

INTERNSHIP REPORT





Internship Report
On
“General Banking of National Bank”

SUBMITTED TO:

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LETTER OF TRANSMITTAL

6th September, 2015

Feihan Ahsan

Lecturer

BRAC University

Subject: Submission of the Internship Report

Dear Sir,

It is my pleasure to present this Report on ***General Banking Practices Of National Bank Limited*** as a requirement for completing my Bachelor of Business Administration. I enjoyed preparing the report though it was challenging to finish within the given time. In preparing this report, I have tried my level best to include all the relevant information related to general banking activities of National Bank Limited.

I have a strong belief that the report will fulfill your expectation and I have tried to give my best effort so that I can prepare a solid report as per your instruction. I would be very grateful if you accept my report. Your kind consideration and cooperation will be highly appreciated.

Sincerely yours,

Azad Mahmud Tanvir

ID: 11104056

BBS Department

BRAC University

ACKNOWLEDGEMENT

At first, all praises belongs to the mighty Allah, the most clement, most generous and bounteous to all living creatures and their actions. In preparing this report of National Bank Limited, I have received commendable support from all the employees of National Bank Limited, Imamgonj Branch.

I am very much grateful to my organizational supervisor GolamSarwar Qureshi, Asstt. Vice President & 2nd Man, National Bank Limited to give the opportunity to work on the Imamgonj ranch. He has given me all kind official support to complete the report perfectly. I like to thank Mohammad Faysal Uddin, Executive Officer, National Bank Limited for helping me in every aspect for the completion of the report.

I am very much indebted to my supervisor Feihan Ahsan, Lecturer, BRAC University for giving me direction at different times to prepare this report. It is his guided supervision that resulted in successful completion and timely submission of the report.

EXECUTIVE SUMMARY

In recent years banks have diversified their services by creating new subsidiaries that perform additional services or by merging with other types of financial institutions. National Bank Ltd. was established as a banking company. There are different types of activities involved in the banks. A bank collects money from the people through some special types of products and all the collected money invests in the different sectors at higher interest rates. This investment process is dealt in the loan and advance departments of National Bank Limited. As an intern in National Bank, this internship report has been prepared. This report aims toward providing an overview on the general banking system of National Bank Limited. While preparing this report it has been tried to reveal the insights of the general banking system of the bank. While discussing the different aspects of general banking activities of the bank, priority has been given to depict the real situation in National Bank Limited are concerned by employing the experience gathered during the internship program. It is focused some theoretical aspect of the general banking in this report. From the analysis of the findings during internship period a few recommendations were also prescribed in this report. Analysis on the findings is basically done to sort out the major aspects of the general banking systems and to draw some significant inferences. This report will provide the critical aspect of the general banking of the National Bank Limited.

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CHAPTER 1: INTRODUCTION

1.1. Background of the study

Origin of the report:

This report has been prepared as a requirement of the internship program BUS 400 under the BBA program of BRAC University. I got the opportunity to work in one of the renowned banking brand of the country – National Bank Limited. I was placed in the Imamgonj branch of national bank for my internship program and prepare a report on the general banking practices of National Bank limited. I got the opportunity to observe the banking practices in person and assist in different departmental work and attend a on the job training from working in all the departments of the bank.

Scope of the report:

The report basically puts a deep insight into different banking products of national bank. National bank has all the banking products (Accounts, cards etc.) and maintains a very thorough practice of each of its products. The report is prepared to give a little idea about all the products.

Limitations:

The report was prepared with the observation of three months internship program. This is one of the biggest limitations of the report that the study done for preparing the report was a very short period of time and therefore the report contains information about most of the banking products and practices those were prominent during the period.

1.2. Methodology of Report

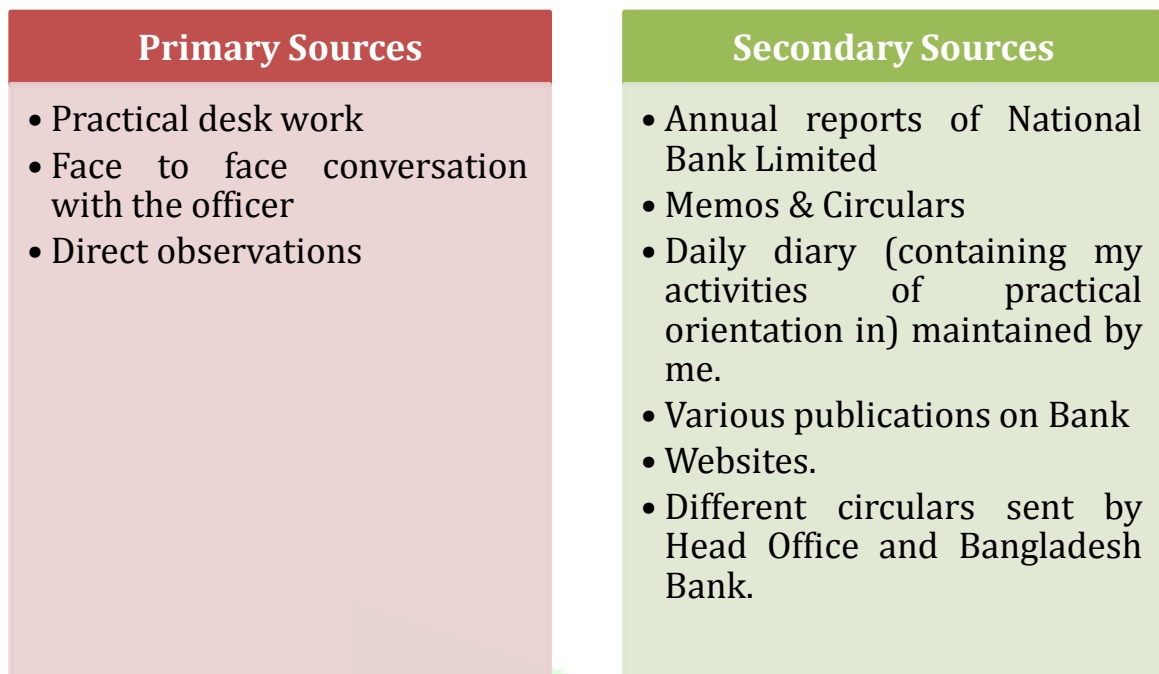
Methodology can be termed as underlying principles and rules of organization that work at the backdrop of any study. It clarifies the problems involving the research in a very ordered and systematic fashion. Strategic are determined at this stage for future implementation. For smooth and accurate study everyone have to follow some rules & regulation. The study impute were collected from two sources:

(a) Primary Sources

- (i) Practical desk work
- (ii) Face to face conversation
- (iii) Direct observations

(b) Secondary Sources

- (i) Annual Reports of National Bank
- (ii) Memos & circulars
- (iii) Daily diary (containing my activities of practical orientation in) maintained by me,
- (iv) Various publications on bank,
- (v) Websites,
- (vi) Different circulars sent by Head Office and Bangladesh Bank.



1.3. Historical development of Banking Business in Bangladesh:

Bangladesh acquired its Banking structure from the British administration and had 49 banks and other kinds of financial establishments before the Partition of India in 1947. The Dhaka Bank secured in 1806 was the first business bank in the Bangladesh district of British India. Bengal Bank, the first British-Patronized advanced bank built in India in 1784, had opened its two branches in 1873 in Sirajganj and Chittagong of Bangladesh area. Later in 1862, the Bengal Bank Purchased the Dhaka Bank and opened its first branch in Dhaka around the same time by reconstituting and consolidating the Dhaka Bank. From there on, another branch of Bengal Bank was opened in Chandpur in 1900. Various different branches of Bengal Bank were opened in this district and some branches had been shut in Course of time. There were six different branches of Bengal Bank in operation in the region of Bangladesh until the Partition of British-India in 1947 and these branches were at Chittagong (1906), Mymensing (1922), Rampur (1923), Chandra (1924), and Narayanganj (1926).

Taking after the rise of Pakistan in 1947, Stat Bank of Pakistan, the Central Bank of the nation, started to exist in July 1948. Later, the National bank of Pakistan, a solid business bank was situated up in 1949. Altogether, 36 booked business banks were in operation in the entire Pakistan until 1971. Pakistanis claimed the majority of these banks and just three of them in particular, National Bank of Pakistan, Habib Bank Ltd. also, the Australasia Bank Ltd, had one branch of each in East Pakistan in 1949. Amid 1950-58, there other Pakistani-claimed banks, Premier Bank Ltd., Bank of Bhowalpur Ltd. furthermore, Muslim Commercial Bank, had Opened their branch in East Pakistan. Four Pakistan-claimed banks, the United Bank Ltd., Union Bank Ltd., Standard Bank Ltd. furthermore, the business Bank Ltd. Directed bankingbusiness in the Province amid 1959-1965. But every one of them Had their central station in west Pakistan. East Pakistan had just two banks Owned by neighborhood business gatherings white home account in Dhaka. These were the Eastern Mercantile Bank Ltd. (In a matter of seconds Pubali Bank Ltd.) and Eastern Banking Corporation Ltd. (Right away Uttara Bank Ltd.) secured in 1959 and 1965 separately.

