



Inspiring Excellence

INTERNSHIP REPORT

ON

**“FOREIGN EXCHANGE SYSTEM OF RUPALI BANK
LIMITED”**

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Letter of Transmittal

September 21, 2016

Humaira Naznin

Senior Lecturer

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Subject: A letter of transmittal for the submission of the Internship Report

Dear Miss,

Here is the internship report that I was obliged to prepare as part of BBA program of BRAC Business School. The topic that I have found was interesting, beneficial and insightful. I have tried my level best to prepare an effective and creditable report. The report is about Foreign Exchange System of Rupali Bank. To fulfill the requirement of the report, I have followed your instruction and guide lines in writing the internship report. All the data were collected with the guidance of my employer in order to avoid any breach of confidential information of the organization.

I would like to thank you for giving me the opportunity to prepare this report which will help to widen the knowledge on the Foreign Exchange System and its important role in the economic development of our country. However, I will be glad to clarify any discrepancy that may arise in this intern report.

Sincerely,

Fahmida Tabassum

ID: 11304083

BRAC Business School

BRAC University

Acknowledgement

At the very outset, I would like to praise my gracious and beneficent Almighty due to providing me with enough strength, patience, courage and ability to work on for this internship report regarding on the Foreign Exchange System of Rupali Bank. After that I would like to take this opportunity to express my heartfelt gratitude to my honorable academic internship supervisor, Humaira Naznin, Lecturer of BRAC Business School, BRAC University for her constant supervision and guidance to sort out all the problems that I have faced in preparing the internship report. I am very thankful to her for her expert supervision, constant guidance and inspiration during the preparation of the internship report.

Lastly, I would thank my onsite supervisor Mrs. Mafia Begum (Assistance Manager) of Rupali Bank in providing me with the information and guidance on the topic of my report which has helped me greatly in the completion of the internship report.

Executive Summary

The report “Foreign Exchange System of Rupali Bank Limited” is mainly about the banks import, export and foreign remittance and how it works. I have done a survey to get the data and information. A few questionnaire were asked to the officers I work with about foreign exchange. I collected some primary and secondary data from their answer. I go through annual report. Rupali Bank Limited’s official website and few the Bangladesh law to gather information about foreign exchange management of Rupali Bank Limited. Rupali Bank Limited had image problem when the bank thinking of selling the bank. So authorize dealer faces problem dong foreign exchange banking through Rupali Bank Limited. Rupali Bank Limited’s main obstacle on foreign exchange management is not having internet oriented banking system. As Rupali Bank Limited is one of the oldest public bank in Bangladesh officers or employee who are leaving the bank so Rupali Bank Limited are facing experience person to do foreign exchange banking. If Rupali Bank Limited properly let know their customer about online banking, the bank improve major foreign exchange possibility in near future.

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Organizational part

Chapter 01: Organization Profile

1.1 Introduction:

A bank is place/company to do business activity of receive and secure money by other individuals. This activity is regulated by law. The money that receives as safekeeping bank may give loans to customers for a legal understanding with interest. The bank offers so many diverse alternatives to their customers so the customer gets to encouraged. The customer services and facilities may not be the same on each branch of comparatively same bank. Each Branch of Every Bank needs to maintain the general banking department to deals with important banking activities mainly collecting the deposits from customers. General banking department is the starting point of all banking operation as well as the direct customer service center. This department is consists the management of deposit, cash, clearing house, bills, account opening, security instruments handling, customer services, locker facilities and other ancillary services of the bank besides Advance and Foreign Trade. It opens new accounts, remits funds, honor cheque, takes deposits, issues bank draft and pay order etc. general Banking is otherwise known as retail banking.

1.2 An Overview of Rupali Bank Limited (RBL):

Rupali Bank Ltd. (RBL) was constituted with the merger of 3 (three) commercial banks i.e. Muslim Commercial Bank Ltd., Australasia Bank Ltd. And Standard Bank Ltd. operated in the then Pakistan on March 26, 1972 under the Bangladesh Banks (Nationalization) order 1972 (P.O. NO. 26 of 1972), with all their assets, benefits, rights, powers, authorities, privileges, liabilities, borrowings and obligations. Rupali Bank worked as a nationalized commercial Bank till December13, 1986. Rupali Bank Ltd. Emerged as the largest Public Limited Banking Company of the country on December 14, 1986 (Rupali Bank Limited, 2013)

1.2.1 Corporate Vision:¹

Our Vision is to expand our loyal customer base by being known as the financial partner of choice that constantly exceeds customer expectations.

1.2.2 Corporate Mission:

- Develop Long-term relationships that help our customers achieve financial success.
- Offer rewarding career opportunities and cultivate staff commitments.
- Balance Growth strategy.
- To provide excellent Quality customer service.
- To display team spirit and professionalism.
- To be the first bank in the banking area.
- To maintain corporate and business area.
- Attract and retain quality human resource
- Firm Commitment to the society and the growth of national economy

1.2.3 Corporate Value:

- Social Responsibility – We care for and contribute to our communities
- Performance – We measure results and reward achievements
- Integrity – We uphold trustworthiness and business ethics
- Respect – We cherish every individual
- Innovation – We encourage creativity
- Teamwork – We work together to succeed

The first letters of the initial words from “SPIRIT” and carry equal importance.

¹ <https://rupalibank.org/en/index.php#>

1.2 Product & Services of RBL²

SND: Short Notice Deposit is based on daily deposit of money in the bank. It gives interest on 5.5% twice (June and December) a year.



RSSA: Rupali Student Saving Account can open with taka 100/- and no service charge. It gives interest on 7% of the saving twice a year.



RMPS: Rupali Monthly Profit Scheme is for 3 year. It gives interest on 8% of the saving. This scheme is only on time deposit of 1, 00,000 or more.

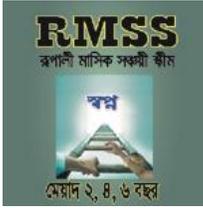


RMES: Rupali Monthly Earning Scheme is for 3 and 5 years. It gives interest on 8% and 8.5% of the saving respectively.



² <https://rupalibank.org/en/index.php>

RMSS: Rupali Monthly Saving Scheme id for 2, 4 and 6 years. It gives 8.5%, 8% and 7.5% interest on the saving respectfully.



