals the key thrusts of the operational goals are as follows:

- Empowering the family of the poor by creating income opportunities as well as strengthening the family of the rich for a better future generation.
- Achieving sustainable participatory economy, Social Security, and peace for a society.

Functions of SIBL

The functions of SIBL are as follows:

- Mobilization of idle resources of the country by accepting Deposits from the general public.
- Granting Loans and Advances to the individual firms and companies for activating and developing trade, commerce and industries and other productive activities in the country.
- To give facilities to the client and shareholders in a systematic way.
- Give encouragement to the people for savings.
- To increase investment.
- To make easy transfer of foreign currency.
- To identify consumer's demand and fulfil their demand by supplying money.
- To improve economy by borrowing financial facility.
- To assist capital market.

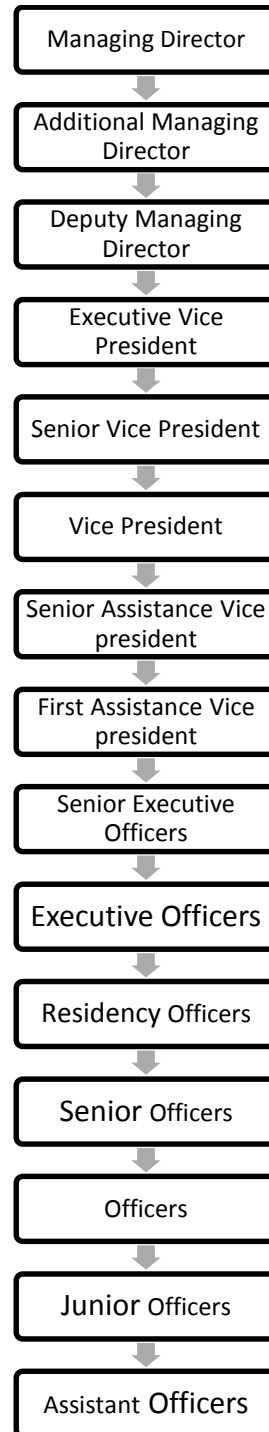
Products & Services

- Mudaraba Term Deposit
- Mudaraba Savings Deposit
- Al-Wadia Current Account
- Mudaraba Notice Deposit



- Mudaraba Scheme Deposit
- Mudaraba Hajj Savings Deposit
- Mudaraba Monthly Savings Scheme
- Mudaraba Special Deposit Pension Scheme (5 Years)
- Mudaraba Monthly Profit Deposit Scheme
- Mudaraba Education Deposit Scheme
- Mudaraba Home Saving Scheme
- Mudaraba Millinery Deposit Scheme
- ATM Service
- Locker Service
- Online Banking

Figure: Organogram of SIBL



Source: Annual Report 2014

Investment assessment practice Guideline in Social Islami Bank Limited

Auto Finance (Retail Investment)

SIBL offers Auto Loan for purchasing cars at lucrative interest rates. SIBL Auto Finance is built for utmost speed and competence.

➤ **Eligibility:**

- SIBL Auto Loan is available for financing both new and reconditioned cars.

(Recondition car age should not be more than 5 years from the manufacturing date)

Table: Auto Finance Target customer & recruitments

Target customer	Minimum Monthly income	Experience
Salaried individuals	BDT 35,000	Confirmed employment with total 2 year work experience
Business Persons	BDT 60,000	Min 2 years on the same business
Self Employed & Landlord	BDT 45,000	Min 1.5 years of total practices

Source: SIBL Investment assessment practice guideline

For salaried person he or she should have minimum tk.35000 income per month and confirmed employment with total 2 year work experience, for business person minimum monthly income tk.60000 and confirmed that he or she must have been Min 2 years on the same business and for the self-employed person monthly income minimum tk.45000 and ensure that he or she is practicing minimum 1.5 years in his or her profession.

- Minimum Age: 25 Years & Maximum age: 65 years at the time of loan maturity.
- Personal Use only.
- Customer will register the car in the joint name (Customer + SIBL)

Table: Auto Finance Features

Category	Investment Amount	Investment : Equity	Investment Tenure
Brand new vehicles	Min BDT 200,000	50 : 50	12 to 72 Months
Reconditioned Vehicles	Max BDT 4,000,000		12 to 60 Months
Interest Rate	Starting from 11% to 13%		
Repayment	EMI starts after 30 days from the date of disbursement or 1 st / 8 th / 16 th / 25 th of the month.		

Source: SIBL Investment assessment practice guideline

For the auto finance investment SIBL Invest in brand new vehicles & reconditioned vehicles. The investment amount Min BDT 200,000 to Max BDT 4,000,000 but not more than 50% of vehicles value. Investment tenure for the brand new vehicle is 12 to 72 months and 12 to 60 months for the Reconditioned Vehicles.

Processing Fee:

- Up to 30 lac, 1% of the investment Amount
- Above 30 lac, 0.75% of the investment amount
- Mode of finance: Hire purchase under Shirkatul Meelk (HPSM)

SIBL Home Loan (Retail Investment)

SIBL offers Home Loan for purchasing a new house or a new apartment. SIBL has a wide range of home loan options that can be customized to the specific need of the customer. An experienced, dedicated team of experts and a complete loan package is in place, to meet all the housing finance needs.

Eligibility:

- Financing against New home or Home Equity or purchase of an under-construction or semi-completed or completed or second-hand Apartment.

Table: Home Loan Target customer & recruitments

Target customer	Minimum Monthly income	Experience
Salaried individuals	BDT 35,000	Confirmed employment with total 2 year work experience
Business Persons	BDT 60,000	Min 2 years on the same business
Self Employed & Landlord	BDT 45,000	Min 1.5 years of total practices

Source: SIBL Investment assessment practice guideline

For salaried person he or she should have minimum tk.35000 income per month and confirmed employment with total 2 year work experience, for business person he or she should have minimum monthly income tk.60000 and must have been minimum 2 years on the same business and for the self-employed person he or she must have minimum monthly income tk.45000 and he or she must have been minimum 1.5 years in his or her profession.

- Minimum Age: 25 Years and maximum age 65 years at the time of loan maturity.
- Apart from residential use only

Features:

Table: Home Loan Feature

Investment Amount	Investment : Equity	Investment Tenure
Min BDT 500,000 Max BDT 1,12,000,000	70 : 30	Minimum 3 Years or 36 Months Maximum 25 Years or 300 Months
Interest Rate	Starting from 11% to 13%	
Repayment	Monthly basis system will auto debit instalment from Customers mother Account. • Client must have an Account with SIBL	

Source: SIBL Investment assessment practice guideline

For the Home Loan SIBL invest 500000 to 112000000 but not more than 70% of the total construction cost. The investment tenure is 36 months to 300 months.

Processing Fee:

- 0.75 % of the investment amount for Paid Executive
- 1.00 % of the investment amount for all other categories
- Mode of finance: Hire purchase under Shirkatul Meelk (HPSM)

Islamic Consumers Finance (Retail Investment)

SIBL Consumer Finance is a one-stop-solution to fulfill all kinds of financial needs of the customer. SIBL Personal Loan is simple, convenient and quick.

