

# **Internship report**

**on**

# **Consumer loan of Pubali Bank**

**Submitted to:**

**ShamimEhsanulHaque**

**Assistant Professor**

**BRAC Business School**

**BRAC University**

**Submitted by:**

**Sharjeel Arman Bakar**

**ID: 12204113**

**BRAC Business School**

**BRAC University**

**Date of Submission: 20 December, 2016 Letter of Transmittal**

20 December, 2016

ShamimEhsanulHaque

Assistant Professor

BRAC Business School

BRAC University

66, Mohakhali, Dhaka-1212

Dear Sir,

It is my pleasure to complete this report on “Pubali Bank” as a part of the accomplishment of the Internship(BUS-401). I found this term paper a worthy one as it enables me to combine my knowledge that I have gained through my experience in working with the employees of Pubali bank.

I would like to express my gratitude towards you for the continuous support I got from you throughout the semester and I would also like to mention that I am extremely thankful to you for the enthusiasm you created in me.

It will be my pleasure to answer any of your important queries.

Sincerely,

Sharjeel Arman Bakar (12204113)

## **Acknowledgement**

First of all, I would like to express my gratitude to almighty Allah, whose invisible guidance helped me to complete this report and the course. Although time was very limited for getting the sufficient knowledge about all of banking Knowledge, but the short experience that I gathered information in Pubali Bank Ltd will remain as an asset for all the time to come in my life. I take the opportunity to express my deep sense of gratitude of my reverend supervisor, ShamimEhsanuIHaque, Assistant professor for his valuable suggestion and guidance during the study period that has greatly inspired me in preparing this report successfully.

I am very much grateful to Md. AtiquIHaque , Principal Officer of Pubali Bank Ltd at Motijheel Corporate Branch, Dhaka to assign me as a intern report in this reputed Bank and have opportunity to learn theoretical related to Overall performance of Pubali Bank system and complete such an ambitious study for my internship program as well as for the preparation of this report.

## **Executive Summary**

The report is prepared as part of practical orientation of internship course (Bus-400) which is a part of the BBA program. I decided to do my internship in Pubali Bank in Corporate Branch in Motjheel. Pubali Bank is one of the oldest Bank in Bangladesh. As a conventional bank branch it has loans and advance section which is in charge of proper disbursement of the funds to productive as well as profitable ventures. This report is lively narration of a part of their loan which is focused onto their consumer loan, even though they do have both corporate and consumer loan.

## **Table of Content**

|                  | Content                              | Pages    |
|------------------|--------------------------------------|----------|
| <b>Chapter 1</b> | <b>Introduction</b>                  | <b>1</b> |
| 1.1              | Introduction                         | 1        |
| 1.2              | Objective of the Study               | 1        |
| 1.3              | Scope of the study                   | 2        |
| 1.4              | Methodology                          | 2        |
| 1.5              | Sources of Data                      | 2        |
| 1.6              | Limitation of the Study              | 3        |
| <b>Chapter 2</b> | <b>The Organization</b>              | <b>3</b> |
| 2.1              | History of Pubali Bank Ltd           | 3        |
| 2.2              | About Pubali Bank Ltd                | 3        |
| 2.3              | Present Status of Pubali Bank Ltd    | 4        |
| 2.4              | Vision of Pubali Bank Ltd            | 4        |
| 2.5              | Mission of Pubali Bank Ltd           | 4        |
| 2.6              | Information Technology in Automation | 4        |
| 2.7              | Management structure:                | 5        |
| <b>Chapter 3</b> | <b>Job Responsibilities</b>          | <b>6</b> |
| 3.1              | Responsibilities of job              | 6        |
| <b>Chapter 4</b> | <b>Advance banking and loan</b>      | <b>6</b> |

|                  |   |    |
|------------------|---|----|
| <b>4.1</b>       | Introduction                                | 6  |
| <b>4.2</b>       | Manager's Concern                           | 6  |
| <b>4.3</b>       | Advance Secured and Unsecured               | 8  |
| <b>4.4</b>       | Functions of Advance Department             | 8  |
| <b>4.5</b>       | Loan and advance flow chart                 | 9  |
| <b>4.6</b>       | Process of loan                             | 12 |
| <b>Chapter 5</b> | <b>My focus topic during the internship</b> | 13 |
| <b>Chapter 6</b> | <b>Recommendation</b>                       | 18 |
| <b>Chapter 7</b> | <b>Conclusion</b>                           | 18 |