FDR: Fixed Deposit for 3 months or more but less then 6 gets 8% interest, 6 months or more but less then 1 year gets 8.5% interest and 1 year or more but almost 3 years detes 9% interest on the deposit amount of money.



SBA: Customer gets best interest of 25% twice a year on Saving Account if they do not withdraw money.



ATM: Customer can withdraw money from Rupali Bank, OMNIBUS and Q-Cash 24 hours' with ATM.



1.3 Structure of Rupali Bank Limited

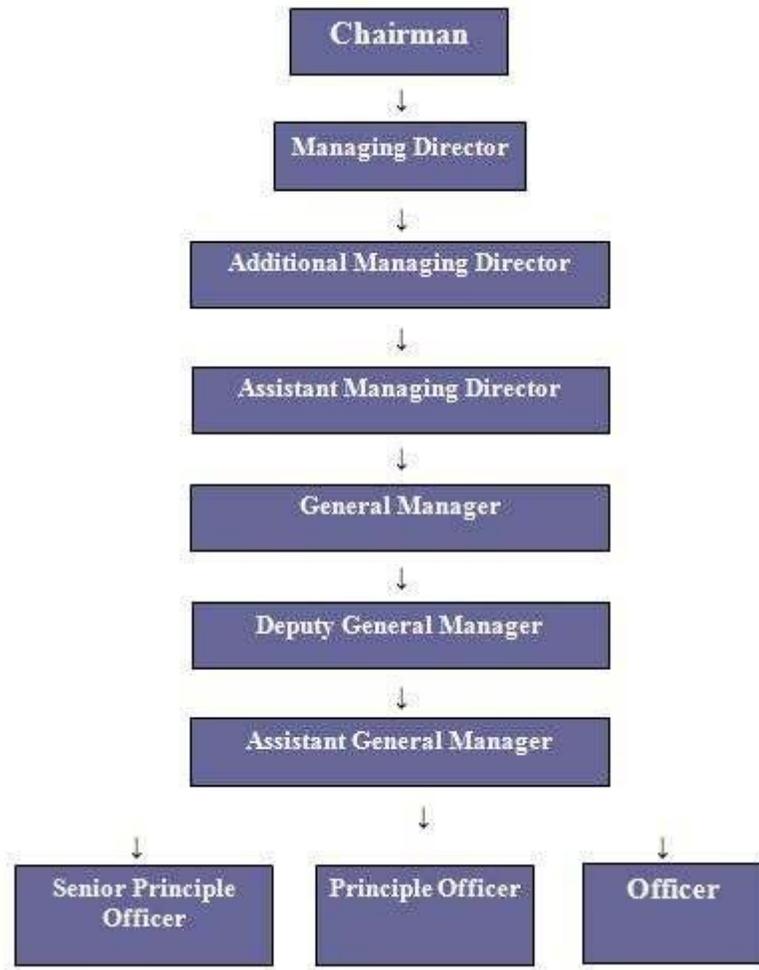


Figure 01: Structure of Rupali Bank

Chapter 02: Interns Roles and Responsibilities

2.1 Nature of the Job:

Rupali Bank Limited is playing a major role in our country's economic development. General banking department of any bank is the starting point of all banking operation as well as the direct customer service center. This department is consists the management of deposit, cash, clearing house, bills, account opening, security instruments handling, customer services, locker facilities and other ancillary services of the bank besides Advance and Foreign Trade. Usually Rupali Bank recruit interns to opens new accounts, closing account and explaining types of bank account to the customers. I along with 3 interns was recruited for such activities.

2.2 Account Opening Section

Banker offers various alternatives to the customer to open account in the bank. As banker and customer relationship begins. Initially all accounts are create to store and transfer money. This type of account called deposit account. Customer needs to open account in the bank to get any kind of service offered by the bank. The actual banking starts with opening a deposit account.

2.2.1 Formalities maintained for Opening an account

Rupali Bank provide a prescribed from to the person interested to open a current account with the bank. This prescribed from is consists of customers information about himself/herself and a referee who can verify the applicant. The name of the referee is needed to get information about the applicant's character, integrity and respectability. The referee is the person who already has an account in the bank. He/she have to put his/her account number in the prescribed from to confirm the applicant. The information of a nominee is also needed to open an account. The nominee can access the account if the account holder died or is longer able handle responsibility both mentally and

physically. The prescribed form must be signed by the applicants. Every applicant must provide the bank his/her signature both on prescribed form and a separate card. The signature must be identical on prescribed form and card as well as the cheques. If the signature is not a match on either of cheque and prescribed form the account will have problem to access, deposit and withdraw money. The signature is noted both manually and on software. The banker creates an account for the applicant after above formalities of form and signature is done. The applicant have to deposit taka 500/- initially for opening a current account. Then the applicant gets a pay slip or deposit book. A pay slip or deposit book is a compensation slip given by the bank to the customer. It contains the amount of money customer wish to deposit filled by the customer at the time of depositing money in the bank. Pay slip or deposit book require account holder signature given at the time of account opening. Both signatures have to match to deposit money. The banker will verify the signature and approve him/her to deposit money in the bank. The bank gives the customer a book to keep track of depositing and withdrawing money from the bank is cheque book. The customer is needed to fill up the cheque book properly to deposit and withdraw money from the bank.

2.2.2 Formalities maintained for closing an account

First of all customer have to let know the bank in writing of his/her reason to close the account to the branch in charge. Then customers may have to draw a cheque of the entire amount as well as a nil balance confirming the bank to be taken from the bank by the account holder. Customers gets a new “Broken cheque book register” in exchange of the unused cheque because the bank have to recover the unused cheque to stop from misuse. Papers related to the closed account are removed like account opening form, specimen signature card. The manager or supervising officer authorized and overlook all of accounting closing works officially. There are two type of account in account closing situation. They are dormant account and inoperative account. An account becomes dormant if it is not operated in six months. The manager or supervising officer will try to get in touch with account holder and dot not get any response in return then it is officially becomes dormant account. If an account is not open or operated in two years it becomes inoperative account. Same process applies to

reach the account holder. If any case there any money is deposit in the account will become “unclaimed deposit account” and permission from is required for withdrawing the unclaimed deposit.

