

**INTERNSHIP REPORT**  
**ON**  
**General Banking**  
**Of**  
**Agrani Bank Limited**

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# Letter of Transmittal

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Dear Madam,

With your kind help and instructions, I have prepared my internship report, focusing on the General banking, Agrani Bank Limited.

I have followed the guidelines you given and also tried including the ideas you shared during our discussions. During my internship period, I have come to learn a lot about different aspects of the banking industry, particularly of the General Banking Customer Satisfaction of Agrani Bank Limited of Agrani Bank Limited. I thank you very much for letting me have the opportunity to work on my internship report and really hope to meet your expectations and standards.

Sincerely yours,

Farzana Yasmin

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# Acknowledgements

A report book that requires a lot of information from various concerns is not the work of its authors or preparers only. To prepare a report by collecting the data of many kinds or groups is to depend upon many people and institutions concerned. It is my pleasure to get the opportunity to do my internship report on General Banking and Customer Satisfaction of Agrani Bank Limited. I express my cordial gratitude to the lecturer of the department of Business Administration, of BRAC University for guiding me in the analyzing and preparing this report by providing all kinds of recent updated information which make the report an excellent one. Finally, I like to thank those people who helped me directly and indirectly to collect the necessary data and information to complete the internship report.

## Executive Summary

The flows of business has crossed its limits set decades back and have presented solid thought processes of societal well-creatures in administering business and guardian obligations. The twist of globalization has likewise touched Bangladesh and Agrani Bank Limited is being entwined into the mind of neighborhood organizations. In any case, the change procedure is moderate and just in its earliest stages due to not having the best possible acknowledgment at the senior expert positions or the board. The meaning of managing an account when all is said in done terms, the business action of tolerating and protecting cash possessed by different people and substances, and after that loaning out this cash to gain a benefit. The review of ABL in Bangladesh gives a superior perspective of how managing an account engagement are being organized and whether managing an account activities are home developed inside associations or being joined forces with other specific elements. A bank official recommended that keeping money has been taken one stage up at our association. We call it manageability and every financial balance holder is moreover being judged whether he/she is dependable to lead business with this bank or not. Beginning in 1995, the organization arrangement is to have a maintainability reserve of 0.75% of net benefits to demonstrate their duty to managing a CSR activity. In this report, I have picked Agrani Bank Limited as a specimen. In this report I have dissected and discover the reasons of scattering of advance and progress.

# Table of Contents

<b>CHAPTER - 1</b> .....	1
<b>INTRODUCTION</b> .....	1
<b>1.1 Background of the Report</b> .....	1
<b>1.2 Objective of the Report</b> .....	1
<b>1.3 Scope of the Report</b> .....	2
<b>1.4 Methodology of the Study</b> .....	3
<b>1.5 Limitations of the Study</b> .....	12
<b>Chapter - 2</b> .....	13
<b>OVERVIEW OF AGRANI BANK LIMITED</b> .....	13
<b>2.1 Introduction of Agrani Bank Limited</b> .....	13
<b>2.2 History of Agrani Bank Limited</b> .....	13
<b>2.3 Products and services of Agrani bank</b> .....	14
<b>2.4 Vision, Mission, Values and Motto</b> .....	17
<b>2.5 Strategic Objectives of the Bank</b> .....	17
<b>2.6 Ethical Standards</b> .....	18
<b>2.7 Slogan of Agrani Bank Limited</b> .....	18
<b>2.8 Product and Services of Agrani Bank Limited.</b> .....	19
<b>2.9 Difference between Government Bank and Private Bank</b> .....	20
<b>CHAPTER - 3</b> .....	21
<b>General Banking Facilities of ABL</b> .....	21
<b>3.1 Introduction</b> .....	21
<b>3.2 Functions of General Banking</b> .....	21
<b>3.3 SECTIONS OF GENERAL BANKING</b> .....	22
<b>3.3.1 Account Opening Section:</b> .....	22
<b>3.3.2 DEPOSIT</b> .....	26
Fixed Deposit.....	32
Interest Rate .....	32
3Months to less than 6 Months .....	32

<b>Documents needed for different types of account:</b> When anyone comes to open an account he has to submit some documents to the banker. Different types of document needs for different customer. Some common documents require for all types of account are: .....	34
<b>3.3.3 REMITTENCE SECTION</b> .....	39
<b>3.3.4 CLEARING AND TRANSFERING</b> .....	41
<b>3.3.5 Accounts section</b> .....	47
<b>Chapter 4</b> .....	49
<b>Other General Banking Facilities</b> .....	49
<b>4.1 Islamic Banking</b> .....	49
<b>4.2 Investment Products</b> .....	50
<b>4.3 Value added services</b> .....	51
<b>Locker service:</b> .....	51
<b>Agency services:</b> .....	52
<b>Inland Remittance</b> .....	54
<b>Chapter 5</b> .....	43
<b>Internship Experience</b> .....	56
<b>Chapter 6</b> .....	57
<b>Findings</b> .....	57
<b>Chapter 7</b> .....	58
<b>Conclusion and Recommendation</b> .....	58
<b>6.1 Conclusion</b> .....	58
<b>6.2 Recommendation</b> .....	59
<b>Bibliography</b> .....	61

# CHAPTER - 1

## INTRODUCTION

### 1.1 Background of the Report

Each and every BBA students get an opportunity to experience practical introduction in any organization for couple of months with the goal that they can understand how an organization functions in viable world. This report is set up for the entry level position program comprising of a noteworthy inside and out investigation of the aggregate managing an account business of Agrani Bank Limited.

For each student who is going to graduate having reasonable learning is an absolute necessity to have the capacity to apply his or her hypothetical insight. The reason for this is to give them presentation in the authoritative work circumstance and give opportunities to execute classroom learning in certifiable where it makes a difference. There are contrasts between assumption that we learn and the practical life. Temporary job program is a framework through which a prospective graduate can become accustomed them with the practical circumstance through the utilization of hypothetical information into real life, the opening between these two can be topped off through the entry level position methodology. The program consists of three phases:

- a) The orientation of the Intern with the organization, its function and performance.
- b) The project work pertaining to a particular problem or problems matching with the Intern's area of specialization and organizational requirement.
- c) The report writing to summarize the Intern's analysis, findings and achievements in the proceeding of the followings.

### 1.2 Objective of the Report

The report has two objectives:

- a) Primary Objective
- b) Secondary Objective

### **Primary Objectives:**

The general objective of this report is to discover the customer satisfaction on the provided service of Agrani Bank Limited. The primary goal is to know whether the customers of this bank are satisfied with what they are getting from the organization. Whether they have any disappointment hidden into their mind that can prevent the general performance of the organization and discover compelling measures to facilitate those elements emphatically to get together the ideal objective of the bank.

### **Secondary Objectives:**

1. To think about operational activities of Agrani Bank Limited and to figure out the current situation of the bank.
2. Knowing about customer's expectation
3. Measuring customer's dissatisfaction level
4. Suggesting probable measures in order to solve the identified problems

## **1.3 Scope of the Report**

Amin Court Branch office, a different division of ABL. is used as sources of information.

-The report mainly focuses the service to the customers especially the Perception of the customers of Agrani Bank Ltd.

-Overview of Banking in Bangladesh.

-Organizational Structure and Financial Service of Agrani Bank Ltd.

This report has been prepared though general discussion with Bank employees and also with the customers.



## 1.4 Methodology of the Study

### a) Research Design

Exploratory research is a kind of research led for an issue that has not been unmistakably characterized. Exploratory research decides the best research outline, information gathering strategy and choice of subjects. It ought to reach conclusive inferences just with extraordinary alert. Given its central nature, exploratory research regularly presumes that an apparent issue does not really exist.

Exploratory research frequently depends on optional research, for example, looking into accessible writing as well as information, or subjective methodologies, for example, casual discourses with customers, representatives, administration or contenders, and more formal methodologies through inside and out meeting.

### b) Data Collection Method

**Detail interview:** During the research, I conducted thoroughly interviews with employees and customers of Agrani Bank Ltd.

**Survey:** I additionally outlined a structure and unstructured survey for the clients of Agrani Bank. This structured questionnaire was the major tools of this research project.

### c) Data Sources

The information and data for this report will be collected from both the primary and secondary sources.

#### 1. Primary Sources:

- Face-to-face interview with the respective officers and stuffs of different section of the Branch.
- Official records of ABL
- Relevant field study as provided by the concerned officer
- Questionnaire

## **2. Secondary Sources:**

- Annual report of Agrani Bank Limited
- Different manuals and publications of Agrani Bank Limited
- Different manuals and publications of Bangladesh Bank.
- Official web site of ABL.

### **Target Group:**

Individual Customer's of Agrani Bank Ltd.

## **Questionnaire analysis:**

Here the estimation of the Model is said by utilizing five point liker scale for measuring both client desires and observations which is considered as the weight. Here, the average scores of Agrani Bank Limited are on the basis of questionnaire rating from 1-5. Questionnaire rating:

Strongly agree=5

Agree=4

Average=3

Disagree=2

Strongly disagree= 1

**1. ABL keeps you updated about their service-**

Satisfaction score	Number of customer	Percentage (%)
5	6	30%
4	2	10%
3	8	40%
2	1	5%
1	3	15%

From the graph we can see that majority of the respondents are neutral about ABL service updating to their customer. 30% customers are highly satisfied, 10% customers are satisfied, 40% customers are neutral, 5% customers are negative and 15% are disagreeing with this statement.

**2. The staff gives you quick service-**

Satisfaction score	Number of customer	Percentage (%)
5	4	20%
4	5	25%
3	3	15%

2	5	25%
1	3	15%

Here, percentage shows that 20% customer are highly satisfied with their service,25% are satisfied whereas 15% customers are neutral,25% are dissatisfied and 15%are highly dissatisfied with the provided service.

