

**Analysis of Remittance operation For
Commercial Bank of Ceylon PLC.
Motijheel Branch**



BUS: 400 (Internship)

Report On

Remittance Operation - Commercial Bank of Ceylon PLC.

A study on Motijheel Branch

Submitted to

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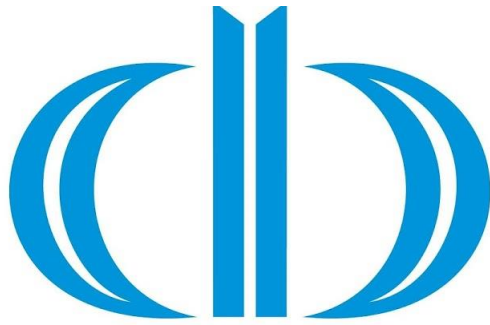
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Date of Submission: 31 January 2018



COMMERCIAL BANK

Analysis of remittance operation For

Commercial Bank of Ceylon PLC.

Motijheel Branch

Letter of Transmittal

January 2018,

Saif Hossain,

Senior Lecturer,

BRAC Business School,

BRAC University

Subject: Submission of internship report for the completion of the course BUS400

Dear Sir,

With enormous inclination, I am submitting my internship report of Remittance operation for Commercial Bank of Ceylon PLC. A study on “Motijheel Branch”, which I was assigned as a portion of my BBA Program. I have strained my level best to comprehensive this report with the indispensable information and recommended proposal that you were provide me as your best as well. To fulfill the requirement of a report, I had to conduct both primary researches along with some study on the other aspects of banking service.

I would like to thank you for giving me such an opportunity to prepare this report which helps to open up a new era of the banking sector and to improve the research skills, knowledge which will be a treasure for forthcoming.

Sincerely,

Nushrat Jahan

ID: 12204100

Acknowledgement

At the very first, I would like to praise our gracious and beneficent due to provide us enough strength, patience, courage and ability to work on for this term project report.

After that, I would like to thank our honorable faculty, **Saif Hossain, Senior Lecturer of BRAC Business School, BRAC University** for his constant throughout the semester and guidance to sort out all the problems that I faced to prepare this report. I am thankful to him how he guided me in every aspect to make this report.

Furthermore, I would like to thank **Mr. Mostofa Anowar Sohel (Head of Human Resource of CBC), Mr. Iftekhar Hossain (Branch Manager ,Motijheel), Md. Tareq Zahid (Senior Officer, CBC, Motijheel)**. I interviewed and asked opinion for the project. I am also indebted to all the officers and employees of the CBC Motijheel Branch who extended their cooperation to me despite their huge workload during my practical orientation.

Eventually, I must mention the excellent working environment and group commitment of this bank that has enabled me a lot of deal to do and observe the banking activities during my internship period of three months. I offer my heartiest thanks to all the officials of Commercial Bank of Ceylon PLC.

Finally, I convey my sincere thanks to my friends who inspire in different ways to complete the report and the course as well.

Executive Summary

Now a days banking sector playing a role of security and trust among all the other sector. Taking loan and investing in any sector bank is known as the most secured place.

This report is about three month's internship program in Commercial Bank of Ceylon PLC (CBC), which is a requirement to complete my BBA program. This report is about foreign exchange operation or Remittance operation of CBC.

The report is based on information from primary and secondary sources like interview from officials, practical works, annual reports of CBC.

Some general knowledge of banking Foreign Inward/outward remittances and various operations are discussed here, some mechanism , how bank is running and fulfilling their customer's requirements.

Moreover I have prepared this report comprehensive and tried to draw show how remittance department is going on. Overall CBC achievement.

Table of Contents

CHAPTER 01	1
Introduction	1
Introduction:	2
1.1 Background of the study	2
Objectives	2
1.2 Broad Objective:.....	2
1.3 Specific Objectives:	2
1.4 Methodology of study:.....	3
1.5 Limitations of study:	4
1.6 Literature review:.....	5
CHAPTER 2	10
Company Overview	10
Company Overview	11
2.1 History of banking in Bangladesh:.....	11
2.2 History of Commercial Bank of Ceylon PLC.....	12
2.3 Mission, Vision and Objective:	12
2.4 Slogan.....	13
2.5 Structure of Commercial Bank of Ceylon PLC.	13
2.6 Hierarchy of Motijheel Branch	14
2.7 Rewards And Achievements:	15
Financial Goals and Achievements – Bank.....	16
CHAPTER 03.....	19
FOREIGN EXCHANGE OPERATION.....	19
Overview	20
3.1 foreign exchange regulation act	20
3.2 Types of foreign exchange	19
Chapter 4.....	20
Remittance	20
Remittance	21
4.1 Foreign Currencies	21
4.2 Local Remittance.....	22