2.2.3 Types of Bank Account

As an intern I had to explain about Rupali Bank Limited’s account types to the interested person to open account. There are four types of accounts in Rupali bank Limited. They are current account, savings deposit, fixed deposit and other types of deposits.

2.2.3.1 Current Account

The initial purpose of current account is to minimize risk to deal with cash money. The customers are mainly businessmen, private and public limited company, clubs and societies etc. The bank does not pay any interest to current account holder because the bank take care of any related charges to current account and the current account holder does banking any time of any day. To open a current account introductory reference is required as well as minimum deposit of taka 500/=. Current account includes proprietorship, partnership, private limited company, public limited company and societies, clubs etc. To open proprietorship current account customer need trade license, account introducer and two copies of passport size photograph, TIN and VAT documentations. To open partnership current account customer need trade license, account introducer and two copies of passport size photograph, partnership deed’s photocopy, notary, letter of partnership TIN and VAT documentations. To open private limited company current account customer need trade license, account introducer and two copies of passport size photograph, certified of incorporation’s photocopy, directors signature. To open public limited company current account customer need trade license, account introducer and two copies of passport size photograph. To open societies, clubs current account customer need trade license, account introducer and two copies of passport size photograph.

2.2.3.2 Fixed Deposit Receipts (FDR)³

Fixed Deposit Receipts for 3 months or more but less than 6 months gets 8% interest, 6 months or more but less than 1 year gets 8.5% interest and 1 year or more but almost 3 years gets 9% interest on the deposit amount of money. Fixed Deposit Receipts interest rate of Rupali Bank Limited is:

Term Deposit	Rate Of Interest
3 months	8.00%
6 months	8.50%
1 year	8.50%

2.2.3.3 Savings Account⁴

At present the rate of interest for Saving Account (SB) in the Rupali Bank Limited is 5.00%. Customer gets best interest of 25% twice a year on Saving Account if they do not withdraw money. The main purpose of this account is to encourage lower and middle class people to save money for future. The interested applicant needs to bring two copies of photograph, nominee's photograph, introducer's account number and his/her employer certificate.

2.2.3.4 Other types of Deposit Accounts

- i. **Short term deposit:**⁵ Short term deposit is a like deposit account. Short Notice Deposit is based on daily deposit of money in the bank. It gives interest on 5.5% twice (June and December) a year. The only difference is that the customer has given 7 days' notice to withdraw of any sum and interest.

³ <https://rupalibank.org/en/index.php>

⁴ <https://rupalibank.org/en/index.php>

⁵ <https://rupalibank.org/en/index.php#>

- ii. **Savings schemes:** Customer gets best interest of 25% twice a year on Saving Account if they do not withdraw money. The main purpose of this account is to encouraging customers to save in Rupali Bank Limited.
- iii. **Monthly Savings Scheme⁶:** Rupali Monthly Saving Scheme id for 2, 4 and 6 years. It gives 8.5%, 8% and 7.5% interest on the saving respectfully
- iv. **Monthly Benefit Scheme:** Monthly benefit scheme is an investment opportunity for the retired persons who can invest their retirement benefits as well as non-resident Bangladeshis to create investment in Bangladesh. School, college, university etc. student can also consider investment opportunities in monthly benefit scheme. The duration of monthly benefit scheme is five years.
- v. **Double deposit scheme:** Double deposit scheme helps to meet specific needs like education, marriage etc. and also gives maximum profit. The deposited amount will be double after seven years.

Chapter 03: Conclusion

As a bank Rupali Bank Limited needs to do a great deal of things for the improvement of the nation. The core strategies of the bank are firmly situated in the business sector. The bank can bring success in future with ethical banking and best value. The bank needs to step up to satisfy the government as well as the shareholders' expectations. It will upgrade more open administrations and develop working groups to give the best administrations to customers.

⁶ <https://rupalibank.org/en/index.php>

Project part

Chapter 01: Introduction

1.1 Foreign Exchange

Foreign exchange means - foreign currency and includes any instrument drawn, accepted, made or issued under clause (13) of Article 16 of the Bangladesh Bank Order 1972. (Legislative and Parliamentary Affairs Division Ministry Law, 2010)

- All deposits, credits and balances payable in any foreign currency.
- Any draft, travelers cheque, letter of credit and bill of exchange expressed and drawn in Bangladesh currency but payable in any foreign currency. Foreign exchange is money denominated in the currency of another nation or group of nations. Foreign exchange can be in the form of cash, funds available on credit and debit cards, travelers' cheque, bank deposits, or other short-term claims. When a company sells goods or services to a foreign customer and receives foreign currency, it needs to convert domestic currency. When importing, the company needs to convert domestic to foreign currency to pay the foreign supplier. Foreign exchange limits remote trade dealings like purchasing, obtaining, offering, loaning, change and so on by any individual other than an approved merchant. The approved merchants need to agree to particular bearings and guidelines issued every now and then. The approved merchants might, before undertaking any exchange in outside trade in the interest of any individual, require that individual to proclaim that the exchange won't include any infringement of the demonstration.

1.2 Types of Foreign Exchange:

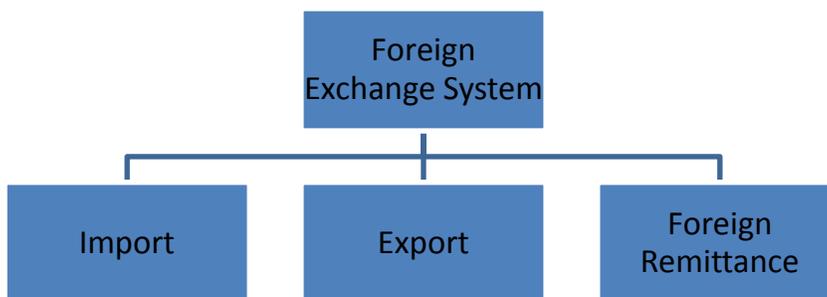


Figure 02: Foreign exchange Business

1.2.1 Import:

Import is when foreign goods are bought from outside the country to bring inside the country. Rupali Bank has been playing a major role in international trade of our country. There are two types of import in Rupali Bank. They are commercial import and industrial import. Import process of Rupali Bank of need letter of credit. The importers have to register to do business with Rupali Bank. Then the importers open a letter of credit and the bank issue on request of the importer to the advising bank. Then the advising bank advises the importer to sell and buy product from outside of the country. Letter of credit gets negotiated by the negotiating bank after documenting the issuing bank. If the import pays all money regarding the import along with right letter of credit then the import can take the goods. The letter of credit is actually a pay clip given by the bank. The bank gives importer permission to import goods from outside the country through them. Letter of credit has three parties. They are- the issuing bank, the confirming bank and the beneficiary if there's any. The issuing bank also called importer's bank who issue letter of credit for the importer. The confirming bank checks the letter of credit given by the issuing bank. If there is any beneficiary the imported issue a letter of credit for them. (Legislative and Parliamentary Affairs Division Ministry Law, 2010)