### 3. The employees always ready to help you-

Satisfaction score	Number of customer	Percentage (%)
5	4	20%
4	7	35%
3	1	5%
2	3	15%
1	5	25%

The chart shows that maximum customers (35%) are agreeing with this statement as well as 20% are highly satisfied, 5% are indifferent, 15% are dissatisfied and 25% are highly dissatisfied with the employee's services.

#### 4. Behavior of ABL's employee is satisfactory-

Satisfaction score	Number of customer	Percentage (%)
5	8	40%
4	4	20%
3	5	25%
2	1	5%
1	2	10%

Here,40% customers are highly satisfied with the employee's behavior,20% are satisfied,25% customers are neutral,5% are not satisfied and 10% are highly dissatisfied.

### 5. You feel safe in your transaction with Agrani Bank Limited-

Satisfaction score	Number of customer	Percentage (%)
5	15	75%
4	2	10%
3	3	15%
2	0	0
1	0	0

In money transaction issue, safety is one of the major questions that the clients are more worry about. Agrani Bank limited ensure that customers are safe in transaction .Analyzing the data I have found that here transaction systems are good enough “this complement is agreed by 75% highly satisfy, and 10% satisfy, 15% are no comments in this statement.

### 6. Agrani Bank’s interior decoration is visually appealing

Satisfaction score	Number of customer	Percentage (%)
5	5	25%
4	6	30%

3	7	35%
2	1	5%
1	1	5%

From the graph we see that ABL uses interior decoration but majority of the respondents are indifferent. 25% customers are highly satisfied, 30% customers are satisfied 35% customers are indifferent as well as 5% customers are disagreeing and 5% are highly disagreeing with this statement.

#### 7. Uses modern technology to serve customers-

Satisfaction score	Number of customer	Percentage (%)
5	12	60%
4	3	15%
3	5	25%
2	0	0
1	0	0

Agrani Bank Limited uses high quality modern technology, because they manage their transaction more than over 143 countries. That's why customers are glad for taking these types

of service except lack of ATMs availability. Where highly satisfied and satisfaction level which is 60% and 15%, 25% customers are indifferent.

**8. ABL provides errorless account service-**

Satisfaction score	Number of customer	Percentage (%)
5	17	85%
4	1	5%
3	1	5%
2	0	0
1	1	5%

Here we can see that the employees of ABL are very much cautious about providing error free service. Analyzing the questionnaire, 85% of the customers are agreeing with this statement.5% are satisfied,5% are neutral and 5% of them are dissatisfied about ABL’s account service.

**9. Employees understand your specific needs-**

Satisfaction score	Number of customer	Percentage (%)
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5	16	80%
4	1	5%
3	2	10%
2	1	5%
1	0	0

The analysis result shows that employees understand the customer’s needs. Maximum portion of customer (80%) are highly satisfied,5% are satisfied,10% are neutral and 5%are dissatisfied.

**10. All employees are well trained-**

Satisfaction score	Number of customer	Percentage (%)
5	2	10%
4	4	20%
3	6	30%
2	3	15%

1	5	25%
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In this statement,30%people are neutral,10% are highly satisfied,20% are satisfied,15% dissatisfied and 25% are highly dissatisfied.

### 1.5 Limitations of the Study

The target of this review is to gain genuine useful involvement in Banking System. It requires long time to get to the genuine experience. Time impediment is the principle compel in this regard. The absence of accessible of information is another barrier. Most extreme of banking activity are practical. Simply perusing the manual is insufficient. To acquire such practical understanding, it requires working with those events.

- Time problem
- Employees are very busy to get their attention
- During the interview, there were few non co-operations from a section of the respondents, which were obvious. Indecision and refusal of the respondents caused one of the major limitations.
- Another main limitation of the study is insufficient access to data, which has hampered the extent of investigation required for the study. I could not use some important confidential information of ABL because those may be very sensitive for the country and overall Banking operation of Bangladesh as ABL is a Government Bank. So, I could not use this confidential information in this report.
- Since a very few the bank personals have accurate knowledge, many of official can't provide a good briefing to me.
- Another problem is that it creates a lot of confusions regarding verification of data in case of interview from more than one person.

- I carried out such a study for the first time, so inexperience is one of the main constraints of the study.

## **Chapter - 2**

### **OVERVIEW OF AGRANI BANK LIMITED**

#### **2.1 Introduction of Agrani Bank Limited**

Agrani Bank Limited, a leading commercial bank with 930 branches strategically located in almost all the commercial areas throughout Bangladesh, overseas Exchange Houses and hundreds of overseas Correspondents, came into being as a Public Limited Company on May 17, 2007 with a view to take over the business, assets, liabilities, rights and obligations of the Agrani Bank which emerged as a nationalized commercial bank in 1972 immediately after the emergence of Bangladesh as an independent state. Agrani Bank Limited started functioning as a going concern basis through a Vendors Agreement signed between the ministry of finance, Government of the People's Republic of Bangladesh on behalf of the former Agrani Bank and the Board of Directors of Agrani Bank Limited on November 15, 2007 with retrospective effect from 01 July, 2007.

Agrani Bank Limited is governed by a Board of Directors consisting of 12 (twelve) members headed by a Chairman. The Bank is headed by the Managing Director & Chief Executive Officer; Managing Director is assisted by Deputy Managing Directors and General Managers. The bank has 11 Circle offices, 25 Divisions in head office, 62 zonal offices and 930 branches including 27 corporate and 40 AD (authorized dealer) branches. (Agrani Bank Limited, 2017)

#### **2.2 History of Agrani Bank Limited**

Agrani bank, in pursuance of Bangladesh banks (nationalization) order 1972 (P.O. No-26 of 1972) came into being in 1971 taking over the assets and liabilities of the east while Habib bank ltd. And commerce bank ltd. Functioning in the then East Pakistan. The bank started operation with 249 branches with its head office in Dhaka. In principle, it changed its motto from class banking to mass banking. As there had been poor banking structure and it failed to build sound banking infrastructure by local entrepreneurs before independence and the newly born independent country was down with enormous economic problem, the new govt. Agrani Bank

being one of the largest nationalized commercial bank must shoulder the responsibility of expanding its network in rural area. Presently bank has its 561 branches out of total 891 branches located in rural areas implementing as many as 29 programs targeting rural people. During my internship at Agrani Bank Ltd, I was placed in the Principal Branch under Head office of ABL. I enjoyed my total working with the young, skilled & professional employees and earn my knowledge regarding financial and non-financial performance of Agrani Bank Ltd. Bangladesh. (financial-portal.com, 2017)

## **2.3 Products and services of Agrani bank**

The services and products of Agrani Bank are possible to classify in the following broad divisions:

- Personal
- Corporate
- Business
- Agri & Rural
- SME
- Merchant
- NRB
- Islami

Let's have a look deeper into each of them.

### **Personal Banking**

Personal banking products are Deposit, Loan and Card services offered by ABL. Deposit services are Savings bank account, fixed deposit receipt, Pension sanchay scheme. These schemes enhance small savings of limited income people to be accumulated.

Loan products at personal level are Home loan, Consumer loan, and Advance against salary. These programs help to achieve your dreams just in time and at a minimum effort.

Agrani Bank presents Debit card for the clients sharing a network with other four renowned banks of the country. Fees for the card are nominal. You may have a debit card from ABL and enjoy a life free from any tension of carrying cash.

## **Corporate Banking**

Agrani Bank provide deposit services like Current account and Fixed deposit for its corporate clients. On the other hand it arranges funds through syndication of banks for big, corporate projects. Thus the bank is contributing to uplift the national economy to a higher level.

## **Business support**

With a view to building up a fund of Tk. 500 crore for financing industrial projects, ABL introduced Agrani Bank Shilpa Unnayan Bond in 1999. There are two types of bonds, 5 and 7 years. The lowest denomination is Tk. 50,000 and highest one is of Tk. 500,000. Interest rate is good enough to attract people.

Major credit Schemes for business people are Industrial Credit, Trade Finance, Import Finance and Export Finance. If you are a deserving candidate for any of them, or you need any documentary support from Agrani Bank, you may pay a visit to any branch of ABL.

## **Agri & Rural Banking**

Now bottom line farmers may have a bank account depositing Tk.10 only. Agrani Bank provides this service to rural Bangladesh. Young generation intending to go abroad for jobs may have loan for their air tickets and other expenses against nominal securities.

Other rural economic activities are also supported by Agrani Bank credit programs. The areas addressed are Cultivation (flower and others), Fisheries, and Poultry, Purchasing Agri and irrigation machinery and ploughing animals. So it can be said that ABL is working to promote economic growth of Bangladesh from the very grass root level which is 80% of national economy.

## **SME Banking**

Small and medium enterprise of the country is one of the deserving sectors for financial support. Agrani Bank justifiably provide credit to them under different schemes. ABL launched a joint venture program named Small Enterprise Development Program (SEDP) with NORAD, a Norwegian agency in 1995. This program was implemented in greater Mymensingh and Faridpur

districts. The target fields were rice mill, oil mill, and nursery, repairing shops, fishery, weaving and many more.

The bank is presenting micro credit and other supports to land less day labor for alleviation of poverty by generating employment. Agrani Bank had designed some programs in collaboration with other agencies. One such program is Employment Generation Project for Rural Poor (EGPRP). This program was launched in 1995.

All these programs are very much favorable to the micro enterprises and the poor. Terms and conditions are also customer friendly and easy to follow.

### **Banking for NRBs**

Nonresident Bangladeshis now get banking facility through Agrani Bank. They may have an account in taka, they may invest in Dollar Bonds. They are also allowed to have an F/C account. If you are one of them you can avail these opportunities. Your nominees are also entitled for these scopes.

### **Merchant Banking**

The merchant banking unit of Agrani Bank was turned into a subsidiary entity in 2009 and named as Agrani Equity & Investment Limited. This unit serves Issue management, Underwriting and Portfolio management functions.

### **Islami Banking**

Among the nationalized banks Agrani was the first to introduce Islami Banking service. Agrani Bank provides completely interest free Shariah based banking to the clients. Deposit services offer interest free profit in compliance with Shariah. If you desire to get Islami banking service you are welcome at its Islami banking unit in its H/Q.

