An Internship Report
on
General Banking Activities of Dutch Bangla Bank Limited

By

Farzin Binta Islam

18304086

An Internship Report Submitted to the BRAC Business School in Partial Fulfillment of the Requirements for the Degree of

Bachelor of Business Administration

BRAC Business School

BRAC University

October 2022

Declaration

It is hereby declared that,

1. The internship report submitted is my own original work while completing degree at BRAC University.

2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.

3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.

4. I have acknowledged all main sources for help.

Student's Full Name & Signature:

Farzin Binta Islam

Student ID: 18304086

Supervisor's Full Name & Signature:

Ahmed Abir Choudhury

Lecturer

BRAC Business School

Letter of Transmittal

Ahmed Abir Choudhury

Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of internship report.

Dear Sir,

This is my pleasure to submit my internship report to provide details regarding general banking activities of Dutch Bangla Bank Limited (DBBL).

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

____

Farzin Binta Islam

Student ID: 18304086

BRAC Business School

BRAC University

Date: 15 October 2022

Non-Disclosure Agreement

In course of the internship experience the trainee was given access to and was involved in the processing of verbal, written, computer-generated, computer accessed, filmed, and/or recorded information relating to clients and employees of the bank.

The information shared in this report was primarily provided by the bank and based on the experience gathered by the trainee. It is expected that the information be used for academic purposes only and not disclosed for any other purposes.

This agreement is made and entered into by and between DBBL and the undersigned student at BRAC University.

Student's Full Name & Signature:

Farzin Binta Islam

Student ID: 18304086

Acknowledgement

I want to start by thanking Almighty Allah for giving me the chance to complete the internship with amazing experience and to write the report on that. I would like to express my gratitude to many people who extended their kind guidance and help for writing this project report. I am extremely grateful to Mr. Ahmed Abir Choudhury, Lecturer, BBS at BRAC University, who oversaw my internship and provided detailed feedback and ongoing support on this report. This path would not have been as straightforward for me if Ahmed Abir Choudhury had not provided his kind guidance. I want to thank Mr. Iftekhar Ahmed, an officer of general banking, and Mr. Md Shahid, the deputy manager of the DBBL CEPZ Branch. I appreciate their assistance in providing me with the pertinent details about DBBL's general banking that I needed to prepare this report. Without their assistance, it wouldn't have been possible to conduct this project work. I met a lot of supportive coworkers during the course of my internship who were always willing to share any information I needed as well as their opinions and ideas with me. Additionally, I want to express my gratitude to the clients who were kind enough to answer my questionnaire and expressed their appreciation for the work I was doing.

Executive Summary

The internship was completed using the experience gathered on the general banking activities of DBBL over the three months long attachment at the Chattogram CEPZ branch. It was evident that theoretical concepts and practical application differ in some ways. Thus, the practical hands-on knowledge gathered on the day-to-day activities at the bank is focused elaborately on this report. The general bank employee provided various key pieces of information which were included in the report. The bank has prioritized supporting Bangladesh's fast-growing manufacturing sector. The justification for this is that Bangladeshi manufactured goods are exported internationally. By funding and focusing on this industry, Bangladesh can achieve the desired economic growth. The other area of focus for DBBL is Corporate Social Responsibility (CSR). Even though CSR has become overused, DBBL is the pioneer in this. DBBL is the largest bank donor in Bangladesh due to its investments in this industry. The distinctive strategy as a socially conscious bank, the bank has won numerous international awards in the past. The three-month internship program was a great eye opener on commercial banks operation and customer dealings. As one of the top non-governmental organizations, the activities of DBBL CEPZ Branch are focused on this report. Information on every commercial activity that the bank engages in are included in this report. In this report general banking system of DBBL is mainly analyzed. The routine operations of the bank are categorized as general banking operations. The information regarding various types of account holders, as well as accounts like savings accounts, current accounts, Fixed Deposit Rates (FDR), Pension Savings Schemes (PSS), and other existing accounts with their rates are included in this report. Moreover, a survey result of customer impression on DBBL is included in this report which shows the overall reach of the bank in handling customers from different socio-economic backgrounds.

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List of Acronyms

DBBL	Dutch Bangla Bank Limited
CRAR	Capital to risk-weighted asset ratio
OBC	Outward Bill Collection
LBC	Local Bill Collection
IBC	Inward Bill Collection
TT	Telegraphic Transfer
DD	Demand Draft
PO	Pay Order
CD	Certificate of Deposit
SB	Saving Bank Deposits Account
FDR	Fixed Deposit Receipt
PS	Pay Slip
MT	Mail Transfer
OTC	Over the Counter
IBTA	Inter Bank Transaction Account
LDBP	Local DOC Bills Purchased
FDBP	Foreign Bills Purchased
SIS	Savings Insurance Scheme
MSS	Monthly Savings Scheme
LDBP	Local Document Bills Purchased

Glossary

Public Limited Company (PLC)	A PLC designates a company that has offered shares of stock to the public. The buyers of those shares have limited liability.
Remittance	A remittance is money that is sent from one party to another. Broadly speaking, any payment of an invoice or a bill can be called a remittance.
Joint Venture	A joint venture is a combination of two or more parties that seek the development of a single enterprise or project for profit, sharing the risks associated with its development.
Authorized Capital	Authorized capital is the number of stock units (shares) that a company can issue as stated in its memorandum of association or its articles of incorporation.
Total Revenue	Total revenue is the amount of money a company brings in from selling its goods and services.
Return on Assets	The term return on assets (ROA) refers to a financial ratio that indicates how profitable a company is in relation to its total assets. Corporate management, analysts, and investors can use ROA to determine how efficiently a company uses its assets to generate a profit.
Proprietorship	Proprietorship is a business that can be owned and controlled by an individual, a company or a limited liability partnership. There are no partners in the business.

Dutch-Bangla Bank

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INTERNSHIP REPORT ON GENERAL BANKING ACTIVITIES OF

DUTCH BANGLA BANK LIMITED

CHAPTER 1: OVERVIEW OF INTERNSHIP AT DBBL

1.1 Student Information

- Name : Farzin Binta Islam
- ID : 18304086
- Program : Bachelor of Business Administration
- Major : Human Resource Management

1.2 Internship Information

1.2.1 Information Related to Internship Organization

Period : 12th June to 11th September 2022 (Three Months)

Company Name : Dutch Bangla Bank Ltd CEPZ Branch

Department : Human Resources Management

Address : 2nd Floor, Chowdhury Market, EPZ Main Gate, South Hali Shahar Bondor, Chattogram

1.2.2 Information related to Internship Company Supervisor

Name : Md. Shahidul Islam

Position : Deputy Manager

1.2.3 Job Scope

Job Description

I was attached to the HR department of the bank to observe overall activities. In addition to that I was attached with employees from different divisions of the bank to observe and acquaint myself with general banking activities of the bank.

Duties and Responsibilities

The following were my responsibilities and commitments at work:

- Observing daily activities and obtaining pertinent information to attain a sense of the environment and its inhabitants.
- Manage the training and development division.
- For a while, I was also in charge of the remittance service.
- Prior to issuing the customer's check, I also double-checked it.
- Creating individual employee files.
- Sorting paperwork for each employee.
- Observing general banking activities.
- Helping customers with account opening.
- Troubleshooting customer’s ATM card related issues.
- Filing paperwork of the customers.

1.3 Internship Outcomes

1.3.1 My Contribution to the Company

Successfully completing the tasks given to them is one method a person can show the organization how valuable they are. While I was an intern at DBBL, I think some of the contributions I made to the business were as follows:

- The first part of the job entails helping with the hiring procedure for new employees, which may involve making interview calls, getting ready for interviews, and making other necessary arrangements.

- The management of personnel databases and personal files, the onboarding of new hires, the completion of joining procedures, and the gathering of data for various HR reports are additional job tasks.

- Additionally, the job description instructs the applicant to keep track of staff leave and assist with various employee engagement projects run by the HR department and carry out any additional tasks as required by the relevant departments.

1.3.2 Benefits Received while Working at DBBL

To begin with, all the important HRM classes I took throughout my four years as an undergraduate student at BRAC University were almost entirely theoretical in nature. Because of this, I can say that seeing the theory in action was beneficial to me. For instance, we have read about a variety of HR procedures; therefore, gaining practical experience with them and aiding in their development seems to be a fantastic opportunity, especially in one of the well-known companies that values its employees and has a strong reputation. Additionally, try to enlarge it. I'll be able to employ all the knowledge I've gained along the way in the work I do in the future. I made the most of the chance to learn about the business world that my internship at DBBL presented me with. It taught me the importance of keeping track of time, and I learned how to complete all my assignments by the deadline. I will now use this knowledge to help me create goals for the rest of my life. Additionally, they taught me how to handle pressure by prioritizing having great relationships with my coworkers, which is something I value much. Additionally, I learned how to improve my capacity for leadership. Additionally, I had the opportunity to independently research the business procedures that the HR division is involved in. Thus, it provided me with a wide range of fresh experiences in several different sectors. In conclusion, it assisted me in enhancing my awareness of my own abilities, which generally comprise maintaining an optimistic outlook and communicating with a variety of individuals. It also assisted me in overcoming my ineffectiveness as an employee.

1.3.3 Difficulties Faced while Working as an Intern

Even though I had a good experience working as an intern at DBBL, I did face a few problems and difficulties, some of which are described in the following paragraphs:

- I have got the scope to work with different software and IT based systems to accomplish my daily tasks. However, there were still substantial amount of paperwork and daily records which needed to be maintained daily. For instance, they may enter all the data pertaining to hiring and choosing into their program, but they must retain all paper and registered copies for any future inspection. Furthermore, they want me to scan everything and create a backup copy even though they already have all the information preserved in software and on paper.