4.3 Outward Remittance:.....	23
Chapter 5.....	24
Internship Duties Responsibilities and Learnings	24
Internship responsibilities.....	25
5.1 Work description.....	25
5.2 Learning's From Organization	25
5.3 How Internship program affects my Life	26
Chapter 6.....	27
SWOT Analysis.....	27
Strength Weakness Opportunity	27
Threat.....	27
SWOT analysis.....	28
6.1 Strength	28
6.2 Weakness	28
6.3 Opportunity.....	29
6.4 Threats	29
CHAPTER 7	30
FINDINGS, RECOMMENDATION AND CONCLUSION.....	30
7.1 Findings	31
7.2 Recommendation.....	32
7.3 Conclusion.....	33
BIBLIOGRAPHY	34

CHAPTER 01

Introduction

Introduction:

1.1 Background of the study

Any academic course of the study has a great value when it has practical application in real life. Only a lot of theoretical knowledge will be little importance unless it is applicable in real life. When theoretical knowledge is obtained from a course of study, it is only the half way of the subject matter. Thesis implies the full application of the procedure through rich acquired knowledge of the subject matter that can be fruitful. As the study is titled “remittance operation of Commercial Bank of Ceylon PLC” as a student of BBA, this study will be very helpful in my practical life, I worked at Commercial Bank of Ceylon PLC (Motijheel Branch) to complete my internship program.

Objectives

This program focused for invaluable practical knowledge about banking operation system of Commercial Bank of Ceylon PLC (Motijheel Branch) especially the remittance section.

1.2 Broad Objective:

The main objective of this program is to get clear idea about the contribution of Motijheel Remittance towards the nation as well as CBC and some other department’s activities.

1.3 Specific Objectives:

- To analysis the operation process of remittance activities of the branch.
- To know about some portion of their banking practice.
- To evaluate different foreign remittance activities.
- To make suggestions for their policy.

1.4 Methodology of study:

The report has been prepared on the basis of experience gathered during the period of three months internship. Personal experience gained by visiting different desks during internship period. The collected data are taken from various sources mentioned in the below

Primary Sources of Data:

- Face to face conversation with the respective officers of the banks.
- Practical experience gathering by visiting and sometimes working on different during this internship period.
- Collecting different data from bank and sometimes from customers.
- Different annual reports of bank.
- Relevant file study.

Secondary Sources of Data:

- Annual reports of Commercial Bank of Ceylon PLC..
- Different circular issued by the head office and Bangladesh Bank.
- Relevant papers.
- Prior research reports.

Methods of data collection:

Face to face interview method.

Face to face interview of Officers and customers of the Bank.

Target Population:

- Officers of Commercial Bank of Ceylon PLC.

I have prepared this report on the overall performance of Commercial Bank of Ceylon PLC.

1.5 Limitations of study:

While preparing this report I have faced some problems which may be termed as limitations of study. The major limitations are given below:

- There were some restrictions to have access to information confidential by concern authority.
- Due to some legal obligation and business privacy bank was reluctant to provide data. For this reason this study limits only on the available published data certain degree of formal and informal interview.
- The bankers are very busy with their jobs, which took a little time to consult with them.
- Sufficient records, publications regarding customer service were not available as my requirement.

1.6 Literature review:

For the purpose of completing the research, the researcher has to consult research articles pertinent to the research. Since financing and handling trading are the major functions of banks and the research is related to trade service, the researcher has consulted several articles which are related to foreign exchange. Without any currency there would be no foreign exchange. but in our world of national currencies, the foreign exchange market plays vital role of providing the essential machinery for making payments across borders, transferring funds and purchasing powers from one currency to another and determining that singularly important price, the exchange rate.

Foreign exchange refers to money denominated into currency of another nation or group of people. The definition is basically to clear the idea about Foreign exchange.

Though since 1990s world is going with increasing international transaction, now a days the market has changed tremendously in size , coverage and mode of operation.

Holmes et al 1991 first published the paper in which they categorized banks competitiveness in the foreign exchange market into two segments banks endorsements factors and acquired factors. Following holme et Tschoegl (1997) classify the factors into country specific and firm specific factors. They are also on short run and long run monetary policy which also have an impact on foreign exchange.