1.2.2 Export:

Export is a function of international trade of produced goods shipped one country to another country for selling or buying purpose. Export is contrasted with import and it has a major play in Bangladesh's economy. The bank informed exporter for advising after receiving letter of credit and then the goods are prepare as per letter of credit terms and conditions. Exporter maintains a flow chart for checking documents. Mates receipt is issued after completing all custom formalities C&F agent hand over the shipping receipt to the exporter the relative shipping co. sends C&F agent the original B/L and dispatches same to the bank to negotiate the shipping co. directly. The opening bank negotiates after all original and duplicate sets of documents are submitted by exporter. The bank grant an advance to exporter in the pre-shipment stage for the cost of goods packing to export to

overseas buyer is pre-shipment finance as well as pre-shipment advance. (Legislative and Parliamentary Affairs Division Ministry Law, 2010)

1.2.3 Foreign Remittance:

In general foreign remittance is the money send by the workers who work foreign. There are inward foreign remittance and outward foreign remittance. Inward foreign remittance means the money come into country from abroad and outward foreign remittance means money goes outside the country from inside. There are four parties in foreign remittance. They are- remitter, remitting bang, receiving bank and beneficiary. Remitter is the person who sends money from abroad. Remitting bank is called the foreign bank through the foreign money is send and foreign money must be sent by banking channel. Receiving bank is the local bank who receives foreign money. Beneficiary is the person or bank who gets to access the money. Rupali Bank sells and buys foreign currency and sells in local market. The sender branch will send request to another branch to pay required money to the payee on demand. The paying bank should have an account for such kind of transfer to recognize the exact payee. Generally the bank uses telephone for remittance to send money in urgent. Telegraphic Transfer is only provided for valued and reliable customers with long standing relationship. The modes of foreign remittance are pay order, local and foreign demand draft, mail transfer and telegraph transfer. (Legislative and Parliamentary Affairs Division Ministry Law, 2010)

Chapter 02: Problem statement

- i. Correspondence bank has insufficient resource to move money one to another to expand foreign exchange of Rupali Bank Limited.
- ii. Rupali Bank Limited faces difficulties doing business with authorized dealers sometimes.
- iii. Rupali Bank Limited had image problem when the bank thinking of selling the bank.
- iv. Rupali Bank Limited still document banking manually.
- v. Rupali Bank Limited has so many branches but does not have enough authorize dealer.
- vi. Rupali Bank Limited management is comparatively slow because the bank does not do banking in internet.
- vii. Rupali Bank Limited do not have training center for new officers in foreign exchange field.
- viii. Rupali Bank Limited's marketing for foreign exchange is limited.
- ix. There is no brochure for foreign exchange of Rupali Bank Limited.
- x. Rupali Bank Limited does banking manually so the foreign exchange document took long time to authorize.
- xi. Rupali Bank Limited's does not have authorized dealer who do import and export both.
- xii. Skilled foreign exchange officers are retiring so there is few officers who know banking of foreign exchange of Rupali Bank Limited.
- xiii. Rupali Bank Limited is not very interested to do business with new dealers.
- xiv. Rupali Bank Limited does not have enough foreign exchange related scheme.

Chapter 03: Purpose of the project

Everyone has a goal, to full fill that goal we need to setup objectives. The objectives can help a person to become successful in any work. This study also has some objectives for completing this research report. The Objectives are divided in two parts- Broad Objective & Specific Objective.

3.1 Broad Objective:

The broad objective of the project “Foreign Exchange System of Rupali Bank Limited” is to analyze and know more about how Rupali Bank Limited manages foreign exchange.

3.2 Specific Objective:

- i. Learn how Rupali Bank Limited manages import, export and foreign remittance of foreign currency.
- ii. Find comparison of Rupali Bank Limited foreign exchange management from 2010 to 2014.
- iii. Find problems in Rupali Bank Limited foreign exchange management
- iv. Make some suggestions and recommendation on the basis of the relevant findings of the Rupali Bank Limited.

Chapter 04: Limitations

- i. Rupali Bank Limited has strict policy issue. The bankers were not entitled to disclose any important information regarding the project.
- ii. Due to lack of time it was not sufficient to collect data and interview different officials of the bank regarding to the topics that were very useful to complete the study perfectly.
- iii. Rupali Bank Ltd. could not disclose the vital information to the researcher due to their banking practices and policies.
- iv. The data needed for this project were difficult to collect because of non-discloser agreements.
- v. Since it's a public bank most of the information about the bank and its products are not clearly mentioned in its websites and the website is hardly up to dated, so most of these information were unknown and are collected from the authorities within the banking policies of disclosing their vital information.
- vi. Financial data were also difficult to collect other than annual report. There was obstacle to find financial data due to discloser agreements.

Chapter 05: Methodology

To make the project “Foreign Exchange System of Rupali Bank Limited” a complete and organize report some data and information was needed. I collected some primary and secondary data and information to make this report happen. They are-

5.1 Primary Sources:

- i. Desk job
- ii. Face to face talking with officers who handle foreign exchange management
- iii. First hand observation
- iv. Receipt of letter of credit and other related documents

5.2 Secondary Sources:

- i. Annual Report of Rupali Bank Bangladesh Limited, 2014
- ii. Newspaper
- iii. Research report regarding foreign exchange
- iv. Internet
- v. Bangladesh Bank Website
- vi. Rupali Bank website
- vii. Several kinds of Academic test-book