- Because the human resources division is so busy, the HR teams are frequently tasked with producing audit reports and compensation sheets at the end of each month. This is a result of how busy the human resources division is. Because of this, they were unable to focus on the subject at hand or give me the appropriate amount of time at certain hours, and I was forced to squander time in certain instances by doing nothing.

1.3.4 Recommendations for the Future Internships to the Company

Following are some suggestions based on the study's findings:

- An electronic scanning device should be implemented in the cash department to confirm the signature on the checks to ensure more prompt service and to lower risk.
- The front desk employee should have a pleasant demeanor and good manners. They need to work with more professionalism.
- The policemen from the various departments ought to have solid training. The group might set up a training course for them in their training facility.
- Internal instrument transfers should be completed as soon as possible that day.
- On the day after receiving clearing checks, they should be presented and collected.
- Out-of-state checks and other instruments should be submitted by registered mail for pick up the same day.
- Payment must be made before the end of the next working day in the case of instruments received for pickup from outstation branches. Intermission information should be shared as soon as possible.
- A quarterly balance confirmation must be issued to CD/SB Account holders. Clients must receive an account statement and passbook upon request.
- Bank employees should be at the workplace 15 minutes before the start of working hours. They will be able to arrange their day's work and arrive at the client's by 9 A.M. thanks to this.

- Manager should circulate among CD/SB Departments and counters during peak banking hours to ensure overall branch supervision and efficiency.
- Counter employees should be well-groomed, smart, and tidy, and the counter itself should be nice and clean.
- Customers shouldn't be shunned when they come to bank staff with a problem that isn't about them. Instead, he should be directed to the appropriate person.
- When a loan surpasses BDT 50,000, special attention must be paid to gathering the borrower's credit record and status report.
- In the case of high-risk borrowers, strict supervision must be used. The bank representative should occasionally visit the project.

CHAPTER 2: OVERVIEW AND BANKING ACTIVITIES OF DBBL

2.1 Introduction

Dutch-Bangla Bank Limited is a joint venture between Europe and Bangladesh with the Netherlands Development Finance Company as an equity partner. On June 3, 1996, it began conducting banking transactions in Bangladesh.

2.2 Scope

I was not given a lot of opportunities to research the full range of organizational activities, such as the company's marketing strategies, its financial information, and the various HRM software programs that it uses, because the DBBL Bank Ltd. has a policy that interns are not allowed to interfere in the work of other departments. I was able to considerably advance my talents while working as an intern for this organization since I had access to a wide range of additional learning and development opportunities. For instance, I got the chance to first-hand experience several of the most crucial responsibilities and practices in HRM as a student. I gained the knowledge I needed to know what an interviewer is really searching for in a candidate by going to an interview. This will help me prepare for future interviews and increase my ability to improvise. Additionally, working for this organization allowed me the chance to network with a variety of successful business owners and learn from their experiences.

2.3 Limitations of Study

A few challenges were encountered when compiling this internship report. A few of the limitations are listed below: -

- Private information specific to each business is kept private from the public. The fact that they withheld its internal policy while the facts were being gathered weakens the organization's ability to keep information confidential.
- Gaining access to additional sensitive company information that we were unable to collect and that the company chose not to share with us.
- The vast majority of the branch's officers lack a thorough comprehension of its HR Policy. They are not always able to supply due to their busy work schedule.

2.4: Overview of the company

The bank has a Tk 400 million authorized capital and a Tk 180 million paid up capital. The sponsors have fully funded the paid-up capital, which is equal to the face value of 1.8 million ordinary shares worth Tk 100 each. In 2021, the bank's total revenue generated was Tk 34,898.8 million with total operating income of Tk 11,607.2 million. As of 2021, the bank had mobilized a total of Tk 401,500.3 million in deposits and Tk 319,448.1 million in loans and advances.

Deposits (Taka)	401,500 million
Fast Track	1,342
ATM Units	4,917
Earnings per Share (Taka)	8.8
Loans and Advances	319,448 million
Dividend	27.5% (Cash 17.5% Stock 10.0%)
Total Regulatory Capital	50,235 million
CRAR	16.4%

Table 1: Organization Highlight of DBBL

2.5 DBBL's Organizational Values

Commitments

DBBL has the image of being the most customer friendly bank in Bangladesh. It is mainly because DBBL respects and welcomes all the customer irrespective of their jobs, status, or economic condition. The bank's main goals are to meet each customer's expectations for superior products and services. The core principles of DBBL are:

- Patience.
- Focus.
- Goal.
- Experience.
- Loyalty.

- Care.
- Sincerity.
- Foresight.
- Punctuality.
- Trust.
- Knowledge

The Mission

Dutch-Bangla Bank promotes initiative and innovation in business and industry while adhering to a socially responsible stance. Because "man does not live by bread and butter alone," the Bank's operations do not place a primary emphasis on "profits."

Visions

DBBL envisions a better Bangladesh, one in which all of our lives are made worthwhile by the arts, literature, sports, music, and entertainment, science, education, health, and hygiene, as well as a clean, pollutant-free environment and, most importantly, a morally upright society. The core values of DBBL are based on a universe of creativity, the wonder-magic of a charmed life full of spirit and adventures, and a commitment to the advancement of humanity.

Core Values

DBBL conducts its operation and customer dealings ensuring the following core values:

- Customer focus.
- Integrity.
- Teamwork.
- Respect for the individual.
- Quality service.

2.6 General Banking Department

The most crucial and fundamental tasks performed by banks are handled by the General Banking Department. This department is connected to all others. Additionally, it is essential for the branch's deposit mobilization. This department is divided into various sections for efficient operation and top-notch customer service, including the following:

- Accounts opening section
- Cash section
- Deposit section
- Remittance section
- Clearing & collection section
- Accounts section
- Dispatch section
- Personal and establishment section

2.6.1 Accounts Opening Section

This section covers the opening of various account types. It also has to do with giving checkbooks and various deposit books to account holders. Through this division, customers can open numerous types of accounts, including:

- Current account
- Saving bank deposit account
- Fixed deposits account
- Monthly saving scheme
- Special deposits scheme

Requirements of Opening Accounts

When opening an account, certain conditions must be met, such as:

Current Account

A current account allows its owners to conduct several transactions during a typical business day. The number and size of withdrawals from the current account are not limited if there is money available. Because of this obligation, the banker must repay this deposit immediately. In this account, no interest is paid. For simple transactions, businesspeople, and traders typically open current accounts. However, a CD A/C can be opened for a specific purpose. The following is a discussion of the requirements for the various types of account holders:

- **Proprietorship Firm**

The Dutch Bangla Bank Ltd., Banani Branch offers a special account opening form for proprietorship businesses. The requirements for opening a CD A/C for a proprietorship are listed below.

- ➢ Trade license
- ➢ Seal of the firm
- ➢ Attested photograph (2 copies)

- **Partnership Firm**

For partnership firms, a different account opening form is available. This form documents necessary to open these types of accounts require the following instructions for running an account:

- ➢ Attested identifications of those who will operate the account
- ➢ Partnership deed
- ➢ Resolution of the firm regarding account opening should be given
- ➢ Trade license

A signature card is required to open each type of account, and the bank keeps a separate register for each type of account. Each account has a unique account number, which is used to enter the account's description into the computer.

- **Limited Company**

For limited companies, a different account opening form is utilized. When opening an account for these types of clients, banks always exercise caution. They submit a number of documents, all of which the bank must carefully review in order to be in a safe legal position. Following are the requirements to open an account:

- ➢ Memorandum of association

- Article of association
- Attested photographs (two copies each) of those who will operate the account.
- Letter of commencement (for public ltd co.)
- Letter of incorporation
- List of the directors and their number of share and status
- Registration: the company must be registered, and certificate related to this issue is obtained from the registered office of Joint Stock Company
- Resolution: specimen of resolution to be passed by a limited company for opening an account with the bank

Saving Bank Deposits Account

The SB account is designed for lower- and middle-class individuals who want to set aside some of their earnings in order to cover future expenses and who hope to generate income from their savings. As a result, the banks place limitations on savings accounts while still providing a respectable rate of interest. The bank keeps a smaller cash reserve against these deposits than it does for current accounts.

- **Restrictions on SB account**

The following withdrawal limitations apply to the savings bank deposits:

- There is a cap on the total number of withdrawals that can be made over time. Each week, three withdrawals are allowed. However, there will be no interest paid on the remaining balance for that month.
- Unless a 7-day advance notice is given, the total of any one or more withdrawals on any date should not be more than 25% of the account balance.

Opening of FDR

For opening FDR, a specific form must be used. This air conditioner can be opened without an introducer. To open such A/C, a minimum amount as determined by the H.O.

- **Dormant Account**

Accounts that have not had any activity, including deposits or withdrawals, for a year should be considered dormant. Such an account ought to be moved to the "Dormant Account

Ledger" Auxiliary ledger. The specimen signature cards of all dormant accounts should also be taken out of the box containing active account signature cards and kept in a different signature card box as a precaution against fraud. The first withdrawal from such an account ought to be permitted along with closing and other incidental fees, and the unused check leaves ought to be turned in. Unused check leaves should be destroyed by the authorized bank officer, and the account should be debited for account closing fees, etc. When using Joint A/C, the application for closing the account should be signed by the entire Joint A/C holder.

- **Procedures of Closing Account**

By submitting an application to the branch, a customer can close their account whenever they want. The customer should be requested to write a final check for the amount remaining on his account, less any closing incidental charges, and turn in any unused check money. Unused check leaves should be destroyed by the authorized bank officer, and the account should be debited for account closing fees, etc. If there is a joint account, both account holders must sign the application to close the account.

2.6.2 Cash Section

The DBBL CEPZ Branch's cash section has multiple counters operating at once. Additionally, there are some electronic counting devices that can quickly count a large amount of cash. This branch also permits evening transactions, but only for cash deposits.