Country and firm specification given the new dimension regarding this sector as both have a huge impact on foreign exchange. Many countries have specific rules and regulation for doing foreign exchange.

As Literature review means going through some research literature, before start a research to get a primary idea about the topic. As it helped me a lot to understand my topic in more comprehensive way.



Types Of Accounts

The number of account grew 10% during the year.

Savings Account

Customer can save through a half yearly interest bearing account on attractive interest rate. The account opening amount must be 5000 BDT and minimum balance will be 1000 BDT (hold). Cheque books and Debit cards are provided to a/c holders.

Documents to Open Savings Account

- A/C opening form duly filled up.
- Specific signature card duly completed.
- Photographs of account holder(s) and nominee of applicant by attesting.
- Letter from organization (where applicable)
- Nominee form duly completed.
- National ID card.(both).

Current Account

CBC Current account gives their customer very convincing day to day transactions. For operating this account cheques are provided to the account holder. This helps them to make easy payments and also easily collecting money. New a/c opening amount must be **25000 BDT** and minimum balance will be 1000 BDT (hold). Customer can choose interest/ non-interest bearing current account. Transaction should be done only through cheque books.

Documents to Open Current Account:

- A/C opening form duly filled up.
- Specific Signature Card duly completed.
- Two photographs of account holder(s) and nominee duly attested by applicant.
- Copy of trade license.
- Copy of board meeting resolution.
- Copy of valid passport/ National Identification.

Short Term Deposit Account (STD)

It is an instant access account. Interest can be credited automatically to customer's selected a/c.

1.Monthly 2. 2 Months 3.3months 4.6 months (auto renewable).

Some facilities of this account

- Sweep facility
- Interest on daily basis
- Interest paid yearly.

Tax & VAT to be paid by customer from calculated interest.

Fixed Deposit Account (FDR)

Fixed Deposit is a time basis deposit, which offers attractive rates of interest. There are some time limits for this FDR

1) 3 Months 2) 6 months 3) 1 year 4) 2 years 5) 3years 6) 5 years

Dream Planner Savings (DPS)

DPS is Dream Planner Savings Account, which returns attractive amount for their customer's hard earned monthly deposits at the end of the specific period. Special features of this accounts are given below

- Deposit amounts: Account holder can choose the monthly deposit amount multiple of 1000.
- Period Options: 3,5 or 7 years.
- Flexibility: customer can deposit through online and **BEFTN**, any working day of the month at any of CBC Branch or simply give a standing instruction from their other accounts.
- Emergency: Account holder can encash prematurely any time. If deposit is withdrawn 6 months after opening, in that case interest will be paid as normal savings rate.
- SMS alert, online banking and ePASSBOOK free.
- **Loan:** Customer can take loan up to 80% of principal amount of the deposit after 2 years of opening account.

They also have some other products like

Ananya (Women's savings account)

- Initial deposit only BDT10000
- Interest rate as high as 5%
- Discount on locker rental
- SMS alert and ePASSBOOK free.
- Debit card and Cheque Book free.

Free com (savings and current account)

- Service charge free.
- Debit card and Cheque Book free.
- Preferential interest on Home loan auto loan and personal loan.



- SMS alert, online banking and ePASSBOOK free.

Dotcom (Children's saver account)

- For the children age between 6 to 18 years
- Service charge free
- 0.5% higher interest rate than regular savings.
- Passport endorsement free.

Dollar smart (Only Foreigners can avail this)

ATM Card / CBC Shopping Card

ATM card holder can services 24 hours a day. ATM card can also used for shopping or dinning in any visa outlet. Other facilities are

- 24hours banking
- Balance inquiry print mini statement
- Transfer funds
- Draw as low as BDT 100

CHAPTER 2

Company Overview

Company Overview

2.1 History of banking in Bangladesh:

Bank system was practiced in Indian subcontinent merchants. Goldsmith moneylenders were the primary bankers. During the Mughal period banking and credit business was enchanted rapidly. In 1700 AD “Hindustan bank” was established as the first joint stock bank. In 1786 “General Bank of India” were launched. Both banks absolved respectively in 1973 and 1832. During the early period of nineteenth century and three banks “Bank of Bombay”, “Bank of Madras” and “Bank of Bengal” merged to “Imperial bank of India”, In 1947 after the separation of Bengal, bank business faced some disaster as non –Muslim bankers migrated to India . In order to rebuild the bank business state bank of Pakistan was established as a central bank of Pakistan in 1948.