First and foremost of 1971, there were 1130 branches of 12 banks in operation in East Pakistan. The establishment of free keeping money framework in Bangladesh was laid through the foundation of the Bangladesh Bank in 1972 by the Presidential Order No. 127 of 1972 (which took impact on 16th December, 1971). Through the Order, the eastern branch of the previous State Bank of Pakistan at Dhaka was renamed as the Bangladesh Bank as an undeniable account of the national bank of Bangladesh and the whole undertaking of the State Bank of Pakistan in, and in connection to Bangladesh has been conveyed to the Bank.

Bangladesh Bank has been depended with the greater part of the customary focal saving money capacities including the sole obligations of issuing cash, keeping holds, planning and dealing with the monetary and credit strategy, controlling the banking framework, balancing out household and outside monetary worth, safeguarding the every estimation of Bangladeshi taka, cultivating monetary development and improvement and the advancement of the nation's business.

The Bangladesh Bank's (Nationalization) Order sanctioned in 1972 nationalized all banks with the exception of outside ones. Six nationalized banks were framed through combining the current banks of the period. The rate of development and advancement of keeping money segment in the nation was amazingly moderate until 1983 when the administration permitted to build private banks and began denationalization process, at first the Uttar Bank around the same time and from there on, The Public Bank, and the Replax bank in 1986.

Financial history demonstrates that improvement has begun all over the place with the keeping money framework and its commitment towards monetary advancement of a nation is the most noteworthy in the starting stage. Schumpeter (1933) viewed the keeping money framework as one of the two fundamental operators (other being business enterprise) in the entire procedure of improvement. Keynes likewise underlined the part of saving money benefits during the time spent financial advancement of a nation, while SHE was tending to the House of Lords in regards to International and Monetary System (cited in Sharma 1985).

Present day saving money framework assumes a fundamental part for a country's financial improvement. These progressions in the banking framework likewise acquired progressive changes a nation's economy. Present world is changing quickly to face the test of aggressive free

market economy. It is all around perceived that there is a dire requirement for better, qualified administration and better-prepared staff in the element worldwide money related business. Bangladesh is no exemptions of this pattern. Saving money Sector in Bangladesh is confronting difficulties from diverse points however its prospect is splendid later on.

1.4. History of Private Banks in Bangladesh:

There were no household private business banks in Bangladesh until 1982; When the Arab-Bangladesh Bank Ltd. started private business saving money in the nation. Five more business banks came up in 1983 and launched a moderate development in managing account budgetary organizations. Notwithstanding moderate development in number of individual banks, there had been a generally higher development of branches of nationalized business banks (NCBs) amid 1973-83. There number had expanded from 1512 in 1973-74 to 4603 in 1982-83.

Monetary part changes to reinforce the administrative and supervisory system for banks made progress in 2006 despite the fact that at a slower than anticipated pace. General strength of the saving money framework demonstrated change subsequent to 2002 as the gross Non-performing Loans (NPL) declined from 28 percent to 14 percent while net NPL (less Provision) decreased to 8 percent from 21 percent. This drove noteworthy change in the gainfulness degrees. Despite the fact that the Private Commercial Banks (PCB) NPL proportion enrolled an account low of 6 percent, the four Nationalized Commercial Banks (NCB) position are still frail and demonstrated high NPL at 25 percent. The NCBs have expansive capital deficits with a danger weighted capital resource proportion of only 0.5 percent (June 2006) as against the obliged 9 percent. For the PCBs danger weighted capital resource proportion remained at 10 percent. Bangladesh Bank issued a decent number of prudential rules amid the year 2006 and the first quarter of 2007 which among others identify with:

- Rationalization of prudential standards for advance order and provisioning,
- Policy for rescheduling of advances,
- Designing and upholding an "incorporated credit danger evaluating manual",
- Credit rating of the banks, and
- Revisions to the make-up of Tier-2 capital.

In addition, late choice of the Government to corporative the staying three NCBs alongside the activity to deal the Replay Bank are certain to introduce changes in the banking area aggressiveness perspective. Bangladesh Bank has additionally taken up the errand of actualizing the Basel II capital accord. Further, the late authorization of the Micro-credit Regulatory Authority Act (MRAA) for the regulation of the Micro Finance Institutions (MFI) has been a significant improvement in the year 2006. Since 1998 CAMEL rating of banks steadily enhanced and in 2006 Bangladesh Bank upgraded this rating model by consolidating the business hazard and the new model is known as CAMELS.

Cutting edge banks have critical influence in advancing monetary improvement of a nation. Banks give important trusts to executing different projects in progress during the time spent monetary improvement. They gather reserve funds of substantial masses of individuals scattered all through the nation, which without banks would have stayed unmoving and inefficient. These scattered sums are gathered, pooled together and made accessible to trade and industry for meeting the prerequisites. Economy of Bangladesh is in the gathering of world's most immature financial matters. One of the reasons may be its immature keeping money framework. Government and also distinctive universal associations have likewise recognized that immature saving money framework causes a few hindrances to the methodology of monetary improvement. So they have exceedingly prescribed for changing budgetary division. Since, 1990, Bangladesh government has taken a considerable measure of monetary area change estimations for making money related segment and also banking division more straightforward detailing and usage of these change exercises has likewise been partaken by diverse universal association like world Bank, IMF and so on.

1.5. Current Structure of Banks in Bangladesh:

Bangladesh Bank (BB) has been filling in as the national bank following the nation's freedom. Its prime employments incorporate issuing of cash, keeping up outside trade save and giving exchange accounts of all open fiscal matters. BB is likewise in charge of arranging the administration's financial approach and executing it subsequently. The BB has a representing body embodying nine individuals with the Governor as its boss. Aside from the head account in Dhaka, it has nine more branches, of which two in Dhaka and one each in Chittagong, Rajshahi, Khulna, Bogra, Sylhet, Rangpur and Barisal.

Central Bank (Bangladesh Bank):

In accordance with Bangladesh Bank Order, 1972 the Government of Bangladesh redesigned the Dhaka branch of the State Bank of Pakistan as the national bank of the nation, and named it Bangladesh Bank with review impact from 16 December 1971.

State-claimed business banks:

The banking arrangement of Bangladesh is overwhelmed by the 4 Nationalized Commercial Banks In which 3 is completely controlled by government and one bank (Replay Bank) is controlled by both government and private segment., which together controlled more than 54% of accounts and worked 3388 branches (54% of the aggregate) as of December 31, 2004.

Nationalized Commercial Bank of Bangladesh:

- Somali Bank,
- Agrani Bank,
- Rupali Bank.
- Janata Bank.

Private business banks

Private Banks are the most elevated development part because of the troubling exhibitions of government banks (above). They have a tendency to offer better administration and items. Presently 31 private business banks are working in Bangladesh. Here is the rundown -

- ☐ United Commercial Bank Limited
- ☐ Mutual Trust Bank Limited
- ☐ BRAC Bank Limited
- ☐ Eastern Bank Limited
- ☐ Dutch Bangla Bank Limited
- ☐ Dhaka Bank Limited
- ☐ Islami Bank Bangladesh Ltd
- ☐ Uttara Bank Limited
- ☐ Pubali Bank Limited
- ☐ IFIC Bank Limited
- ☐ National Bank Limited
- ☐ The City Bank Limited
- ☐ NCC Bank Limited
- ☐ Mercantile Bank Limited
- ☐ Prime Bank Limited
- ☐ Southeast Bank Limited
- ☐ Al-Arafah Islami Bank Limited
- ☐ Social Islami Bank Limited
- ☐ Standard Bank Limited
- ☐ One Bank Limited
- ☐ Exim Bank Limited
- ☐ Bangladesh Commerce Bank Limited
- ☐ First Security Islami Bank Limited
- ☐ The Premier Bank Limited
- ☐ Bank Asia Limited
- ☐ Trust Bank Limited
- ☐ Shahjalal Islami Bank Limited
- ☐ Jamuna Bank Limited
- ☐ ICB Islamic Bank
- ☐ AB Bank



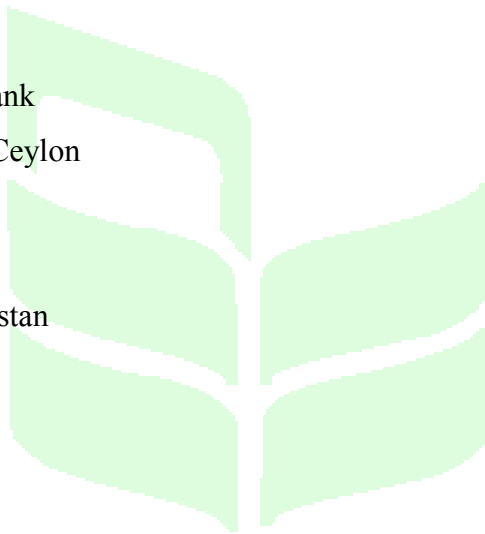
Next to this on 2012 Govt. additionally allowed 6 new banks to work.