Agrani Bank, as per its slogan, is always beside the people in their struggle to come up with sustainable economic growth for themselves and for the nation.

## **2.4 Vision, Mission, Values and Motto**

To become the best leading state owned commercial bank of Bangladesh operating at international level of efficiency, quality, and sound management customer service and strong liquidity. (Banking employees are very busy sometimes it seems, 2017)

### **Vision of ABL:**

To become the best leading state owned commercial bank of Bangladesh operating at international level of efficiency, quality, sound management, customer service and strong liquidity.

### **Mission of ABL:**

To operate ethically and fairly within the stringent framework set by our regulators and to assimilate ideas and lessons from best practices to improve our business policies and procedures to the benefit of our customers and employees.

### **Values**

We value in integrity, transparency, accountability, dignity, diversity, growth and professionalism to provide high level of service to all our customers and stakeholders inside and outside the country.

### **Motto**

To adopt and adapt modern approaches to stand supreme in the banking arena of Bangladesh with global presence.

## **2.5 Strategic Objectives of the Bank**

- Winning at least 6.50 percent share of deposits and 5.50 percent share of loans and advance of Bangladesh market.
- Gaining competitive advantage by lowering overall cost compared to that of competitors.
- Overtaking competitors by proving quality customer service.
- Achieving technological leadership among the peer group.

- Strengthening the Bank’s brand recognition.
- Contributing towards the economic well-being of the country by focusing particularly on SME and agricultural Sectors.
- Strengthening research capability for innovative products. (Annual Financial Report, 2017)

## 2.6 Ethical Standards

- **Be Trustworthy:** We believe in mutual trust and treat our customers in a way so that they can trust us.
- **Keep an Open Mind:** For continuous improvement of our Bank we keep our minds open to new ideas. We seek opinions and feedback from both customers and team members through which our Bank will continue to grow.
- **Meet Obligations:** Regardless of the circumstances, we do everything to gain the trust and confidence of customers and clients by honoring our commitments and obligations.
- **Be Transparent:** We are transparent in our dealings with customers and all stakeholders. We ensure transparency by furnishing information through print and electronic media as well as in Bank’s website, journals and reports.
- **Be involved with the Community:** We remain involved in community-related issues and activities, thereby demonstrating that our business is socially responsible.
- **Be Respectful:** We treat all stakeholders with most extreme regard and politeness paying little heed to contrasts, positions, titles, ages, or different sorts of qualifications.
- **Be Environment Conscious:** We provide industrial financing decorously to keep the environment free from pollution and health hazard. We also ensure setting up ETP before installation of industries to keep environment safe. We are pro-active and foresighted for green office and green economy. (Annual Financial Report, 2017)

## 2.7 Slogan of Agrani Bank Limited

The Slogan of Agrani Bank Limited is “Committed to serve the nation”





## **2.8 Product and Services of Agrani Bank Limited.**

### 1) Deposit

- Taka Account
- Foreign Currency Account

### 2) Loans and Advances

- Continuous Loan
- Term Loan
- Rural and Agro Credit
- Small and Medium Enterprise Loan

### 3) Treasury

- Money Market
- Foreign Exchange Market

### 4) Letter of Credit

### 5) Letter of Guarantee

### 6) Other Foreign Exchange Service

### 7) Cash Service

### 8) Fund Transfer

### 9) Value Added Service

### 10) Islamic Banking Service

- Deposit
- Investment

## 2.9 Difference between Government Bank and Private Bank

- Private sector banks are owned by the private lenders. The private banks are likewise overseen and controlled by private promoters and these promoters are allowed to work as indicated by the market forces.
- The interest rates of private banks are for the most part slight expensive when contrasted with open area banks. Managing an account has been started as private keeping money. By and large, the private banks are looked as an expansive association with worldwide operations. A private bank may have retail managing an account office for their customers. They are known for better client administrations and speculation openings. Shareholders of the private banks for the most part look for fleeting benefits as their most noteworthy need. The private banks are known for being all around outfitted with a wide range of contemporary devices and procedures.
- Government holds a noteworthy partake out in the open division banks and along these lines, critical choices are made by the administration. The choices are for the most part in light of a legitimate concern for the general population. Their principle point is to do the saving money exercises that take into account every one of the areas of the general public. Then again, a private bank for the most part spotlights on fleeting premium. These banks don't have much impedence of the legislature however in the meantime these banks do not have the authoritative support of the administration. To maintain in the aggressive keeping money area, the private part banks have been utilizing the best and most recent software's.
- A government bank is formed by taking a bank and its assets into the public ownership.
- The national government of the nation holds the responsibility for banks. In nationalized banks the administration controls the bank. This could allude to taking control of people in general shares, change in administration and new corporate procedure. This is a typical practice in the nations of the west, where it is utilized as a crisis strategy to help the banks amid harsh circumstances.
- Government is where larger part of the stake in the shareholders that more than 50% of the stake is held by them.
- It is seen that majority of the stake is owned by private shareholders private banks.
- Fees and services of private banks have improved names by giving administration. Be that as it may, they charge for additional administrations they gave by them. Then again,

government banks charges and administrations are less, for example, on adjust upkeep. A considerable measure of government banks are as yet grabbing in the administrations.

## **CHAPTER - 3**

### **General Banking Facilities of ABL**

#### **3.1 Introduction**

Out of three major sections General Banking is important one. General banking is the heart of total banking system. Through this section bank has to receive and disburse money, to develop banker customer relationship by opening different types of account and providing prompt services to the customers. This department collects money from the depositor and uses these deposits to earn profit.

Out of three noteworthy areas General Banking is the most important one. General managing an account is the heart of aggregate saving money framework. Through this bank section needs to receive and disburse money, to create banker client relationship by opening diverse sorts of account and giving brief services to the clients. This division gathers cash from the investors and utilizes these deposits to acquire benefit.

#### **3.2 Functions of General Banking**

The functions of general banking department of Agrani Bank Ltd. are as follows:

1. Maintenance of Deposit A/Cs:  
Saving accounts/ Current accounts/cash credit deposits/Fixed deposits/short term deposits/margin deposits/Bond deposits/F.C. Bond deposits.
2. Receipts & payment of cash.

3. Handling transfer transactions.
4. Operations of clearing house.
5. Maintenance of accounts with Bangladesh Bank & other banks.
6. Collection of Cheques & Bills.
7. Issue and payment of Demand Drafts, Telegraphic Transfers and payment orders.
8. Executing customers standing Instructions.
9. Maintenance of safe Deposit Lockers.
10. Maintenance of Internal Accounts of the banks.
11. Reporting to head office about daily position.
12. Saving all transaction record in computer.
13. Closing and transfer of different types of accounts.

### **3.3 SECTIONS OF GENERAL BANKING**

During my practical orientation in Agrani Bank Ltd, Amin Court Branch, Dhaka, it came to the observation that general banking section is divided with the following areas.

These are:

- Account opening section
- Deposit section
- Remittance section
- Bills and clearing section
- Cash section
- Mail receive and dispatch section
- Accounts Section

#### **3.3.1 Account Opening Section:**

One of the vital sections under general Banking is the account opening section. Banker customer relationship begins through this section. Various tasks are performed in this section. Such as:

- Opening of different types of account.

- Issue of checkbook.
- Transfer and closing of account.
- Enquiry of account.

### **Procedure for opening an account**

Major information's are essential for recognizable proof of the account holders individually so that Banker can release his commitments to each one correctly and to the extent due. Following are the client must complete the formalities:

- Application on the prescribed form
- Recent photographs (2 copies)
- Introduction by an account holder
- Recording of specimen signature in the specimen card.
- Mention nominee on the prescribed form.
- Recent nominee's photograph (one copy)

### **Classification of account**

- Saving Account (**SB**).
- Current Account (**CD**).
- Short Term Deposit (**STD**).
- Fixed Deposit Receipt (**FDR**).
- Monthly Savings Scheme (**MSS**).

### **OPENING VARIOUS TYPE OF ACCOUNT:**

#### **A. Individual/Joint**

- Two copies of photograph of the Account holder(s) person(s) who will operate the account.

#### **B. Proprietorship Firm**

- Two copies of photograph of the Account holder (s) person(s) who will operate the account.
- Certified copy of Valid Trade License.
- Seal must be used.

### **C. Partnership Firm**

- Two copies of photograph of the Account holder(s) person(s) who will operate the account
- Certified copy of Valid Trade License.
- Certified copy of Partnership Deed duly signed by all the Partners.
- Partnership Account Agreement (Draft enclosed)

### **D. Limited Company:**

- Two copies photograph of the Account holder(s) / person(s) who will operate the account.
- Certified copy of the Memorandum & Articles of Association.
- Certified copy of certified or incorporation.
- Certified copy of Certified of Commencement of Business (in case of operation of the Accounts (Draft enclosed)

### **E. Club/ Society/ School/ College etc.:**

- Two copies of photograph of the Account holder(s)/ person(s) who will operate the account
- Certified copy of the Memorandum & Articles of Association.
- Certified copy of byelaws & Regulations/ Constitution.
- Certified copy of Resolution for operation & operation of the Account.
- Up-to date List of office Bearers / Governing Body/Managing Committee.

#### **F. Trust**

- Two copies of photograph of the Account holder (s) person (s) who will, operation the account.
- Up-to date List of Members of the Trustee Board.
- Certified copy of Deed of Trust.
- Certified copy of Resolution of the Trustee Board for opening & operation of the Account.

#### **G. Foreigner Currency Account (For Bangladeshi Wage Earners):**

- Photocopy of the first 07 (seven) papers of valid passport.
- Photocopy of Employment contract/ Appointment Letter/ Work Permit.
- Two copies of passport size photograph of each Account holder and nominee attested.