In 1971 Bangladesh became independent. After liberation “Bangladesh Bank” was automated with the assets and liabilities of former “State Bank of Pakistan”

The rate of economic growth was very slow until 1983 when the government allowed to establish private banks and started denationalization process. Initially, the Uttara Bank in the same year and thereafter, the Pubali Bank and the Rupali Bank in 1986. There were no domestic private commercial banks in Bangladesh until 1982 when the Arab-Bangladesh Banks (AB Bank) commercial private commercial banking in the country. Five more commercial banks came up in 1983 and initiated a moderate growth in banking financial institutions. The banking system is composed of four state owned commercial banks, five specialized development banks, 39 private commercial Banks and nine foreign commercial banks. Now there are 57 banks in Bangladesh.

Over the period of last 14 years of operation in Bangladesh, CBC has expanded its branch network to 11 branches, 2 specialized OBU sections in Dhaka(Gulshan) and



Chittagong(CEPZ) and 6 SME centres in Bangsal Road(Dhaka), Progati Sharani (Dhaka), Shantinagar (Dhaka), Tongi (Dhaka), Jubilee Road (Chittagong) and CDA Avenue (Chittagong). Unique products and services, superior service quality and efficient and customized solutions to the requirements of corporate and personal banking customers are hallmarks of the successful stride of CBC in Bangladesh.

2.2 History of Commercial Bank of Ceylon PLC.

Commercial bank of Ceylon limited is a Sri Lanka Bank with its head office at “Commercial House”21 Bristol Street , P.O Box 586; Colombo1. After gaining independence in 1948, trade continued to flourish and as a consequence, the share capital of Eastern Bank Ltd was acquired by the Chartered Bank in 1957. A decade later, in 1969, Commercial Bank of Ceylon was duly incorporated in Ceylon, with the Eastern Bank holding 40% of its equity, before being taken over in 1971, by the Chartered Bank. It’s a licensed commercial bank under banking act of Sri Lanka

In Bangladesh, Commercial Bank of Ceylon PLC commenced its banking business, by acquiring the operations of Credit Agricole Indosuez (CAI), a French multinational bank in November 2003, with two branches and two booths. When CAI decided to exit because of shifting in their global strategy, And their achievement gives us instant access to their large corporate client base and banking infrastructure.

Commercial Bank of Ceylon PLC is a public limited company incorporated in Sri Lanka on 25th June 1969.

2.3 Mission, Vision and Objective:

Mission : To deliver optimum value to the

- Customers
- Employees

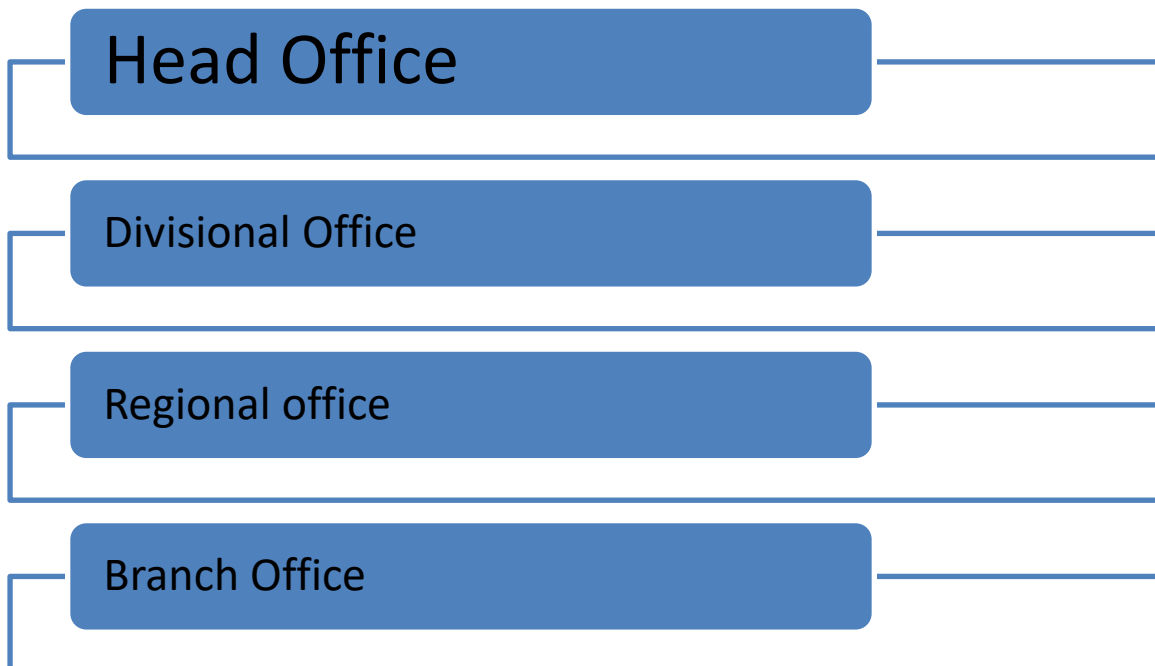
- Shareholders and
- The nation while ensuring good corporate Governance.