# Chapter 1: Introduction

## 1.1 Introduction

Bank is an organization chartered by a state or federal government, which provides the following services such as receiving payment, credit, savings, insurance, security brokerage, investment banking, merchant banking, cash management, real estate and community development. It plays an essential role in the growth of an economy of a country. Due to the banking system, countries become more industrialized and developed, because bank collects money from the depositor and provides a loan to others at fixed interest rate. By getting required loan from the bank, people can do business and earn a lot of profit which is facilitating them to become more independent. Subsequently, people can make an international trade like export and import and earn a lot of foreign currency which helps the country's economic condition to grow even more.

## 1.2 Objective of the Study

General Objectives:

This study is intended for providing me invaluable practical knowledge about banking operation system in Bangladesh. The prime objective of the study is to examine the performance of Pubali Bank Ltd.

Specific Objective :

- To accomplish the partial requisite of BBA program and achieve of good judgment with theoretical base.
- To have a revelation on the banking environment of Bangladesh.
- To review the consumer banking service and operating system of Pubali Bank Ltd.
- To evaluate the factors affecting performance of the Bank.
- To suggest the better ways of enhancing the performance of the Bank.

### **1.3 Scope of the study**

This report covers the organizational overview of the Pubali Bank Ltd, Management and Organizational Structure, functions performed by the Pubali Bank Ltd. It also covers overview of the general banking, identification of problems regarding general banking, of The Pubali Bank Ltd. Principal Branch.

### **1.4 Methodology**

While conducting the study, sources were explored for primary information and data. But hardly any updated data could be found. In the absence of updated information or data dependence on secondary has been inevitable. However, wherever possibly primary data has been used. Data were also collected by interviewing the responsible officers and from some documents & statements printed by the bank and the website of Pubali Bank Ltd.

There have been used some statistical tools and graphical representation to find out different types of analytical results and interpretations.

### **1.5 Sources of Data**

The following sources have been used for the purpose of gathering and collecting data as required.

#### **Primary data**

Practical desk work

Face to face conversation with the officers and clients.

Official record of Pubali Bank Ltd.

Data collection of own supervision.

## **Secondary Data**

Official files and folders.

Working papers

Selected books.

Published and unpublished documents

Website.

## **1.6 Limitation of the study**

The limitation of the study is defined by the extensive of the facts covered by the study and those that left out. However, these limitations can be presented in the following lines:

- The the lack of intellectual thought and analytical ability to make in a perfect one.
- I have to offset with quality due to time constraint, which apparently seems to be the most severe limitation.
- Another limitation of this report in non-availability of the most recent data & information of different activities of Pubali Bank policy of not disclosing some data & information for some reasons, which could be very much useful.

In spite of all these limitations, I have tried to put the best effort as far as possible.

# **Chapter 2: The Organization**

## **2.1 History of Pubali Bank Ltd**

The Bank was initially emerged in the Banking scenario of the then East Pakistan as Eastern Mercantile Bank Limited at the initiative of some Bengali entrepreneurs in the year 1959 under Bank Companies Act 1913. After independence of Bangladesh in 1972 this Bank was nationalized as per policy of the Government and renamed as Pubali Bank. Subsequently due to changed circumstances this Bank was denationalized in the year 1983 as a private bank and renamed as Pubali Bank Limited. The Government of the People's Republic of Bangladesh handed over all assets and liabilities of the then Pubali Bank to the Pubali Bank Limited. Since then Pubali Bank Limited has been rendering all sorts of Commercial Banking services as the largest bank in private sector through its branch network all over the country.