Account holder's photograph shall be attested by introducer if any or by dealing officer; Account holder shall attested photograph of Nominee. If account intended to be opened from abroad all original papers/ document shall be attested by Bangladesh embassy except the photograph of nominee which to the attested by the account holder himself.

## **H. Foreigner Currency AIC (For Foreign National/ Company / Firm):**

- Two copies of photograph of the Account holder for individual and operation of account holder.
- Copies of relevant pages of the passport duly attested by dealing officer for individual and operators of the Account Holder.
- Copy of set-vice contract/ appointment letter/work permit, if any for individual.
- Copies of the Registration in Bangladesh with Board of investment /Bangladesh Bank Foreign Joint Venture Firm.
- Copies of the Memorandum of association. Articles of association, laws, Byelaws, etc. Or Joint Venture Agreement for Joint Venture Company/Foreign Company.
- In case of partnership copy of the Partnership Deed duly attested.

### **Note:**

1. Introducer must.
2. All Original Documents shall be verified by Dealing Officer.

## **3.3.2 DEPOSIT**

### **Deposit Products of Agrani Bank Ltd.**





- Current a/c may be individual, joint/ partnership or can be formed any name. It provides overdraft facility.
- It also provides facilities like collection of checks, transfer of money, rendering agency and general utility services.

Sparing records is a financial balance into which individual investment funds are paid. It is intended for the venture of individual investment funds. The bank accounts are generally worked by lower and white collar class individuals in order to m Number of withdrawals over some stretch of time is constrained. The pulling back sum is not to surpass 25% of the aggregate adjust.

### **Savings Deposit:**

Saving accounts is a bank account into which individual investment funds are paid. It is intended for the investment of personal savings. The savings accounts are generally operated by lower and middle class people so as to m Number of withdrawals over a period of time is constrained. The withdrawing sum is not to exceed 25% of the total balance.

- This A/C mainly open a person name
- Initial deposit requires opening a savings account is TK.200.
- Minimum balance of taka 200 should maintain in this account.
- Interest rate is 5.5%
- One cannot withdraw money not more than two times in a week.
- To withdraw more than Taka 20000 seven days' notice is required.
- Service charge is not fixed.

### **Meaning of Deposit:**

Deposit is the main part of Bank deposit. It is impossible to imagine a commercial Bank without deposit. It is desirable for every Bank to collect enough deposit, safety of deposit

and free flow of deposit. The money which is collected by a bank from surplus unit money through different account is called deposit. It is noticeable that at once time current deposit is higher than fixed deposit, but with the passes of time this trend not only in Bangladesh but also all over the world is changing and fixed deposit is playing an important role in supplying Bank fund. Requirements for opening a Savings Bank Account

1. Account Opening Form to be duly filled out and submitted to a selected branch of Agrani Bank along with three passport sized copies of the applicant's recent photograph properly confirmed by an introducer who must be an Account Holder of any Branch of Agrani Bank. Attested copy of Bangladesh Passport of the applicant may also serve as an Introducer
2. An initial deposit of Tk. 100/- is required for opening of the A/c.
3. Minimum balance of Tk. 50/- to be maintained in the A/c.
4. A Savings Bank Account may also be opened in the name of a minor whom has to be operated by the minor's guardian.
5. An account in the name of an uneducated individual can likewise be opened which is to be operated by the Account Holder's thumb impression. For each and every transaction of the Account the illiterate Account Holder has to present himself/herself before the concerned Branch officials.
6. All required information as per terms mentioned in the Account Opening Form
7. Interest for the Account is applied in June and December on monthly product basis.
8. An amount of Tk. 20,000/- or 25% of the balance, whichever is lower, can be withdrawn at a time from the account; two withdrawals per week are permissible. Otherwise, the Account is deprived of interest accrued in the month when the permissible provisions are not complied by.

### **Fixed Deposit Account**

Opening a Fixed Deposit Account for different terms with any Branch of Agrani Bank Limited is very simple. Any individual or a group of individuals can step into any Branch of Agrani Bank Limited, fill out a prescribed form, handover cash or easily cashable instrument of any amount and leave the Branch with a Fixed Deposit Receipt. (ABL Fixed Deposit Account, 2017)

### **Farmers' account**

Agrani Bank Ltd, a state-owned commercial bank, took the lead by opening 4,474 farmers' accounts in the week starting from 3rd February, 2011.

### **Debit card**

Agrani Bank Limited has launched Debit card under Q-cash brand shared ATM network system maintained by Information Technology Consultants Limited (ITCL). At present more than 26 banks are the members of this Q-Cash branded shared Network and more than 1200 ATMs are in operation in the network.

#### **Facilities of ATM/DEBIT Card:**

- Cash transactions.
- Balance query.

#### **Annual fee for ATM/DEBIT card**

For Customer:

- Issue fee is TK.250.00
- Renewal fee is TK.250.00
- Replacement fee is TK.250.00
- PIN reissue fee is TK.200.00

For Bank Personnel:

- Issue fee is TK.200.00
- Renewal fee is TK.200.00
- Replacement fee is TK.200.00
- PIN reissue fee is TK.200.00

### **Objectives of Bank Deposit:**

Bank mainly collects deposit from depositor for collection its fund. Besides these, there are some other reasons for mobilizing deposit.

- 1. Collection of Bank fund:** Commercial Bank mobilizes deposit and gives loan to the people. Providing loan, Bank gets interest from the debtor on the other hand to increase such income, Bank provides some interest to the depositor for attracting enough deposit
- 2. Ensure productive investment of the scattered savings of the clients:** It is seen that about every man has a few funds. Banks combine this scattered reserve and contribute in the improvement of the nation.
- 3. Extending the scope of the loan:** The bank extends the scope of the loan by mobilizing deposit. Sometimes bank gives such opportunity that the depositor's deposit which amount, double of that amount is given to the depositor as loan.
- 4. Fulfilling the excess need for money:** By preparing deposit Bank provides overdraft and advances to the customer.
- 5. Social participation:** Bank performs various social activities in favor of clients and institutions.

### **Restrictions:**

Customer cannot withdraw money more than twice in a week. If customers draw money more than 25% of the balance at a time then no interest is given for that month. If interest accrued less than TK. 200/- for six months then no interest is given to customer.

### **Fixed Deposit:**

Fixed deposit accounts are called prime liabilities of a banker, the money is payable in the expiry of a fixed period of time. The expiry time is predetermined by the customer himself. It is specified by the bank.

In this category are included the deposit with the bank for a fixed period which is specified at the time of making the deposit. Such deposits are therefore called fixed deposits or term deposits.

A fixed deposit is repayable on the expiry of a specified period, chosen by the depositor to suit his purpose and to enable him to get back money as and when he needs it. The fixed deposit may be made for 3, 6, 12, 24 or 36 months. As the date of repayment of fixed deposit is determined in advance. The banker need not keep more cash reserves against it and can utilize such amount more profitably. The banker therefore offers higher rate of interest on such deposits the depositor parts with liquidity for a definite period. Fixed deposits have grown in importance and popularity in our country during recent years. When a matured FDR is withdrawn, the principle amount along with the interest amount (deducting 10% tax from the total) is paid to the client. (Agrani Bank Limited, 2017)

<b>Fixed Deposit</b>	<b>Interest Rate</b>
<b>3Months to less than 6 Months</b>	8.50%
6Monthto Less than 12 Month	9.00%
12 Month to Less than 24 Month	9.50%
2 Years And Above	10.0 %
Prime Rate: (Applicable only for Govt. Org)	
6Month to Less than 12	7.50+Prime rate (PR)
Above (12 Month)	General rate + PR

Minimum TK. 5,000 requires to open a fixed deposit account. Service charge TK. 200 realized half yearly on customer's account.

#### **Agrani Bank Ltd Deposit Scheme (ABS)**

Special advantage with this scheme is that after the scheduled period the client can withdraw the full amount or can draw pension on monthly basis. Besides the client can open account in his name in any branch.

**Procedure for operation of Agrani Bank Ltd Deposit Scheme (ABS):**

- The applicant ought to be of least 18 years age and Bangladeshi national.
- The account holder can appoint one or more nominees.
- On the death of the account holder his / her nominee can take out the entire amount of cash. The account holder can change or cancel his nominee through a written notice.
- On the death of the account holder, the nominees will be entitled to withdraw the deposit according to the instruction of the account holder.
- The account becomes inoperable on the death of the account holder.
- The account under this scheme should be opened within the 10<sup>th</sup> day of any month against deposit of the first installment in cash.
- Monthly installment: TK.1000,2000,3000, 4000,5000, 6000,7000, 8000, 9000, 10000
- Tenure: 5 & 10 Years.
- The monthly installment must be paid by the 10<sup>th</sup> day of every month. In case of delay a fine @TK. 2 per day of defaulted installment will be charged and the fine must be paid with the installment.

**Features of the Agrani Bank Ltd Deposit Scheme (ABS)**

<b>Monthly Installment Quantum TK.</b>	<b>Money of the end of 5 years TK.</b>	<b>Money at the end of 10 years TK.</b>
1000	73448	191196
2000	146896	382392
3000	220344	573588
4000	293792	764784
5000	367240	955980
6000	440688	1147176
7000	514136	1338372
8000	567584	1529568

9000	661032	1720764
10000	734480	1911960

Total Amount=Principal amount+Interest+Bonus amount

The money will be paid out on maturity according to the table above, but Tax / Duty and other charges may be adjusted from the amount in the account.

**Documents needed for different types of account:** When anyone comes to open an account he has to submit some documents to the banker. Different types of document needs for different customer. Some common documents require for all types of account are:

- Introduction recommendation.
- Specimen signature card.
- Account opening agreement form.
- Two copies of Photograph of account holder and two copies of nominee (if any).
- Deposit slips book.
- Cheque-book requisition slip.
- Letter of mandate authorizing another person to operate the account on behalf of the account holder.