- ☐ Union Bank
- ☐ Modhumati Bank
- ☐ The Farmers' Bank
- ☐ Midland Bank
- ☐ Meghna Bank
- ☐ South Bangla Agriculture and Commerce Bank

Foreign business banks

10 Foreign business banks are working in Bangladesh. These are -

- ☐ Citibank
- ☐ HSBC
- ☐ Standard Chartered Bank
- ☐ Commercial Bank of Ceylon
- ☐ State Bank of India
- ☐ Habib Bank Limited
- ☐ National Bank of Pakistan
- ☐ Woori Bank
- ☐ Bank Alfalah
- ☐ ICICI Bank



Specialized advancement banks

Out of the specific banks, two (Bangladesh Krishi Bank and RajshahiKrishiUnnayan Bank- just for the advancement of the agribusiness of the north Bengal of Bangladesh) were made to meet the credit needs of the agrarian segment while the other two (BangladeshShilpa Bank (BSB) & Bangladesh ShilpaRinSangtha (BSRS) are for stretching out term advances to the mechanical sector. The Specialized banks are-

- Karmasangsthan Bank
- Bangladesh Krishi Bank
- RajshahiKrishiUnnayan Bank

- Progoti Co-agent Landmortgage Bank Limited (Progoti Bank)
- Grameen Bank
- Bangladesh Development Bank Limited
- Bangladesh Somobay Bank Limited



CHAPTER 2: ORGANIZATIONAL OVERVIEW

2.1 Historical Background of National Bank limited

National Bank Limited is known for its successful past, superb present, imminent future and under handling ventures and exercises. Built up as the first private bank completely claimed by Bangladeshi business people, NBL has been thriving as the biggest private division Bank with the progression of time in the wake of confronting numerous anxiety and strain. The individuals from the top managerial staff are innovative representatives and driving industrialists of the nation. To keep pace with time and in congruity with national and global monetary exercises and for rendering every present day administration, NBL, as a bank, computerized all its branches with PC arranges as per the focused business interest of time. Also, considering its expected future, the base of the Bank has been revising. The desire of all class representatives, business people and overall population is a great deal more to NBL. At present NBL have 181 branches under its branch system. Likewise, it is their powerful and broadened way to deal with potential consumers and grabbing business opportunities. NBL is going ahead as nonstop procedure to suit new clients by creating and growing country, SME financing and seaward managing account accounts.

The development of National Bank Limited in the existing banks in the private sector was an essential occasion in the Banking stadium of Bangladesh. At the point when the country was in the grasp of serious subsidence, the administration took the farsighted choice to permit the private division to recount the economy of the nation. A few dynamic business visionaries approached for building up keep money with a maxim to revitalize the economy of the nation.

National Bank Limited was conceived as the initial hundred percent Bangladeshi possessed Bank in the private area. From the very commencement, it was the firm determination of National Bank Limited to assume an indispensable part in the national economy. NBL has resolved to bring back the long overlooked taste of bank management, and flavors. NBL proceeds with the preservation that they need to serve every one instantly and with a feeling of commitment and respect.

The then President of the People's Republic of Bangladesh Justice Ahsanuddin Chowdhury initiated the bank formally on March 28, 1983 however the first branch at 48, Dilkusha Commercial Area, Dhaka began business operation on March 23, 1983. The second Branch was opened on eleventh May 1983 at Khatungonj, Chittagong.

At present, NBL has been carrying on business through its 181 branches & Agri Branches spread everywhere throughout the nation. Since the absolute starting point, the bank has applied much accentuation on abroad operations and took care of a sizable quantum of home bound remote settlement. It has drawing competitive advantage with 415 journalists in 75 nations of the world, and additionally with 37 abroad Exchange Companies situated in 13 nations. NBL was the first local bank to set up account-based competitive advantage with the world acclaimed Western Union keeping in mind the end goal to encourage brisk and safe settlement of the significant outside trades earned by the exile Bangladeshi nationals. This has implied that the ostracizes can dispatch their well-deserved cash to the nation without hardly lifting a finger, certainty, wellbeing and velocity.

NBL was likewise the first among residential banks to present universal Master Card in Bangladesh. Meanwhile, NBL has additionally presented the Visa Card and Power Card. The Bank has in its utilization the most recent data innovation administrations of SWIFT and REUTERS. NBL has been proceeding with its little credit program for payment of insurance free horticultural advances among the poor ranchers of Barinas zone in Rajshahi area for enhancing their work.

NBL concentrated on every key region covering capital ampleness, keeping up great resource quality, sound administration, palatable procuring and liquidity. As an outcome, it was conceivable to an account development of 175.51 percent with Tk. 8,809.40 million pre assessment benefits in the year under audit over the former year. The net benefit after duty and procurement remained at Tk. 6,860.34 million which was Tk. 2,070.47 million in the earlier year

enlisting a 231.34 percent rise. The aggregate accounts expanded to Tk. 102,471.83 million being 33.37 percent expansion over the previous year. Credits and advances remained at Tk. 92,003.56 million in the year under report which was Tk. 65,129.289 million speaking to 41.26 percent ascend over the former year. Remote exchange remained at Tk. 144,255.00 million in 2010 contrasted with Tk. 115,939.00 million, expanded by 24.42 percent contrasted with that of the earlier year. Amid 2010, the bank took care of internal settlement of Tk. 49,145.30 million, 10.73 percent higher than that of the earlier year. Profit for Equity (ROE) enlisted a 77.84 percent ascends over the first year.

National Bank, has now obtained quality and ability to bolster the saving money needs of the remote financial specialists. NBL ventured into another enclosure of business and opened its Off Shore Banking Unit at Mohakhali to serve the pay workers and the remote financial specialists better than anyone might have expected.

Since its commencement, the bank was mindful of agreeing to Corporate Social Responsibility. In this bearing, we have stayed connected with the improvement of instruction, medicinal services and have supported donning and social exercises. Amid times of regular debacles like surges, typhoons, avalanches, we have extended our hand to moderate the sufferings of casualties. It built up the National Bank Foundation in 1989 to stay included with social welfare exercises. The establishment runs the NBL Public School & College at Moghbazar where present enrolment is 1140. Other than honoring grant to the exemplary offspring of the representatives, the bank has additionally amplified monetary backing for their instruction. It additionally gave budgetary help to the Asiatic Society of Bangladesh at the season of their production of Banglapedia and recognition of 400 years of Dhaka City.

The Transparency and responsibility of a money related establishment are reflected in its Annual Report containing its Balance Sheet and Profit & Loss Account. In acknowledgment of this, NBL was honored Crest in 1999 and 2000, and Certificate of Appreciation in 2001 by the Institute of Chartered Accountants of Bangladesh.

The bank has an in number group of profoundly qualified and experienced experts, together with a proficient Board of Directors who assume an essential part in detailing and actualizing approaches.

2.2 Mission and Vision of National Bank Limited

National Bank's Mission:

National Bank's mission is to keep up endeavors for extension of their exercises at home and abroad by adding new measurements to their pattern of banking administrations which are being proceeded with unabated. Nearby, they are likewise putting most elevated need in guaranteeing straightforwardness, accountability, and enhanced customer base administration and also to their dedication to serve the general public through which they need to get closer and closer to the populace of all strata. Winning an everlasting seat in the hearts of the individuals as a minding sidekick in inspiring the national monetary standard through constant up gradation and enhancement of their customer base administrations in accordance with national and global necessities is the fancied objective NBL needs to reach.

Vision:

Guaranteeing most elevated standard of customer base administrations through best utilization of most recent data innovation, making due commitment to the national economy and building up ourselves immovably at home and abroad as a front positioning bank of the nation are our valued vision.

2.3. Structure of National Bank Limited

The whole structure of the National Bank Limited is very important for understanding the operations of the Bank. There is divisional office, regional office and large number of branch offices of the National Bank Limited. All the offices are coordinated by the Head office of the National Bank Limited.

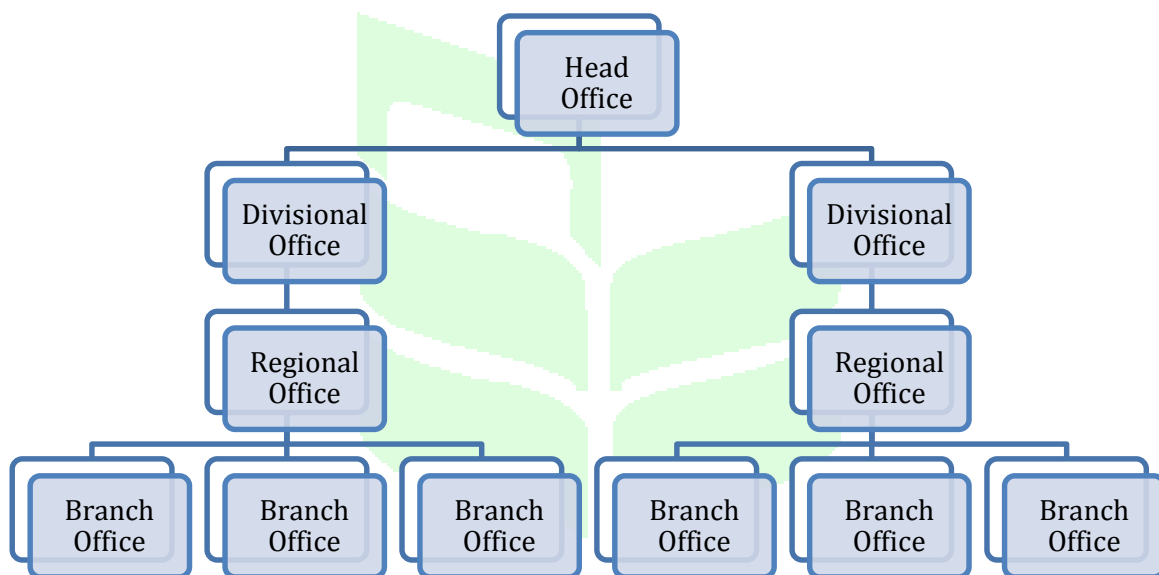


Figure 2.1 Structure of the National Bank Limited

2.4. Organogram of National Bank Limited:

The organogram of National Bank Limited are as followed:

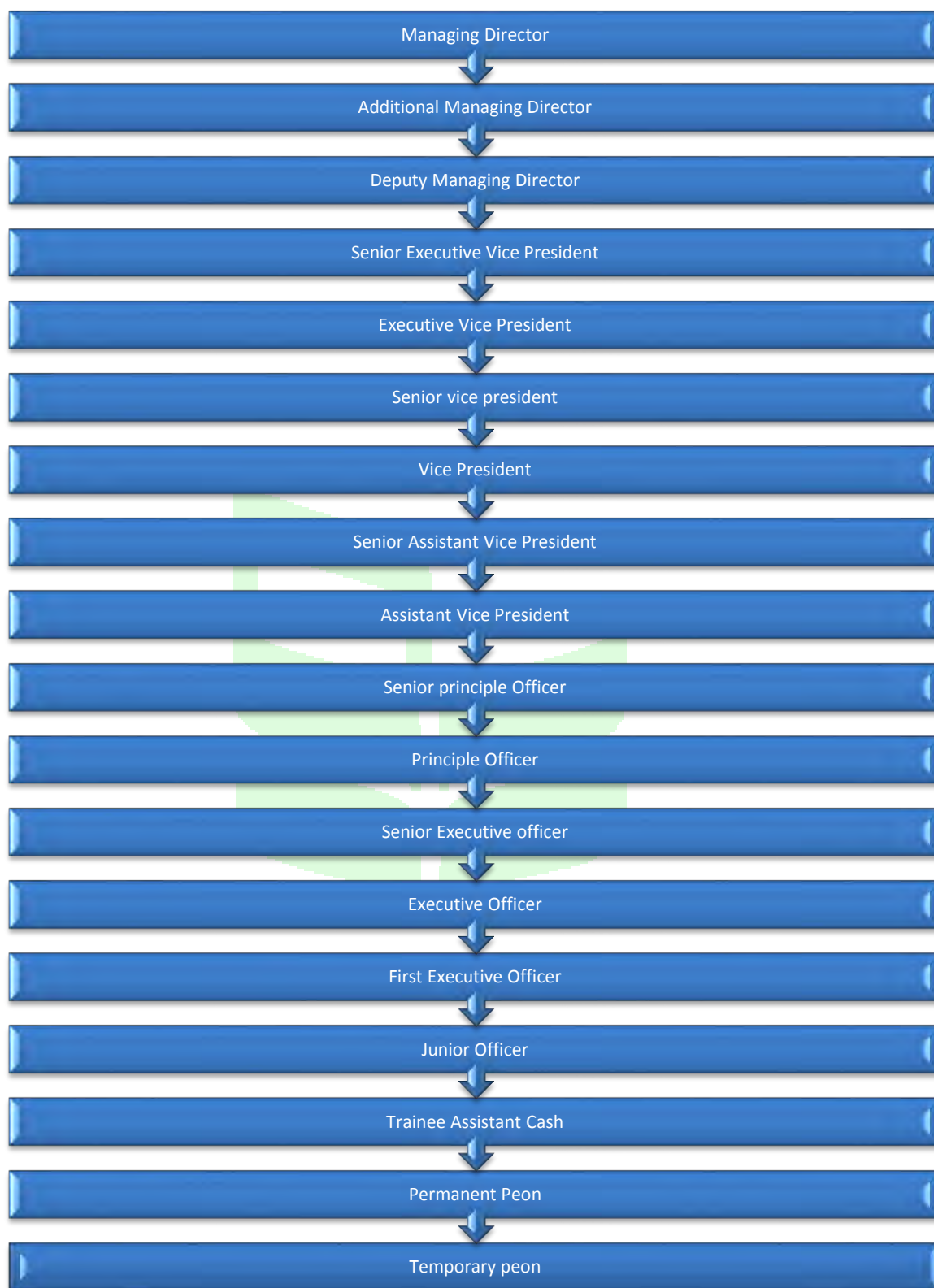


Figure 2.2 Organogram of the Bank

2.5. HIERARCHY OF IMAMGONJ BRANCH

Any organization is operated by maintaining the principle of hierarchy to maintain the operation of the organization. This will ensure the easy execution of the operation by the employees of the organization. The Imamgonj Branch of National bank Limited has the following hierarchy

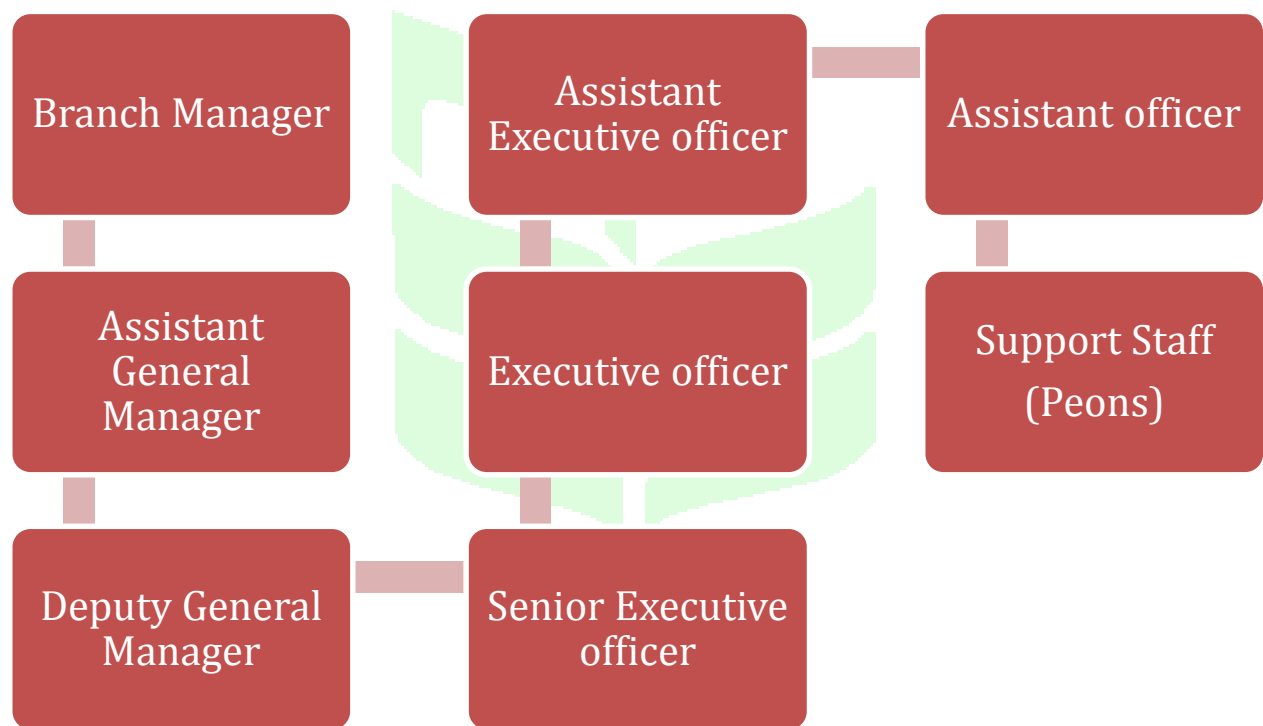


Figure 2.3 Hierarchy of the Branch

2.6. Role as an intern:

Accounts Department:

As an intern, at first I was assigned in the accounts department. There, I was given some responsibilities which are given below:

Account opening: I was given the task to open the accounts of different customers. Firstly, I checked that whether the customer brought the necessary documents for opening the account. There are some necessary documents which are mandatory for opening an account in a bank. They are: National ID card, 2 copy passport size photo of the account opener, 1 copy of passport size photo of the nominee of that account. The customer also need an introducer who has already an account in the bank. Then the introducer and customer will sign the 2 copies of photo of the customer. Then customer and the nominee need to sign the photo of the nominee. In case of opening the accounts which are related to business like CD (Current Deposit) account, the customer need to bring “Trade License”, “TIN (Tax Identification Number) Certificate. If all the documents prove to be correct, then I completed the forms and passed it to my supervisor.

Trail Balance: There are usually 3 types of customer’s transaction. They are: Cash, Clearing and Transfer. When the customers deposit or withdraw their money, it is fall under cash transaction. When customer order the bank to collect or pay another bank, then this command is completed through clearing. When a customer order the bank to collect or pay the money to the other branch of the same bank, then it is completed through Transfer. In the Imamgonj branch of National Bank, all the transaction of transfer are recorded in computer and then they are checked whether the Debit and Credit side are same or not. I was given the task to do that. I used to record the transfer transactions into a trail balance software and checked whether the both side are same or not.