## **2.2 About Pubali Bank Ltd**

Pubali Bank Limited is a scheduled private commercial bank established on May 20, 1984. Licensing no B1/DA/1/84. In exercise of the powers conferred on the Bangladesh Bank under section 28(1) of the banking companies' ordinance 1962 as adopted in Bangladesh Pubali Bank Limited; Bank authorized to open the branch at 26 Dilkusha commercial area (Local Office) P.S Motijheel district Dhaka. Condition mention in this office letter no. BCD(D) 200/42(a)/145. The bank has been widely acclaimed by the business community from small entrepreneurs to large traders and industrial conglomerates within this very short period of time it has been able to create an image for itself and has earned significant reputation in the country's Banking sector as a bank of vision. Presently it has 371 branches in operations Principal branch is one of the big and important branches of Pubali Bank Ltd.

This intended to ensure the trust and confidence of the customers through focused customer's orientation qualities of services and state of art technology.

The company philosophy-A Bank for the 21st century has been precisely the essence of the legend of the Bank success.

## **2.3 Present Status of Pubali Bank Ltd**

Pubali Bank Ltd is one of the largest private sectors Bank in Bangladesh with years of experience. Adaptations of modern technology both in terms of equipment of banking practice ensure efficient service to clients.

## **2.4 Vision of Pubali Bank Ltd**

To excel as best private commercial Bank in Bangladesh with meticulous observance of rules and regulations and commitment to corporate social responsibility.

## **2.5 Mission of Pubali Bank Ltd**

- (A) To get recognition as a dynamic, innovative and customer supportive Bank.
- (B) To maintain continuous & steady growth with utmost transparency and to diversify development of resources.
- (C) To enhance continuous development of information & technology to meet the demand and challenges of the time.

## **2.6 Information Technology in Automation:**

All the 371 branches have been computerized out of which 268 branches have been running successfully with the in-house developed software, PIBS (Pubali Integrated Banking System). Pubali Bank limited has implemented Centralized online Banking system in the year 2008 through its in-house developed software. In the mean time 10 branches in Dhaka, Chittagong and Sylhet have been brought under online banking system and more 40 branches will included during 2009. The remaining branches will brought under online banking system gradually. The bank will also extend services to its customers through internet Banking and mobile phone bank phase wise shortly. The bank has developed Islamic Banking Software and 2 (two) Islamic banking wings will be opened in Dhaka and Sylhet shortly. The bank has entered into the internet world through its website [www.pubalibangla.com](http://www.pubalibangla.com) and has also been operating automated trailer machine (ATM) and Point of sale (POS) services to meet the demand at the time.

## **2.7 Management structure: Organizational Chart of Pubali Bank Ltd**

# **Chapter 3: Job Responsibilities**

First of all I wanted to start of saying my major is Marketing and minor is management, so it was a bit hard for me to find suitable position in Pubali bank since the only marketing they did was bill board advertising, leaflets and door to door sales , which is why my supervisor Md. AtiqulHaque , Principal Officer of Pubali Bank Ltd at Motijheel Corporate Branch, Dhaka had given me a job rotation so that I can learn as much as I can from them and a long with that to help with anything they might require. It would be from bringing printed paper to separating the papers to putting data into the computer. As I wasn't accounting or finance major he did not let me handle high values which is over TK-5 lac. My objective in my assigned job was to experience the real life synergy between the sections and get a grasp into how real life working experience is different compared to what is in books.

# **Chapter 4: Advance Banking and Loan**

## **4.1 Introduction**

Major source of income of a bank is the earning from credit. Borrower selection is the main and prime task of this department. Advancing loans is the primary function of the commercial banks. Without loans country's industrial and commercial development is not possible. Therefore, smooth loan system in banking sector is a catalyst for economic development of a country.