Vision: To be the Bank of Excellence in service and commitments.

2.4 Slogan

“Our interest is in you”

2.5 Structure of Commercial Bank of Ceylon PLC.



2.6 Hierarchy of Motijheel Branch

Any organization must need to follow some hierarchy to run the organization. Commercial Bank of Ceylon PLC is not different. Their hierarchy for Motijheel Branch is given below:



2.7 Rewards And Achievements:

- AAA ratings seven years in a row by Credit rating information and services Ltd.
- The strongest bank in Sri- Lanka. (2017)
- CSR award 2008-2009 from Banker’s forum. They received this award for continuous participation in Corporate Social Responsibility.
- Best Business award - 2008.
- Best business award -2008 among the foreign banks.
- CBC was recognized as the Best Commercial Bank award by the weekly Financial Mirror –Samsung Mobile Business Award.
- CBC received award as “ The best foreign bank “ at the “Financial Mirror-Robintex-Partex business Award 2005”

Financial Goals and Achievements – Bank

Financial Indicator	Goal		
		2016	2015
Return on average assets (ROA) (%)	Over 2%	1.53	1.42
Return on average shareholders' funds (%)	Over 20%	19.52	16.90
Growth in income (%)	Over 20%	19.62	7.03
Growth in profit for the year	Over 20%	21.92	6.47
Growth in total assets (%)	Over 20%	15.05	10.58
Dividend per share (DPS) (Rs.)	Over Rs.5.00	6.50	6.50
Capital Adequacy Ratios: (Under Basel II)			
Tier I (%) – Minimum requirement 5%	Over 10%	11.56	11.60
Tier I & II (%) – Minimum requirement 10%	Over 14%	15.89	14.26