Cash Receiving Procedures

Checking deposit slips is the responsibility of the cash receiving counter. To deposit cash, checks, drafts, pay orders, etc., the depositor must use the required deposit slip that the bank will provide. The teller is required to check the following items on all deposits:

- The slip has been correctly completed.
- The name and number of the account.
- The amount is the same in both words and figures.
- Document that the depositor has signed.
- The instrument's date.

The teller will accept cash, checks, drafts, pay orders, etc. against the deposit slip after confirming all of these items. The cash will be deposited in the cash drawer by the Teller in accordance with denominations. The teller will write "cash receipt, rubber stamp" and attach a sign before giving the customer their copy back.

Precaution

The paying banker must take the following precautions before honoring a check in order to protect his position:

- Checks must be examined to determine if they are crossed or open.
- Checking to see if the check is drawn on their branch is the paying officer's responsibility.
- He needs to check whether the check is predated or postdated. A teller is not permitted to pay any postdated checks.
- The officer needs to examine the apparent tenor of the check carefully.
- The officer must not honor it if it has been altered or mutilated.
- The check's signature and the signature on the sample signature card must be compared by the officer.
- The officer is required to confirm the endorsement's regularity.
- If prior arrangements are made with the bank, the officer may permit late payments against a check.

Passing the Cheque

The person in charge will sign the check, attaching a signature verification seal along with his or her initial, and will then cancel the check by striking it with a pen if the check is valid and payable. The payment will be delivered by the officers to the proper payee.

Dishonor of Cheque

A banker may refuse to honor a check in the following circumstances:

- Inadequate funding.
- The drawer stopped the payment.
- The effect of the change requires the drawer's signature on the check.

- More than specified in the check and no full cover was given
- Payee's endorsement is incorrect, illegible, or necessary.
- Drawer signatures varied and were necessary.
- Cheque is tampered with, postdated, or expired.
- Presented through a bank, a crossed check is required.
- clearance stamp needed to be cancelled
- Check with "Accounts Payee Only" crossed out
- Receiving a bank's discharge is improper or necessary.

2.6.3 Deposit Section

The Deposit section serves a crucial purpose. It is entirely automated. All bank customers' account numbers are maintained by the officer of the deposit section. For each account, a different code number is used. A depositor or drawer can learn the status of his account through this section. Three different types of transactions, including cash, transfers, and clearing, are posted by the officer. The actions taken by this section include:

- Activate a new account
- Post all transactions of any kind.
- Report available upon request
- Maintenance of checks
- Getting ready for the day's transactions
- Creating the monthly closing transaction position

2.6.4 Remittance Section

Banks provide the public with a variety of remittance facilities through their extensive network of branches across the nation. Banks use a variety of techniques when sending money abroad. As follows:

- Demand Drafts
- Pay Order
- Pay Slip
- Mail Transfer

- Telegraphic Transfer

Demand Drafts (DD)

A demand draft is an order to pay money that is drawn by one bank branch on another bank branch for an amount that is payable to the order on demand. It is not possible to draw a draft with a named payee. Customers of the banks as well as non-customers may purchase draft. The buyer of the draft must complete and sign the relevant application form with his or her name, the desired branch, the desired amount, and the payee's name. He must submit the cash payment for the draft and any applicable bank fees. If the buyer has a bank account, the bank may deduct the amount from it. The draft is meticulously prepared with regard to the payee's name, the sum, and the workplace depicted in it. The buyer is advised to cross the draft and the test number provided by the bank to ensure security. The issuing officer sends an advice with the draft's details to the drawee branch.

Pay Order (PO)

Bank payment orders are documents that include instructions for local payments to be made, either on the bank's behalf or the constituents of the bank. POs were initially only issued to facilitate the local payment of banks' own obligations. However, it is currently also made available to customers, who can buy it and deposit it as secondary carnet money. The bank payment offers are made in the form of receipts and are signed by two officials jointly. As the money deposited by the PO buyer is kit in the bank's own A/C named, it guarantees payment to the payee. The branch from which the instrument was issued will be used to make payment. It cannot be paid to anyone else because it is not transferred:

- The payee's name in payment.
- The banker of the payees, who would confirm that the money would be credited to the payees' account.
- a person whose signature must be verified by the payee and who has the latter of that authority.
- The buyer, by cancellation, stipulates that he gives the bank the original PO.

Pay Slip (PS)

Pay slips are one type of instrument that the remittance section offers to applicants in order to facilitate the payment of a specific amount to the named recipient on the pay slip.

Mail Transfer (MT)

A mail transfer is a request made in writing by applicants for the remittance of funds from one branch of the same bank to another branch. The transfer of mail includes:

- The beneficiary's name
- Postal code for the beneficiary
- Information about the beneficiary's account
- Identifier of the sender

It is a non-negotiable instrument, and in most cases, it is sent through the post office to the relevant branch for credit to the relevant account rather than being handed over to the customer.

Telegraphic Transfer (TT)

The quickest way to move money between locations is through a telegraphic transfer. To pay a specific amount of money to a designated payee, the remitter branch sends a telegraphic message to the other branches. Typically, a message of this nature is transmitted in code. For TT, the following two procedures should be followed:

- **Procedures for Opening TT by Issuing Branch**

  First, the customer must complete a TT application form and deposit funds to the cash department in the exact amount specified.

- **Procedures for Receiving TT by Receiving Branch**

  The concerned official maintains the following sequence in the event that a telex is received from outside the city of Dhaka:

  - First, the officer checks his or her own test number against the test number sent by the branch outside of Dhaka.

- The sender's phone number, the recipient's name, the account number from which the money will be sent, and the account number into which the money will be deposited are all listed on the telex message.
- The branch names, the date the TT was sent, and other information are also written and should be carefully reviewed by the officer in charge.
- Following verification, a register entry is made in the register book.
- The officer must issue a debit voucher against the issuing bank.
- The In-charge confirms the authorized signature of the designated representative of the issuing branch once more establishing the client's account in the deposit department with that specific TT amount.
- It will then be sent to the accounts department.
- After receiving the telex from another branch, the process is carried out.

2.6.5 Clearing & Collection Section

People use financial instruments like DD, PO, Cheque, PS, etc. for safety and security in financial transactions. Commercial banks have a responsibility to collect this financial instrument on the client's behalf. Clearing and collection is the term used to describe the method used by the banks.

Clearing Section

If a bank receives a check, PO, DD, or PS from another bank within the local clearing house's service area, it is sent to the appropriate branch for collection by the clearing house. The Banani Branch of the DBBL deals with the local clearing house on behalf of all branches that are included in its service area. On behalf of clients, it gathers a variety of instruments and sends them to the regional DBBL office. The appropriate branch was then contacted by the local office to arrange pickup. Additionally, it deposits a variety of instruments at the clearing house for all branches to use in collection. For the instruments to be cleared, the following four requirements must be met:

- Passing a seal
- Seal of endorsement
- Sealing off

- Signature of the Appointed Official

Collection Section

There are several methods used to handle the clearing and collection transactions:

- External clearing check
- Incoming clearing check
- OBC (Outward Bill Collection)
- LBC (Local Bill Collection)
- IBC (Inward Bill Collection)

Clearing and Collection Process

Below is a brief discussion of a few different clearing and collection processes:

- **Outward Clearing Instruments Handling Procedures**

  If any account holder deposits a check that is not drawn on the Dilkusha Branch (DB) in the remittance department (Note: a check that is not drawn on the DB and is anticipated to be in the process of being picked up by a different bank cannot ever be placed for "over the counter" (OTC) payment). This check needs to be deposited first into the remittance department with the deposit slip using the DB account. In that deposit, it is important to clearly state the account number where the money will be kept, the cheque number used to collect the money from the paying banker, the account holder's name, the depositor's signature, etc. Here is where the outward clearing cheque process begins. receiving the check from the officer and writing a special crossing on it. The term "special crossing" refers to the intersection where Dutch Bangla Bank's Ring Road Branch is inscribed. Further on the following procedure is to be followed:

  - Register Entry on the Outward Clearing Register is to be given.
  - A clearing seal will be issued (LBC for cheque, the money of which will be collected from the bank exists in Dhaka city or local area and OBC for the cheques, the money of which will be collected from outside the Dhaka city of local area).
  - Signature to be written on the back of the check.

- Each outward clearing check should be accompanied by a Cheque Schedule, which is the computer posting for each outgoing clearing check, and a Forwarding, which is the computer posting for the total of all outgoing clearing checks drawn on a specific bank and sent to the clearing house in order to be cleared.

- **Inward Clearing Instruments Handling Procedures**

There are some checks that are drawn by DB account holders and given to other parties who have accounts with other banks, similar to the outward clearing checks. They left the checks at the local branch of their respective banks and then came to the DB to pick up the money. The following are the treatments for these checks:

- Checking the status of the account holder's account will reveal whether or not the cheque can be honored.
- Inward Register Book entry for registration.
- Returns should be marked separately if there are any.
- Following the sorting of the different types of inward clearing vouchers, some of the remaining ones are sent to the deposit department and some of them are sent to the loan and advance department. Demand drafts, foreign demand drafts, pay slips, and pay orders are kept with the remittance department.

The particular client account is debited and the collecting bank is credited with the amount of the check in this instance, which has an impact on the IBTA (Inter Bank Transaction Account) in the accounts department.

- **Outward Bill for Collection (OBC)**

When the CEPZ Branch sends a check drawn on a different DBBL branch outside of Chittagong for collection on behalf of the account holder (let's say the Sylhet Branch), this collection process will be regarded as OBC. When a check is drawn on a DBBL branch that is located outside of Chittagong, OBC occurs.

The sequence of OBC procedures is as follows:

- Receipt of the account holder's check.