**Documents Needed for Special Customers**

Document requires for proprietorship business to open an account are:

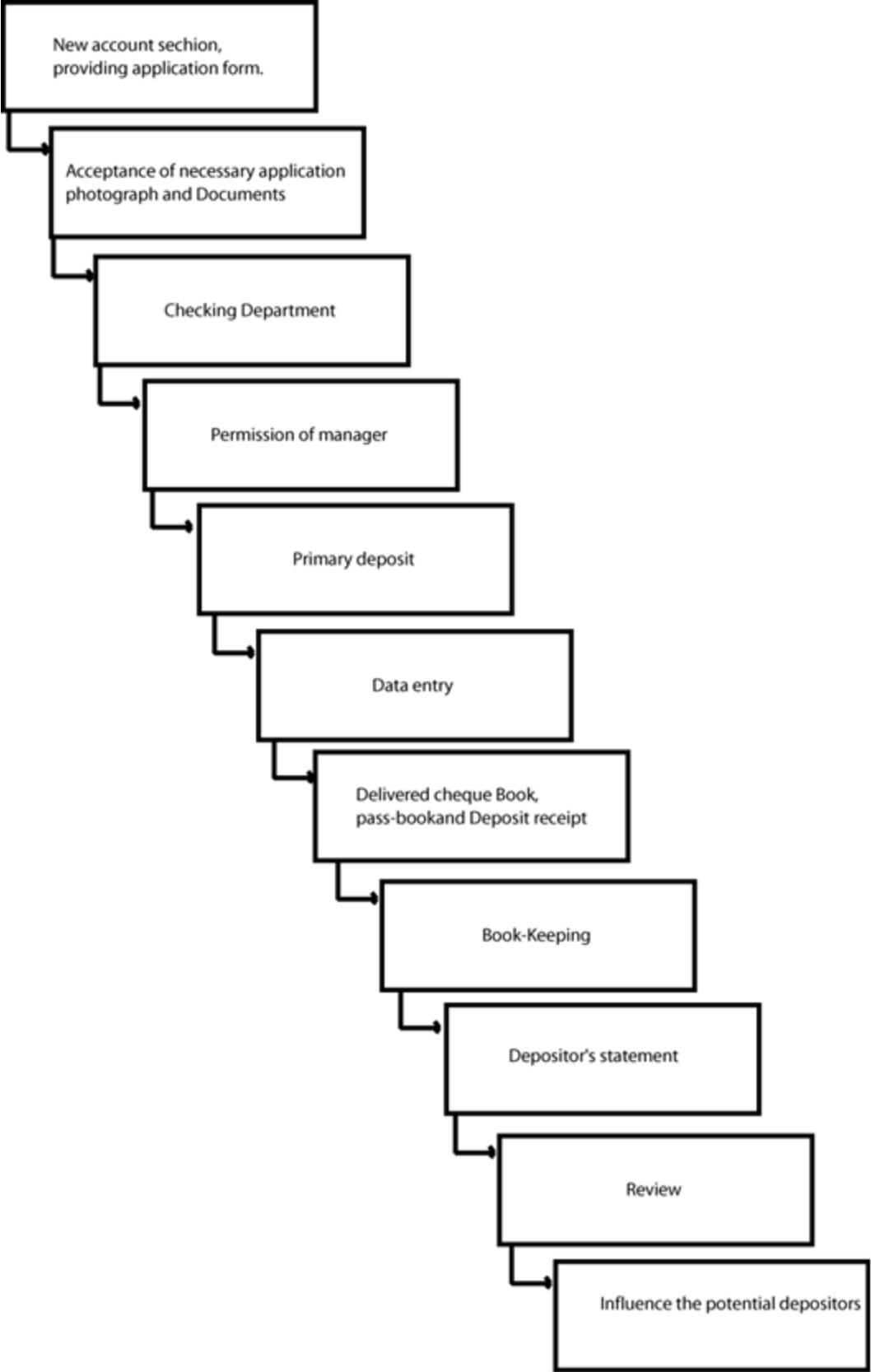
- Introducers with account number.
- Valid trade license from Dhaka City Corporation, Attested copy should be submitted.
- Receipt of Tax revenue copy from Dhaka City Corporation.

**Deposit Processing:**

Deposit processing is related mainly from the beginning of opening account to final result of all types of transaction including the withdrawal activities and Cheque deposit. It is seen that all stages of transaction of a depositor are reflected in the ledger of Bank.

The stage of deposit processing is shown with the figure.





## **Steps of Deposit Processing:**

### **1. New Account Section:**

At the preliminary stage of opening account, this department guide the idea of types of account and the account which is profitable and suitable for him- According to the appropriate account of deposition, this department provide application form with necessary papers.

### **2. Acceptance of necessary Application, Photograph and Documents:**

Fill-up application form with necessary documents, signature card and photographs are collected properly from the depositor.

### **3. Checking Department:**

This department justify the errors and whether any false, information is provided.

### **4. Permission of Manager:**

After checking, if the documents are right, then they are sent to the manager. The manager guide permission to open the accounts by checking documents.

### **5. Deposit Primary Money:**

A minimum amount of money has to be deposited to open a new account. In case of savings account, this amount is Taka 500 and in case of current account, this amount is Tk. 1000.

### **6. Data Entry:**

While opening a new account, against the account and name, an account number is provided to the depositor.

### **7. Delivered Cheque book, pass-book and Deposit Receipt:**

Necessary Cheque book, pass book, deposit receipt are provided to the depositor to record next transaction.

### **8. Book keeping:** Book keeping is done for every deposit account. A page of ledger is allotted for every account where every transaction of depositor is recorded.

### **9. Depositor's statement:** The statement of transaction is provided to the depositor.

### **10. Review:** To know the condition and function of account, bank reviewed the account after some interval and encourages the 'A' category depositor.

## Interest Rate for Different Types of Deposit

S.L. no.	Description of the Deposits	Interest Rate
1	Savings Deposit (SB)	
	I. City Area	4.00%
	II. Rural Area	7.00%
	III. From Foreign Remittance	7.00%
2	Short term deposit (STD)	3.50%
3	Fixed Deposit (FDR)	
	i. 3 months to 6 months	8.50%
	ii. 6 months to 1 years	9.00%
	iii. 1 years to 2 years	9.50%
	iv. 2 years to 3 years	10.00%
4	JBSPS (5 Years)	9.00%
5	DPS	15.00%
6	ABS (10 Years)	9.00%
7	APS (4/6/8/10 Years)	9.00%
8	CBA Fixed deposit	8.00%

## Accounts Maintenance Charge

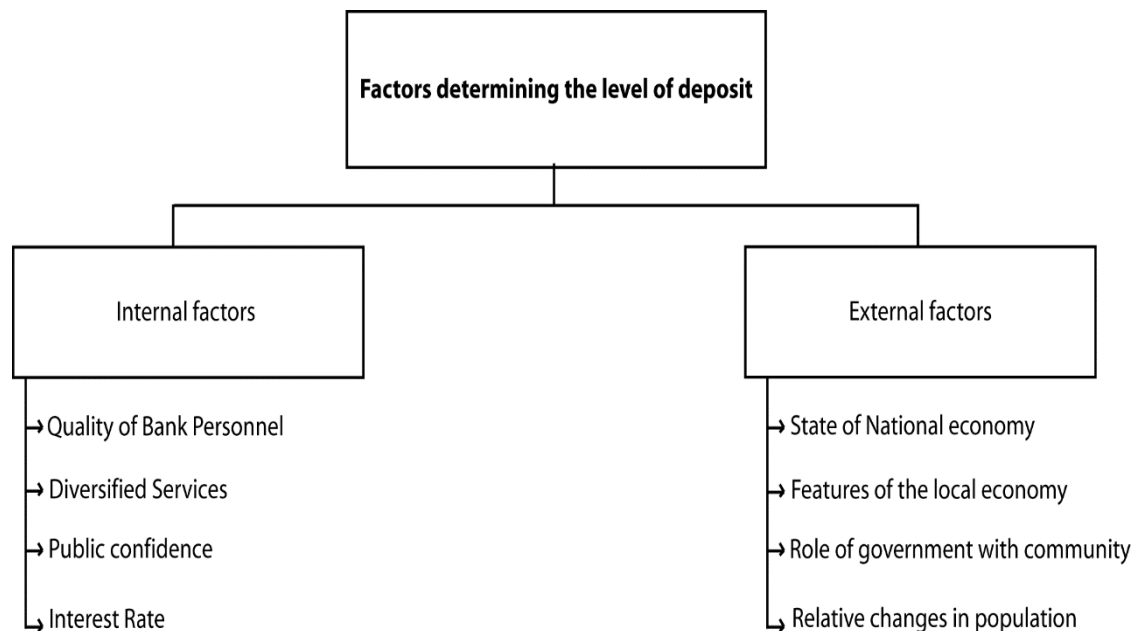
	Scopes	Charge
	CD opening cha. (individual)	50
	CD opening cha. (organization)	150
	CD closing cha. (individual)	300
	CD closing cha. (organization)	150
	SB opening cha.	50
	SB closing cha.	200

	DPS/JBSPS closing before Maturity cha	100
	Solvency certificate (up to 25.00 lac)	200
	Solvency certificate ( 25.00 lac plus)	500

### Factors Determining the Level of Deposit

The position of a bank or branch is indicated on the basis of amount of deposit. On the basis of deposit collection, the bank one categorized at ‘A’, ‘B’ or ‘C’ category.

Private commercial bank attracts depositor by applying different technique. They recruit more qualified and innovative employees by providing more facilities. These employees apply different strategy to attract deposit.