Purpose:

- Purchase of Furniture
- Purchase of electronic goods or items, Ornaments, Jeweleries etc
- Interior Decoration
- Marriages in the Family (Ornaments purchase only)
- Purchase of miscellaneous household appliances.
- Purchase of professional equipment like X-ray machine, medical beds, Ultra-Sonogram machine etc.
- Purchase of Laptop or Personal Computers
- House Renovation
- Educational expenses (educational equipment's purchase)
- Tourism expenses (Ticket purchase only)

Eligibility:

Table: ICF Loan Target customer & recruitments

Target customer	Minimum Monthly income	Experience
Salaried individuals	BDT 35,000	Confirmed employment with total 2 year work experience
Business Persons	BDT 60,000	Min 2 years on the same business
Self Employed & Landlord	BDT 45,000	Min 1.5 years of total practices

Source: SIBL Investment assessment practice guideline

For salaried person he or she should have minimum tk.35000 income per month and confirmed employment with total 2 year work experience, for business person he or she must have minimum monthly income tk.60000 and confirmed that he or she must have been minimum 2 years on the same business and for the self-employed person he or she must have minimum monthly income tk.45000 and ensure that he or she is practicing minimum 1.5 years in his or her profession.

- Minimum Age: 25 Years & Maximum age: 65 years at the time of loan maturity.

Features:

Target Customer	Investment Amount	Investment : Equity	Investment Tenure
Salaried individuals	Min BDT 5 lac to Max BDT 10 lac	30 : 70	Minimum 12 Months Maximum 60 Months
Business Persons			
Self Employed & Landlord			
Interest Rate	Starting from 11% to 13%		
Purpose not Allowed	This facility can't be taken for solely Business purposes.		
Process & Monitoring Fee	1% of the Investment Amount		

Source: SIBL Investment assessment practice guideline

Security loan & Scheme Loan (QTDR)

Table: QTDR Loan Features

Common name	Category	Investment Amount	Interest Rate
MTDR	Security loan	80 % of the principal Amount	Nominal interest rate + 2.65
DPS	Scheme Loan		

MTDR: Mudaraba Term Deposit Receipt.

(Any time before the maturity date client can apply for this loan)

□ DPS: Deposit plus Scheme.

(Minimum 2 years maturity of the scheme)

Required permission from Director Authority

Table: Required Permission

Investment amount	Authority
Up to Tk. 20.00 lac	Deputy Managing Director
Above Tk. 20.00 lac to 30.00 lac	Additional Managing Director
Above tk. 30.00 lac up to 40.00 lac	Managing Director

Source: SIBL Investment assessment practice guideline

Required Documents

Common Documents

- Latest 1 year personal bank statement
- Latest Tax clearance certificate / return receipt of tax
- Photocopy of National ID card / Passport
- Letter/ Allotment Agreement / Byna Deed for Home Loan
- Registered ownership deed for Home Investment / Take Over Loan
- Price quotation for Home Investment Loan

Salaried individuals

- Letter of introduction (LOI)
- Latest 01 year salary account statement

Businessmen

- Trade License for last 3 years
- Latest 01 year bank statement of the company
- Registered partnership deed for Partnership Company
- IMOA+ Certificate of incorporation+ Latest Schedule X for Private Limited Company

Self-Employed

- Certificate of membership of respective professional association
- Declaration on self-pad along with seal
- Certificate of a professional degree

Land Lord

- Registered ownership deed
- Rental deed
- Copy of any utility bill (Electricity/ Water/Gas)

Evaluation of Investment Procedure

Investment

Risk is an integral part of banking business and Social Islami Bank Ltd. (SIBL) aims at delivering superior shareholder value by achieving an appropriate tradeoff between risks and returns. The risk may arise from either inability or from unwillingness of the customers. Investment risk comes from a bank's dealing with individuals, corporate, banks and financial institutions or a sovereign. So policies and procedures established for this purpose are continuously reviewed to benefit from a blend of local and international practices. Social Islami Bank Ltd's Investment Risk Management Division (IRMD) and Investment Administration Division (IAD) are relentlessly working for keeping their values and commitments in mind.

The main challenge for SIBL is to maintain and manage the notable growth of the investment portfolio which is expected to achieve a significant growth in 2016 from the current position of Tk. 134116.85 million by ensuring asset quality and to distribute investment to the target group offering competitive price, smooth banking services, inducting best of the best clients and diversification of investment portfolio focusing on retail and SME sector. SIBL have already restructured the organizational structure of the bank for smooth or efficient operation, better management and segregation of the Investment Approval function from Investment Administration functions to build our capacity further and develop the overall discipline to cope with the notable growth of investment portfolio and to meet the challenges of banking business. Our continuous effort is going on to attract new investment customers and cross selling of investment products to our deposit customers in line with the Shariah principles.

The bank has exerted its best efforts towards implementation of Core Risk Management Guidelines in Investment Risk Management. The bank has ensured the disposal of investment proposals and disbursement of the sanctioned investment facility within the quickest possible time and by complying documentation formalities and all related rules, regulations and investment norms of regulatory bodies. Investment Risk Management Division is also very much aware about the upcoming risk factors involved in banking industry. As a result, SIBL is now more cautious about implementing various risk mitigating factors in line with the directives of Bangladesh Bank and Government of Bangladesh.

Global investment of SIBL in the year 2015 showed a favorable growth. The total investments of the Bank stood at Tk. 134116.85 million in various sectors as at 31st December 2015 against Tk.

107899.95 million as on 31st December 2014 registering a growth 24.30% that is the sign of the condense of the clients on the Bank.

Investment Risk faced by SIBL

Investment risk is one of the major risks faced by the bank which arises from the potential of failure of a counter party to perform according to contractual agreement with the bank. The factors involved here may be the unwillingness of the counterparty as well as adverse economic condition. To address the risks, SIBL follows a guideline on Investment Risk Management, which has been prepared in the light broad guidelines provided by Bangladesh Bank for the banking industry. The bank's formulated investment policies in compliance with regulatory requirement covers investment assessment, collateral requirements, risk grading and reporting, documentation and legal formalities and procedures along with up to date clean CIB report of the client. The bank has incorporated a segregation of duty among the officers or executives who are involved in investment activities to mitigate the risk to an acceptable level. A separate Corporate Division has been formed at Head Office, which is entrusted with the duties of maintaining effective relationship with the customer, marketing of investment products, exploring new business opportunities etc. Moreover, investment approval, administration, monitoring and recovery function has been segregated. For this three separate units have been formed within the credit division namely Investment Risk Management unit (IRMU), Investment Administration Division (IAD) and Investment Monitoring & Recovery Unit (IM&RU). IRMU is entrusted with the duties of maintaining assets quality, assessing risk to lending, sanctioning investment, formulating policy and strategy for lending operation etc