National Bank Limited					
Imamganj Branch					
Imamganj Branch					
Transfer Book As On 04.05.2015					
CR.			DR.		
1	INCOME	500.00	1	33039862	500.00
2	CD LEDGER	565,587.75	2	CIBTA	570,476.17
3	SB LEDGER	4,888.42			
3	55012302	24,750.00	3	INTT	24,750.00
	S/D	2,475.00		55012302	2,475.00
	INCOME	825.00		EXP	825.00
4	55014728	9,000.00	4	INTT	9,000.00
	S/D	900.00		55014728	900.00
	INCOME	200.00		EXP	200.00
5	37001876	5,000,000.00	5	33007563	5,000,000.00
6	CIBTA	18,000.00	6	LFA	18,000.00
7	33016614	400,000.00	7	S/D	400,000.00
8	CIBTA	18,000.00	8	LFA	18,000.00
9	37004185	15,098.00	9	33036728	15,098.00
10	37004111	30,490.00	10	33035969	30,490.00
11	37003658	18,891.00	11	33031092	18,891.00
12	37003006	154,561.00	12	33012126	154,561.00
13	37003294	25,341.00	13	33026803	25,341.00
14	38004688	718,301.00	14	36001571	718,301.00
15	ERQ	145,085.15	15	ERQ	145,085.15
16	37004185	1,782,912.00	16	36001621	1,782,912.00

Daily Resources: I was given the responsibility to record the daily transitions such as deposit, cash in hand, Bills payables (Pay-orders, Demand Draft), Remittances etcetera in a software and submit them to the head office at the ending time of office hours.

Daily Resource Position

Imamgonj Branch

Resource Position from 03/08/2015 to 03/08/2015

Resource Position as on: 03/08/2015

Figures at actual

Cash In Hand	43,029,186	Balance With Sonali Ban	0
Deposit	2,070,131,685	Remittance	0
Bills Pivable	20,875,131	Advance	640,884,373
Balance With Bangladesh Ba	0	BankDeposit	0

Other Bank's Account

Date	Bank Name	Account Type	Balance

Printed On: 8/4/2015

68.0.115/drp/drplogin.aspx

Google

Daily Resource Position

Branch Name : Imamgonj Current Date : 20/8/2015 Figures at actual(Don't use decimal point(.))

Branch Resource Position			
Deposit		Cash In Hand	
Bills Payable A/c		Remittance(BB)	
Advance		Remittance(SB)	
Balance with BB		Bank Deposit	0
Balance with Sonali		Enter Bank Deposit breakup below. The above Bank Deposit field will be filled up automatically	

Bank Deposit Breakup for each Bank	
Bank Name: N/A	
Account Type: N/A	
Amount:	
Rate:	
Maturity Date: dd-mm-yyyy	
Add Remove	
Submit	

Cash Department:

In cash department, I was given the responsibility to check whether the customer has filled up the check accordingly. Then I matched the customer's sign given in the cheque with the sign that is stored in the bank's computer. I also checked whether it is "Order cheque" or "Cross Cheque". If it was an order cheque, then the bank will give the money to the specific person. The person's name will be in the cheque. If it was a cross cheque, then the bank will give the money to none and will transfer the money to a specific account. No one has the power to cash that cheque. After that, if all the requirements are fulfilled, then I passed the cheques to my supervisor. Then, the officer are assigned in the cash department would give the money to the customers.

Advance and Loan Department:

Loan plays an important role in earning profit for a bank. If a person wants to take loan from a bank, he needs to submit some necessary documents which are: trade license, TIN certificate, bank statement, bank solvency certificate, property valuation certificate, stock report, national ID card etc. I was given the responsibility to check the necessary documents. If all the documents are ok, then I passed it to my supervisor.

Foreign Exchange Department:

Businessmen need to open the L/C (Letter of Credit) to import goods from abroad. For opening the L/C, they need to open “PAD” which is stand for payment against documents, “LTR” which is stand for loan against trust receipt and “LIM” which is stand for loan against imported merchandise.

The importer’s bank will give the payment to exporter’s bank after it receives the necessary documents from the exporter’s bank. Those documents have the instructions about how to give payment to the exporter’s bank. The importer needs to give the required money to his bank in order to collect those documents so that he can get the goods from customs. If the exporter does not have the required money, then he opens a PAD. PAD is one kind of loan by which importer’s bank pays the money and the importer will repay the loan within 21 days.

If the importer is unable to repay the loan within the mentioned time period, then he opens a LTR. It’s also a loan but importer only enjoy this facility if he has a big amount of collateral in the bank. After that, gradually the importer pays the money.

If the importer does not have the ability to pay the money and at the same time unable to discharge the goods from customs, then he opens a LIM. In that case, the bank will give payment to exporter’s bank on their own and will also discharge the goods from customs. After that, the bank will keep the goods at their own store house. The importer will get the goods from bank by the amount that he will pay. Suppose, if the importer pays 100 taka to the bank, the bank will give the goods of 100 taka to the importer so that he can sell them in the market.

As other loans, importer has to pay interest for these loans. I was assigned to calculate the interest amount for these loans and to write the vouchers. My supervisor told me the interest rate before calculating them. Interest rate differs for each client.



CHAPTER 3: GENERAL BANKING

3.1 Overview of General Banking:

General banking is about the blend of distinctive divisions and the exercises performing in banking operation. Essentially it indicates how division serves to gather cash from the one customer and give to the next customer and to do as such it has unmistakable objective and in addition objective. Continuously they attempt to satisfy their objective what really given by top administration to achieve touch general objective of the bank through their branches. Every single area of the branch is interrelated with other one not must be any off-base. So it's not cerebral pain just that segment which has something incorrectly, it must be conveyed each segment. Also, all areas are prepared to help one another to perform their exercises. The division tries to make enthusiasm for clients' psyche through why they would come in the bank and what might be the point of interest behind this. Individuals are getting intrigued to stores in the bank to match time estimation of the cash and have security and in addition withdraw their cash in light of requests and needs by paying checks. To be essential instruments interest security and distinctive administrations assume as indispensable part to draw in the clients. Truth be told, there is no connection in the middle of broker and clients with the exception of exchange related exercises. What's more, that is the reason financier dependably tries to give best and novel chance to the client through better administrations instead of different banks to hold them. In this way distinctive exercises like check, pay request issue, neighborhood, remote settlement, stores, account opening and so on are done by the offices.

General Banking comprises of the diverse segments in the branch. These are:

- ✓ Client Service
- ✓ Account Opening/Closing
- ✓ Remittance
- ✓ Deposit Department
- ✓ Locker Service
- ✓ Account Department

- ✓ Cash Department etc.

3.1.1. Client Services:

In the branch distinctive areas are prepared to give the administrations which are a definitive arrangement of the clients. Any data, if client needs to know, he or she can get it either telephone or coming in the bank. In any case, by telephone all data is not gave because of look after security. Typically what measure of cash in their (client)account, to open an account what ought to be taken after, when can be taken check book and store book, what the state of premium rate, how cash can be exchanged to other bank and so forth. This sort of administrations bank gave to the client. Individuals constantly need to get the client benefit as ahead of schedule as would be prudent. NBL needs as quick as would be prudent they will offer the administrations to the client instead of different banks holding own position and go ahead all the more by prevalent administrations through grinning face and also well acting what they require. At some point which offices (items) have been come in new route for the clients and accommodating are educated. To create client benefit all the more, once in a while they are asked what their desire to the bank about it is. In the event that it is conceivable administrator tries to include with client benefit Therefore information supplier must be constantly lively and dynamic to give in the nick of time.

3.1.2. Account opening:

To begin the exchange forever in a National Bank enlistment ought to be kept up which is account opening. Md. Safikul Islam (Junior officer) is constantly prepared to give this kind of administration By account opening one considered as own and steadfast customer to the bank. Subsequently it needs to hold this client for quite a while giving predominant administrations. To open a account some foundation customer needs to take after which serves to keep data about them to it. To open account in the National Bank they have diverse account structure to registry in distinctive name. For the most part to open any account as a matter of first importance gathering the structure filling account holder's name, father' name, mother's name, date of conception, citizenship, religion, present and perpetual location and mark. Introducer's endorsed

ought to be obligatory and filling candidate's data like A/C holder in the structure. After this assignment he or she will be given a photocopy of voter ID card/substantial international ID/Nationality Certificate and three duplicates photos (two for A/C holder and another for chosen one). At that point officer will check it and give an A/C no. also store book to store cash in the A/C no. At that point the separate officer inputs information into A2Z Software. At that point he prints thanks letter for introducer and A/C holder and sends these letters in separate location to checking locations of introducer & A/C holder. In the wake of confirming A/C holder's address the officer issues check books to withdraw cash.

Account Opening Procedure:

There are some necessary documents which are mandatory for opening an account in a bank. They are: National ID card, 2 copy passport size photo of the account opener, 1 copy of passport size photo of the nominee of that account. The customer also needs an introducer who has already an account in the bank. Then the introducer and customer will sign the 2 copies of photo of the customer. Then customer and the nominee need to sign the photo of the nominee. In case of opening the accounts which are related to business like CD (Current Deposit) account, the customer needs to bring “Trade License”, “TIN (Tax Identification Number) Certificate.