## **4.2 Manager's Concern**

In the process of loan Manager has to ensure three things:

- How to locate purpose
- How to locate security
- How to locate borrower

### **4.2.1 How to locate purpose:**

Manager has to ensure that the loan will generate adequate cash. For that matter the loan should be engaged in productive activities. Such an employment will increase economic activities, promote trade and commerce, create employment avenues and increase movement of goods and flow of cash. This flow of cash is known in the banking concept as cash generation. If there is enough cash generation, funds will automatically flow into the borrowers accounts with the bank and will show a satisfactory turnover in accounts which the lending bank always demands. This is why the manager's speculation should be making the highest cash through the employment of the advances.

### **4.2.2 How to locate security:**

As soon as the evaluation of purpose is done manager will examine and evaluate in the following manner the securities offered by the prospective borrower:

- Security is the source of information on the prospective borrower. If offered are valuable properties like land, building, shares of stocks or pledged goods, these will offer adequate information about the borrower as to his financial position.
- If securities are hypothecated stocks of raw materials for production, these will offer adequate information about the borrower as to his ability or capacity to utilities
- Securities (tangible or intangible) offer a yardstick for measuring the extent of involvement of the borrower himself. The lending bank's investment of funds is a joint venture of the banker and the borrower. The securities offered are the borrower's portion of involvement i.e. his equity or capital. Thus the greater is his involvement, the better for the banks. The borrower in that case will think twice that if the business goes wrong, it is who will suffer most. Thus it will be in his own interest that he will avail and utilize the loan as per agreed stipulations. Thus the best way to safeguard the lending banks interest is, as far as possible to maximize the banks commitment.
- The branch Manager's responsibility as to provide security is also to see how much control he will be in a position to exercise on the entire stocks of the borrower.

#### **4.2.3 How to locate borrower:**

In appraising a loan process, the selection of the prospective borrower is the most vital point. The borrower is the real actor and must be in position to achieve the purpose for which the loan has been requested. In selecting ideal borrower, the branch manager thus assumes the greatest responsibility. Capital is another point to indicate the borrower's position. He should be given loan in proportion to this own investment as working capital. As a general rule a bank should not sanction loan more than the investment of the borrower.

Then the consideration of borrower's capacity - whether the borrower can utilize the funds or not.

To select the ideal borrower the following points have to consider:

- **Branch records:** The manager may have first hand information on a prospective borrower by a reference to his records. The turnover of his financial dealings is reflected in the ledger folios of his branch.
- **Borrower's Record:** The prospective borrower may be advised to submit his books of accounts balance sheet etc. for examination by the manager. These financial tools reflect the position of his assets and liabilities and a fair idea about the capital and capacity of the borrower.

- **Personal Enquires:** As an individual the borrower must be a desirable person in the society. He must have integrity. There are some factors such as the sobriety, the promptness of payment goods habits personality, the ability and the willingness to carry a project

### 4.3 Advance Secured and Unsecured

- **Secured Advance:** Secured advance are those advances which are secured by tangible securities of adequate value over which the bank has either absolute or constructive control in addition to the personal guarantee of the customer.
- **Unsecured Advance:** The advances which are granted to a constituent of undoubted standing and reliability and only in exceptional circumstances and for short period without any tangible security are called unsecured advances.