- The cheque must have the endorsement on the back, the special crossing, the OBC seal, and the seal of the Banani Branch on the front
- On the OBC register, entries are taken
- The Inter Bank Credit Advise (IBCA), along with the appropriate instruments, is prepared and sent to the Sylhet Branch.

2.6.6 Dispatch Section

The word "dispatch" literally means to send someone away hostilely or swiftly, or to get a message from the government. The dispatch department manages two different forms of dispatch.

- Letter Dispatch
- Telegram Dispatch

For the convenience of the task, letters have been divided primarily into two groups:

- Outgoing mail
  - Regular Letter
  - Registered Mail/Registered Package
- Incoming mail

The amount of the initial deposit will be paid by debiting the Charge Account with advice to the accounts division to each branch's deposit account with the local telegram office. where a list of every deposit made in this manner by branches is kept. The deposit receipt will be kept with other documents and entered in the branch document register.

2.6.7 Personal and Establishment Section

Under the general banking department lies this area. The Personal and Establishment part serves the following purposes:

- Provision of office supplies, furniture, and equipment
- upkeep on all fixed assets
- employee placement, transfer, and promotion letters
- correspondence with several leaders and departments

- preservation of stores
- creating expenditure reports for all types of charges
- keeping up with all expense registers

2.7 Information Regarding General Banking Services and Process

2.7.1 General Section

This section receives a variety of vouchers from various departments (such as Deposit Department, Remittance Department, Loans and Advances Department). First, register entry takes place, and then these proceed to computer posting. The section's reporting of the daily deposit position bills payable, and total loans & advances to the head office is one of its most crucial duties. This information (from the previous working day) must be sent to the specific Head Office department at the start of the business day's transactions.

2.7.2 Computer Handling

The general section's responsible officer prints out various types of statements and affairs about various transactions from the previous day at the start of the workday, including:

- Daily Report on the Situation
- Daily Cash-cum Book
- Ledger General
- Purchase Listing

2.7.3 Daily Statement of Affairs

This assertion depicts the overall location of a branch on a specific day. It contains details about each individual account. Asset accounts and liabilities accounts are included in the first portion of this statement. The following accounts for DBBL, CEPZ Branch are detailed in the asset side as follows:

- Cash and bank balance
- Foreign currency in hand
- Cash in hand
- Stamps in hand

- Bangladesh Bank
- Other Banks
- Other Banks FC
- Investment

2.7.4 Call Loans to Banks

Advances

- Loans (ADB)
- Loans (General)
- Staff House Building
- All other Loans (Staff)
- Loans Ag. Import Merchandise
- Loans Ag. Trust Receipts
- Loans Ag. Packing Credit
- Loans Ag. House Building (General)
- Temporary Overdraft (TOD)
- Overdraft Secured
- Cash Credit
- Inland Bills Purchased
- PAD (Cash)
- PAD (AID/LOAN/GRANT/BARTER)
- Foreign Bills Purchased (FDBP)
- Local DOC Bills Purchased (LDBP)
- PAD (Inland)

The information which is shown on the liability side of the Daily Statement of Affairs for DBBL, CEPZ Branch is as follows:

- Deposit
- Current Account
- Over-use Fixed Deposit

- Sundry Deposits
- Saving Bank Deposits
- Short Term Deposits
- Fixed Deposits
- Bearer's Certificate of Deposits
- Foreign Currency Deposits
- Deposit from Bank
- NFCD
- RFCD
- Savings Insurance Scheme (SIS)
- Monthly Savings Scheme (MSS)

2.7.5 Cash and Day Book

The status of Cash receipts and disbursements, payment, and receipt by clearing, and transfer payment and receipt by transfer are shown in this statement. Debit and credit sides are present. The total quantity of vouchers is also displayed (by which how many transactions are happened against specific account on particular date). The entire amount is listed against the specific account head in this consolidated statement of all the accounts. The following accounts are listed in the "Particular" column:

- Current Deposit Account
- Sundry Deposit Account
- Savings Bank Deposits
- Short Term Deposits
- Fixed Deposits
- Payment Order Issued
- Pay Slip Issued
- Loans against Packing Credit
- Overdraft Secured
- Cash Credit

- Inland Bills Purchased
- PAD (Cash)
- Foreign Bills Purchased
- Local Document Bills Purchased (LDBP)
- Sundry Assets
- Inter Branch Transaction
- Expense and Income Accounts

There are further details in the statement in addition to the ones mentioned above, like:

- Debit and Credit transaction-amount of Cash
- Debit and Credit transaction-amount of Clearing
- Debit and Credit transaction-amount of Transfer
- Number of Debit and Credit Voucher

2.7.6 General Ledger

The General Ledger is the statement that displays the net difference between each account of assets and liabilities for the branch's previous day and current day balances. It includes the account number, account name head-wise, the previous day's balance amount, the debit and credit balance for the current day, and the net difference between the two balances.

2.7.7 Transaction Listing

It is a record of each day's head-by-head transactions with a specific account, assuming Mr. X and Mr. Y both have cash credit (generic) accounts and have made transactions using the same credit kinds. In this scenario, both transactions would be listed together with their transaction numbers, account numbers, account headings, transaction amounts, etc. The branch's whole activity is reflected here in full. The information contained in this statement is as follows.

- Voucher number.
- Types of transaction (whether it is depositing transaction or withdrawal transaction)
- Code number of the transaction.
- Whether the transaction is Debit or credit balance and the amount.
- ID number.

- Transaction number.
- Account number.
- Heading of the account.
- Particulars of the account.

2.7.8 Statements Sent by Account Department to the Head Office

Various sorts of statements, including the following, must be sent to the head office by the account department:

Daily Statement

In this statement, every branch is required to provide to its Head Office its daily final resource position.

Weekly Statement

Every branch transmits the details of the two types of deposits in the weekly statement.

- Time Deposit
- Demand Deposit

Monthly Statement

Every branch is required to provide its monthly statements to the corporate office early in the month. Every account's specific, including how much income the branch is generating, how much it is spending, how much it is loaning and advancing to parties, how much recovery has been made, how much has been stuck up in loans, how much deposit has been collected, how well the branch is doing in the foreign exchange market, etc. are all included in the monthly statement.

2.8 Management of DBBL

The single decision-making body for corporate affairs is the board of directors. There are now 5 directors working in the bank's management. Each director has a strong academic background and a wealth of commercial expertise. The head of the bank is Mr. Sayem Ahmed. The board of directors regularly convenes meetings.

Executive Board: The Board of Directors' members make up the Executive Committee. This committee occasionally exercises the authority granted by the Board and authorizes all things outside of Management's purview.

Audit Committee: There are three directors of the Bank that make up the Audit Committee, one of them is an independent director. The audit committee works with the board to ensure that the financial statements accurately depict the state of the bank's operations and that the company has an effective internal control system.

Management Committee: The Managing Directors and Head Office Executives make up the Management Committee. They talk about the portfolio functions' progress. This committee's primary concerns are varying opinions and choices, regulations governing deposits, lending, and the management of human and material resources.

Each of these committees holds frequent meetings to discuss the different concerns and suggestions put forth for consideration. Management hierarchy of DBBL is shown below:

Non-Cash Hierarchy	Cash Hierarchy
Managing Director	Chief Cash Officer
Deputy Managing Director	Cash Officer Grade-1
Senior Executive Vice President	Cash Officer Grade-2
Executive Vice president	Cash Officer Grade-3
Senior Vice President	Assistant Cash Officer
First Vice President	Junior Cash Officer
Vice President	Trainee Cash Officer
Senior Assistant Vice President	
First Assistant Vice President	
Assistant Vice president	
Senior Executive Officer	
Executive Officer	
Senior Officer	
Officer	
Probationary Officer/Assistant Officer	
Trainee Officer	