Investment Risk Management Policies

Investment policy

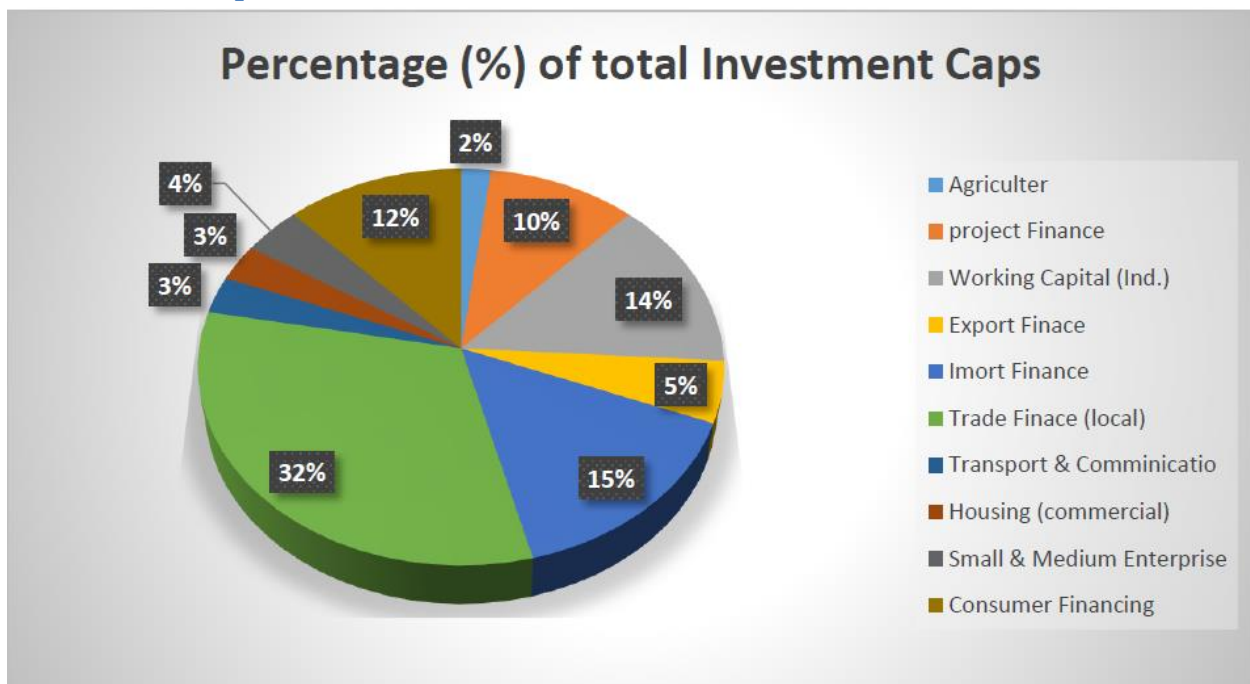
Investment policy is a set rule, which will govern the total investment activities of the bank. Bank must follow the policies while operating its function. To ensure a better investment portfolio and as per Bangladesh Bank requirements SIBL has been formulated investment policies salient feature of which are as under.

- a. Observation of the legal investment limit of the Bank.
- b. Observation of the legal investment limit per Clint.
- c. Optimum utilization of investable fund.
- d. Profitability of the investment.
- e. Safety and security of the investment
- f. Investment at minimum possible risk e.g. default risk and liquidity risk etc.
- g. Liquidity of Investments.
- h. Conform to central bank's investment/leading restriction/priority.
- i. Performance to short term investments.
- j. Performance to the investments for small/medium amount/ size.
- k. Satisfactory return on investment.

General Policies

- SIBL follow Shariah principles strictly while making investment decision as it is a Shariah Based Commercial Bank.
- SIBL follow the principles of participatory economy with a human approach for investment and banking on interest free basis with a view to empowering the family as the basic social unit.
- The sector or Proposal which has a scope of empowering the family will get preference.
- To promote new entrepreneurs SIBL goes for financing under Mudaraba and Musharaka modes of investment (Venture financing).
- SIBL goes for investment to national priority sectors.
- Investment to trade and commerce sectors.

Investment Caps



To diversify the risk of investment SIBL does not concentrate its investment to a particular sector though it is profitable. SIBL goes for investment diversification for employing fund in different sector to minimize risk. Bank establish a specific industry sector expose cap to avoid



over concentration in any one-industry sector by reviewing sector wise performance and market conditions from time to time.

The review has been made at least half-yearly on the existing investment portfolio vis-à-vis the target or desire. Decision in this regard has been communicated to the Branch or departments through circular. However, till next decision the bank follow the investment exposure cap. Trade Finance (local) is the most priority sector for SIBL 32% of the total investment amount are investing in Trade Finance (local) sector.

There are lots of Agricultural Bank available in Bangladesh. On the other hand SIBL has not enough Branches in rural area. For that reason SIBL is investing 2% of investment amount in Agricultural sector.

Transport & Communications sector is also most National priority sector in Bangladesh. For that reason SIBL invest 3% of total investment amount in the sector.

Investment pricing

The pricing of investment product shall be Judiciously and appropriately made taking in view the bank rate, Cost of fund, Risk factor involved, Current investment price of the banking sector, Demand/ Supply interaction of the investment products, Socio-economic impact of investment products and national priority, Flexibility and competitiveness shall also be taken into consideration to ensure that pricing is appropriate competitive for easy marketing of the products, to yield fair rate of return on investment as well as uphold the social welfare objectives of the special investment schemes. The price shall be reviewed an ovulation from time to time and be adjusted as per prevailing situation and experience.

Investment Assessment

A through investment risk assessment should be conducted prior to the granting of investment, and at least annually thereafter for all facilities. The result of this assessment should be presented in an investment proposal that originates from the relationship manager/Investment account officer and is approved by the IRM. The RM should be the owner of the customer relationship, and must be held responsible to ensure the accuracy of the entire investment proposal submitted for approval. RMs must be familiar with SIBL's investment guidelines and should conduct due

diligence on new clients, particular and guarantors. In Investment proposal among other following risk areas should be addressed:

- Borrower Analysis
- Industry Analysis
- Supplier/Buyer Analysis
- Historical Financial Analysis
- Projected Financial Performance
- Account conduct
- Adherence to Investment Guidelines
- Mitigating Factors
- Investment Structure
- Security
- Name lending