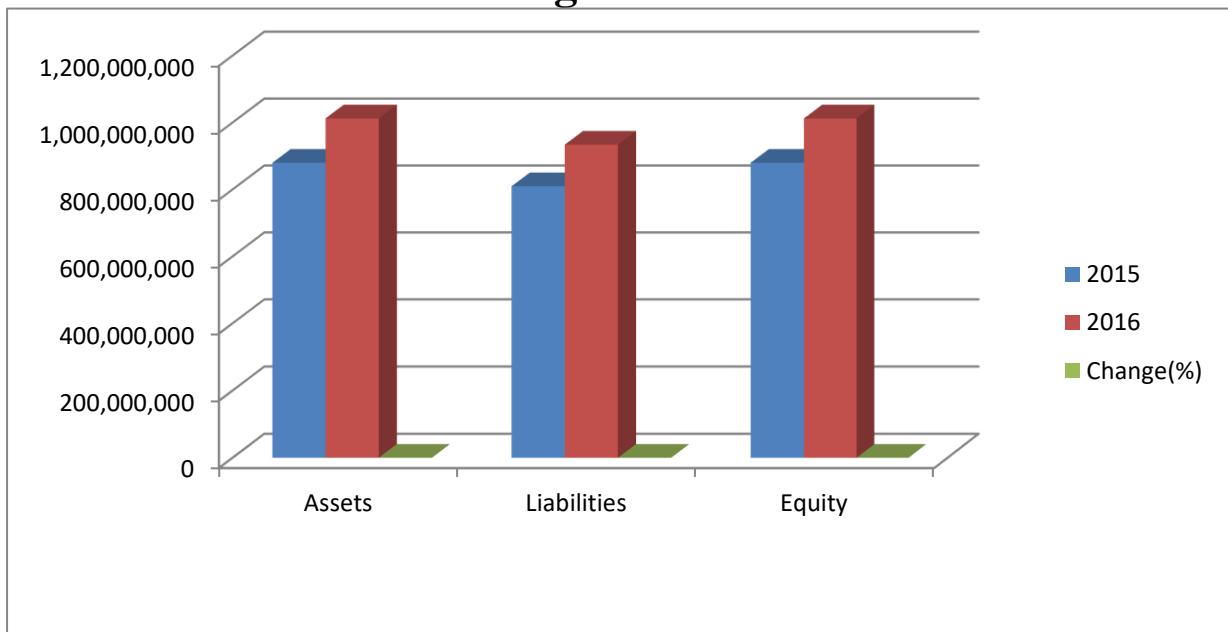
Intellectual Capital

Brand Value	24,027	26,878	Rs. Mn.
Employees with a period of service over 15 years	22.08	23.85	%

Financial Position of Bank

	2015	2016	Change (%)
Assets	879,805,068	1,012,201,231	15.05
Liabilities	809,464,264	933,847,567	15.37
Equity	879,805,068	1,012,201,231	15.05

Figure1.1



CHAPTER 03

FOREIGN EXCHANGE OPERATION

Overview

Foreign exchange refers to the degree to which the currency is converted into the currency of another country is converted and thereby involvement and international transferring of money. Global market is increasing massively by far the largest financial market, with average daily volumes in trillions of dollars and other currencies.

Foreign exchange department is working as an international platform of the bank. It deals with globally and helps to trade through its various modes of services. It bridges between imports and exports. Bangladesh Bank issues license to schedule to deal with foreign exchange. If any branch is authorized in foreign exchange market, which is given by Bangladesh Bank it can remit foreign exchange from local country to foreign country.

3.1 foreign exchange regulation act

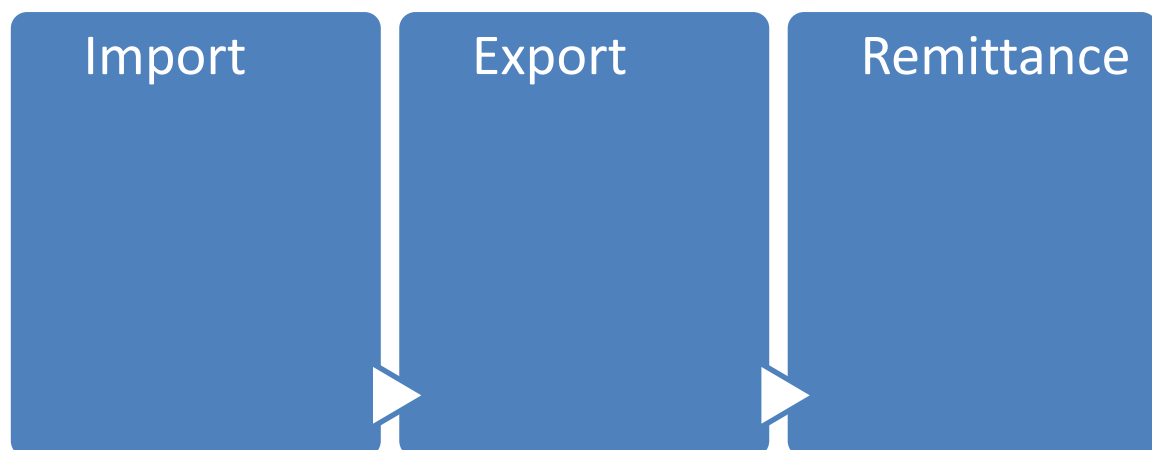
In 1947 Foreign Exchange regulation was enacted in British India (that time). This act was accepted in Pakistan and India. Basic regulations issued by Bangladesh Bank, which are published in Bangladesh Bank Gazette.

Foreign exchange transactions are controlled by some rules and they are:

- Foreign Exchange Regulation Act 1947.
- Bangladesh Bank issues foreign exchange circular from time to time to control the export, import & remittance.
- Sometime CCI& E issues public notice for any kind of change in foreign exchange transaction.
- Bangladesh Bank published two volumes in 1996. This compilation of the instructions to be followed by authorized dealer of Bangladesh Bank

3.2 Types of foreign exchange

- **Imports:** In this sector customers are firms, Governments and other consumers. Importers are asked to open letter of credits (L/C) to ensure their payments.
- **Exports:** International trade whereby goods produced in one country and shipped to another for trade or sale. Exports are very important for this sector because export brings foreign currency.
- **Remittance:** remittance means sending fund from one country to another country. When fund is received or transferred to any foreign country is called remittance.