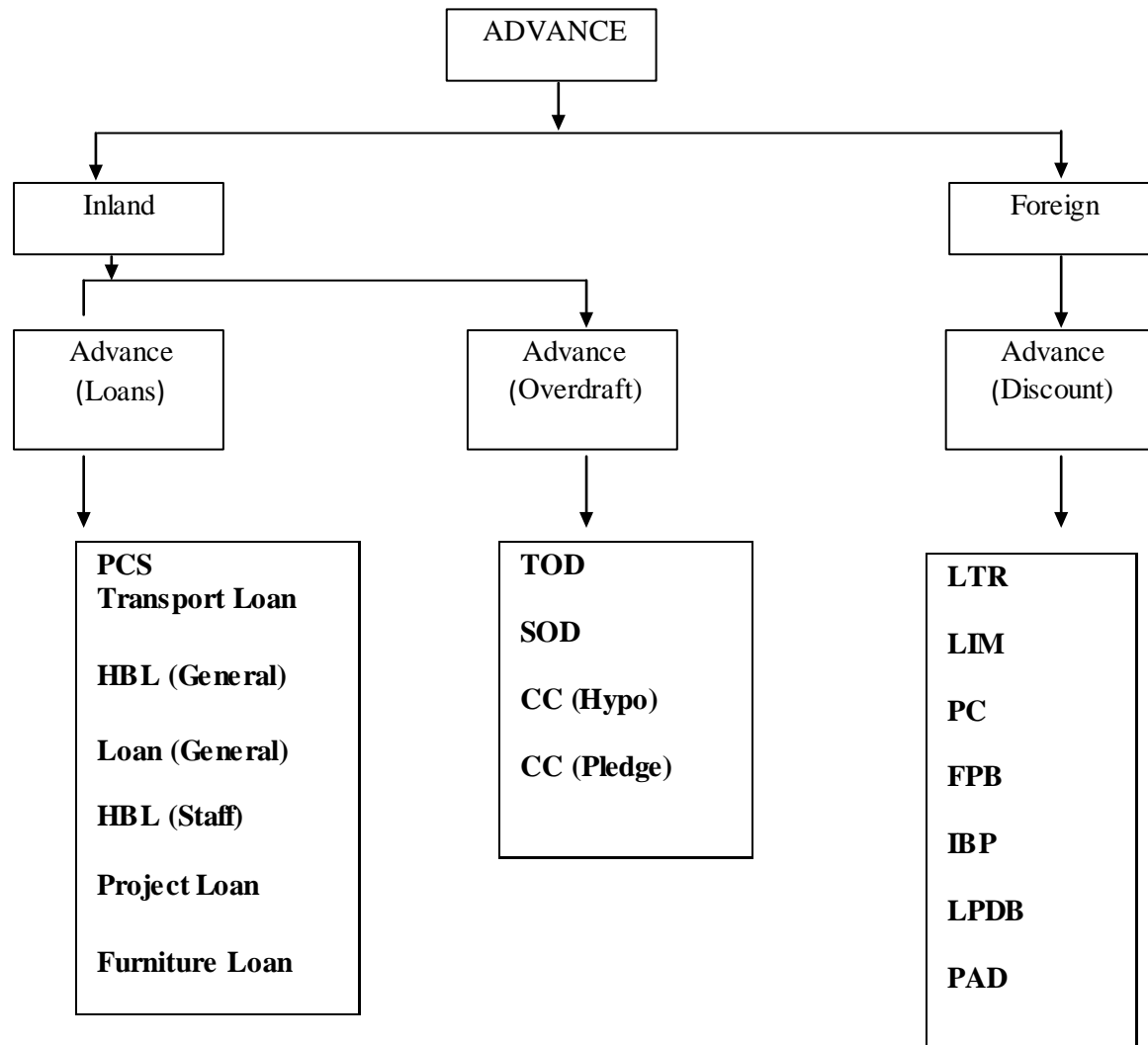
### 4.4 Functions of Advance Department

Ensuring that funds are disbursed only after compliance with terms and conditions or required documents received.

- Make sure that the bank has always valid and current loan documentation.
- Ensuring that the collateral security is adequate at times to support the loans. Keeping the loan documentation under safe custody.
- Ensuring that the bank receives sufficient valid insurance cover whenever required from a recognized insurance company.
- Monitoring the receipt of periodical receivable. Debiting the client for all charges, interest etc.

Maintaining the central liability records for all extensions of credit and balancing the totals with General Ledger.

#### 4.5 LOANS&ADVANCES FLOW CHARTS:



## **Types of Loan**

Pubali Bank Principal Branch has the following loan schemes

- Continuous Loan
- Demand Loan
- Term Loan
- Cash Credit (CC)
- Overdraft (OD)
- Bank Guarantee
- Staff Loan (Pubali Bank Ltd)

### **Continuous Loan**

The limited loans with expiry date of loan payment, which can be transacted without any particular payment schedule, are termed as continuous loan. Following are the various categories:

- Small Enterprise Financing (SEF)
- Consumer Financing (CF)
- Other than SEF and CF

### **Demand Loan**

The loans, which become eligible for payment when demanded by the bank, are termed as demand loan.