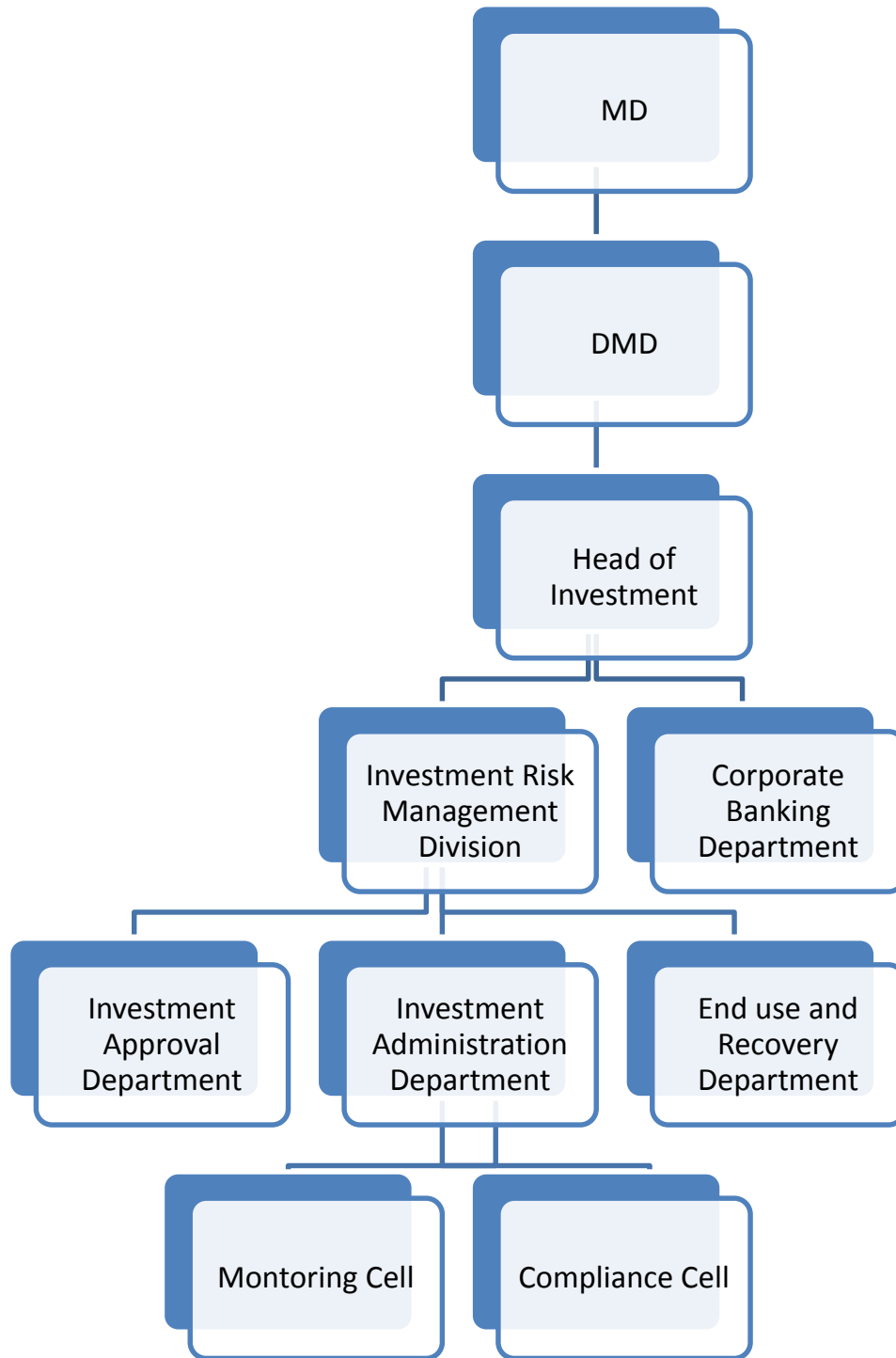
Approval Authority

All the investment facilities of SIBL need to be approved through the Head office of SIBL Bank. After receiving the proposal from Relationship Manager, Investment Approval unit of Investment Risk Management takes necessary steps to get approval of the proposal from Managing director, Executive Committee of Board and Board of Director depending on the discretionary power of the concerned authority as set out of Board of Directors of the Bank. While exercising the power the approval authority must ensure among others the following things:

- Bank's investment policy as well as investment criteria are satisfied
- Investment Norms, Investment Restriction and other regulatory requirement are complied with
- The amount to be sanction is within discretionary power of the concerned authority
- Total exposure under different types of facilities is considered while applying discretionary powers. The amount of ceiling is applied under single obligor basis
- Proper due diligence has been conducted.
- Cross Border exposure risk should be assessed.

Organizational Structure and Responsibilities

Organogram of SIBL for the Investment purpose



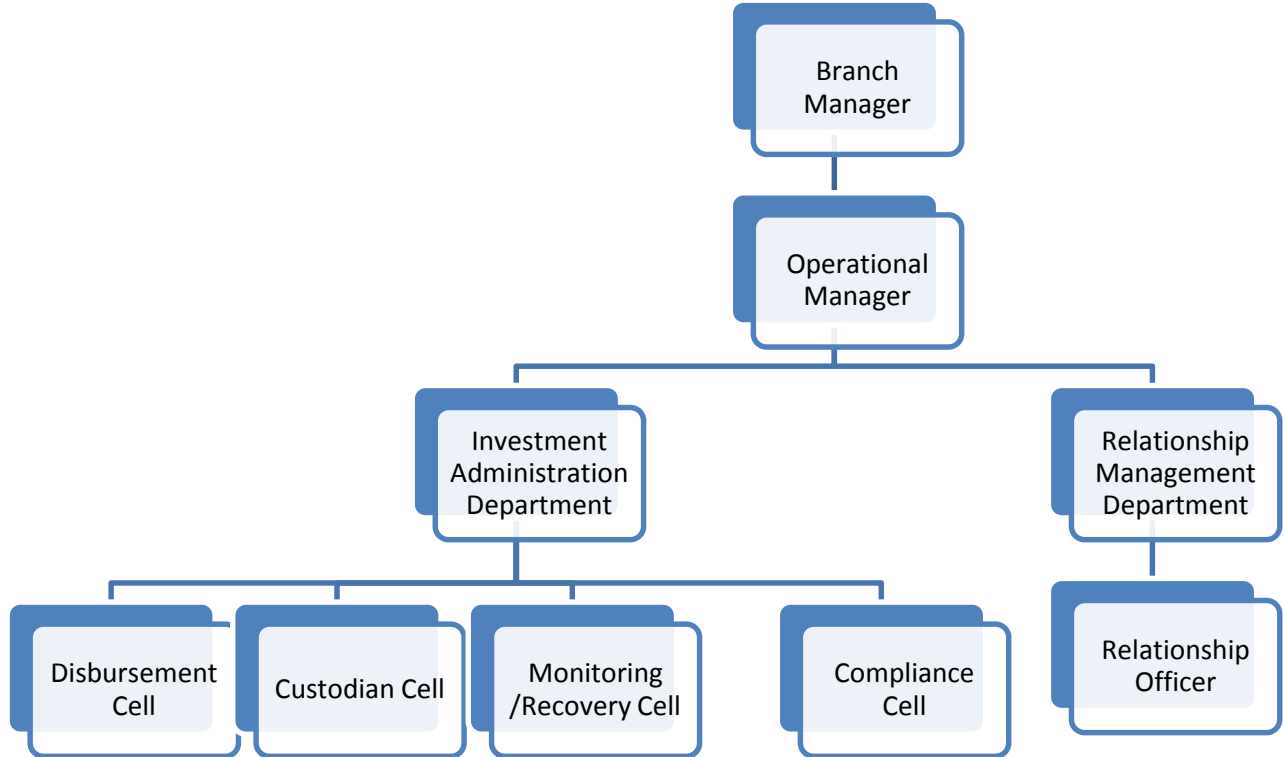
Loan Sanction and Approval Procedure



Branch Responsibility

The Branch Organogram for SIBL for the Investment purpose has been shown below:

Branch Organogram of SIBL



Branch Manager

The Branch Manager will act as coordination of total investment procedure. He will look after works of the Relationship Management Department as well as Investment Administration Department of the Branch.

Investment Administration Department

- a. Disbursement Cell
- b. Custodian Cell
- c. Monitoring/Recovery Cell
- d. Compliance Cell

Disbursement Cell

Branch’s Disbursement Cell will be responsible for disbursement of the approval of the approved limit/facility. This cell will disburse the amount after getting sanction from the head office and after completion documentation procedures. In no case the disbursement cell will be allowed to disburse the amount without Head office approval.

Custodian Cell

Custodian Cell at Branch will be totally responsible for obtaining and preserving security document against sanctioned/disbursed limit/facility. Some function of the Custodian cell will be as under:

- a. Obtaining security Document as per terms and conditions of sanction letter issued by the Head Office as well as the Branch.
- b. Storage of security document should be under dual custodian control.
- c. Documents should be recorded in the Document Execution register and safe in safe out registrar.
- d. To perform periodic review of Document as under

Risk Grade	Review Frequency
> 6	Quarterly
4-5	Semi-annually
1-3	Annually

Monitoring or Recovery Cell

Monitoring and Recovery cell at branch will be responsible for monitoring and recovery of past due account of the branch. The functions of Monitoring or recovery cell will be as under:

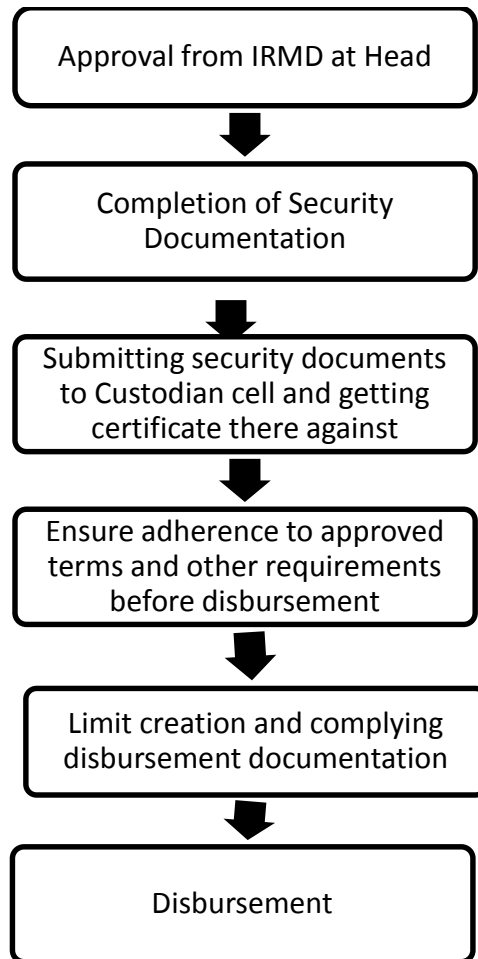
- a) Conditions and Covenant Branch Monitoring
- b) Monitoring of past Due, Limit, Expire & Documentation Deficiency
- c) Determine the account plan or recovery strategy
- d) Regular Review of Grade-6 or worse accounts
- e) Compliance of Internal Audit or Bangladesh Bank Inspection Report
- f) Adequate and timely investment loss provisions are made based on actual and expected losses.

Compliance Cell

Compliance Cell of the Bank will perform duties as under:

- a.** Submitting returns for onward submission to Bangladesh Bank.
- b.** Submitting CIB inquiry from for onward Submission Bangladesh Bank.
- c.** CIB reporting for onward submission to Bangladesh Bank.
- d.** Maintaining Bangladesh Bank Circular & ensure compliance.
- e.** Ensure all velour's, lawyers, Insurance are approved, Enlisted & performance are reviewed periodically.

Investment Disbursement Procedure



Source: SIBL IRM Manual, Page-36

Table: Industrial Investment of SIBL

Sector	2015	2014	2013	2012
	Composition %	Composition %	Composition %	Composition %
Commercial lending	20.66	21.33	26.84	36.13
Export Financing	2.62	0.72	5.65	8.17
House Building Investment	0.71	3.49	3.02	4.00
Consumer Investment Scheme	0.38	2.97	1.90	0.83
Small and Medium Enterprises	20.28	17.98	9.59	8.51
Micro Investment	0.01	0.02	0.02	0.00
Other Investments	1.63	8.80	13.52	8.19
Off-shore Banking Unit	3.37	3.90	2.50	0.00
Allied concern of Directors of SIBL	0.10	0.17	0.00	0.00
Executives & Staffs of SIBL	1.47	1.32	1.31	0.88
Agricultural Industries	2.28	1.42	1.08	1.20
Textile Industries	15.54	13.95	16.52	10.33
Food & Allied Industries	1.73	1.79	1.86	2.02
Pharmaceutical Industries	0.46	0.49	0.13	0.29
Leather, Chemical, Cosmetic etc.	0.56	0.71	0.26	0.46
Construction Industries	3.27	2.80	3.99	4.07
Cement and Ceramic Industries	1.89	1.08	0.74	0.74
Service Industries	3.18	1.55	0.88	0.71
Transport and Communication Industries	1.52	1.55	0.69	1.33
Other Industries	18.34	13.96	9.5	12.14
Total	100.00 %	100.00 %	100.00 %	100.00 %
Total Investment Amount (Taka)	134,116,849,903	107,899,959,311	85,922,331,926	76,024,973,908

Source: Annual Reports of SIBL



SIBL Investment cap, on commercial lending in 2012-36.13%, 2013-26.84%, 2014-21.33%, & 2015-20.36% out of total Investment amount. Last four years historical data show that commercial lending is the most priority sector for SIBL. Because commercial lending is less risk more profitable Investment.

SIBL Investment cap on House Building Investment in 2012 was 4.00%, 2013- 3.02%, 2014- 3.49%, & 2015 - 0.71% out of total Investment amount. Last four years historical data show that House Building Investment is the less priority sector for SIBL. Last few years historical data show that in every year lots of ready flat are unsold. So we can say that Housing building Investment sector is more risky sector. Therefore that is a good decision for the present condition.

Textile Industry is the most growing sector in Bangladesh. Lot of unemployment problem reduce by the sector in Bangladesh specially women unemployment problem. SIBL investment cap on this sector, in 2012-10.33%, 2013-16.52%, 2014-13.95% & 2015-15.54% out of total Investment amount.

In Agricultural industry the investment cap is as poor like 2015-2.28% out of total Investment amount. Agricultural sector is the foundation of any economy. So for that reason SIBL should take more necessary step to emphasize the investment cap on this sector.

Geographical Location-wise Investments

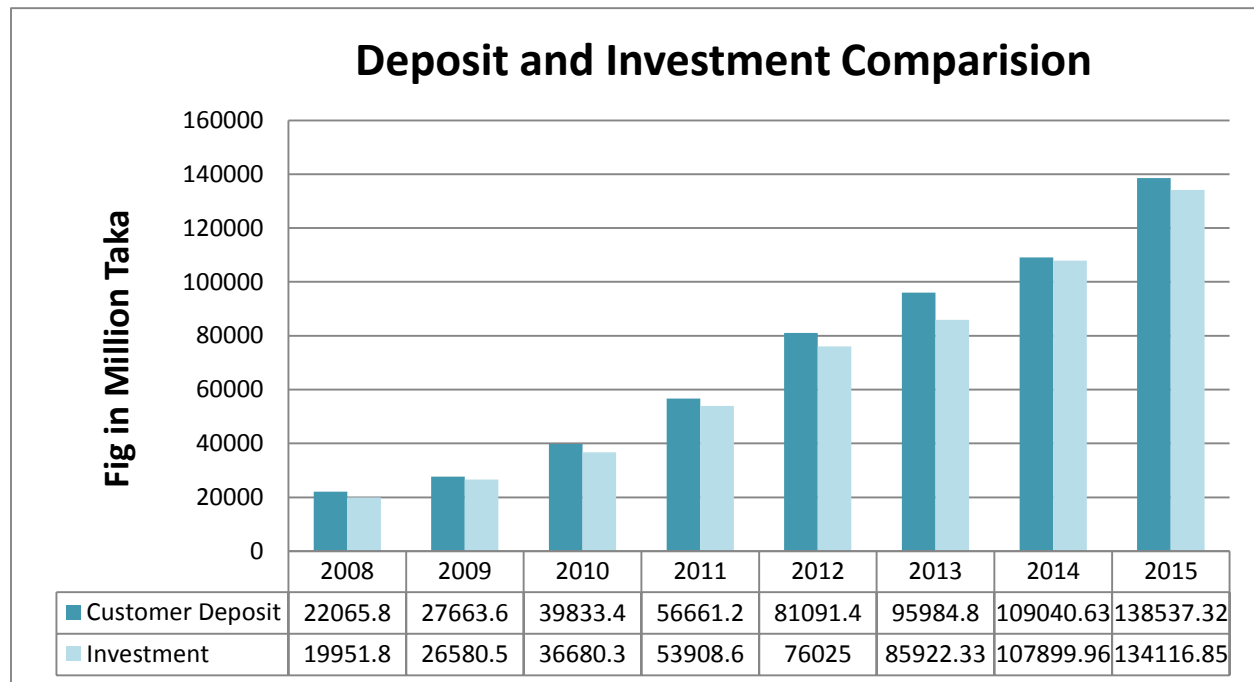
Division	As at 31 December			
	2015 Composition %	2014 Composition %	2013 Composition %	2012 Composition %
Dhaka	73.63	71.95	70.40	66.63
Chittagong	17.50	19.91	21.72	22.18
Sylhet	0.67	0.34	2.94	5.94
Rajshahi	3.65	3.70	0.27	0.31
Khulna	3.20	3.10	3.80	4.08
Rangpur	1.06	0.77	0.63	0.64
Barishal	0.29	0.23	0.24	0.22
Total	100.00 %	100.00 %	100.00 %	100.00 %
Investment Amount (Taka)	134,116,849,903	107,899,959,311	85,922,331,926	76,024,973,908