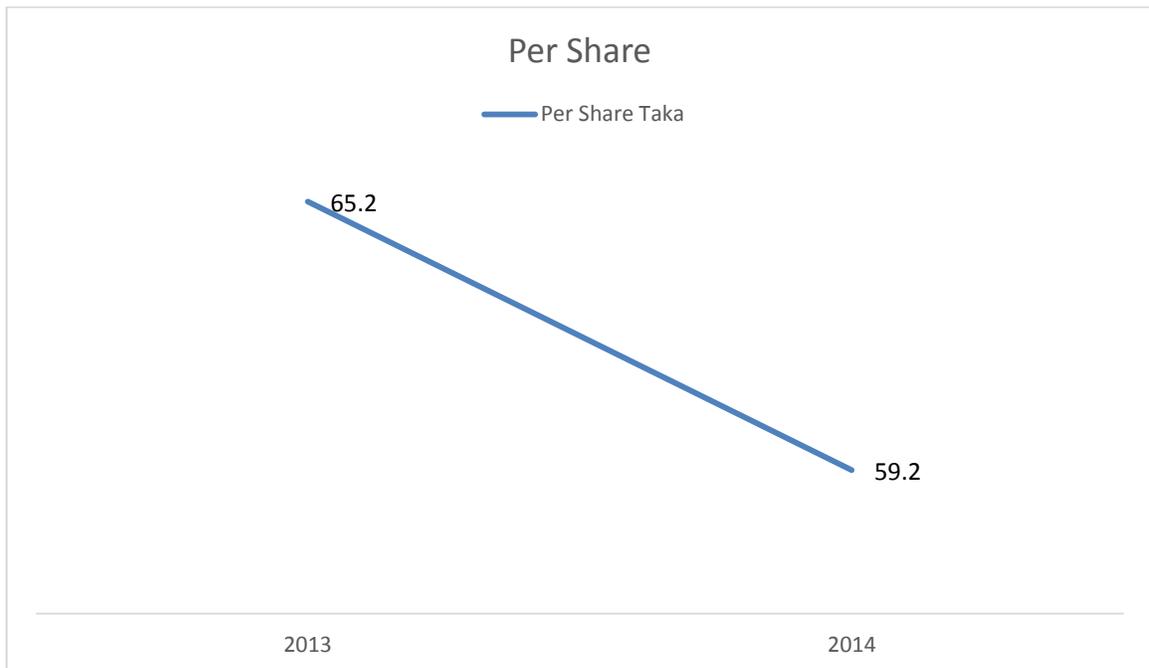
Chapter 06: Findings

6.1 Market price per share of RBL:

The scenario of foreign exchange business of RBL market price per share for last 2013 and 2014 is given below:

Year	2013	2014
Price	65.20	49.20

Figure-3: Market price per share in taka



Graph-1: Market price per share in taka

Analysis:

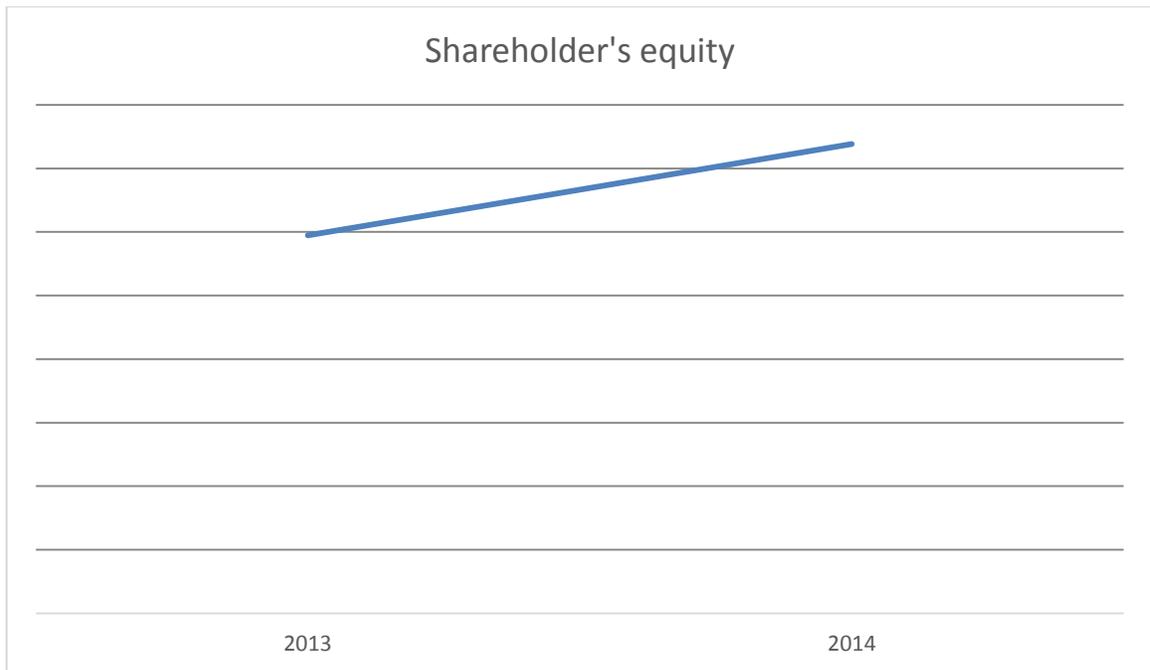
From graph 01, we see that, market share price of Rupali Bank Ltd. has decreased from 2013 to 2014. This might have caused because of image problems due to bank selling rumor.

6.2 Shareholder's Equity:

The return on shareholder's fund scenario for 2013 and 2014 is given below:

Year	2013	2014
Return	11.89	14.77

Figure-4: Shareholders equity in millions taka



Graph-2: Shareholders equity in millions taka

Analysis:

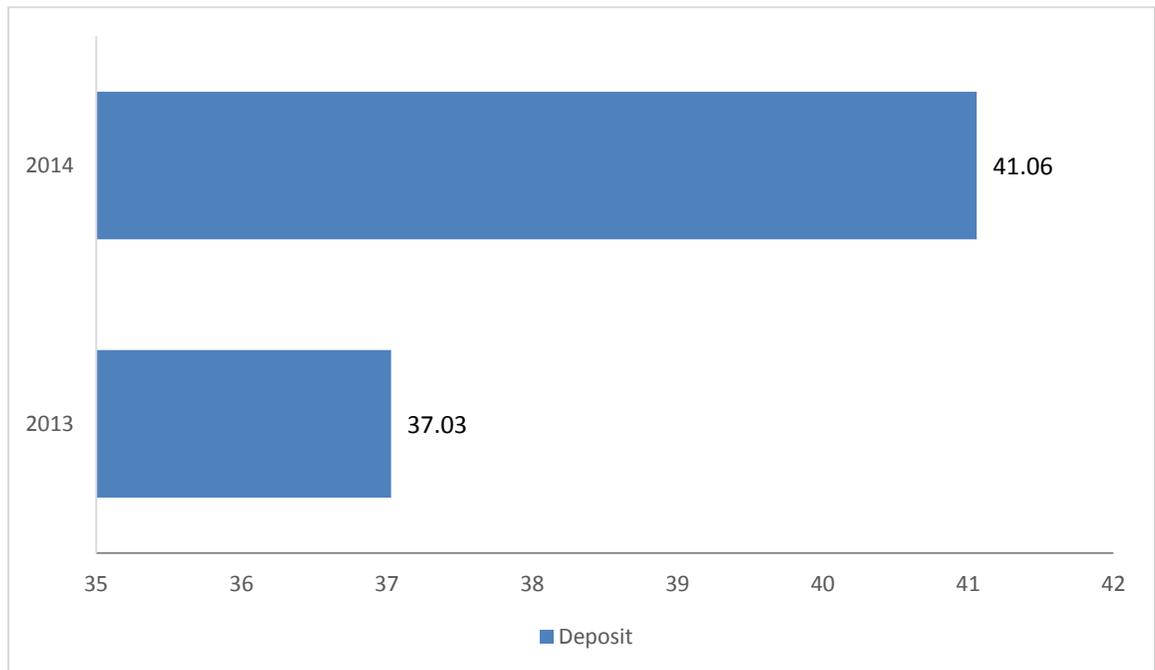
From graph 02 we see, shareholder's equity had gone up from 2013's 11.89 million taka to 2014's 14.77 million. This increase shareholder's equity is mainly because market share price.

6.3 Saving deposit of RBL:

Rupali Bank Ltd. deposit figures for 2013 and 2014 are given below:

Year	2013	2014
Deposit	37.03	41.06

Figure-5: Deposit of RBL in million taka



Graph-3: Deposit of RBL

Analysis:

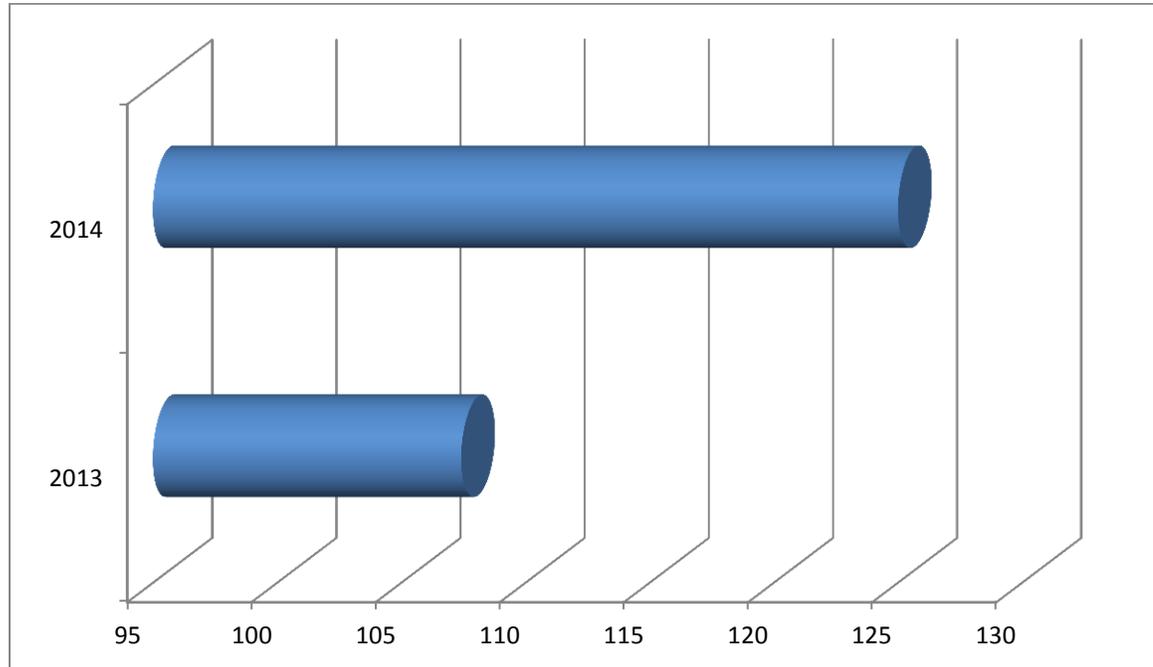
From graph 03 we see, saving deposit of Rupali Bank Limited has increased. It shows Rupali Bank Limited is doing fine general banking.

6.4 Loans and advances of RBL:

Rupali Bank Ltd. loans and advance figures for 2013 and 2014 are shown below:

Year	2013	2014
Loans and advance	107.42	125.01

Figure-6: Loans and advances of RBL in millions taka



Graph-4: Loans and advances of RBL

Analyze:

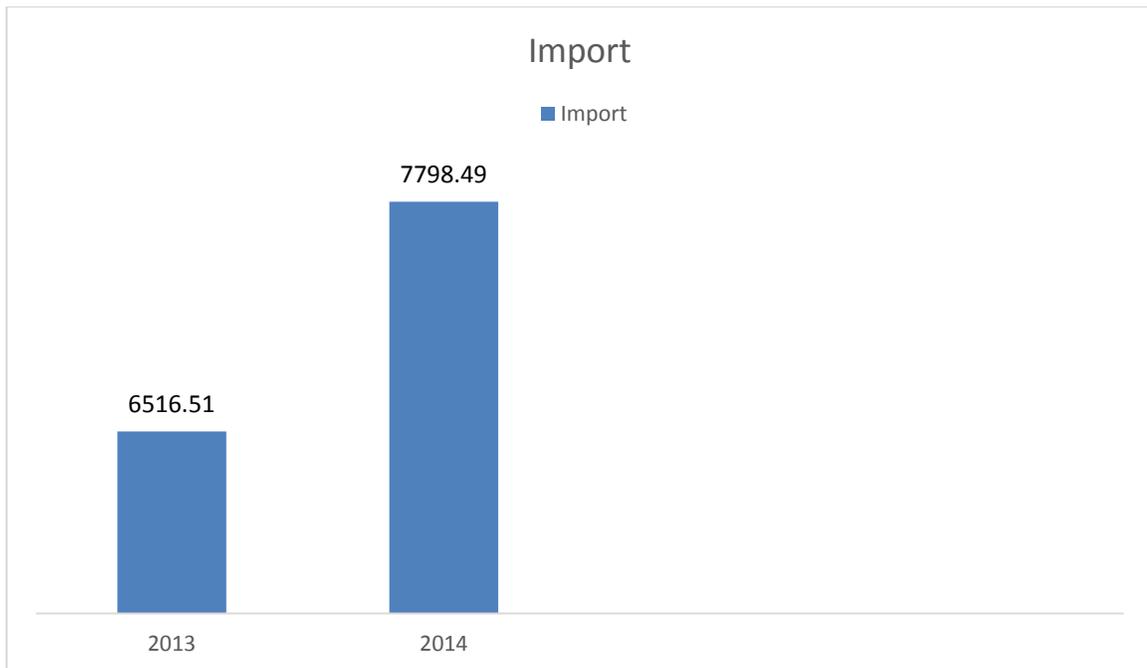
From graph 04 we see, the amount of money or loans and advances Rupali Bank Ltd. is providing has increased from 2013 to 2014.

6.5 Import performance:

Import performance of 2013 and 2014 for RBL is given below:

Year	2013	2014
import	6516.51	7798.49

Figure-7: Import performance in millions taka



Graphe-5: Import performance in millions taka

Analysis:

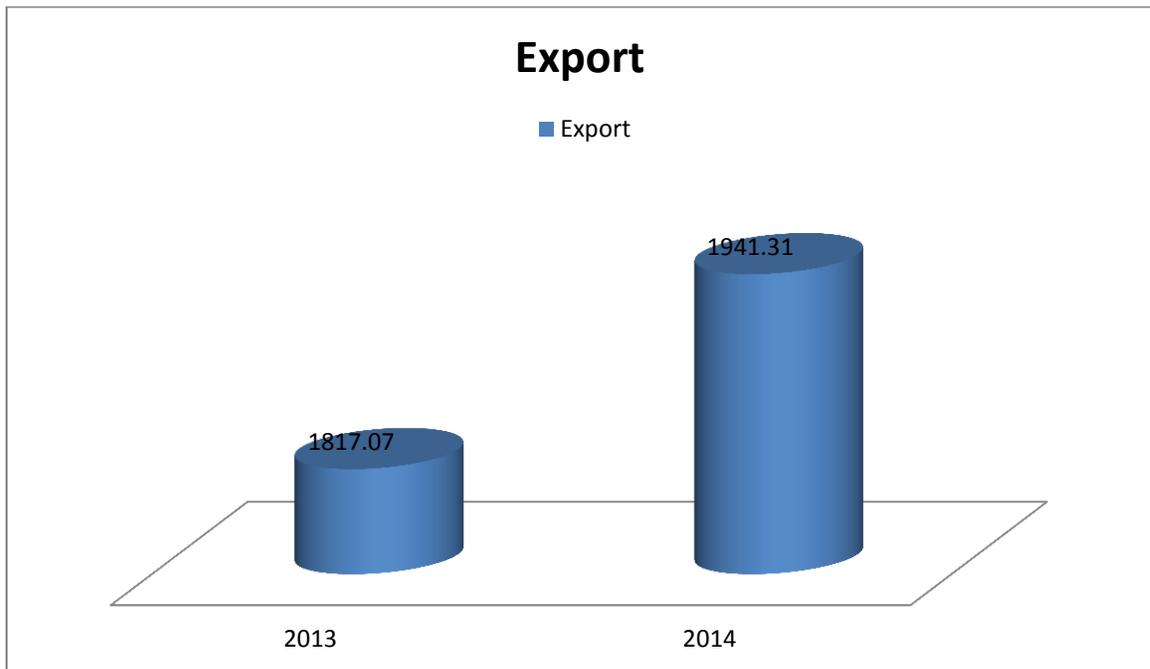
From figure 05 we see that, imports Rupali Bank Limited's import has majorly increased from 2013 to 2014.

6.6 Export Performance:

Export Performance of 2010 to 2014 for RBL is given below:

Year	2013	2014
Export	1817.07	1941.31

Figure-8: Export performance in millions taka



Grphe-6: Export performance in millions taka

Analysis

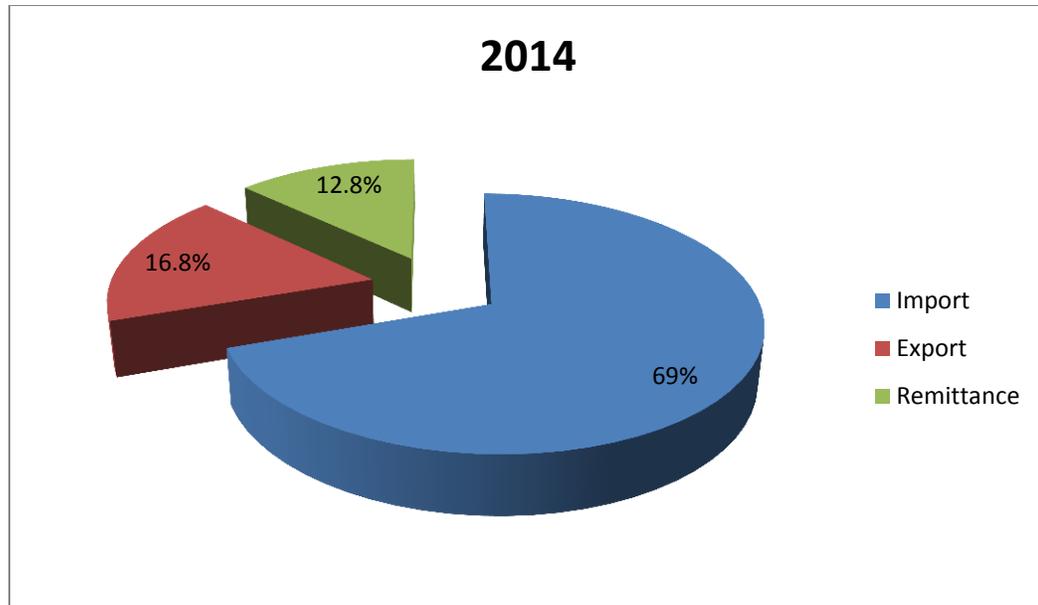
From figure 06 we see that, export of Rupali Bank Limited's import has majorly increased from 2013 to 2014.