If contingent or any other debt becomes forced loan, then those are also termed as demand loan.

Following are the various categories:

- Small Enterprise Financing (SEF)
- Consumer Financing (CF)
- Other than SEF and CF

### **Term Loan**

The loans which are to be paid within limited term with a particular payment schedule are known as term loan.

Following are the various categories:

(a) Term loans up to 5 years

- Small Enterprise Financing (SEF)
- Consumer Financing (Other than HF & LP)
- Housing Finance (HF)

- Loans for Professionals to setup business. (LP)
- Others

(b) Term loan over 5 years

- Small Enterprise Financing (SEF)
- Consumer Financing (Other than HF & LP)
- Housing Finance (HF)
- Loans for Professionals to setup business. (LP)
- Others

### **Short term Agro and Micro Credit**

The short-term loans which are listed in yearly loan disbursement schedule served by the loan department of Bangladesh Bank, are termed as shortterm agricultural loan and micro-credit. The loan given to the agricultural sector for less than 12 months is also included in this category. By short-term loan we mean the loan below Tk 10,000 to be paid within 12 months.

### **Cash Credit (CC)**

- Cash credit is given through the Cash Credit (CC) account.
- Cash credit account is basically a current account, however a little difference exist between them. The distinction between a current account a CC account is that the former is intended to be an account with credit balance and the latter an account for drawing of advances.
- Operation of cash credit is as same as overdraft. The purpose of cash credit is to meet working capital needs of traders, farmers, and industrialists.

### **Over Draft (OD)**

- Overdrafts are those drawings which are allowed by the banker in excess of the balance in the account up to a specified amount for definite period.
- Generally it is given to the businessmen to maintain their business activities.
- Any deposit in the SOD account is treated as repayment of overdraft.

Generally provided against FDR, any primary security etc.

### **Bank Guarantee**

- The bank is very often requested by his customer to issue guarantees on behalf of their party – committing to make an unconditional payment of certain amount of money to the third party, if



the customer (on whose behalf guarantee is given) becomes liable, or creates any loss or damage to the third party.

- It is a contingent liability for the bank and 3% commission is charged for this. After the expiry of the period bank is no longer liable to the third party.

Generally issued by the banker for payment of tender. Paying customs duty, sales tax, insurance premium guarantees are also issued on behalf of the customer.

#### **Staff Loan:**

- STAFF HOUSE BUILDING LOAN – SHBL
  - 120 times of the basic salary is provided as SHBL
  - Bank Rate + 1%, interest is charged to the employee
  - Repayment is adjusted from their monthly salary
  - Repayment is made at equal monthly installment
- STAFF LOAN AGAINST PROVIDENT FUND – SPF
  - 10% of basic is contributed by employee in every month
  - 10% of basic is also contributed to the PF by the Bank
  - Repayment is adjusted from their monthly salary
  - Maximum Sanction from PF

## **4.6 Process of Loan**

### **Application**

Applicant applies for the loan in the prescribed form of the bank describing the types and purpose of loan.

### **Sanction**

- Collecting credit information about the applicant to determine the credit worthiness of the borrower.  
Sources of information
  - Personal Investigation, Confidential Report from other bank, Head Office/Branch/Chamber of Commerce.
  - CIB (Central Information Bureau) report from Central Bank.

- Evaluation of compliance with its lending policy.
- Evaluating the proposed security
- If loan amount exceeds 50 lac then bank goes for LRA Analysis.
- LRA is must for the loan exceeding one core – as ordered by Bangladesh Bank.

If everything is in accordance the loan is sanctioned.

### **Documentation**

- Then the bank prepares a loan proposal containing terms and conditions of loan for approval of H.O. or Manager.
- Takes the necessary papers and signatures from borrower

### **Disbursement**

A loan Account is opened where

Dr customer A/C.