Source: Annual Reports of SIBL

Analysis of Investment Performance of Social Islami Bank Ltd

Deposit and Investment Trend

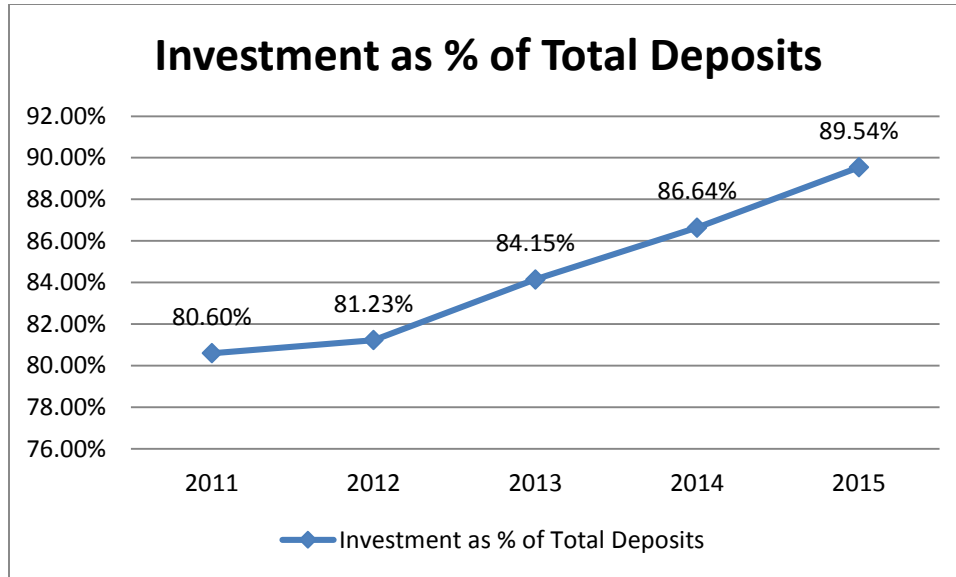
During the year 2015, the bank drew-up a series of action plan both short term and long term to raise the deposit base of the Bank in line with the directives of the Bangladesh Bank. The short-term action plan included launching of special drives like deposit mobilization months during March-April 2015. As a result of continuous evaluation and monitoring SIBL could significantly improve the liquidity position as well as deposit mix in 2015. The following graph shows the deposit and investment trend of SIBL.



Historical data shows that the Investment amount depends on Customer deposit amount. In 2008 the Customer deposit collection amount is Tk.22065.8 million on the other hand the Investment amount is tk.19951.30 million, in 2011 the customer deposit collection amount is tk. 56661.20 million & Investment amount tk. 53908.6 million. In the year of 2015 the Customer deposit collection is tk. 138537.32 & Investment amount is tk. 134116.85; The Customer deposit collection & Investment amount is increasing significantly year to year. From 2012-15 there was 70.84% deposit growth and a 76.41% investment growth. That is a positive sign for Social Islami Bank Ltd

Investment as a percentage of Total Deposits

	2011	2012	2013	2014	2015
Investment as % of Total Deposits	80.63%	81.23%	84.15%	86.64%	89.54%

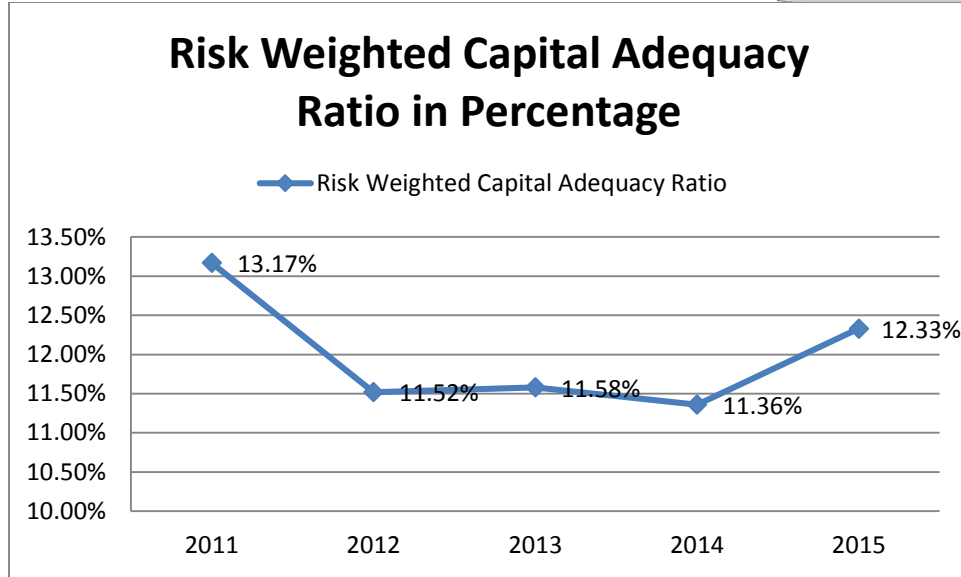


From the above graph it is seen that the investment deposit ratio of SIBL is increasing over the time. By considering the above graph it can be said that the bank is capable to utilize its deposit into an investment that indicates a good sign for the bank. The bank never faced less than 80% of the investment deposit ratio during the last five years.

Analysis of Investment Risk of SIBL

Risk Weighted Capital Adequacy Ratio

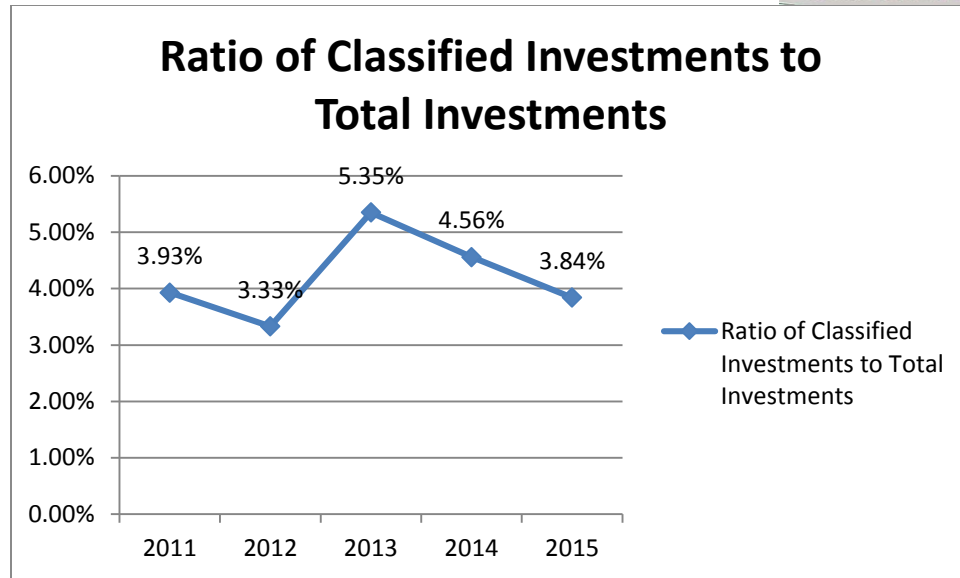
Capital Adequacy Ratio, also known as Capital to Risk (Weighted) Assets Ratio (CRAR), is a ratio of a bank's capital to its risk. National regulators track a bank's CAR to ensure that it can absorb a reasonable amount of loss and complies with statutory capital requirements.