Table 2: Management Hierarchy of DBBL

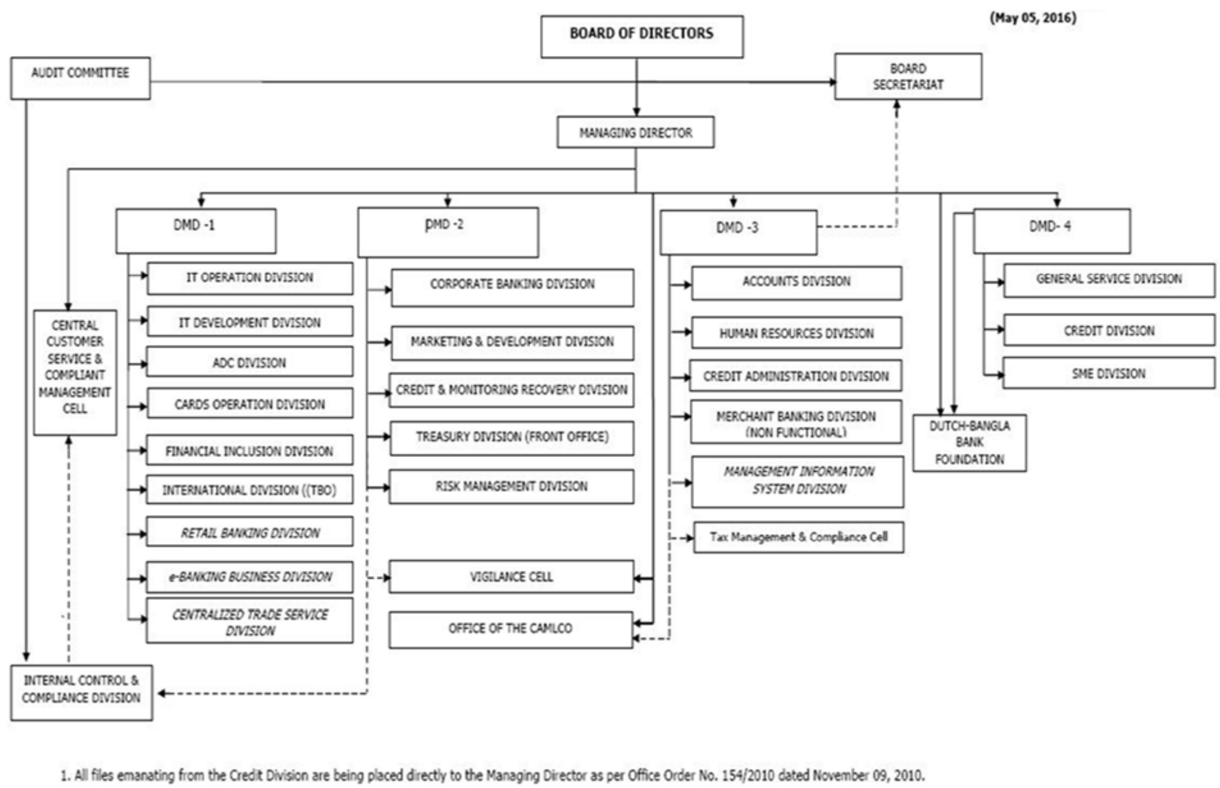

Figure 1: Organogram of DBBL

2.9 Human Resources Management of DBBL

The Bank's Human Resources policies are based on trust and relationship. The Bank's policy is to look after people who want to make a long-term career with the Bank because trust and relationship are built over time. Remuneration package may be an important factor to motivate for joining a company, but it is not the only one. The corporate culture at DBBL as grew over last 20 years is such that the members of the staff have ample opportunities to take initiative and responsibilities to unleash their hidden potential to maximize benefits for themselves and for the society. The challenge is to maintain a business like, committed corporate culture that matches DBBL's mission. Achieving results and taking responsibility are important components of the culture we pursue, one in which management and staff work together and are mutually accountable. Building a strong and effective workforce that is qualified for the position is one of the fundamental goals of DBBL given the company's highly technological work environment. As a result, the HR improvement plan continues to include training and practical orientation on numerous banking disciplines throughout the year. The process of motivation continues to energize the workforce through a variety of methods. Throughout the year, specific training and workshops are conducted, including refresher courses on anti-money laundering and anti-terrorism. The following tasks are mostly performed by the human resources department:

Figure 2: Tasks of DBBL HR Department

2.9.1 <u>Human Resources Planning of DBBL</u>

Like most businesses, DBBL's success is largely reliant on the caliber and dedication of its workforce. As a result, Bank's declared objective is to draw in, keep, and inspire the best employees in the business. At the end of 2021, there were 6725 employees overall. The staff members of DBBL have many possibilities to take initiative and responsibility because of the company's evolving corporate culture over the past 20 years. Maintaining a committed, businesslike company culture that supports DBBL's goal is difficult. The culture we strive for is one in which management and workers collaborate and are held accountable for their actions. Achieving results and accepting responsibility are key elements of this culture. DBBL considers the following factors when planning its human resources:

- In connection with the Bank's expansion plan for the following year, HR professionals study the business trend at the beginning of the year.

- All of the Bank's line managers provide information to the Human Resources Division (HRD) about the need for human resources.
- HR personnel additionally assess the Bank's employee turnover rate.
- Considering the aforementioned, HRD determines the bank's needed category-by-category employee with their qualifications/experiences for the upcoming year.
- Following the completion of the Bank's personnel requirements, the matter is presented to the Bank's management for review.
- The Board of Directors finally approves the employee requirements for the upcoming fiscal year.

2.9.2 Recruitment process of DBBL

The process by which a company finds candidates for possible employment is called recruitment. Companies pursuing various strategies require various types and amounts of personnel, and selection refers to the process used to try to find applicants with the knowledge, skills, abilities, and other traits that will help the company achieve its goals. The strategy a business adopts will directly affect the types of personnel it aims to hire and select.

Sources of Recruitment

There are two kinds of source DBBL uses for recruitment. They are:

- **Internal Source**

  For all except entry-level positions, DBBL believes that current employees are a significant source of potential candidates. Internal candidates have in-depth knowledge of the company, its official policies, and procedures and are qualified for both promotions and lateral job transfers. Normally, Top Management makes decisions about promotions and transfers with the HR department's input.

- **External Source**

  When a position cannot be filled internally, DBBL's HR staff searches for candidates outside the company. The most well-known job type is advertising. DBBL advertises in daily newspapers to find interested persons. Three advertising from DBBL were published in daily newspapers. Two for new hires (one for the cash cadre and one for the general cadre), one for the experienced.

Selection Procedure

The following flow chart is used by the Human Resources Division of Dutch-Bangla Bank Limited as part of its hiring process for employees:

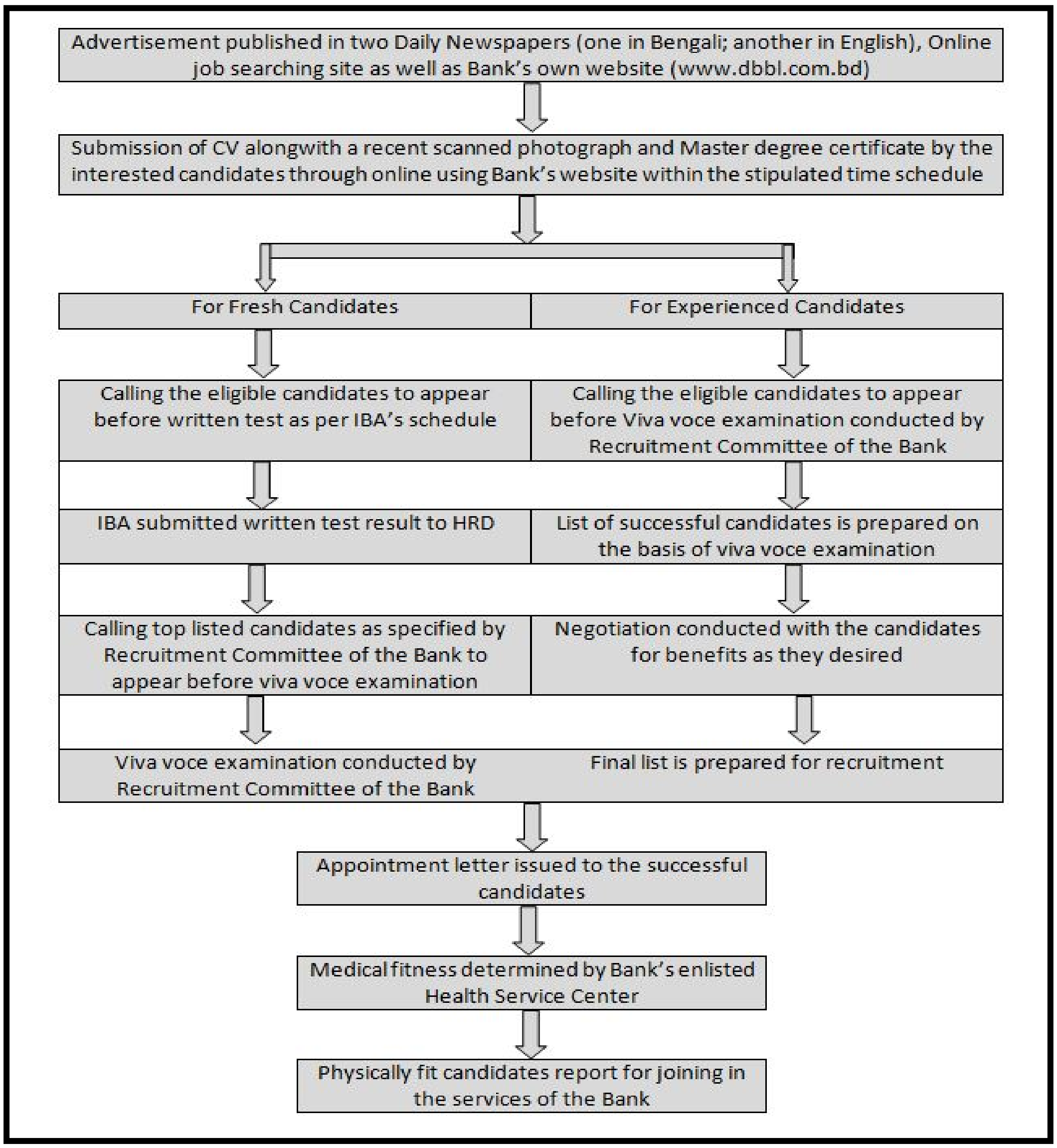

Figure 3: Selection Procedure Flow Chart

In addition to the aforementioned, the Human Resources Division of the Bank keeps a database of the CVs that they occasionally receive internally from various sources. A viva voce was used by the bank to directly hire individuals to satisfy an acute need. In this instance, Bank uses the database indicated above for assistance.

2.9.3 Training of DBBL

DBBL places a high priority on the ongoing training and development of its staff members. Both "on the job" and "off the job" training are values held by DBBL. To facilitate internal training programs, it developed the Training Wing. Additionally, the Bank's Retail Banking Division, SME Division, and Information Technology Division often host training sessions to present new banking areas to its personnel.

For the bank to continue to expand and be successful, it is essential to have knowledgeable and high-quality human resources. This can be done by increasing the workers' productivity, skill, and knowledge. As a result, the bank's management places a strong emphasis on training both domestically and overseas for its staff. Under the direction and control of my honorable divisional head, my other significant responsibility is to organize training for the staff. The three types of training are as follows. Which are:

- In-house Training/ Workshop/ Seminar
- External Training/ Workshop/Seminar within the country
- External Training/ Workshop/Seminar in abroad

In-house Training/Workshop/Seminar

The DBBL Training Wing, which operates under the direction and control of the Human Resources Division, arranges various training/workshop/seminars for the bank's staff in accordance with the academic calendar that has been approved by management. The training is divided into the following broad categories

- Foundation Training/Orientation Training Course (for newly recruited officers)
- Courses relating to general banking, credit, and foreign exchange
- A variety of seminars and workshops on banking laws, DBBL Asset-Liability Products, Customer Services, etc.