Chapter 4

Remittance

Remittance

Remittance is a very important and also a sensitive part of a country. Bank is the only institution which has very important role from foreign to local. In this sector Bangladesh Bank takes care about the remittance part.

4.1 Foreign Currencies

Currencies in which Remittance

- US dollars(USD)
- Euro (EUR)
- Japanese Yen (JPY)
- Australian Dollars(AUD)
- New Zealand Dollars(NZD)
- Great Britain Pounds(GBP)
- Singapore Dollars(SGD)
- Hong Kong Dollars (HKD)
- Indian Rupee

Some process they use for remittance funds

- Telegraphic Transfer (TT)
- Demand Draft
- Bank drafts
- Travelers cheques (TC)

Currently these processes are done under **SWIFT**. Moreover, Travelers Cheque are invalid and replaced by Credit Card all over the world.

4.2 Local Remittance

Payment / Pay Order (PO)

To pay any certain amount of money bank use this pay order. On the other hand it is payable at the bank branch wherefrom it is issued. It is use to transfer money from one

Person/organization to another person/organization. Sometimes bank also use pay orders to set their own payment to others.

In the beginning PO issued only to effect local payment of Banks own responsibilities. But now the rules is changed, now it is also issued to the customers. The bank payment order is in the form of receipts and issued signatures of two officials. It means the payment is confirmed and money is deposited by the purchaser. The account is named as “Payment Order Account” payment of the instrument to be made from the branch it has been issued. Some rules where it can only be paid to

- Payee’s banker, who should certify that the amount would be credited to payee’s account.
- The client in whose signature on it.
- The payee must authenticate a person holding a letter from the payee whose signature on it.

Inward Remittance always need to attach Form C , when remittance is above US\$2000. The most important thing is it must be reported to Bangladesh Bank is strictly regulating this process , Form C need to report correctly . Purpose of the remittance needs to stated clearly on the Form C.

Tm Form reporting

Encashment certificate

Monthly dollar buy.

4.3 Outward Remittance:

Most outward remittance are approved by the Ads , in support of Bangladesh Bank. Some remittances of special nature require Bangladesh Bank's prior approval.

All of the remittances from Bangladesh to home and abroad to non resident taka accounts of foreign bank or convertible Taka account constitute outward remittances of foreign exchange.

When doing transactions they must ensure that currencies are remitted only for those purpose which they are allowed to. They also have to :

- Decide if regulatory require are met.
- Check if fund is available.
- Documentary requirement.
- Buy and sell reporting
- Nostrow outflow
- Tm form online form c
- FDI investment to be informed.

Chapter 5

Internship Duties Responsibilities and Learnings

Internship responsibilities

As a BBA student with the prerequisites of this course I was assigned Commercial Bank o Ceylon PLC. I was there appointed to work on Remittance department. In this course I have learned some basic of Remittance . Along with remittance I worked in clearing department. I have worked from 10.00 am to 6.00 pm working day.

5.1 Work description

- Filling up Form C
- Filling up TM Form
- Writing inward SWIFT messages.
- Outward SWIFT messages.
- Sorting SWIFT messages.
- TM & C form Reporting into Bangladesh Bank website.
- Filling those inward and outward messages
- Receiving phone calls.
- Counting inward clearing cheques at Clearing department.
- Filling up Sanchaypatra Form.
- Sanchaypatra reporting to Bangladesh Bank.

5.2 Learning's From Organization

Learning from this internship program was very helpful and those are given below:

- Punctuality is very important in this sector. Punctuality is essential for all kinds of banking work.
- Different kinds of situations facing and solve by senior employee/officers..

- Sincerity is the main key to work in this sector. All work should be done with attentively.
- In this program I have observed how to handle clients, sometimes client may be rude but officers handled them very gently.
- This program will obviously help me to keep me prepared for my next corporate life.
- I have learnt it that every type of customer and colleagues will be there, I tried to cooperate with them.

5.3 How Internship program affects my Life

In my internship program I have learned some basic about general banking. I was more involved with that. Commercial Bank of Ceylon PLC of course operates general banking in Bangladesh. I have tried to learn how they do it. The area I have learnt are given below:

- I got to know how importance of providing information to a/c holders (customers).
- How CBC provides information to their clients.
- Opening accounts.
- How to withdraw money by cheques.
- I can use this type of learning for my upcoming career. I can use them on the job market.
- Learnt about the working atmosphere.
- I got know some criteria to open Sanchay Patra.
- What are the criteria to take any cheque from customers.
- High value and Normal value

Chapter 6

SWOT Analysis

Strength Weakness

Opportunity

Threat

SWOT analysis

SWOT analysis gives us overview of any organization, It shows strengths weakness opportunities and threats this tool is helpful to draw the current position.