Capital Adequacy Ratio determines the capacity of the bank in terms of meeting the liabilities and other risk such as credit risk, operational risk etc. Generally, 10% is an acceptable line for this ratio in that sense the bank was good enough to maintain this requirement. The bank’s Risk Weighted Capital Adequacy Ratio was above 10% all the time from 2011 to 2015 indicates that the bank’s capacity to meet the liabilities and other risk such as credit risk, operational risk were satisfactory.

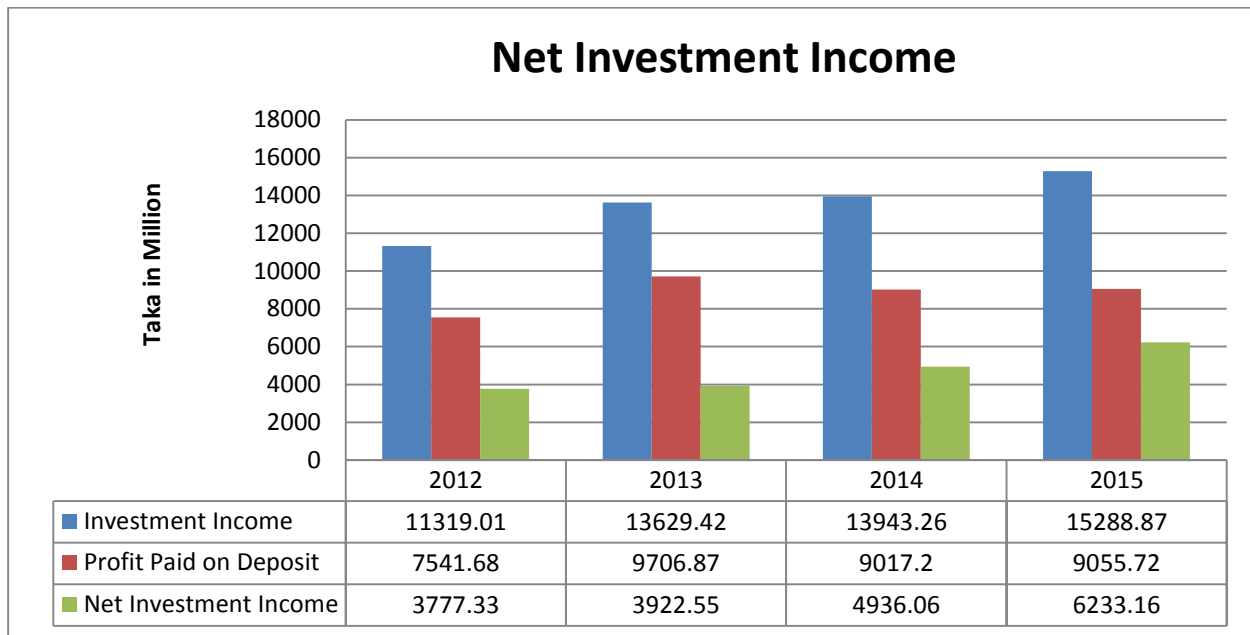
Classified Investment to Total Investment

Classified loans are bank loans that is in danger of default. Classified loans have unpaid interest and principal outstanding, and it is unclear whether the bank will be able to recoup the loan proceeds from the borrower. Banks usually categorize such loans as adversely classified assets on their books.



From the above graph it has been seen that, percentage of classified investment to total investment or Non-Performing Investment (NPI) has shown a decreasing trend from 2011-15 with an increase in the year 2012. From 2011 to 2012 the rate has decreased from 3.93% to 3.33% in 2012. In 2013 the rate has increased to 5.35%. It was the highest during last five years. Then from 2013 to 2015 the rate has decreased from 5.35% to 3.84%. SIBL played a crucial role for keeping Non-Performing Investment (NPI) at 3.84%, through vigorous drive towards recovery of NPI and quality disbursement for fresh investments taken seriously by the management. Nonperforming asset (NPA) of SIBL has decreased to 3.84% compared to 4.56% in 2014. Drive towards recovery of NPA and quality disbursement of fresh investments has been taken seriously by the management.

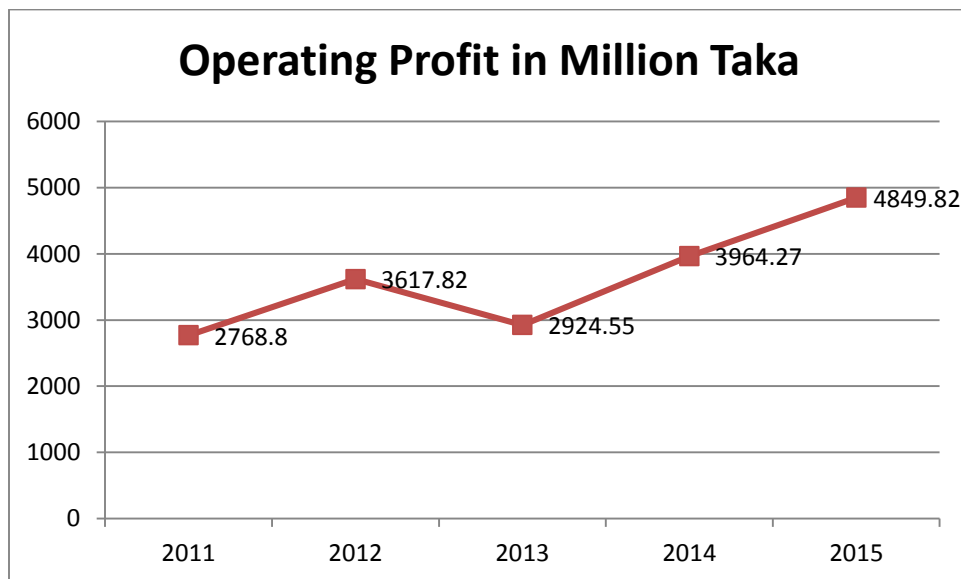
Net Investment Income of SIBL



From 2012-15 the profit paid on deposit has also increased from 7541.68 million taka to 9055.72 million taka. There was 20.08% growth in the profit paid on deposit from 2012 to 2015. Net Investment Income of SIBL has increased from 3777.33 million taka in the year 2012 to 6233.16 million taka in 2015 with a growth of 65.01% which is a good sign for the bank. The 2015 Investment plan of SIBL has been formulated keeping in view the national economic priorities and aiming at diverse action of the investment portfolio by size, sector, geographical area, economic purpose and securities to bring in phases all sectors of the economy and all types of economic activities and different economic strata of the society within the fold of Bank’s investment operations. SIBL has declared 2015 as “Sustainability and Growth” and budgeted to reach investment portfolio to Tk. 135000 Million starting from Taka 107899.96 million only and maximization of operating profit will help SIBL in achieving this goal. To achieve the target SIBL is looking after the country’s top business tiers to boost the growth of the bank. Segment of these groups are Telecom Operators, Ready Made Garments (RMG), Textiles, Pharmaceuticals, NBFIs, MNCs etc.

Operating Profit trend of SIBL

Year	2011	2012	2013	2014	2015
Operating Profit (million taka)	2768.8	3617.82	2924.55	3964.27	4849.82



Operating Profit of SIBL has shown an increasing trend from 2011-15 with a slight decrease in the year 2013 this shows that the bank’s performance has improved over the Performance in the year 2015 has been noticeable with a growth over the previous year recording achievements in different segments. Between year 2012 to 2015 there has been a 34.05% growth in operating profit. The bank has achieved 80.83% operating profit towards the target set for the year 2015.