Cr Respective Loan A/C

## **Chapter 5: My focus topic during my internship**

In the pervious chapter I have covered about advance branch and the types , processes , documentation and other parts of loans in Pubali bank ltd. Pubali Bank LTD has loan schemes varying depending on if you need for corporate purpose or normal consumer purpose, each of course varying depending if you are getting loans for machineries to getting loans for personal car. For my topic I will be covering only on consumer loans. Consumer loan in Pubali Bank LTD consists the followings :

## **Consumer Loans:**

### **Personal Loan**

A personal Loan facility for any consumers needs and the features and benefits it has are given below:

- To meet any personal need/demand
- Loan Limit Max Tk. 10 lac or up to 20 times of the net income whichever is lower.
- Repayment Method: EMI, Loan Tenor, : 12 months to 60 months.
- Easy and Fast Processing
- Collateral security is not mandatory up to Tk. 5 lac

### **Car Loan**

This loan scheme is to allow the consumer to purchase a non-commercial new and reconditioned vehicle for personal use only.

- Minimum Income: Monthly net income must be 3 times of loan installment.
- Loan limit will be Tk.15 Lac at max.
- Repayment Method: EMI , Loan Tenor: 0-60 months
- Security/ Collateral
  - Hypothecation over the car (lien mark- Hire Purchase raised in the BRTA and blue book of the car).
  - First party comprehensive insurance of the car (Policy must be renewed every year and copy of the policy must be submitted to the bank)
  - Post datedcheques for each monthly installment
  - One undated cheque for full loan value including full interest to be taken in advance.
  - Personal Guarantee of spouse/parents and an individual having minimum solvency/income not less than that of the borrower supported by income proof.
- Legal Documents
  - Demand Promissory Note
  - DP Note Delivery letter
  - Letter of Undertaking
  - Letter of Hypothecation
  - Personal Guarantee letter
  - Hire Purchase Agreement

### **Pubali Star**

To extend credit facilities to any individual /professionals to meet their personal need/demand for educational expenses, pay for vacations, medical bills, renovation of homes/chambers/offices etc. It has the following features and benefits:

- Loan limit Tk. 1.5 Lac or up to 15 times of the net income whichever is lower.
- Repayment Method: EMI, Loan Tenor: 6-60 months
- Easy and Fast Processing

### **Flat Purchase Loan**

It is a loan given to purchase a flat for residential purpose in a residential/ commercial area having all amenities/facilities like water, electricity etc. the features and benefits it provides are:

- Owner of the property must be the main borrower.
- Loan Size: 70% of the flat value, maximum Tk. 1.20 Crore (which is lower). (Subject to change at Bangladesh Bank's discretion.)
- Repayment Method: EMI, Loan Tenor: (10/12/15/18) Years
- Loan to Price Ratio
- Loan amount can not exceed 50% of the flat price.
- Security/ Collateral
  - Registered mortgage of the flat.
  - Personal guarantee of a respectable man acceptable to the bank.
  - Post dated cheques for each monthly installment
  - One undated cheque for full loan value including full interest to be taken in advance.
- Legal Documents
  - Demand Promissory Note (Joint and single)
  - Upto date non-encumbrance certificate,
  - Memorandum of deposit of title deed, Registered Mortgage,
  - Registered Power of Attorney, Approved plan with authority letter from competent authority.
  - Clearance certificate from developer/seller regarding payment of all dues for handover of possession and other supporting papers and documents. 4 (four) party agreement to be executed.

### **Household Durable Loan**

It is a personal loan scheme that supports purchase of various consumers durable such as television, refrigerator, air conditioner, washing machine, computers, and value.

- Up to 30% of quoted value.
- Loan size: Tk. 3 lac excluding down payment 70%
- Repayment Method: EMI, Loan Tenor: 24 months to 36 months.
- Loan to Price Ratio: Financing 75% (in case of 3 years term) / 80% (in case of 2 years term) of the cost of the item is allowed
  
- Security/ Collateral
  - Hypothecation over purchased assets.
  - Post datedcheques for each monthly installment.
  - One undated cheque for full loan value including full interest to be taken in advance.
  - Personal Guarantee of spouse / parents and an individual having minimum solvency/income not less than that of the borrower supported by income proof.