6.1 Strength

- Commercial Bank of Ceylon (motijheel Branch) has the repute of existence the provider of high quality facilities to their customers
- It has grown rapidly in all banking services.
- This bank already takes part in growth of economy.
- The numbers of deposits and loans are also increasing .
- Working environment is very interactive and formal here.
- There is no hidden barrier between the superiors and other employees.
- In this brunch corporate culture is very stable.
- Every department is treated as equally important.
- Always tries to give smooth service to their customers.

6.2 Weakness

- In general banking unit, they are bound to follow traditional banking system.
- Insufficient publicity and marketing as a result they are losing potential customers.
- Lack of proper inspiration.
- Lack of manpower.
- Limited ATM booth.
- No mobile banking facilities.

6.3 Opportunity

CBC (motijheel Branch) may also have some opportunities:

- They can enhance their marketing through campaign and advertising..
- Different type of approach (Different travelling facilities, shopping offer facilities) can make them different from other banks.
- They have to make their customer believe that they will get better and quick service than other banks.
- Mobile banking service should be available.

6.4 Threats

- Without proper modification in service they can lag behind from others.
- They need to try to maintain good relation with their customers and also employees, if potential employees leave organization might face difficulties.
- Government controlled policies.
- Frequently devaluation of Taka and Foreign exchange rate can effects on their business.

CHAPTER 7

FINDINGS, RECOMMENDATION AND CONCLUSION

7.1 Findings

- Sometimes client face some difficulties in filling up the application form and documentation while collecting money.
- Insufficient fund can create problem for customers.
- Employees of all departments should be fast in their tasks so that customers do not get bored.
- Commercial Bank of Ceylon PLC is not free from disruptive power supply of public sources.
- CBC created a brand value among customers.
- The branch has some energetic and efficient human resources who maintain their daily activities very sincerely and smoothly.
- Job rotation is not performed timely as the officers demand it.
- Computer efficiency of the officers is not observed suitable or not.
- There is need of extra officer or personnel who will work at the time when the desk officer will be in leave or not available.
- Necessary equipment and materials are not well established and maintained.
- Manual and computer operated task is done for every single operation and it is time consuming.
- Though they have modern technology of recording their documents, they still keep records manually sometimes through maintaining registers and hand documents
- Security service and materials are not well established and strictly maintained.

7.2 Recommendation

CBC has some complications in general banking events. Though CBC is doing well with their banking services, but I would like to bid several proposals to overcome some difficulties to improve their performances. This are not decisions, rather than they can follow it to improve in general banking process.

- Branch should introduce smoother function to deal with customer.
- Cancel introducer system to collect more deposit through the new account.
- CBC should launch more branches in Dhaka city and also outside Dhaka.
- They should have more ATM booths for customer's convenient.
- Mobile banking should be introduced fully.
- Internet system should be more powerful to give better services.
- Bank should increase more employees according to demand.
- Bank should provide rapid client service for customer's satisfaction.
- Bank can arrange some workshop or seminar for intern students.
- Bank should be more technologically advanced.
- They should establish fully computerized general banking system instead of manual work.

7.3 Conclusion

It was huge gratification for me to do my internship program in a reputed organization like Commercial Bank of Ceylon PLC. However this experience was only for three months, though my report is on Foreign Exchange operation, I tried hard to cover some other areas about related topics. I have tried to make this report as the best one. For banking operation Foreign exchange is very important and also sensitive. Remittance or Foreign exchange operation of Commercial Bank of Ceylon PLC also contribute towards our economy. Customers are satisfied with the service. of Commercial Bank of Ceylon PLC is doing very well as they are growing up rapidly. The bank must should attempt to be more outward remittance to fulfill their goals and should be aware about other competitors in this sector. Bank is fully complying with all rules & regulations from central bank time to time.

Intention of the placement program is to expand knowledge of practical banking and to compare the knowledge with academic experience. This program is a three months program, so objectives of internship program are not satisfactory. The highest effort has been given to complete this report.

Their customer dealing is really appreciable. So I wish them a brighter future.

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