Account Closing:

For two reasons or by two parties, accounts can be shut. One is by investor and other is by the client.

- By banker: If any client doesn't keep up any exchange inside of six years and the A/C offset gets to be lower than the base parity, broker has the privilege to close an A/C.
- By customer: If the client needs to close his A/C, he composes an application to the administrator encouraging him to close his A/C.

Be that as it may, by and by, typically the clients don't close A/C eagerly. Now and again, clients don't keep up any exchange for long time. Is this circumstance at to begin with, the A/C gets to be lethargic and eventually it is shut by the bank.

3.1.3. Remittance

Remittance is an important sector for maintaining the reserve in Bangladesh. National Bank Limited prefers the transactions related to the remittance in Bangladesh. They have some importance arrangements of the remittance.

3.1.4. Deposit Department

There are different types of products of deposit department. They are given below:

Deposit Products:

- ❖ Savings Deposit
- ❖ Current Deposit
- ❖ Term Deposit
- ❖ Foreign Currency Deposit
- ❖ Monthly Savings Scheme

Savings Deposit

National Bank Limited offers clients a hassle free and low charges investment account through the branches all over Bangladesh.

Advantages of Savings Deposit:

- ✓ Interest rate of 4.00% on last month to month parity.
- ✓ Least adjust amount is Tk.1000.
- ✓ Maintenance or upkeep charge yearly Tk. 600.
- ✓ No shrouded expenses.
- ✓ Standing Instruction Arrangement are accessible for operating/ working account

Current deposit

National Bank Limited offers clients current deposit for regular business transaction with no confinement.

Current Deposit Account (Personnel):

- ✓ Collect an Account opening structure from the Bank.
- ✓ Fill every one of the prerequisites of the structure.
- ✓ Nominee is must be indicated.
- ✓ Photograph is most imperative for any account two for holder and one for chosen one (Except institutional A/C).
- ✓ To open this account the most imperative things is a photocopy of voter ID card/legitimate international ID/Nationality Certificate issued by neighborhood govt. must need to include with the account opening structure furthermore encase the structure 12 with the account opening structure.

Current Deposit Account (Sole Proprietorship):

- ✓ Signature Card.
- ✓ Photograph 3 or 4 for holder bore witness to by introducer and 2 for chosen one of signatories verified by A/C holder.
- ✓ Copy of legitimate Trade License.
- ✓ TIN Certificate.
- ✓ 18-A consent from Bangladesh Bank (for GSA & Agents just).
- ✓ Current Deposit Account (Partnership):
- ✓ Signature Card.
- ✓ Photography of signatories validated by introducer.
- ✓ Partnership Deed.
- ✓ Partners letter of power to open account and approval for operation.
- ✓ Copy of substantial Trade License.
- ✓ 18-An authorization from Bangladesh Bank (for GSA & Agents just).

Current Deposit Account (Limited Liability Company):

- ✓ Signature Card.
- ✓ Photograph of signatories bore witness to by introducer.
- ✓ Copy of Memorandum and Articles of Association.
- ✓ Copy of Certificate of Incorporation and initiation of business.
- ✓ Copy of Board Resolution to open the account and approval for operation.
- ✓ List of Directors and signatories alongside locations.
- ✓ Latest duplicate of Form XII.

Current Deposit Account (Association/Trust/Society)

- ✓ Signature Card
- ✓ Photograph of signatories verified by introducer.
- ✓ Copy of Resolution of administering body to open the account and approval for operation.
- ✓ Copy of comfort/standing rules/rules.
- ✓ Certificate of enlistment.
- ✓ List of approved signatories and individuals from the overseeing bodies alongside location.

Advantages of Current Deposit Account

- ✓ Least support charge half yearly Tk.400/- .
- ✓ Least balance required is Tk.2000.
- ✓ No concealed expenses
- ✓ Standing Instruction Arrangement are accessible for working account.
- ✓ Simple access to our different accounts

Term Deposit

Term Deposit can be divided into two different categories and they are

- a) Special Notice Deposit
- b) Fixed Deposit

Special Notice Deposit

National Bank Limited provides decent interest rate on client's special notice deposit and offers account to withdraw cash whenever.

Advantages

- ✓ Least support charge half yearly Tk.500/- .
- ✓ Standing Instruction Arrangement are accessible for working account.

Fixed Deposit

National Bank Limited offers settled term funds that will scale up client's reserve funds sum with the time.

Account Opening Procedure

- ✓ Collecting a structure and top off every one of the prerequisites of A/C holder.
- ✓ Nominee must be said and related data too.
- ✓ Two duplicates international ID size photo one for holder one for chosen one.
- ✓ Needed international ID or national ID card or chief certificates

Advantages

- ✓ Any sum of money can be saved
- ✓ Untimely encashment account is accessible.
- ✓ Overdraft account accessible against term receipt

Foreign currency deposit

Foreign Currency deposit is categorized in two parts and they are as followed:

- a) RFC DEPOSIT
- b) NFC DEPOSIT

Resident Foreign Currency (RFC) Deposit

National Bank Limited offers opportunity to keep up foreign currency account through its Authorized Dealer Branches. Bangladesh nationals dwelling abroad or Foreign nationals living abroad or Bangladesh and outside firms working in Bangladesh or abroad or Foreign missions and their ostracize representatives.

Advantages

- ✓ No starting deposit is obliged to open the account.
- ✓ Interest on the deposit amount will be offered 1.75% for US Dollar Account, 3.00 % for EURO Account and 3.25% for GBP Account.
- ✓ They will get interest on every day item premise on the credit offset (least adjust of US\$ 1,000/ - or GBP 500/ - at any rate for 30 days) keeping up in the account.

Non-Resident Foreign Currency (NFC) Deposit

National Bank Limited offers chance to keep up foreign currency deposit throughits Authorized Dealer Branches. All non – inhabitant Bangladeshi nationals and persons of Bangladesh cause including those having double nationality and usually living abroad may keep up enthusiasm bearing NFCD Account.

Advantages

- ✓ NFCD Account can be opened for One month, Three months, Six months and One Year through US Dollar, Pound Starling, Japanese Yen and Euro.
- ✓ The introductory least measure of \$1000 or 500 Pound Starling or identical other assigned money.
- ✓ Interest is paid on the equalization keep up in the Account. This interest is without duty in Bangladesh.

Monthly Savings

National Bank Limited offers month to month investment funds plan for its retail clients.

Advantages

- ✓ Regularly scheduled payments of deposit will be Tk.500/- , Tk.1,000/- , Tk.2,000/- , Tk.3,000, Tk.4000/- , Tk.5,000/- and Tk.10,0000
- ✓ Accounts may be opened for any portion and term, which is not changeable.
- ✓ A man is permitted to open more than one account for distinctive portion in a Branch/Bank

SL#	Monthly Installments	Amount to be paid on completion of Term		
		03(Three) years@9.00%	05(Five)years@9.25%	08(Eight)years@9.50%
01	BDT 500/-	20,627/-	37,896/-	70,849/-
02	BDT 1,000/-	41,255/-	75,791/-	1,41,691/-
03	BDT 2,000/-	82,510/-	1,51,583/-	2,83,394/-
04	BDT 3,000/-	1,23,765/-	2,27,374/-	4,25,091/-
05	BDT 4,000/-	1,65,020/-	3,03,166/-	5,66,788/-
06	BDT 5,000/-	2,06,274/-	3,78,957/-	7,08,485/-
07	BDT 10,000/-	4,12,549/-	7,57,914/-	14,16,970

Monthly Earning Scheme

Under this plan one will deposit at least tk.1, 00,000/- for a long time and will appreciate monthly interest rate of Tk.1, 000/- for each Tk.1, 00,000/- .

Advantages

- ✓ Deposit of Tk.1, 00,000/- and its multiple upper limit of To 50, 00,000/- might be satisfactory under this plan.
- ✓ The deposit may be opened either separately or mutually.

Double Benefit Account

National Bank Limited now offers Double Benefit Account for its clients. The advantages under this plan might turn out to be double following 07 (seven) years.

Advantages

- ✓ Deposit of Tk.1, 00,000/- and others with no furthest breaking point might be worthy under this plan.
- ✓ A man is permitted to open more than one DBA Account.
- ✓ The account may be opened either independently or mutually.
- ✓ All DBA account holder should be offered with free Life Insurance Policy under this plan.

Millionaire INCOME SCHEME

Under this plan one will deposit an altered sum on month to month premise for 5, 7 or 10 years and on development he/she will be only a tycoon.

Advantages

- ✓ Deposit of different monthly sum for 5, 7 or 10 years. Account size will be in view of residency. Upon development the contributor will get Tk. 10,00,000/-

- ✓ A man is permitted to open more than one MIS Deposit.
- ✓ The deposit may be opened either separately or together

Installment	Tenure	On maturity
12,450/-	5	10,00,000/-
7,870/-	7	10,00,000/-
4,550/-	10	10,00,000/-

3.23 Credit Products:

Credit products are categorized in the following:

- ❖ Overdraft
- ❖ Lease finance
- ❖ Home loan
- ❖ Small medium enterprise loan
- ❖ Consumer credit loan
- ❖ Trade finance

OVERDRAFT

NBL offers overdraft account for corporate clients for everyday business operations.