### **Medical Equipment Loan**

It is a personal loan scheme meant for professionals practicing physician only to support their small-scale purchase of different medical equipment, tools and small machineries for installation at their chamber. It has features and benefits as follows:

- Up to 30% of quoted value.
- Loan Size: Maximum Tk. 10 Lac, excluding down payment 70%.
- Repayment Method: EMI, Max. Loan tenor: 36 months.
- Loan to Price Ratio: Financing 75% of the cost of the item is allowed
- Security/ Collateral
  - Hypothecation over purchased assets.
  - Comprehensive insurance over assets (Policy must be renewed every year and copy of the policy must be submitted to the bank)
  - Post datedcheques for each monthly installment
  - One undated cheque for full loan value including full interest to be taken in advance.

- Personal Guarantee of spouse/parents and an individual having minimum solvency/income not less than that of the borrower supported by income proof.

### **Government Primary School Teacher Loan**

Consumer durables for personal/ family use. Items like television, refrigerator, air conditioner, washing machine, computers, other household furniture etc. It has benefits and features like:

- Up to 6 times of monthly gross salary or maximum Tk. 10 lac, whichever is lower.
- Repayment Method: EMI, Loan Tenor: 36 months
- Loan to Price Ratio: Financing 80% of the cost of the item is allowed.
- Security/ Collateral
  - Hypothecation over purchased assets.
  - Post dated cheques for each monthly installment.
  - One undated cheque for full loan value including full interest to be taken in advance.
- Personal Guarantee of spouse / parents and an individual having minimum solvency / income not less than that of the borrower supported by income proof.

### **ProbashBondhu**

It is to meet up short term financial need of any Bangladeshi individual having family members who are working abroad. The features and benefits are as follows:

- Limit: Tk. 1 lac but not more than 3 times of monthly remittance inflow.
- Repayment Method: 6 equal monthly installment.
- Easy and Fast processing

## **Chapter : 6 Recommendation**

During my internship I had few thoughts I was wondering if they would added these it might increase the efficiency . They are as follows

- Computerize all data so the papers could be kept in lock up and not taken out unless physical proof would be needed.
- Hire 2 personnel at each section , who will be authorized to see to if all document and process are in check and is ready to go to approved in whatever the manner the service would be. This it will lay off the pressure off from the process holders for checking and rechecking the documents and data which would allow them to be more efficient and cover more clients and services then they would have.

## **Chapter : 7 Conclusion**

There are a number of nationalized and foreign banks operating their activities in Bangladesh. The Pubali is one of them. For understanding the consumer loan of Pubali Bank Limited this report can be a guideline.

Bank always contributes towards the economic development of a country. Pubali Bank Limited , compared with other banks are contributing more by investing most of the ir funds in fruitful projects leading to increase in production. It is obvious that right thinking of this bank including establishing a successful network over the country and increasing resources, will be able to play a considerable role in the portfolio of development financing in the developing country like ours.

Pubali Bank Limited continues to play its' leading role in socio-economic development of the country as a companion of Independent Bangladesh. Besides its' traditional function such as deposit mobilization, deployment of fund in trade, commerce, industry, agriculture, import & export business, outward and inward remittance allowed Pubali Bank Limited has emerged as the pioneer of playing key role in the country.

Pubali Bank Limited is a private bank but it has no attractive environment in their branch and the branch I worked in is not fully computerized, even total cash are not properly use when this bank develop their all branch by attractive environment and computerized. The lack of computerization is going to put them in technological disadvantage and later even if they were going to get into computerization they would most probably need to learn from scrape where as their competitor would be upgrading then. This lack also slow downs processes of finding the information which might be needed. This does remove any

tempering of data since when they r recorded in the booklet its being supervised by each of the party in hand of the process.