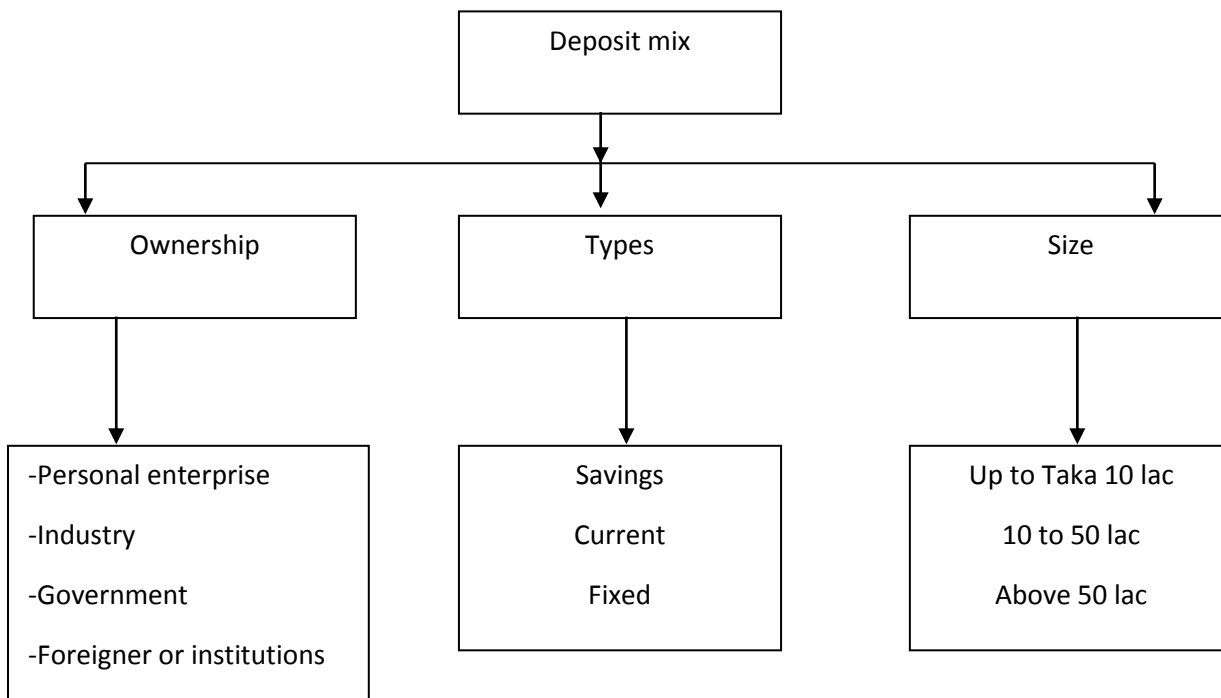


### Deposit Mix:

Deposit mix refers to the different types of deposit. It would be mainly three types. They are

1. Ownership mix of deposit.

2. Types of Deposit mix
3. Size mix of deposits of



The bank mobilized total deposit of Taka 16628 Crore as on 31<sup>st</sup> December, 2009 compared to Taka 14681 Crore in 2008 resulting in a deposit growth of 13.26%. The deposit mix of the bank is shown below:

### 3.3.3 REMITTANCE SECTION

The major function of commercial Banks is mobilization of fund. Other than this, banks provide ancillary services to its clients. Clients need to remit money from one place to another for their business or other purposes. Banks fulfill this need of customers by means of remittance service. Money can be remitted domestically or internationally, which known as local remittance and foreign remittance.

There are three ways of transferring fund domestically. The modes of transferring funds are:

- Pay- Order (PO).
- Demand Draft (DD).
- Telegraphic Transfer (TT).
- Mail Transfer (MT)

- SDR Pay Slip

### **Payment Order / Pay Order (P.O)**

This is an instrument issued by the branch of a bank for facilitate the Customer/ Purchaser to pay certain measure of cash to the order of someone in particular / firm/ association/ office within the same clearing house zone of the pay order-issuing branch.

#### **Characteristics of P.O**

- The issuing branch and paying branch are similar.
- Application for payment within the clearinghouse area of the issuing branch.
- This may be open or can be crossed.
- Charge

### **Demand Draft (D.D)**

This is an instrument through which client's cash is dispatched to someone else/firm/association in outside the clearing house area from a branch of one bank to an outstation branch of the same bank or to a branch of another bank (with earlier plan between that banks with the issuing branch). This is an order instrument in which the issuing branch gives instruction to the payee/drawer branch to pay certain amount of money to the order of certain person/firm/organization. Commission, vat and postage are charged on issue of DD entries for issuing DD.

### **Telegraphic/ Telephonic Transfer (T.T)**

This is a mode of transfer of customer's money from a branch of one bank to another branch of the same bank through telegraphic/telephonic message. The issuing branch used to send the message of such remittance through telegraph/telephone adding certain code number or test number on the basis of test key apparatus developed by the concerned bank for its different branches. The drawer and the payee is required to have account with the bank in order for this transaction to take place. TT is issued against cash, check, letter of instruction etc.

### **Characteristics of T.T**

- Issued by one branch to other branch and message is tele-communicated.
- Remittance/ transfer of money are done through tested tele-messages.
- Remittance is affected on the basis of tested message.
- Test key apparatus is required.
- Charge is Tk.50

### **Security Deposit Receipt (SDR)**

It is used only for tender, auction etc.

### **Pay Slip:**

Used internally

### **3.3.4 CLEARING AND TRANSFERING**

Clearing Department plays a vital role in General Banking. This department receives Cheques, DD, P.O. etc. from depositors attached with a deposit slip. Then these instruments are posted in the Computer. After posting those instruments, are segmented bank wise. Branches of ABL with in Dhaka sent instruments to the local branch for collection. Then the authorized officer of the local branch accumulates all information and the instruments (including the local branch) are segmented bank wise. All instruments are now ready for collection at the 1<sup>st</sup> clearing house. There are two types of House:

- 1<sup>st</sup> Clearing House and
- Same-day clearing House

### **Conditions for Same-Day Clearing**

- The Instrument's value must be over Tk.5 lac
- The respective branch of the bank must be within 2 K.M of Bangladesh Bank.

## **Outward clearing:**

All Cheques, demand drafts and other credit instruments tendered for the credit of customers account will be delivered by the depositor at the clearing counter. Any deposits received by post will also be sent over to the clearing counter. The counter officer shall at the time of receipt examine such deposits carefully to ensure that:

1. The name of the account is very clearly written on the Deposit slips.
2. The particulars of deposits such as Cheque numbers, names of bank etc. are properly entered on the deposit slip.
3. The depositor has signed the Deposit Slip.
4. On item deposited payees discharge and the chain of endorsement, are in order.
  - I. All Cheques and other instruments will be crossed promptly on receipt with the banks special crossing stamp. Items proposed/chose for the following day's clearing house will be marked with the bank's clearing stamp with date. If the deposits are made at a time when it is too late for these to be presented to drawee banks the same days the stamp "Too late for today's clearing" will be attached on the counter foil.
  - II. All clearing items will initially be sorted out bank-wise and after that entered in a computer printed slip recommended for the reason. These Schedules/Slips are, in fact list of Cheques etc. delivered by Agrani Bank Ltd to other banks through the clearing House.
  - III. All these slips are outlined in a bigger computer printout which reflects in particulars the instruments and so on introduced by the bank to Clearing House and contains the names and account number to which the credits will be posted. These sheets fill the need of a Clearing House Register.
  - IV. Bank additionally prepare, another summery sheet (Validation Sheet) from computer which contain the entire number of Cheques and so forth conveyed to various banks in the Clearing House and Cheques received from different banks with correct total amount.
  - V. The Credit vouchers should be then released for posting in the computer. It will be the duty of Deposit Department, in any case, not to permit any drawings against such items before the destiny is certainly known. Reversal entries for any clearing item returned unpaid ought to perpetually be made by a separate debit voucher.



- VI. All clearing item will be gone through the bank's Local Office/Main Branch's Account with Bangladesh Bank.
- VII. Entries to be passed by Local office/ Main Branch.
- VIII. Local Office/ Main Branch might react the IBDA to the debit of their account with Bangladesh Bank in a combined way
- IX. In case of return of cheques unpaid in the Clearing House, Local Office /Main Branch shall issue IBDA on the branch which held up the cheques in clearing to reconcile the accounts.
- X. All IBDA's originated in connection with Clearing House shall invariably be responded on the same time and by no means might be kept pending.

### **Inward Clearing**

- I. Local Office/Main Branch might get cheques and so forth drawn on Agrani Bank Ltd branches from the Clearing House. On receipt of the Cheque and so on they should isolate a similar branch-wise and issue IBDA on branches against total amount of Cheque and so forth. and shall arrange delivery of the IBDA together with the cheques etc. within Clearing House time schedule.
- II. Branches should send the cheques dishonored by them supported by IBDA issued on Local Office/Main Branch, within Clearing House time schedule for enabling Local Office/ Main Branch to return these instruments in the 2<sup>nd</sup> Clearing House (Return House).

- **Who will deposit Cheque for Clearing:**

Only the usual customers i.e. who have Savings, Current, STD & Loan Account in the bank can deposit Cheque for accumulation of fund through clearing house.

- **Precaution at the moment of Cheque receiving for Clearing, Collection of LBC, OBC & Transfer:**

1. Name of the account holder similar in the Cheque & deposit slip.
2. Quantity in the Cheque & deposit slip must be same in words & in figure
3. Date in the Cheque might be prior to (but not more than six months)
4. Bank clearing house date.

5. Bank & Branch name of the Cheque, its number & date in the Deposit slip.
6. Cheque must be signed.
7. Signature for confirmation of date, amount in words / in figure Cutting &
8. Mutilation of Cheque.
9. Cheque should be crossed (not for bearer Cheque).
10. Account number in the deposit slip must be clear.
11. Depositor's signature in the deposit slip.

### **Transfer Delivery**

All such instruments drawn on easily accessible local Branches of ABL (say within Dhaka city) and deposited for credit of customer's account shall be treated as "Transfer Delivery".

Agrani Bank Ltd is yet to introduce transfer delivery system of collection among its branches in Dhaka. Till such time the branches shall might keep on collecting continues through outward bills for collection procedure as set down in bills chapter.