6.7 Overall FE performance of 2014:

The overall foreign exchange scenario of Rupali Bank Ltd. in 2014 is shown below:

Import	Export	Remittance
7797.49	1940.31	1452.43

Figure-10: Overall FE performance of 2014 in millions taka



Graphe-7: Overall FE performance of 2014 in millions taka

Analysis

Figure graph 07 shows that, the overall foreign exchange performance of Rupali Bank Limited for the year 2014, it is doing more import than export.

Note: ⁷All these information are collected from the Annual Report of Rupali Bank Limited and the link of this report is also given as its reference

⁷[http://lankabd.com/mubasherFileServer/File.Exchange_English_Reports/RUPALIBANK%202014%20Annual%20\(Audit\).pdf](http://lankabd.com/mubasherFileServer/File.Exchange_English_Reports/RUPALIBANK%202014%20Annual%20(Audit).pdf)

Chapter 07: Recommendations and Conclusions

7.1 Recommendation:

Time is money. This is how world works now-a-days. Unexpected success can happen if right decision make at right time for the bank. Considering all the findings and analyzing all the data the following recommendations are suggested which will benefit both the bank and its customers:

- i. There is no marketing promotion policy in Rupali Bank Limited. It is causing tremendous survival issue with existing and new banks in the market. Rupali Bank Limited is very much in need to create a new image with their offers about marketing and advertisement.
- ii. Rupali Bank Limited should upgrade their policy and facility related foreign exchange regularly.
- iii. Foreign Exchange operation is lacking in manpower. Most of talented employee is going to retire soon. So Rupali Bank Limited should start recruit new expert on Foreign Exchange operation.
- iv. Rupali Bank Limited should maintain a better relation with the remitting bank from aboard.
- v. RBL cannot give its best customer service because the bank has no online banking system. Other banks of Bangladesh offer evening banking and ATM facility to their customer. So to survive today's comparative banking marking Rupali Bank Limited should start online banking to get more customers as well as give better service to their customers.
- vi. Rupali Bank Limited have to maintain all documentation related letter of credit with authorize dealer.
- vii. Rupali Bank Limited should use short and easy to process to give money coming from the remitter bank to the beneficiary. The process Rupali Bank Limited use now is manual and lengthy. The can also do this via ATM.

7.2 Conclusion:

Foreign exchange system of any bank has a major influence on banks general banking. Workers who work outside of Bangladesh send money which impact greatly in gross economy. So Rupali Bank Limited should give more effort to improve foreign exchange management. There is no marketing promotion policy in Rupali Bank Limited. It is causing tremendous survival issue with existing and new banks in the market. Rupali Bank Limited is very much in need to create a new image with their offers about marketing and advertisement. Rupali Bank Limited should upgrade their policy and facility related foreign exchange regularly. Foreign Exchange operation is lacking in manpower. Most of talented employee is going to retire soon. So Rupali Bank Limited should start recruit new expert on Foreign Exchange operation. Online foreign exchange bank will make customer to do banking with Rupali Bank Limited. This will also provide better customer service. Overall Rupali Bank Limited can encourage customer by promising better banking system if the bank do banking online.

Supplementary part

Appendix

6.1 Market price per share

26	Net income per share (after tax)	2.32	2.22
27	Price earning ratio (Times)	29.39	33.70
28	Market price per share	59.20	65.20
29	Income from Investment	550.87	268.88

6.2 Shareholder's equity

6.4 Loans and advance

Rupali Bank Limited Balance Sheet as at 31 December 2014

Particulars	Notes	Amount in Taka	
		2014	2013
Property and assets			
Cash	3		
Cash in hand (including foreign currencies)		1,920,426,434	2,691,835,646
Balance with Bangladesh Bank & Sonali Bank (including foreign currencies)		14,187,487,420	9,315,255,788
		16,107,913,854	12,007,091,434
Balance with other banks and financial institutions	4		
In Bangladesh		21,722,520,000	21,087,160,712
Outside Bangladesh		484,897,237	501,606,577
		22,207,417,237	21,588,767,289
Money at call and short notice	5	5,030,000,000	8,650,000,000
Investments	6		
Government		56,741,963,545	29,090,820,395
Others		11,478,054,963	10,162,319,721
		68,220,020,508	39,253,140,116
Loans and advances	7		
Loans, cash credit, overdrafts etc.		122,652,097,203	104,635,915,162
Bills purchased and discounted		2,389,887,950	2,790,385,038
		125,041,985,153	107,426,300,200
Fixed assets including land, building, furniture and fixtures	8	13,966,115,471	9,559,800,847
Other assets	9	17,534,927,785	17,700,740,918
Non-banking assets	10	-	-
Total assets		268,078,388,009	216,185,840,804
Liabilities and capital			
Liabilities			
Borrowings from other banks, financial institutions and agents	11	1,305,241,895	746,413,887
Deposits and other accounts	12		
Current and other accounts, etc.		14,791,022,346	14,829,889,904
Bills payable		1,474,851,288	1,742,516,496
Savings deposits		41,060,394,652	37,031,032,603
Fixed deposits		164,330,550,226	124,352,384,839
Other deposits		-	-
		221,656,818,512	177,965,823,842
Other liabilities	13	30,341,801,359	25,663,926,637
Total liabilities		253,303,861,765	204,366,164,366
Capital and shareholders' equity			
Paid up capital	14	2,087,250,000	1,815,000,000
Share money deposit	15	2,799,953,800	2,799,953,800
Statutory reserve	16	2,659,842,336	2,502,033,346
General reserve	17	1,513,298,170	1,513,298,170
Assets revaluation reserve	18	3,252,796,931	1,400,864,153
Revaluation reserve for securities	19	782,962,837	111,108,269
Retained earnings	20	1,678,414,180	1,677,418,700
Total shareholders' equity		14,774,518,243	11,819,676,438
Total liabilities and shareholders' equity		268,078,388,009	216,185,840,804

References

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