The proposal for conducting the program is sent by the head of the training wing to the human resources division along with a request to create a participant list. I have the following responsibilities as the dealing officer:

- Evaluation of the participants' training needs following consultation with the records, divisional heads, and branch managers.
- creating a participant eligibility list.
- Sending the material to the appropriate authority for review
- Creating Office Order and advising employees to be at the training program on time

International Seminars, Workshops, and External Training

A variety of organizations, including the Bangladesh Institute of Bank Management (BIBM), Bangladesh Bank Training Academy (BBTA), South Asia Enterprise Development Facility (SEDF), peer banks, other financial institutions, or other training institutions, send invitations for individuals to attend various training sessions, workshops, and seminars that they occasionally host. Following receipt of these invitations, I will be doing the following:

- Prepare a list of participants who are eligible.
- then send it to the appropriate authority for approval.
- Discuss the training topic with the divisional head.
- Following authority approval, the nomination letter is forwarded to the inviting organization together with course costs (if necessary) and copies for the relevant .
- Divisional Heads/Branch Managers and trainees to sign.
- Liaison with the training program's organizing committee.
- liaison with the trainees; liaison with the supervisors who are concerned.

Various international financial organizations nominate us to attend training sessions, seminars, and workshops overseas. The same steps are taken to set up an external training/workshop/seminar as well as a foreign training/workshop/seminar for bank personnel. I also must make arrangements for the concerned officials' financial stipend (pocket allowance). With the active participation of 2,158 workers, the DBBL training institute held 18 distinct training sessions and 18 workshops on crucial banking topics in 2021.

In addition to the aforementioned training initiatives, the Bank designated 300 officials to participate in 161 distinct training initiatives/courses run by diverse institutions like the Bangladesh Institute of Bank Management (BIBM), the Bangladesh Bank Training Academy (BBTA), and other comparable institutions. The following list of courses offered by the Bank's own training center in 2021:

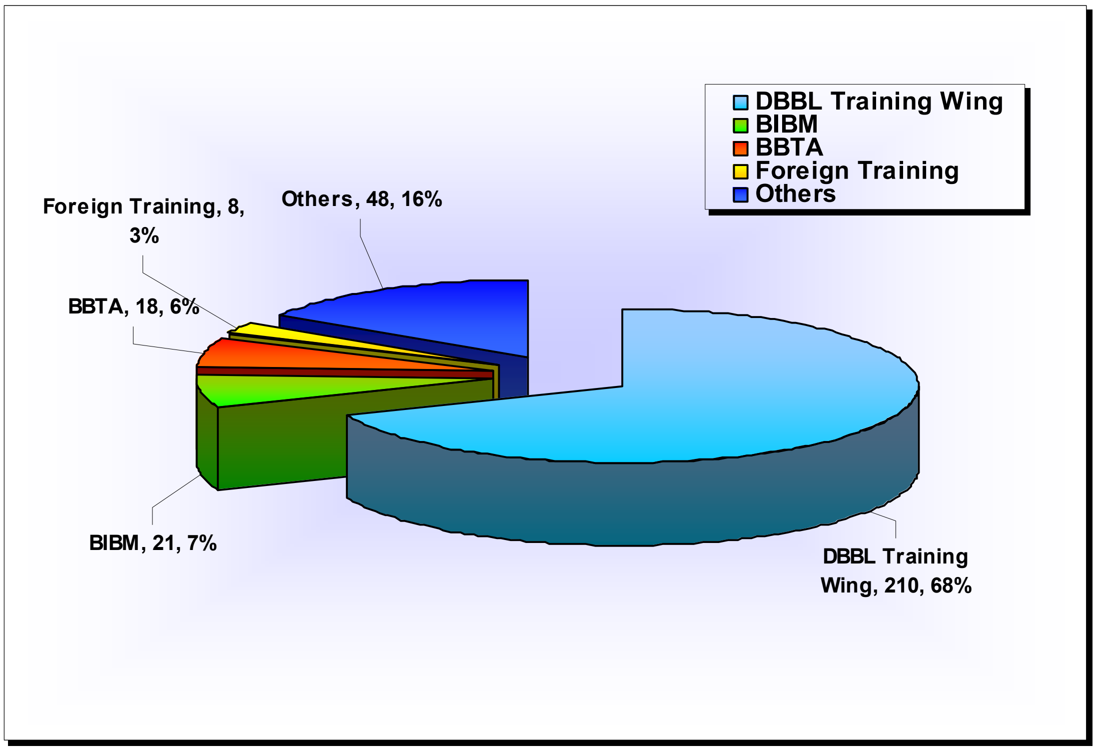

Figure 4: DBBL's Training Program of 2021

2.9.4 Motivational Tools of DBBL

By rewarding and recognizing excellence in performance, DBBL always promotes it. A variety of carefully considered initiatives, such as the DBBL Superannuation Fund, DBBL Gratuity Fund, House Building Loan Scheme, and Car Loan Scheme, among others, were also developed for the welfare of the workforce. A medical consultant is available at the bank's head office, and a few select branches to offer medical advice to staff members in order to ensure that they receive better healthcare. Each employee is also given access to a full medical checkup facility once a year.

Financial Motivational Tools

- Salary: DBBL offers its employees enticing compensation in the form of Basic Pay, House Rent, Medical Allowances, and Conveyance.
- Leave Fare Assistance (LFA): DBBL offers each employee @30% of their basic pay for each month of a calendar year as LFA for taking time off.
- Bonus: DBBL offers its employees profit-sharing bonuses, incentive bonuses, and festival bonuses.
- Annual Increment: To combat inflation, employees receive an annual increment.
- Furniture Allowance: The executives of the Bank will receive the following one-time benefit as Furniture & Fixture Allowance:

Grade	Amount
Deputy Managing Director	5.00 lac
Senior Executive Vice President	4.00 lac
Executive Vice President	4.00 lac
Senior Vice President	2.50 lac
First Vice President	2.00 lac
Vice President	2.00 lac

Table 3: Furniture Allowance for Executives

- House Building Loan (HBL) Facility: Under the DBBL Employees' House Building Loan Scheme, HBL facility is made available to eligible executives (beginning at the rank of Assistant Vice President) at a minimal rate of interest, i.e., Bangladesh Bank Rate.
- Car facility: Under the DBBL Employees' Car Lease Finance Scheme, eligible executives (beginning at the position of Assistant Vice President) are given access to a car facility. Additionally, executives beginning with the position of Executive Vice President are given a bank vehicle.

- Provident Fund: DBBL offers its employees the following contributing provident fund options:

Own Contribution	10% of Basic Salary
Bank Contribution	10% of Basic Salary
Total	20% of Basic Salary

Table 4: Employee Provident Fund

Non-Financial Motivational Tools

- Workplace: DBBL offers its employees a beautiful workplace using cutting-edge technology, corporate culture, etc.
- Promotion: Promotion cannot be requested as a matter of right.
- Promotion to a higher post must be made temporarily for a period of one year upon satisfactory performance during this time the incumbent must be regularized / confirmed to the promoted position pursuant to an order issued by the competent authority.

2.9.5 Performance Evaluation Method of DBBL

The practice of evaluating an employee's previous performance is known as performance appraisal, and it is usually done for staff development, promotion, and award purposes. 'In order to achieve individual and organizational objectives, performance appraisal is a process that identifies, assesses, and develops employee performance. Performance evaluations don't always assign blame or call for disciplinary action. Performance evaluation was once viewed as a stick that management had developed to beat individuals, according to earlier management philosophies. Performance reviews now focus on enhancing organizational strengths and employee performance and are more clearly defined.

Performance Appraisal Process

The "Dutch-Bangla Bank Employees' Service Rules, 1999," or service rules of the Bank, govern the service of the regular employees of DBBL in accordance with their employment contracts. Therefore, the Annual Confidential Report (ACR) approach is used by the management of DBBL to assess the performance of its human resources. Additionally, the "Pyramid Scoring System" approach is employed.

Annual Confidential Report Method

Although this method is often used only once per calendar year, it can also be utilized every quarter or every two years in certain circumstances. The person in question's immediate supervisor, who is not below them in rank, may provide an ACR. Finally, the ACR is countersigned by the employee's immediate supervisor. If a person works for various divisions or branches in a year, ACR should be requested from those supervisors from whom the individual has worked for at least three months. In this instance, a mean ACR score is considered for performance evaluation. The reporting Supervisor reviews his coworkers in ACR using the following 20 criteria:

1. Intelligence & mental alertness
2. Personality
3. Judgment & sense of proportion
4. Initiative and drive
5. Power of expression
6. Ability to perform assigned work
7. Discipline
8. Perseverance & devotion to duty
9. Ability to implement decision
10. Tact
11. Integrity
12. Sense of responsibility
13. Ability to plan organize & supervise work
14. Capacity of taking independent decision
15. Preserve the official record/ documents and maintenance of confidentiality
16. Punctuality
17. Dealing with colleagues & superior officer
18. Knowledge of rules & regulations
19. Dealing with Bank’s client
20. Suitability in the present assignment

‘Pyramid Scoring System’ Method

The Pyramid Scoring System has been created by the DBBL's competent authority as a new technique for identifying the top performers among the Bank's branches and divisions. The major purpose of this system is to assess the effectiveness of the bank's human resources. It also serves as a tool for the management to concentrate on the remuneration package, which includes retaining effective human resources as well as an employee's need for training to advance their careers. The Pyramid Scoring System uses the following techniques:

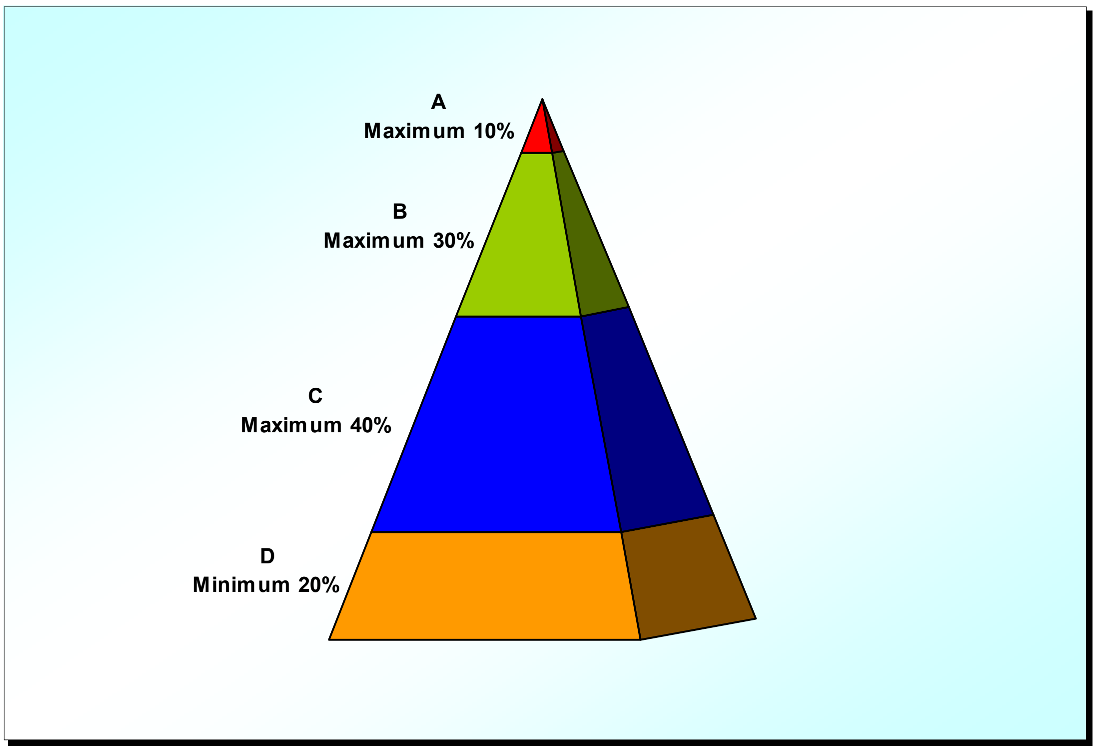

Figure 5: Pyramid Scoring System’ Method of DBBL

2.10 Marketing Practice of DBBL

There are different types of marketing strategies that DBBL bank uses for their better business purpose . every commercial bank uses some of the strategies to get more and more customer as DBBL is a bank that their main focus is to gather as much as customer they can so they always try to use different marketing policies for the purpose of achieving more customers. Some of the strategies will be under below:

2.10.1 Marketing Strategy

It is done by sponsoring a neighborhood sporting event, hold free budgeting classes at the library, organize fundraisers for poor, and so forth. The community gets benefitted immensely from this. In turn the acceptance of DBBL in the community enhances more driving more customer interests. Some marketing strategies are shown below:

- **Sponsoring Sports Events**

Figure 6: DBBL Marketing Strategy 1

- **Offer a Good In-Person Experience**

Figure 7: DBBL Marketing Strategy 2

- **Offering Extra Facilities**

Figure 8: DBBL Marketing Strategy 3

- **Set Yourself Apart from Competitors**

Figure 9: DBBL Marketing Strategy 4

2.10.2 <u>Target customer for DBBL</u>

DBBL is the first bank of Bangladesh that make the general people of Bangladesh their target customer. their aim is to give the banking available for everyone. For example, the industry worker is they're in if the biggest target customer for general banking purpose.

2.11 <u>Financial and Accounting Performance of DBBL</u>

The following table shows the performance of DBBL briefly:

Ser	Title	2021	2020	2019
1	Total Revenue (Tk in million)	34,898.8	34,679.6	34,705.8
2	Operating Income (Tk in million)	11,607.2	10,501.3	11,260.0
3	Non-interest Income (Tk in million)	5,327.7	5,340.8	5,749.7
4	Total Deposits (Tk in million)	401,500.3	362,611.0	302,159.2
5	Total Loans and Advances (Tk in million)	319,448.1	273,382.9	256,239.7
6	Total Assets (Tk in million)	514,399.8	472,355.4	390,362.0
7	Total Import Business (Tk in million)	178,831.7	127,924.6	143,652.8
8	Total Export Business (Tk in million)	156,652.4	109,085.5	141,688.5
9	Earnings per Share (Tk)	8.8	10.0	8.7
10	Price/ Earning Ration (Times)	8.9	6.5	8.2
11	Net Asset Value Per Share (Tk)	58.4	58.6	54.9
12	Return on Shareholders' Fund (%)	16.1	19.9	17.2
13	Loan Deposit Ratio (%)	71.8	67.5	73.9
14	Return on Assets (%)	1.1	1.3	1.2
15	Ratio of Non-performing Loans to Total Loans (%)	3.7	2.2	4.4

Table 5: Performance of DBBL

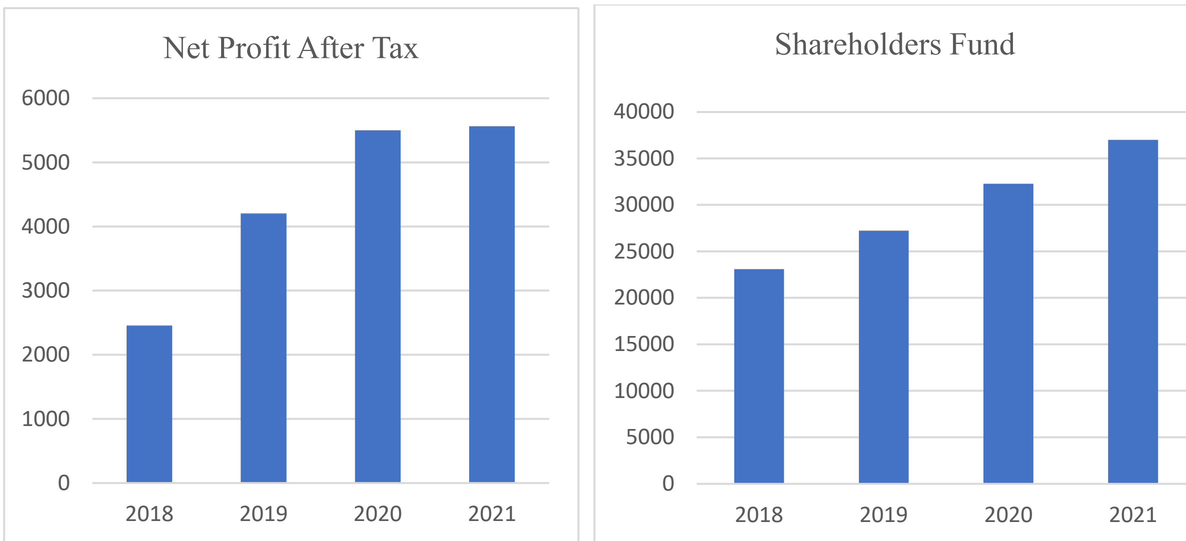

Figure 10: Net profit after tax and shareholders fund of DBBL

The bank engages in all forms of commercial banking activities, including customer support for domestic and international remittances, but its primary area of expertise is trade financing. Additionally, on a limited basis, it offers industrial undertakings short- and medium-term loans. Commission-free remittance, the "Money Plant" scheme, monthly term deposits, small credit facilities for shop owners, small-scale taxicab loans, small-scale transport loans, and consumer credit are examples of the bank's innovative products on credit and deposit schemes. In 2021, the bank had a total Tk 178,831.7 million import business and Tk 156,652.4 million export business. With 17 foreign banks, the bank has correspondent relationships. Dutch-Bangla Bank Limited participates in a variety of national initiatives promoting sports, culture, social awareness, and other things in addition to its banking activities. Its business development strategy includes sponsorship participation in these events.

2.12 Industry and Competitive Analysis

A SWOT analysis is a structured planning technique used to assess the benefits, drawbacks, and opportunities of a project or commercial endeavor.

2.12.1 Strength

- The DBBL has he country's largest fast track network.
- The largest ATM network belongs to DBBL.

- DBBL donates a significant portion of its income to charitable, philanthropic, and humanitarian organizations and activities.
- The DBBL promotes several sociocultural and sporting events.
- DBBL provides the greatest customer support.
- A smaller deposit is required to create a savings account.
- Over 145 branches make up DBBL.
- Offering new products with IT assistance.
- For its employees' ongoing training, DBBL has a reputable training center.
- DBBL has more locations than any other banks, making them more accessible to potential clients.
- DBBL is the country's first joint venture bank between Bangladesh and Europe.
- Since the company's inception, DBBL Directors and/or their family members have not kept any kind of bank account with DBBL.
- DBBL directors do not use any services or receive any payment from the bank in exchange for attending board meetings, executive committee meetings, or audit committee meetings.
- For the first five years, the sponsoring shareholders of DBBL did not take any dividends to boost the Bank's capital base.
- DBBL allows free local remittances using methods like TT, DD, and PO, among others.
- In contrast to Bangladesh Bank's regulatory provision, which stipulates a 1% minimum requirement, DBBL maintains a general provision on unclassified loans and advances at a rate of 3%.
- Under its "Rural Health Service Program," DBBL offers the general public in the area of the rural branches access to free medical services.