### **Internal Transfer**

- I.** Transfer Book shall be maintained for entering transfer cheques/vouchers.
- II.** Serial number shall be allotted both on the debit and credit side of the book, which shall be required for recording the daily transactions. The same serial number shall be noted on the voucher entered in the book including their contra credit and debit voucher and or a set of credit or debit vouchers of a transaction.
- III.** Entries in the debit and credit section of the book might be directly made from the particular debit and credit vouchers. At the end of the banking hours the total of the debit and credit shall be arrived at and tallied with the computer figure in Transfer Head.
- IV.** Transfer Stamp is affixed on the face of voucher; Vouchers are released from Transfer book. It is balanced and signed by the writer and Book is checked and signed by the authorized officer.
- V.** In a computerized system scroll is done by the computer system. But branch shall maintain the Transfer Book manually as a safe guard against easy detection of mistakes and issuing vouchers if any.

## **Cash section**

Money deposited in cash by the constituents at the cash counter of the Bank excluding that of government transaction is known as Bank Receipt (Cash). Different types of forms are used for cash deposits for different types of accounts. Particulars of some forms are furnished below:

- Current or Savings account pay in slip
- Application for fixed deposit receipt
- Credit voucher
- Draft or mail transfer application form
- T.T. Pay order application form Call deposit application form
- Demand loan pays in slip.

### **First Step:**

The depositor will fill up the appropriate form properly. The concerned officer working at the general Banking counter will initial the form relating to the new account.

### **Second Step**

Receiving the money and voucher at the cash counter; the cash officer will count cash correctly. At that point the voucher will be marked "Cash Received" seal. After that the assistant cash officer will write the denomination of the notes and coins in the backside of the voucher. Then, the assistant officer will sign the voucher.

### **Third Step**

The cash officer will check up the voucher and -entered the sum in the cash receipt register and put the scroll number. Then the officer will sign the voucher and send to the computer department.

### **Forth Step**

The officer computer department will entry the transaction into the computer and put the Posted seal and a tracer number on the voucher.

### **Fifth Step**

**At the end** of the transaction the cash officer will total the cash receipt book and the total figure should be tally with scroll maintained by the officer whose scroll will also be totaled. The physical cash received at the counter must be equal to the total figure of the scroll.

### **Cash Payments**

Banks payment includes all kinds of payments excluding those of treasury section. Extreme precautions must be taken at all levels through, which instruments like cheque, drafts, etc, are disposed of. All the instruments received at the general Banking counter will be preliminary checked by the dealing officer who will enter the instruments in the respective ledger. If there should be an occurrence of Check the accompanying particulars will be investigated:

- Date (Whether postdated or anti dated)
- Amount in word and figure
- Crossed or Open
- Bearer or Order
- Style of signature as available in the ledger
- Prohibitory order or stop payment of cheques.

The Cash officer will follow the following procedures at the time of payments of cheques/other instruments over the cash counter.

1. The customer will present the instruments in the computer division first. The computer officer and Cheque passing authorized officer will verify the instrument and posted the instruments. Then it will be send to the cash counter.
2. After getting the instrument the cash officer will confirm the instruments and if needed the cash officer can told the customers to sign in the backside of the instruments.
3. Cash officer will record the group of notes and coins on the backside of the instruments.
4. The officer will enter the Cheque in the cash payments register where the denomination of notes and coins will also be recorded.
5. The cash officer will give the amount to the customers at the cash counter and told the clients to check it immediately and if necessary any quarry.

6. All cheques drafts, debit vouchers etc. must be branded with "Cash Paid" stamp with the current date.
7. After payment the cash department with the end goal of clean cashbook will send the vouchers.
8. The head of the cash department is responsible for all debit vouchers being branded with the cash Paid date stamp immediately they are paid and the manager must supervise him/her in this matter as any laxity is extremely dangerous.

### **Late Payments**

If there should be an occurrence of any late installments instruments must be charged in the edge and go in the typical way. It will be entered in the cash paid sheet in the above manner and cash-book under authentication of the manger and the cash officer. It must also be noted with late mark under initial of the manager with date.

Finally all cash receipts and payments will be taken into account to calculate the cash balance of the branch we may take an example to clarify this.

But this is to notify that, at the end of the day of the Bank the amount of the cashbook and the amount of the computer should be equal. Because currently the whole Banking are doing through computer. So the clean cash of the cash department and the supplementary of the computer must be equal.

### **3.3.5 Accounts section**

Accounts division is the nerve center of a bank. As all transactions carried by a bank is being legalized as far as accounting is concerned. If transactions were not recorded properly there would be dis-equilibrium in state of the bank. There can be imbalance in the cashbook thus the whole mechanism will collapse. The regular tasks of department are:

- ✓ To record all transactions in the cash book.
- ✓ To prepare daily fund position, weekly position, periodic statement of affairs.
- ✓ Prepare necessary statements for reporting purpose.
- ✓ To pay all expenditures on behalf of the division.
- ✓ Make salary statements and pay salary.

- ✓ Branch to branch fund remittance and supporting accounting treatment.
- ✓ Prepare statements for customer.
- ✓ Publishing basic data of the branch etc.

**General practices of an Accounts Department:**

BASIC maintains slip system of accounting.

**Scrutinizing Vouchers:**

At the day end all vouchers are sent to the accounts department by the respective department from where vouchers are originated. On the following day an `activity report' is gotten from computer department. The activity report is the detail report of all the transactions carried by the branch of a specific date. It is the summary of all account position. It also displays cash, clearing, transfer position, individual deposit account position etc.

**Provisioning:**

Accounts department make provision for different deposit accounts. Provisioning means keeping the record of expense, this has occurred by non-cash way. This department additionally made depreciation of assets that is one sort of non-cash cost

**Statement Prepared in Account Section:**

The following weekly/ monthly/ quarterly and half-yearly statements should be submitted to Central Accounts Division of Head Office:

SL No	Particulars of Statement	Period	Last date of submission to HO.
01	Weekly Position	Weekly	By every Saturday
02	S.B.S.—1	Monthly	10 <sup>th</sup> next month
03	Sector Corp.	Monthly	10 <sup>th</sup> next month
04	S.B.S.—2	Quarterly	5 <sup>th</sup> next month

05	Quarterly Statement of Scheduled Bank	Quarterly	7 <sup>th</sup> next month
06	Statement of Bearer Certificate of Deposit	Quarterly	5 <sup>th</sup> next month
07	Statement of Deposit Landing and Borrowing	Half Yearly	7 <sup>th</sup> next month
08	Business Performance report	Monthly	1 <sup>st</sup> next month
09	SLM Statement	Monthly	1 <sup>st</sup> next month

## **Chapter 4**

### **Other General Banking Facilities**

#### **4.1 Islamic Banking**

Islamic banking, rather than ordinary banking, includes the arrangement of financial products and services by institutions offering Islamic monetary services for Shariah endorsed basic transactions and financial activities, in view of agreements that consent to Islamic Shariah laws.

To give shariah based banking services to the esteemed customers, Agrani Bank Limited has propelled islami banking facility. Agrani Bank Limited is the first state-claimed Commercial Bank in Bangladesh to present Shariah Based Islamic Banking System. In Agrani Bank Limited, Islamic Banking system has been working under 'Islamic Banking Unit' since February 28, 2010 through 5 Islamic Banking Windows. General business performance of Islami Banking Unit is expanding in all regions.

A very qualified and skilled Shariah Supervisory Committee is formed with eminent Professors of Dhaka University and researchers of Islami Shariah and Banking. This board of trustees is led by Prof. Moulana Mohammad Salahuddin, Khatib of the National Mosque Baitul Mukarram.

### **Islamic Banking Activities:**

- Deposit Collection.
- Investment.
- Fund Transfer.
- Foreign Remittance.

## **4.2 Investment Products**

Islamic Banking Windows put the cash of the investors in various shariah based ranges in following modes:-

### **1. Buying-Selling:**

**A. Bai-Murabaha:** Shariah based product selling system where benefit on merchandise is settled with consent of purchaser and vender. Profits disclose is mandatory. A agreement between a Buyer and Seller under which the dealer offers certain particular products reasonable under Islamic shariah and the Law of land to the Buyer at a cost plus decided profit payable in cash or on any settled future date in single amount or by instalments. Profit disclosure is mandatory.

**B. Bai-Muazzal:** Based buying-selling scheme where conceded installment is agreed between buyer and seller.

**C. Bai-Salam:** Advance buying system is utilized to purchase/offer of incomplete products. Delivery time is settled and payment is made in advance.

**D. Bai-Istisna:** This is likewise an arrangement of advance purchase mainly for manufacturing item where the entire progress can be made in installment or in single disbursement.



## 2. Share System:

**A. Mudaraba:** Mudaraba is a sharing system where one party organizes capital and alternate uses labor. Profit is distributed according to agreed ratio and loss is borne by capital owner.

**B. Musharaka:** Musharaka is a contract of partnership between two or more parties in which all the partners contribute capital, participate in the management, and share the profit in proportion to their capital or as per pre-agreed ratio and bear the loss, if any, in proportion to their capital/equity ratio.

## 3. Hire-Purchase System (Hire Purchase Under sherkatul Melk):

Hire Purchase under Sherkatul Melk is a system where bank contribute in Capital Machineries, Consumer Items, House building and so on as value accomplice. Then the item is used by the client and rent is collected as equity share.

## 4.3 Value added services

**Locker service:** For safekeeping of customers' valuables like important documents and goods like jewelries and gold ornaments, Agrani Locker Service is available in most of the Branches in urban areas.

Nature of Service	Nature of Charges	Rate of Charges
Custody of Locker / Safe	Rent	a) Yearly TK.1200/= for small size locker b) Yearly TK.1500/= for medium size locker c) Yearly TK.2200/= for big size locker d) Key Deposit at a time for TK 2000/= for all Categories(Refundable on closing)

(Locker Services)

### **Agency services:**

Agrani Bank Limited, being a state owned Bank, has both commercial commitment to its clients and societal commitment to the nation. Besides catering service to its clients at nominal fees/charges the Bank has to provide a plethora of services, free of charges, in respect of transferring money to different benevolent organizations and groups of professionals in far flung areas through its branches in urban and rural areas all over Bangladesh.