Findings And Conclusion

Findings

Bank is a financial institution. The service of a bank is considered as its product. Bank is financial intermediary dealing in accepting surplus savings as deposits and extending funds to those who can approach the bank with bankable projects. Amount of funds can be increased or decreased depending on the professional skill of the bank executives. Efficiency of customer service is related with progression of operation. Social Islami Bank Ltd has now a name with its own brand both home and abroad. From the analysis in the report the following can be concluded:

- ❖ It has seen that, SIBL's investment management policies are effectively shaped with all rules and regulations of the Bangladesh Bank and the Islamic Shariah.
- ❖ The Investment Risk Management Committee of SIBL is entrusted to comply with the CRM Guidelines, monitoring & updating the bank's investment policy. Moreover, the committee regularly analyse the investment portfolio on the basis of Basel Guideline and attempts to restructure the investment portfolio.
- ❖ The Investment Risk Assessing and Granting Policies of SIBL are prepared by following the manual of Bangladesh Bank and the bank has formed a Supervisory Review Process Team (SRPT) as stipulated in the Bangladesh Bank's guidelines.
- ❖ Customer deposit collection & Investment amount is increasing significantly year to year. From 2012-15 there was 70.84% deposit growth and a 76.41% investment growth. That is a positive sign for Social Islami Bank Ltd
- ❖ The bank never faced less than 80% of the investment deposit ratio from 2011 to 2015.. it can be said that the bank is capable to utilize its deposit into an investment that indicates a good sign for the bank.
- ❖ According to the lending guideline of the Bangladesh Bank every bank need to segregate its investment (credit) to different sector by the basis of their credit strength, economic condition and institution's credit risk tolerance. Trade Finance (local) is the most priority

sector for SIBL 32% of the total investment amount are investing in Trade Finance (local) sector.

- ❖ More than 50% of total investment was distributed in Dhaka Division. It was happening due to the position of the country's commercial hub in Dhaka.
- ❖ SIBL played a crucial role for keeping Non-Performing Investment (NPI) at 3.84%, through vigorous drive towards recovery of NPI and quality disbursement for fresh investments taken seriously by the management. Nonperforming asset (NPA) of SIBL has decreased to 3.84% in 2015 compared to 4.56% in 2014.
- ❖ The bank's Risk Weighted Capital Adequacy Ratio was above 10% all the time from 2011 to 2015 indicates that the bank's capacity to meet the liabilities and other risk such as credit risk, operational risk were satisfactory.
- ❖ There has been a 20.08% growth in the profit paid on deposit and a 65.01% increase in Net Investment Income in between 2012 to 2015 which is a good indication for the bank.
- ❖ In between 2013 to 2015 there has been 65.83% growth in the operating profit of SIBL. This shows that the bank is performing well.

Conclusion

Like any other segment of the economic policy, Investment is very important for any financial institution as it generates profit and gear up economic activities of the country. Since investment has an inherent risk, therefore proper utilization of the loans are essential to meet the requirements of the borrower.

The loan given to the borrower must not be employed for unproductive purpose. In this regard, the bank must closely follow the progress of the loan and the way the borrower is utilizing the funds. In the assessment processes the bank will determine any fraudulent activities on the part of the borrower.

Social Islami Bank Limited has been established with the aim of contributing to the balanced growth and equitable development of the country through diversification of its investment portfolio by size, sector, geographical area etc. for the bank's ultimate objective of ensuring justice and equity in the field of economy in the interest of all segments of people. The bank has



been endeavoring hard towards the achievement of the above goals and making progress tremendously in this regard. The bank is always trying to improve their Investment policy for minimizing loss and maximizing profit and various measures are undertaken by the bank to develop the Investment management system. The bank has been able to allocate its investible fund in such a manner that safeguards the interest of its stakeholders as well as meets the country's needs.

Reference

- Galbis, V. (1977). “Financial intermediation and economic growth in less developed countries: A theoretical approach”. The Journal of Development Studies, 13 (2), pp. 58-72.
- “Prototype risk rating system”. Journal of Banking and Finance, 25(1), pp. 47-95.
- Standard Chartered Bank. (2001). “Commercial loan to business- industry risk analysis”. Journal 22, December
- Anirudha Biswas. (2014). “BRAC Business School”. Internship report on Social Islami Bank Ltd, pp. 45-62
- Al-Tamimi, HA 2010, ‘Factors Influencing Performance of UAE Islamic and National Conventional Banks’, Global Journal Business Research, vol. 4, no. 2, pp. 1-7
- Alabede, James O 2012, ‘The Intervening Effect of Global Financial Condition on the Determinants of Bank Performance: Evidence from Nigeria’, Accounting and Finance Research, vol. 1, no. 2, pp. 161-76.
- <http://www.assignmentpoint.com/business/finance/a-report-on-social-islami-bank-imited-part-1.html>
- <http://www.bangladesh-bank.org/econdata/index.php>
- <http://www.sciencepublishinggroup.com/j/ijefm>
- <http://www.sibl.com/>

Appendix



Job duties and Responsibilities

Internship in Social Islami Bank Ltd

Internship is mandatory for completing MBA program which focuses on professional development which helps students to relate their knowledge with practical work. Moreover, internship provides students the job like environment, more like ice breaking session. For completing my MBA program I started my internship in Social Islami Bank Ltd in Dhanmondi Branch. This chapter will give a brief idea about my duties and responsibilities over the three month in Social Islami Bank Ltd in Dhanmondi Branch. Through this internship program I have gathered practical knowledge about the corporate world for 12 Weeks. For these 12 Weeks I worked in General Banking department. Working in SIBL is as follows:

My work in General Banking

1. Account Opening – First thing I learnt here is how to open an account, MSD, MTDR or DPS. This process was long paper work which takes good level of patience. In SIBL officials generally fill up the form for the client.
2. Desks pass – All the documents both inward and outward go through desks pass. However, there was no separate desk allocated for this. The register used to be on a table and whenever something comes or goes responsible person made an entry in the respective register. The responsibility of this desk is to mark all the documents and give those documents an official trespass number and send those documents to appropriate places.
3. Banking software – The online Banking software's work and function was also shown to me by the respective officials. Browsing the software was also allowed for my proper leaning about the procedures of the transactions.
4. Processing of cheque Book – After the introduction with the banking software I have learned how to process a cheque book. I have learned the processing of the cheque book requisitions and



other formalities. I have also took part in the delivering the cheque book when a client comes to acquire it

5. Pay Order – Payment order is another option for clients to transfer money. I helped many customers to have their pay order form filled up.

6. Demand Drafts (DD) – Demand draft works like a pay order but it is generally used for transferring the funds outside Dhaka. Most of the government organizations use Demand draft for transferring their funds in Social Islami Bank.

7. Cheque clearing – Cheque clearing section is one of the most important parts of GB. Working in this section requires a lot of patience and concentration. I learned the process of both inward and outward clearing.

8. Writing Cheque for MTDR: When a client opens up MTDR then the bank has to prepare a check of the same amount the client is going to keep for a certain time. I prepared few cheques as well as the entry on MTDR register.

9. Posting on register: I gave posting on accounts opening register after a few days of starting my internship. I also setup the account number for MSD, MTDR and also for Sonali Din (DPS). This task was really time consuming because first we have to fill up the account opening form then we need to post it on a register after that posting the same data in the software is also mandatory.

Other works

I participated in photocopying different documents, arranging files for loans department, depositing cash on behalf of customers, called customers for submitting their documents for completing accounts opening process.