Advantages

- ✓ Low charges in overdraft account maintenance.
- ✓ Account is accessible against account receipt or home loan property.
- ✓ Low intrigue rate 13-16%

3.1.5 LEASE FINANCE

National Bank Limited offers renting account for customers with simple portion account.

FINANCING AREA

- ✓ Capital machinery.
- ✓ Diverse types of gear.
- ✓ Gas, Diesel generator and Power plant.
- ✓ Therapeutic types of gear.
- ✓ Information Technology types of gear.
- ✓ Development types of gear.
- ✓ Buyer durables.

Advantages

- ✓ Focused month to month rental.
- ✓ Tax cut.
- ✓ Quick preparing.

3.1.6 HOME LOAN

NBL offers home credit account for buying pads or development of house.

Advantages

- ✓ Financing sum broadens up to 70% or Tk. 75, 00,000 which is most elevated of aggregate construction cost.
- ✓ Duty period available up to 9 months in level buy or 12 months in construction.
- ✓ Aggressive interest rate.
- ✓ No application or handling expense.

Eligibility:

- ✓ Any Bangladeshi native or NRB, who is equipped for reimbursement can apply for this credit
- ✓ Simple handover in the wake of renting period

3.1.7 SMALL MEDIUM ENTERPRISE LOAN

NBL offers monetary backing to little businesspeople/endeavor with new items named "Celebration Small Business Loan" and "NBL Small Business Loan" has been presented in the Bank.

Advantages

- ✓ Most extreme Tk.3.00 lac (Festival Scheme) and Maximum Tk.5.00 lac (Small Business Scheme).
- ✓ 3 Months (Festival Scheme) and 5 years (counting 1 month beauty period (Small Business Scheme)).
- ✓ Insurance Free Advance.

3.1.8 CONSUMER CREDIT LOAN

NBL offers shopper credit account for retail clients.

FINANCING ITEMS

- ✓ Electronics shopper items.
- ✓ PC or Computer accessories.

Advantages

- ✓ Quick preparing.
- ✓ Focused interest rate.
- ✓ No application or preparing charge.
- ✓ Simple regularly scheduled payment.

3.1.9 TRADE FINANCE

NBL gives complete saving money administrations to all. sorts of business concerns, for example, in the mechanical division for fare import reason as meeting expectations capital, pressing credit, exchange finance, Issuance of Import L/Cs, Advising and affirming Export L/Cs. - Bonds and Guarantees.

Advantages

- ✓ Low intrigue rate 13.00%-14.50%.
- ✓ Least handling time.
- ✓ Low administration charges.

3.1.10 CARDS:

There are different kinds of cards in NBL:

- ❖ Gold International
- ❖ Silver International
- ❖ Gold Local
- ❖ Silver Local
- ❖ Power Cards

Two key cards are as followed:

3.1.11 Credit card

NBL Credit Card is acknowledged in numerous vendor outlet around the globe. An extensive variety of traders incorporate lodgings, eateries, carriers, & travel operators, shopping centers and departmental stores, doctor's facilities & demonstrative focuses, gem specialists, gadgets & PC shops and some more.

Advantages

- ✓ Dual Currency Card Facility.
- ✓ Most reduced Rate of Interest.

- ✓ Most reduced Card Fees. Extraordinary Discount of Card Fee condition pertinent.
- ✓ Consumers can exchange 80% measure of your Local Card Limit to any NBL A/c or have Pay Order Facility.
- ✓ No Excess Limit Charge.

CREDIT CARD FEES

	CARD FEES				
TYPES OF CARD	GOLD		SILVER		
	OLD	NEW	OLD	NEW	
International	\$50.00	\$35.00	\$25.00	\$20.00	
Local	TK.2,000/-	TK.1,500/-	TK.1,200/-	TK.700/-	
Dual	-	\$35.00	-	\$20.00	

LATE PAYMENT FEES

LATE PAYMENT FEES				
TYPES OF CARD	GOLD		SILVER	
	OLD	NEW	OLD	NEW
International	\$15.00	\$10.00	\$15.00	\$10.00
Local	TK.500/-	TK.300/-	TK.350/-	TK.200/-
Dual	-	\$10.00	-	\$10.00

CARD REPLACEMENT FEES

LATE PAYMENT FEES				
TYPES OF CARD	GOLD		SILVER	
	OLD	NEW	OLD	NEW
International	\$15.00	\$15.00	\$15.00	\$15.00
Local	TK.500/-	TK.500/-	TK.500/-	TK.500/-
Dual	-	\$15.00	-	\$15.00

3.1.12 POWER CARD

NBL Power Card is the first plastic for which consumers don't need to keep up any account with our any branch.

Advantages

- ✓ It is a Pre-paid Card
- ✓ Yearly/Renewal Fee Tk. 200/- just
- ✓ May be issued and refilled from RFCD/FC Account
- ✓ Acknowledged at all VISA POS shippers
- ✓ Money withdrawal at all ATM stalls bearing VISA and Q-trade logo (Except HSBC in for cold hard currency Bangladesh)

Drawing of Cash:

- ✓ from NBL ATMs - Free of charges
- ✓ From ATMs under Q-money system Tk. 10.00 per exchange
- ✓ From other ATM - Tk. 100.00 for each exchange.
- ✓ Money Withdrawal Fee (aboard) - 2.00% on the money drawn sum or US\$2.00, whichever is higher.
- ✓ Just 1% stacking charge against both International and Local Power Card at the season of Refilling.
- ✓ Yearly Tk. 100 for enlistment of SMS administration.
- ✓ No Hidden Charges.

3.1.13 Interest Rates:

DEPOSIT INTEREST RATE

Revised Schedule of Interest Rate - Percentage per annum

Deposit Type	Category of Deposit	Rate of Interest (p.a.)
Savings	Below 01 Crore	4.00%
	1 Crore to below 25 Crore	4.50%
	25 Crore to below 100 Crore	5.50%
	100 Crore & above	6.50%
Special Notice Deposit	Below 01 Crore	5.00%
	1 Crore to below 25 Crore	6.00%
	25 Crore to below 50 Crore	6.50%
	50 Crore to below 100 Crore	7.00%
	100 Crore & above	7.50%
FDR for 3 Months & Above But Less Than 6 Months	Below 10 Crore	8.75%
	10 Crore to Below 50	9.00%

	Crore	
	50 Crore& Above	9.25%
FDR for 6 Months & Above But Less Than 1 Year	Below 10 Crore	8.75%
	10 Crore to Below 50 Crore	9.00%
	50 Crore& Above	9.25%
FDR for 1 Year & Above But Less Than 2 Years	Below 10 Crore	9.00%
	10 Crore to Below 50 Crore	9.25%
	50 Crore& Above	9.50%
FDR for 2 Years & Above	Any Amount	9.00%

LENDING INTEREST RATE

Deposit Type	Category of Deposit	Rate of Interest (p.a.)
Agriculture Loan		11.00% (Maximum)
Term Loan for Large & Medium Industries		15.50% (Maximum)
Term Loan for Small &		15.00%

Cottage Industries non PPG Loan		(Maximum)
Working Capital for Industries	Large & Medium Loan	15.50% (Maximum)
	Small & Cottage Industries Non-PPG Loan	15.50% (Maximum)%
Export Credit		7.00% (Fixed)
Trade Finance- Import (Foreign & Local)	Essential Items; i.e.; Rice, Wheat, Dates, Edible Oil (crude & refined), Pulse, Chick-peas, Onion, Sugar, Medicine & Industrial Raw Materials. [LIM, LTR, PAD]	15.25% (Maximum)
	Items Other than those Enumerated Above (LIM, LTR, PAD)	15.50% (Maximum)%
	Loan against Forced Import Payment	16.50% (Maximum)%
Trade Finance-CC (Hypo & Pledge), SOD (General) [Commercial]	Essential Items; i.e.; Rice, Wheat, Dates, Edible Oil (Crude & Refined), Pulse, Chick-Peas, Onion, Sugar, Medicine & Industrial Raw Materials. [LIM, LTR, PAD]	15.25% (Maximum)
	Items other than those enumerated above	15.50% (Maximum)%
Trade Finance-SOD		16.00%

(General) against Work Order/ Bid Bond/ Performance Bond		(Maximum)
Small & Medium Enterprise (SME)- Non-PPG Based	LIM, LTR, CC (Hypo & Pledge), SOD General, PAD irrespective of the items and nature of the business	15.50% (Maximum)
House Building Loan	Commercial	16.50(Maximum)
	General	16.50% (Maximum)%
Consumer Credit		17.00% (Maximum)
Credit Card		2.25% (Per Month)
Credit to NBFIs		14.50% (Maximum)
Others	SOD (Exp)- Forced Loan	16.50% (Maximum)
	SOD/Loan against FDR of other Banks, ICB Unit, WEDB, Any other allowable instrument etc.	15.50% (Maximum)%
	SOD/Loan against lien on FDR of our Bank	2.50% above FDR Rate%
	Loan Against NBL Scheme Deposit	16.00%
	Not covered above	15.50%-17.00%

All other loans and advances created on forced circumstances		16.50% Maximum
For Products-PPG Based	Festival, Small Business Loan (General)	16.00%- 16.50%(Range)
	Small House Loan Scheme	16.00% Maximum%
	NBL Small Business Loan	16.00%- 17.00%(Range)%
	NBL Housing Loan	16.00% (Maximum)%
	Lease Finance	16.00%- 17.00%(Range)%
	NBL Weaver Loan	15.00% Fixed%
	Micro Loan	15.00% Fixed%
LDBP		16.00% (Maximum)

3.1.14 Departments

Remittance:

Remittance of trusts is an extremely essential administration of NBL. It helps to transmit store starting with one spot then onto the next spot in the interest of its clients and also non-clients of bank. NBL has its branches in the significant urban communities of the nation and along these lines, it serves as one of the best mediums for settlement of trusts starting with one spot then onto the next.