Here below are a few of such services Agrani Bank Limited provides:

1. Collection of Utility bills :

- Telephone bills of T & T Authority without service charges
- Grameen Phone bills of Grameen Phone Ltd. with service charge & other charges
- Electric bill of REB without service charges
- Electric bills of DESA without service charges
- Electric bill of PDB without service charges
- Electric bill of DESCO without service charges
- Bills of Railways without service charges
- Gas bill of Titas Gas, T& D Co. Ltd without service charges
- Gas bill of Bakhrabad Gas Co. Ltd without service charges
- Bill of Oil-bill of Meghna Petroleum Co. Ltd.

2. Sale/encashment of Saving Certificates

3. Sale/Purchase of Prize bonds

4. Payment of Army/civil pension

5. Payment of non-government primary /secondary school/college /Madrasha teachers

benefit (government portion)

6. Payment of Government primary school teacher's salary
7. Payment of Honorarium to freedom fighters.
8. Payment of stipend for female students of secondary and higher secondary institutions
9. Payment of Govt. allowances to Bayaska, Bidava and Dostho Mohila.
10. Payment of stipend to primary students
11. Payment of stipend to Shishu Kallyan Trust in urban areas.
12. Maintain of BADC disbursement account with 200 branches
13. Payment of Food Procurement bills. (Agency Services, 2017)

**Locker Service under Agency:** For security of customers' valuables like important documents and goods like jewelries and gold ornaments, Agrani Locker Service is available in most of the Branches in metropolitan areas. (Agency Services, 2017)

Nature of Service	Nature of Charges	Rate of Charges
Custody of Locker / Safe Rent		a) Yearly TK.900/= for small size locker b) Yearly TK.1200/= for medium size locker c) Yearly TK.1800/= for big size locker

**Evening Banking Services :** "Evening Banking", a unique service of Agrani Bank Limited, only for receiving Cash and Documents beyond transaction hours till 6 o'clock in the evening, is available in about 207 important Branches of Agrani Bank Limited. The service is attractive for those, like shopkeepers, who accumulate cash as sales proceeds in the afternoon when counters of Bank branches usually remain closed. (Agency Services, 2017)

## Inland Remittance

Agrani Bank Limited, as a main government-claimed Bank, needs to give a plenty of administrations to the advantage of its customers at a low cost compared to other private Banks.

Bank offers various remittance services to its valued customers with a nominal charges:

	Nature of Service	Nature of Charge	Rate of Charge
1. Collection of various bills	(i) Local Collection: (a) Service charges outside the jurisdiction of Clearing House. (b) Service charges within Clearing House. (ii) Out-Station Collection: (a) Commission(b) Postage charge (c) Tel/Telex charge	(i) (a) Tk.20 per case (b) Nil (ii) (a) @ TK 0.15% with a minimum Tk.30 (b) Actual charge with a minimum of Tk.20 (c) Actual charge with a minimum of Tk.50	
2. Remittance(Internal) (a) Issue of DD/TT/MT	(a) Exchange Commission (b) Postage(MT) (c) Tel/Telex	(a) @ TK 0.10% with with a minimum Tk.20 (b) Actual charge with a minimum	

	(d) Telephonic(TT)	of Tk.20 (c) 30 (d) Actual charge	
	(b) Cancellation of DD/TT/MT	Service charge	Tk.25-50 per case.(25tk for below 500tk)
	(c) Duplicate Instrument	Service charge	Tk.50 per case.
	(d)Pay order	Commission: i) Up to TK 1000/= ii) Up to TK 1,00,000/= iii) Over TK 1,00,000/= iv) Over TK 1,00,000/=and below TK 5,00,000 v) Over TK 5,00,000/=	i) TK.20/= per case ii) TK.30/= per case iii) TK.50/= per case iv) TK.50/= per case v) TK.100/= per case
	(e)Security Receipt	Commission	Tk.20 per case.
3. Purchase of Inland Cheque / Bill	(a) Exchange Commission (b) Postage(MT) (c) Tel/Telex	a) @ TK 0.15% with a minimum Tk.50/= b) Actual charge with a minimum of Tk.25/=	

		c) Actual charge with a minimum of Tk.75/=	
4. Bank Guarantee	Commission	a) TK. 0.75 % per quarter or above	1000 TK

(Inland Remittance, 2017)

## Chapter 5

### Internship Experience

#### **Nature of the Job:**

The internship report is a basic requirement for the **BBA** program. I have completed my 3 month Internship at **Agrani Bank Ltd, Amin court corporate Branch**. i have worked there only three months but it has provided me a tremendous opportunity to learn the practical banking works which will help me to build my future career. Through this program, I have learnt corporate work experience which I never could have learnt in the classroom. In my internship period, I have worked in general banking department and also have an orientation on loan department. Agrani Bank Limited, Amin Court Branch has 3 departments:

- General Banking Department
- Loan and Advance Department
- Foreign Exchange Department

#### **Specific Responsibilities:**

I was assigned to perform my internship on general banking department of ABL, Amin Court Corporate Branch. In this short period of time, I was just able to grasp an primary knowledge on quite a few aspects of its operation. How to open an account, how to maintain an account and all source of information for the customers are the activities of the customer service. I

- helped customers to open an account (for example, KYC form fill up).
- I also engaged myself with data entry.

- Account closing, account transfer,
- Opening deposit schemes,
- Payment order issue,
- Cheque book delivery,
- Debit card issue, clearing (i receive cheques from customers),
- Issuing DD, TT
- Maintenance of all account opening form and taking approval from manager (Nahid Sultana)
- Daily voucher counting, stitching, recording in register.

Last week of my internship period, I was sent to the loan and advance department. But there, as an intern I had nothing to do. I was just introduced with different types of loan given by ABL.

## **Chapter 6**

### **Findings**

During my three months internship in the Agrani Bank Ltd, Amin Court Branch, Dhaka following positive things are found from my observation:

- Commercial Territory yet the Agrani Bank Ltd Lt., Amin Court Branch from these, Branch is effectively working its activities.
- Recently, this Bank has come into rivalry with the other business Bank.
- Branch Manager puts Conscious efforts to achieve the targets and knows how to motivate employees and how to represent the Bank well in the local community.
- As the bank uses some modern technology such as: Fax, Telex & other electronic devices, hence its service is better than other banks.
- The controlling officers are effective in providing necessary guidance and support to the branch.

- Strict controlling of National Bank in on the neighborhood bank
- Customers are not treated similarly; people referred by higher official get priority. This upsets the ordinary procedure of the administration.
- ABL is not redesigning them with market. Where more up-to-date banks are accompanying more up-to-date measurement of keeping money. It may empower other bank take away its position.
- Day by day new up and coming banks are accompanying numerous new administrations, which are a danger for the bank.

## **Chapter 7**

### **Conclusion and Recommendation**

#### **6.1 Conclusion**

There are various nationalized and remote banks working their exercises in Bangladesh. Among them Agrani Bank Ltd is one of the main business bank. Agrani Bank Ltd has presented another measurement in the field of inventive and altruistic managing an account in our nation. The bank has effectively made a positive commitment to the economy of Bangladesh. Its benefit is bit by bit expanding. It assumes an extraordinary part in gathering scattered Deposit, Loan settlement and International Trade and so forth. The Bank guarantees quality administrations to the clients. For better development and solid monetary position, it ought to present new and lucrative long haul credit plots particularly for new financial specialists and plans for neediness lightening like small scale credit. I trust Agrani Bank Ltd will accomplish more work for financial improvement other than their managing an account business. To keep pace with continually changing indeterminate household business environment and face the difficulties of overhauled worldwide monetary situation, the bank ought to be all the more master dynamic and receptive to acquaint new promoting procedure with hold the solid position in home and abroad. For the future arranging and the fruitful operation in its prime objective in this current aggressive environment I trust this report can give a decent rule. I wish consistent achievement and solid business arrangement of Agrani Bank Ltd.



## 6.2 Recommendation

However the performance level of Agrani Bank Ltd is satisfactory. But some customers have expressed their dissatisfaction about the Agrani Bank Ltd in various aspects. It deeply affects the general performance level of Agrani Bank Ltd. Following are the problems found which Agrani Bank Ltd faces:

- Shortage of employee is one reason of lower customer satisfaction. On the off chance that ABL selects more representatives and every single employee are committed to do their work than the scenery of the administration will obviously go up. Every one of the clients ought to treat in same way.
- Label of adoption to the modern technology is poor. Like The great problem of Agrani Bank Ltd is the absence of Credit Card, ATM Card, Debit Card, on line banking service. On line banking service means any one can deposit or draw money in any branch of Agrani Bank Ltd.
- Agrani Bank Ltd is giving the least loan fee to its saving account holders. Lowest interest rate makes them discouraged and consequently they are shifting their accounts to other banks to make more money.
- Bank should make individuals mindful about the diverse result of ABL that the bank is putting forth and should clarify the advantage of getting to be client of ABL through various notices or showcasing program. For that they can utilize print media, electronic media or they can convey flyers to clients, likewise they can set up slow down in various exchanges reasonable.
- Some customers said that the services Time of Agrani Bank Ltd are comparatively higher than other bank.

- As the bank is moving towards semi-multinational culture, some employees are refusing to accept the change, as they are familiarized to traditional banking system and do not want to modify.
- Most of the officials who are working in the Foreign Exchange, General Banking and Loan Department are not from commerce background.
- Most of the people of the Bangladesh are poor. In any case, Agrani Bank Ltd does not give any exceptional facility to them. They do not have any short-term scheme like Micro credit for poor people. Moreover they do not have compound some rural area.
- Interest rate is same for both high-risk borrowers and low risk borrowers.
- There is lack of Training program which necessary for the officials to update themselves.
- Maximum Employee is older so they do not serve quickly.
- ABL has limited number of ATM booth throughout the country. They should increase the number.

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