- DBBL contributes to charitable, humanitarian, and other causes and spends a sizeable portion of its income on these endeavors.
- DBBL encourages a variety of sociocultural and sporting events.
- DBBL has so far this year given 500 scholarships to deserving and needy students across the nation.
- To support industrial development and increase export revenues, DBBL offers 27% of its total advances as term loans and a sizeable portion as working capital loans.
- The Dutch-Bangla Bank Foundation was established by DBBL to conduct social and charitable activities. From the previous year, the Foundation will receive 5% of the Bank's annual operating profit, up from 2.50%.
- DBBL shares up to 2.50 percent of its annual profit with its staff as profit-sharing.
- DBBL’s objective is not only to make profit, but also simultaneously contribute towards social and human development through various generous activities.

2.12.2 Weakness

- Branch count is lower in rural areas.
- Due to network service, some of the ATM booths occasionally remain empty
- Due to a lack of cooperation between the departments and staff, the bank's divisions can have problems.
- The divisions are not correctly set up. Head Office continues to be responsible for planning and decision-making due to its centralized management. There are few opportunities for Brach to use the power.

2.12.3 Opportunities

- Due to the fact that DBBL has already begun its efforts in this regard, DBBL will lead the nation's financial sector with a modern banking system. 2.

- Due to its broader range of services, DBBL has a chance to become Bangladesh's top bank.
- enhancing their ATM system.
- More accounts are being opened by students.
- opening more branches and ATMs.
- Their online banking services

2.12.4 Threat

- DBBL is a complete automated system disaster, which could cause the bank to lose its substantial customer base.
- There are more private or foreign banks in the nation.
- global progress in technology.
- Situation of the nation's politics and economy.
- declining public trust in investor uncertainty caused by banks.

2.13 Recommendations

- The DBBL's location and outside and interior aesthetics both lend itself well to deposit mobilization.
- The branch's space is much expanded, making it very simple to do various functions.
- The accounts opening section needs to be well-equipped with a contemporary workstation.
- The police who use computers don't have as much training. They sometimes need time to resolve a problem if one does occur.
- The remittance section has no computers. Therefore, for speedy and efficient service, the remittance section needs at least one computer.

- Payments made with instruments move more quickly.
- In order to draw in current and new clients in a cutthroat market, the entire branch's decoration must be completely rebuilt.
- For quick work, the accounts department requires another regular officer.
- Although the software used by the bank, called Flex-cube Retail, is good, it still needs a lot of work to operate better and offer customers faster service.

CHAPTER 3: ANALYTICAL STUDY ON GENERAL BANKING OF DBBL

3.1 Introduction

Every day, the banking industry increases its involvement in various financial events. The banking industry is expanding while the banking procedure is becoming quicker and simpler. They are developing new, creative concepts and products as the desire for better service grows every day. All banking firms are searching for ways to offer their fellow customers greater service to thrive in the very competitive banking business. As a result, understanding banks and the financial process has become crucial for everyone.

3.2 Background

In general, the performance of banks affects both the performance of the entire economy and the individual customers of bank in terms of deposit and loan services. The main issue at hand is whether or not the commercial banks performed as successfully as anticipated. How well they are performing and making a difference in Bangladesh's financial sector, particularly the banking sector, as well as in the country's broader socioeconomic situation by exceeding customers' expectations is the main objective of the study.

3.3 Objectives of the Study

The goal of the internship program is for me to become familiar with the actual market scenario, compare it to business theories, and, at the end, produce a report on the task that was assigned. This report's primary goal is to evaluate DBBL's general banking operations. I tried to learn how the bank provides facilities to its clients and, if necessary, to advise corrective action for the growth of overall banking activities. The study also aims to accomplish the following goals:

- To assess the current state of DBBL and identify some issues regarding customer service.
- To ascertain the qualitative change of customer recovery.
- To gain exposure to financial institutions, particularly the banking environment in Bangladesh.
- To connect banking theories to real-world financial practices.
- To present an overview and evaluate performance of DBBL in the trade service.

- To recommend corrective action for Dutch-Bangla Bank Ltd. Development.

3.4 Significance of the Study

Due to globalization and the growth of international trade, finance is crucial to the advancement of the economy. Without the use of money, a modern economy could not have been developed. The fact that money resembles a collective commodity is one of its core characteristics. The money and banking are related in a similar way. For the requirement of the use of money and the protection of the money, banks are a significant and crucial financial institution. This study tries to link Dutch Bangla Bank Limited's performance.

3.5 Methodology of the Study

Study Design- It is an investigative report on operation of DBBL in general banking sector based on data collected both from primary and secondary sources.

Data Collection-

The primary data sources are,

- Face-to-face conversation with bank officers and staffs.
- Client conversation and observation.
- Dutch-Bangla Bank Ltd.'s manuals.
- Dutch-Bangla Bank circulars.

The secondary data sources are,

- Annual report of DBBL.
- Different 'Procedure Manual', published by DBBL.
- Corporate Portal of DBBL maintained by IT division.
- Bangladesh Bank economic review.

3.6 <u>Findings and Analysis</u>

The analysis of DBBL's general banking section in different aspects were made and the findings are stated below:

- **<u>Performance of DBBL's General Banking in Competitive Market</u>**
    - Last 05 years DBBL's total advance, total deposit, total investment, total assets, numbers of employee, numbers of branch growth rate are increasing satisfactory.
    - Last 05 years total capital, net profit, total paid up capital, fixed asset, net income growth rates of DBBL are satisfactory year to year.
    - Technological involvement is sufficient and online banking appears to be more effective than many other banks.
    - It is comparatively very easy to open a DBBL account which enhances customer satisfaction.
    - Every customer is provided with an ATM card which is easily accessible.
    - The number of ATM booths and DBBL Fast Tracks have increased and are almost in every corner of the country providing higher reach to the customers than other banks in Bangladesh.
    - It is easy to access the accounts at DBBL which enables the customers from all socio-economic backgrounds to have a pleasant banking experience.
    - DBBL provides easy loans to its customers with comparatively lenient terms and condition and various affordable rates making it for suitable for all customers.
    - Above all, DBBL is a bank for all as people from all background can open and access accounts at DBBL.
- **<u>Effectiveness of DBBL's General Banking</u>**
    - The general banking sector of DBBL is very effective in helping its customers to open and operate accounts.
    - The general banking department is quite efficient in handling and troubleshooting customers problems when required.
    - DBBL being the pioneer in automation in Bangladesh has proved to be efficient in carrying out day to day financial activities.

- **DBBL General Banking and Customer Service**
  - DBBL with its uncompromising commitment to fulfill its customer needs and satisfaction has become the first choice in banking for large number of customers.
  - The customer service of DBBL is undoubtedly one of the best in Bangladesh which draws many customers.

3.7 Summary

DBBL has been a successful private commercial bank in the Bangladesh banking industry. Its main goal is a safe and steady growth. The bank has been practicing conservative banking over the years. Thus, it has adopted new technologies to make every area of the bank more transparent to the central management. The bank has remained profitable since its inception. However, recently the banking sector continued to face challenges like swelling non-performing loans, excess liquidity, lower capital adequacy etc. These challenges have also affected the bank in some way or other eventually. Even though, the bank has all the capabilities to handle the situation, they need to pay more attention to their limitations and take measures to further improve their current condition.

CHAPTER 4: CONCLUSION AND RECOMMENDATION

4.1 Conclusion

In addition to attempting to reconcile and connect the theoretical information learned in the previous term with the experience obtained during the period of practical orientation, this report also aims to explain the banking services and policies permitted by the DBBL. Comparing theoretical and practical knowledge entails identifying areas of strength and weakness in the various branch operations and offering solutions.

The internship program covers every department and area, thus there isn't enough time to go into detail about each branch's activities. Therefore, the goal of the internship program has not been satisfactorily achieved. However, every effort has been made to ensure that the internship program's goals are met. In Bangladesh's banking and payment systems, DBBL has a significant influence. The bank has adopted appropriate policies, methods, and cutting-edge technologies to handle various situations.

In conclusion, I believe that the authority needs to focus more on consumer awareness and service initiatives, as well as ways to increase efficiency and productivity while also increasing deposit levels at a cheaper cost. If not, the bank would find it exceedingly challenging to compete with other commercial banks that have already attained this level of efficiency. Every bank must exercise extreme caution while conducting credit/advance banking. It is necessary to raise general knowledge of both borrowers and leaders.

Currently, DBBL is successful in managing these important concerns effectively and efficiently. Despite this, in order to maintain its success and raise it to the highest level possible, the bank's managers, board of directors, and staff must have a thorough understanding of reserves, funds, loans, capital, deposits, and liquidity in order to effectively manage the bank and keep up its crucial work for the economic growth of the nation.

4.2 Recommendations

Though, Dutch-Bangla Bank Limited tries to give the best customer support. On the basis of preceding description and analysis the activities some recommendations are given below which may be effective for the organization:

- Foreign exchange division needs to shorten/easier its complex transaction procedure.
- The higher management should be more effective about the employee, to take right strategy, right decision making.
- In import section of DBBL should have marketing department of the bank to reach at the heart of the customer.
- The bank can adopt the decentralization of authority to make quick decisions to increase customer satisfaction.
- DBBL can provide foreign market report which will enable the exporter to evaluate the demand for their products in foreign countries.
- Dutch-Bangla Bank Limited should offer international credit card, because in modern world the use of increasing paper currencies is decreasing.
- The works are very sensitive in foreign exchange division, so the division must be careful to do the works.
- In foreign exchange more officers should be appointed for prompt service.
- Regular training program and workshop should be introduced to keep officers updated relating new issues for especially on the foreign exchange.
- Well trained marketing team should be recruiting for assets and liability marketing of the bank. This team will work only marketing purpose. It is not possible to go door to door for selling the bank product because existing people are fully engaged with the regular work of the bank.

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