The principle instruments utilized by NBL, Dilkusha Branch for settlement of deposits.

- ✓ *Payment Order Issue/Collection*
- ✓ *Demand Draft Issue/Collection*
- ✓ *T.T. Issue/Collection*
- ✓ *IBC/OBC/LBC Collection.*
- ✓ *Installment Order Issue/Collection:*

The pay request is an instrument issued by bank, educating itself a certain measure of cash specified in the instrument taking measure of cash and commission when it is exhibited in bank. Just the branch of the bank that has issued it will make the installment of pay request.

Issuing of Pay Order:

- ✓ The strategies for issuing a Pay Order are as per the following:
- ✓ Deposit cash by the client alongside application structure.
- ✓ Give important passage in the bills payable (Pay Order) register where payee's name, date, PO no, and so on is said.
- ✓ Prepared the instrument
- ✓ After investigating and support of the instrument by the power, it is conveyed to client. Mark of client is tackled the partner.

3.1.15. Online Banking Services:

Presently all branches of NBL are joined by ABBS network. Therefore client of one branch can store or withdrawal his/her cash through some other branches of NBL at least expensive cost or administration charges. Here it is specified that online offices are accessible for Current Deposit A/Cs, Savings Deposit A/Cs & Special Notice A/Cs just.

IBC/OBC:

By OBC, NBL implies those checks drawn on different banks which are not inside of the same clearing house. Officer gives OBC seal on this sort of checks and later sends a letter to the chief of the branch of the some bank situated in the branch on which check has been drawn. After accumulation of that bill branch prompts the concerned branch in which checks has been introduced to credit the client account through Inter Branch Credit Advice (IBCA).

Locker Service:

Locker administration is not accessible in Dilkusha branch of National Bank (NBL). Be that as it may, different branches of NBL are giving office of locker support of the motivation behind protecting the important property of clients. The individual or association that has any record in bank office can appreciate this administration. They keep their significant resources in financier's care. Clients have right to take care of with a key of their individual locker gave by bank. NBL keeps up the accompanying sorts of lockers:

- ✓ *Big locker.*
- ✓ *Medium locker.*
- ✓ *Small locker.*

For appreciating this administration, customers need to give charge yearly Tk.2500/- , Tk.2000/- and Tk.1500/- for vast, medium and little locker individually.

Accounts:

Account Department assumes most indispensable part in Banking. Accounts Department is an office with which every single division is connected. It records the benefit & misfortune A/C and articulation of advantages and liabilities by applying of accounting. The elements of it are hypothetical & electronic based. NBL Chowgacha Branch records its records day by day, week by week, and month to month each record.

Essentially Accounts Department is not the only one. Accounts office is a blend of as takes after:

1. Money
2. Exchange
3. Clearing

Cash:

Sk. Maruful Islam (Junior officer) is dynamic as a trade in for spendable dough charge. Truth be told, he keeps up money related all exercises and Md. JoynalAbedin (Junior officer) & SM Kamran Hossain (HR Contract Cash) help him to achieve it precisely. This segment of any branch assumes extremely noteworthy part in Accounts Department. Since, it manages most fluid resources of the NBL. This segment gets money from investors and pay money against check, draft, PO, and pay in slip over the counter. Each bank must have a money counter where client withdrawn and store their cash. At the point when the esteemed customer's store their cash at the money counter they must need to full fill the store slip his/her own, then they sing as the contributor choice's then they store their cash through money officer at the money counter. There are a few sorts of store slip as takes after:

- ✓ Current Deposit A/C Slip,
- ✓ Sparing's Deposit A/C Slip
- ✓ Pay request Slip
- ✓ Interest Draft Slip

- ✓ T.T. Slip
- ✓ Online Deposit Slip

In the wake of paying this current sort's of slip, the esteemed customer sits tight for the store slip book outside of the money counter. The Deposit officer Zulfikar Ali Haider (Junior officer) store the cash in their record through PC programming, while the contributors record credited, then he puts a seal in the store slip.

Accepting Cash:

Any individuals who need to store cash will top off the store slip and give the structure alongside the cash to the money officer over the counter. The money officer numbers the money and contrasts and the figure written in the store slip. At that point he puts his mark on the slip alongside the 'money got' seal and records in the money get register book against A/C number.

Toward the end of the method, the money officer passes the store slip to the counter segment for posting reason and conveys copy slip to the customers.

Credit Department:

Credit in control: mindful of a wide range of investigative and money related examination of borrower in every progressions of giving that ie; determination of borrower, proposition readiness, documentation, payment, recuperation

Credit officer: proposition readiness, documentation, payment, reimbursement observing, set up a wide range of month to month, quarterly, half yearly and yearly progress related articulation.

Choice of borrower: Borrower is chosen on what the credit items they need to take in view of the terms and conditions. Every term on the off chance that they satisfy keeping in mind the end goal to necessity then director from the bank goes to visit to legitimize. Infrequently the customers come to obtain with the reference of director or the head office.

Proposition of arrangement: To set up the proposition required data is:

- ✓ Photo of the customer

- ✓ Exchange permit to be required
- ✓ Tin declaration needed
- ✓ Salary explanation
- ✓ Accounting report
- ✓ Address

Head office authorize: If head office gets the all prerequisites what ought to be required from the branch about the customer, they offer guidance to affirm for the credit.

Documentation:

- i. Request Promissory note: customer do guarantee through formal route for the credit.
- ii. Letter of Arrangement: Client in a formal manner by composed report asks for the advance.
- iii. Letter of Disbursement: Bank give the credit to the customer having all archives where there mark, affirmation can be seen to sue any sort of extortion.
- iv. Letter of insurance: It is the archive of certification paper that customer is obligated to the bank.
- v. Security Document: Some sorts of instrument are kept from the customer like as,
- vi. A wide range of unique deed.

Home loan

Force of lawyer (enrolled) and so forth.

Payment: Monitoring the movement through dispensing planning. Case in point, on the off chance that anyone takes an advance from NBL 50crore for a building, every stride is managed and as per that cash is given the segment of 50crore one by one.

Recuperation: After the time period bank gather the cash as per the agreement from the customer.

CHAPTER 4: FINDINGS AND RECOMMENDATIONS

Findings:

- ✓ Online Banking is not that much good
- ✓ Has lacking in ATM and credit card sectors
- ✓ Salary is less than other banks
- ✓ Poor marketing strategy
- ✓ Less branches in rural areas
- ✓ Interest rate of FDR is less than other banks

Recommendations:

- ✓ interest rate should be reduced for CC account (Cash Credit)
- ✓ Should open more branches in rural areas
- ✓ Should focus more on credit cards and ATM booths
- ✓ Should use the term “Islamic Banking”
- ✓ Should pay more to the employees

CHAPTER 5: CONCLUSION

Finally, it can be concluded that, internship program has been arranged for gaining practical knowledge with theoretical knowledge. Highest effort has been given to provide the actual scenario of the general banking system of the National Bank limited. During the internship, it is found that The Imamgonj branch of National Bank Limited provides all the conventional banking services as well as some specialized financing activities. The Branch also provides loans in different categories.

National bank Limited is one of the largest and oldest banks in the private banking sector. It has a large portfolio with huge assets to meet up its liabilities and the management of this bank is equipped with the expert bankers and managers in all level of management. A banker cannot sleep well with bad debts in his portfolio. The failure of commercial banks occurs mainly due to bad loans, which occurs due to inefficient management of the loans and advances. Beside this, a good customer service and general banking activities attract the customers. So, National Bank is focusing more on ensuring a good quality banking service to attract more and more customers.

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Appendix

LIST OF ABBREVIATION

NBL	National Bank Limited
CCH	Cash Credit Hypothecation
CIB	Credit Information Bureau
DD	Demand Draft
ECC	Export Cash Credit
ERC	Export Registration Certificate
FDBP	Foreign Documentary Bills Purchased
FDR	Fixed Deposit Receipt
L/C	Letter of Credit
LDBP	Local Documentary Bills Purchased
LIM	Loan Against Imported Merchandise
PO	Payment Order
STD	Short Term Deposit
TR	Trust Receipt
TIN	Tax Identification Number
SS	Substandard
DF	Doubtful
BL	Bad or Loss
SOD	Secured Overdraft
BRPD	Banking Regulation & Policy Department

